



GURUGRAM GLOBAL COLLEGE OF PHARMACY

GURUGRAM

Approved by AICTE, Govt. Of India & Pharmacy Council of India
Affiliated to P.L.S.D Sharma University of Health Sciences Rohtak
Affiliated to Haryana Board of Technical Education

5.1.4

Grievances Redressal Committee year-wise



GURUGRAM GLOBAL COLLEGE OF PHARMACY GURUGRAM

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Affiliated to Pt. S.D Sharma University of Health Science Rohtak
Affiliated to Haryana Board of Technical Education

GRIEVANCE REDRESSAL COMMITTEE 2022-23

Ref.No.-GGCP/GR/2022-23/05

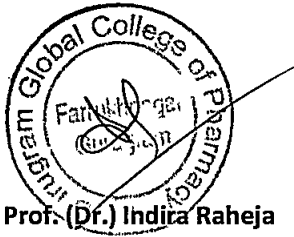
DATE-04/07/22

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2022-23 scheduled on 06/07/2022 at 10:00 AM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA:

- Discussion to resolve the problem related to name correction.
- Discussion to review the internal marks.

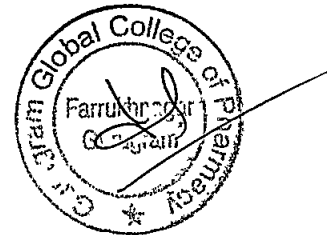


Prof. (Dr.) Indira Raheja

Principal

Copy to:

1. The Chairman office, for kind information; please.
2. The Admin office/Office of the Registrar
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4. All HOD's for necessary action (Circulation among all students, faculty members & non-teaching staff)
5. The Library In charge
6. All concerned Class Advisory Committee member.
7. The Office File





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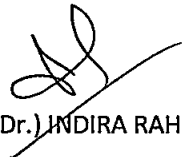
MINUTES OF THE MEETING

The following members were present in the meeting on 06/07/2022

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Mr. VINOD GAHLOT	Associate Professor	Coordinator
3	Dr. RICHA BAJAJ	Assistant Professor	Member
4	Ms. MONIKA SEMWAL	Assistant Professor	Member
5	Ms. PRARTHNA LAKHERA	Assistant Professor	Member
6	Ms. KRATI SHUKLA	Assistant Professor	Member

The details of the points discussed and decision taken are as under:

- Discussed and forward the request to the examination committee to resolve the student's problem related to their name change in portal.
- Discussed and forward the student request to review the internal marks
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members.



(Prof. (Dr.) INDIRA RAHEJA)


(Mr. VINOD GAHLOT)


(Dr. RICHA BAJAJ)


(Ms. MONIKA SEMWAL)


(Ms. PRARTHNA LAKHERA)


(Ms. KRATI SHUKLA)





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Ref.No.-GGCP/GR/2022-23/11

Date-08/07/2022

Action Taken Report 2022-23

Sr.No.	Agenda	Resolution
1	Discussion to resolve the problem related to name correction	The request forwarded to admin department. The correction of name done by the admission committee
2	Discussion to review the internal marks	The request forwarded to examination committee to review the internal marks on student's request. The examination committee recheck the paper and upload the revise marks.



Prof. (Dr.) Indira Raheja

Principal

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GRIEVANCE REDRESSAL COMMITTEE 2021-22

Ref.No.-GGCP/GR/2021-22/04

DATE-6/07/2021

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2021-22 scheduled on 08/07/2021 at 3:30 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA:

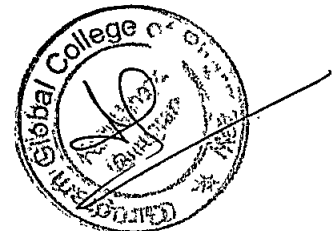
- To discuss about to resolve marking of attendance of the student while online classes.
- Discuss to solve the problem of the students regarding assignment submission.
- To discuss the problem related to resolve the problem related to online question paper.



Prof. (Dr.) Indira Raheja
Principal

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MINUTES OF THE MEETING

The following members were present in the meeting on 08/07/2021

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Dr. NEELIMA GOEL	Professor	Coordinator
3	Dr. RICHA BAJAJ	Assistant Professor	Member
4	Ms. MONIKA SEMWAL	Assistant Professor	Member
5	Ms. PRARTHNA LAKHERA	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- Discussed about to resolve attendance problem while online classes.
- Discussed about to accept student's request for submitting their assignment on the basis of their apology letter.
- Discussed and plan to resolve problems related to question paper.
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members.


(Prof. (Dr.) INDIRA RAHEJA)


(Dr. NEELIMA GOEL)


(Dr. RICHA BAJAJ)


(Ms. MONIKA SEMWAL)


(Ms. PRARTHNA LAKHERA)


(Mr. SURENDER PHOGAT)





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Ref.No.-GGCP/GR/2021-22/12

Date-9/07/2021

Action Taken Report 2021-22

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Concerns raised about attendance during online classes.	Students were reminded to be vigilant and ensure proper attendance submission.
Concern raised about student's request to consider late assignment submission.	Apology letters were obtained from the students who were submit assignment late, and extended one day for the submission.
Complaint raised about repeated questions in online assessment received from the students	The complaint was forwarded to examination committee. The examination committee resolved the problem by correcting the questions in assessment.


Prof. (Dr.) Indira Raheja
Principal

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GRIEVANCE REDRESSAL COMMITTEE 2020-21

Ref. No.-GGCP/GR/2020-21/03

DATE-31/07/2020

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2020-21 scheduled on 04/08/2020 at 2:30 PM on online platform via zoom app.

AGENDA OF THE DISCUSSION:

- To discuss the grievance of a student regarding change in name in mark sheet.
- To discuss the problems of students who were facing delay issue of admit card.

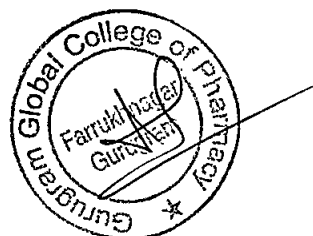


Prof. (Dr.) Indira Raheja

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MINUTES OF THE MEETING

The following members were present in the meeting on 04/08/2020

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Dr. SUSHILA RATHEE	Associate Professor	Coordinator
3	Ms. SWEETY	Assistant Professor	Member
4	Ms. MANISHA SINGH	Assistant Professor	Member
5	Ms. ANURADHA SHARMA	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- Discussed and plan to resolve the problem of student who were faces the problem of error in name in mark-sheet.
- Discussed and forward the problem related to the examination committee to resolve the problem related to late issue of admit card.
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members

(Prof. (Dr.) INDIRA RAHEJA)

(Dr. SUSHILA RATHEE)

(Ms. SWEETY)

(Ms. MANISHA SINGH)

(Ms. ANURADHA SHARMA)

(Mr. SURENDER PHOGAT)





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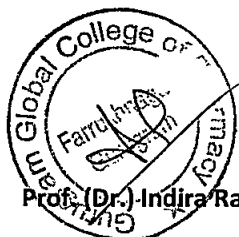
Ref.No.-GGCP/GR/2020-21/13

Date-6/08/2020

Action Taken Report 2020-21

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Grievance of a students regarding change in name in mark sheet	The examination committee firstly suggested the students to fill the form for name correction in mark sheet. Than it will send to the university and final correction done by the university and send the mark sheet to the college to provide the student.
Some students are facing delay issue of admit card.	The request was forwarded to the examination committee to issue the admit card to the students at time by resolving the problems related to late issue of admit card.



Prof. (Dr.) Indira Raheja

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GRIEVANCE REDRESSAL COMMITTEE 2019-20

Ref.No.-GGCP/GR/2019-20/03

DATE-3/07/2019

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2019-20 scheduled on 5/07/2019 at 3:00 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF DISCUSSION:

- To discuss review of internal exam time table so that student can take participate in event.
- To discuss some students problem who want to correct their parent's name



Prof. (Dr.) Indira Raheja

Principal

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MINUTES OF THE MEETING

The following members were present in the meeting on 5/07/2019

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Dr. SUSHILA RATHEE	Associate Professor	Coordinator
3	Ms. MANI TANEJA	Assistant Professor	Member
4	Ms. MANISHA SINGH	Assistant Professor	Member
5	Ms. ANUSHREE	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- Discussed and planned to revive time table so that students can take participate in event and the request is forwarded to time table committee
- Discussed and forwarded the request to admission committee to correct the parent's name of the student who were requested

(Prof. (Dr.) INDIRA RAHEJA)

(Dr. SUSHILA RATHEE)

(Ms. MANI TANEJA)

(Ms. MANISHA SINGH)

(Ms. ANUSHREE)

(Mr. SURENDER PHOGAT)





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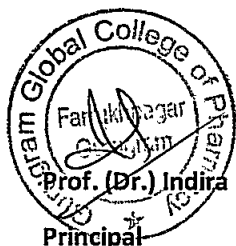
Ref.No.-GGCP/GR/2019-20/14

Date-8/07/2019

ACTION TAKEN REPORT 2019-20

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
To discuss review of internal exam time table so that student can take participate in event.	The request was forwarded to time table committee to revise the time table of internal exam so that the not collapse with event. The time table was revived.
To discuss some students' problem who want to correct their parent's name	The request was forwarded to admission committee to correct the name. The correction was done by the committee



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GRIEVANCE REDRESSAL COMMITTEE 2018-19

Ref.No.-GGCP/GR/2018-19/01

DATE-4/07/2018

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2018-19 scheduled on 6/07/2018 at 10:30 AM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF THE DISCUSSION:

- Discussion about to resolve problem of students who are unable to attend internal exam because of medical issue.
- To discuss about the review of the time table
- To discuss the problem related to portal.

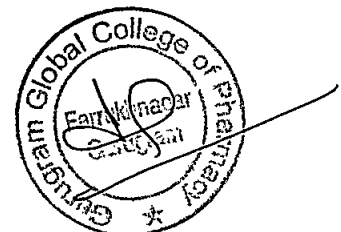


Prof. (Dr.) Indira Raheja

Principal

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MINUTES OF THE MEETING

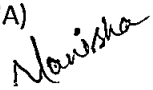
The following members were present in the meeting on 6/07/2018

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Ms. DOLI RANI DAS	Assistant Professor	Coordinator
3	Ms. ANURADHA SHARMA	Assistant Professor	Member
4	Ms. MANISHA SINGH	Assistant Professor	Member
5	Ms. MANI TANEJA	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:


- Discussed and forward the request to the examination committee to submit the application of the students with prescription who were unable to attend the internal exam because of medical issue.
- Discussed to review the time table so that student can focus on the extra curriculum activities also
- Discussed and forward the request to the examination committee to upload correctly subject's name in the portal.
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee member.


(Prof. (Dr.) INDIRA RAHEJA)


(Ms. MANISHA SINGH)


(Mr. SURENDER PHOGAT)


(Ms. ANURADHA SHARMA)


(Ms. MANI TANEJA)


(Ms. DOLI RANI DAS)





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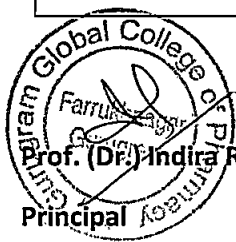
Ref.No.-GGCP/GR15/2018-19

Date-9/07/2018

Action Taken Report 2018-19

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Some students are unable to attend internal exam because of medical issue.	The request was forwarded to examination committee. The committee suggested students to submit the application with prescription. Then committee arrange the exam for those students who were unable to attend the exam.
Some third-year students are facing scheduling conflicts between their college classes and their coaching classes for specific subjects, as the coaching classes are conducted in the morning hours.	The request was forwarded to the Timetable Committee for rescheduling the classes. The timetable committee evaluated the request and assured to make necessary adjustments if possible, aiming to strike a balance between the students' coaching requirements and the overall schedule of the college.
Students faces problem while entry their subjects name in portal.	The request was forwarded to examination committee to correct the allotted subject name by consulting with the students



Prof. (Dr.) Indira Raheja
Principal

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ADMINISTRATIVE COMMITTEE 2018-19

Ref.No.-GGCP/AD/2018-19/01

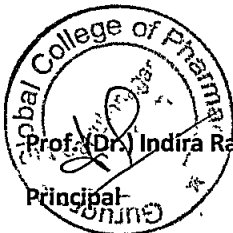
DATE-3/07/2018

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2018-19 scheduled on 6/07/2018 at 3:00 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF DISCUSSION

- Planning to resolve problem regarding water shortage in the toilets during July.
- To discuss the problem related to food menu in hostel.



Prof. (Dr.) Indira Raheja

Principal

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2	Ms. DOLI RANI DAS	Assistant Professor	Coordinator
3	Ms. ANURADHA SHARMA	Assistant Professor	Member
4	Ms. MANISHA SINGH	Assistant Professor	Member
5	Ms. MANI TANEJA	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- Discussed and forward the request to the administrative committee to resolve the water shortage problem.
- The request was forwarded to canteen committee to revive the menu and resolve the food related problem.
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members

(Prof (Dr.) INDIRA RAHEJA)

(Ms. ANURADHA SHARMA)

(Ms. DOLI RANI DAS)

(Ms. MANISHA SINGH)

(Ms. MANI TANEJA)

(Mr. SURENDER PHOGAT)





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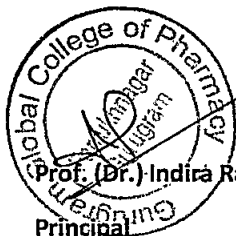
Ref.No.-GGCP/AD/2018-19/11

Date-11/7/2018

ACTION TAKEN REPORT 2018-19

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Complaint regarding water shortage in the toilets during July.	The college management was notified of the complaint and took necessary steps to resolve the water supply issue.
Suggestion to offer a wider variety of food items in the canteen.	The suggestion was forwarded to the canteen committee, resulting in the addition of healthy food options to the canteen menu.



Prof. (Dr.) Indira Raheja
Principal

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ADMINISTRATIVE COMMITTEE 2019-20

Ref.No.-GGCP/AD/2019-20/02

DATE-3/07/2019

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2019-20 scheduled on 8/07/2019 at 3:00 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF DISCUSSION

- Discussion and planning to resolve problems related to transport about the availability of stop for the students and the timing issue related to bus.
- Administrative of a student regarding the negative influence of peer pressure.



Prof. (Dr.) Indira Baheja
Principal

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MINUTES OF THE MEETING

The following members were present in the meeting on 8/07/2019

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1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Dr. SUSHILA RATHEE	Associate Professor	Coordinator
3	Ms. MANI TANEJA	Assistant Professor	Member
4	Ms. MANISHA SINGH	Assistant Professor	Member
5	Ms. ANUSHREE	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- The request of the students and staff was forwarded to the transport Incharge to resolve the time and route of the bus.
- Discussed and planned to guide students to deal with the peer pressure

(Prof. (Dr.) INDIRA RAHEJA)

(Dr. SUSHILA RATHEE)

(Ms. MANI TANEJA)

(Ms. MANISHA SINGH)

(Ms. ANUSHREE)

(Mr. SURENDER PHOGAT)





GURUGRAM GLOBAL COLLEGE OF PHARMACY GURUGRAM

Approved by AICTE, Govt. Of India & Pharmacy Council of India
Affiliated to P.T. S.D Sharma University of Health Science Rohtak
Affiliated to Haryana Board of Technical Education

Ref.No.-GGCP/AD/2019-20/12

Date-10/07/2019

Action Taken Report 2019-20

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Administrative of a student regarding the negative influence of peer pressure.	The student was advised to seek guidance and support from the class mentor, who can provide assistance in dealing with the issue of peer pressure.
Problems related to transport about the availability of stop for the students and the timing issue related to timing of the bus	The request forward to transport incharge to verify the routes by consulting with the students and instruct the driver clearly about timing


Prof. (Dr.) Indira Baheja
Principal

Copy to:

1. The Chairman office, for kind information; please.
2. The Admin office/Office of the Registrar
3. The Accounts Office
4. All HOD's for necessary action (Circulation among all students, faculty members & non-teaching staff)
5. The Library In charge
6. All concerned Class Advisory Committee member.
7. The Office File



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ADMINISTRATIVE COMMITTEE 2021-22

Ref.No.-GGCP/AD/2021-22/03

DATE-2/07/2021

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2021-22 scheduled on 05/07/2021 at 3:00 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF DISCUSSION

- Regarding proper sanitization of class room
- Regarding repair of water cooler



Prof. (Dr.) Indira Raheja

Principal

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MINUTES OF THE MEETING

The following members were present in the meeting on 05/07/2021

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Dr. NEELIMA GOEL	Professor	Coordinator
3	Dr. RICHA BAJAJ	Assistant Professor	Member
4	Ms. MONIKA SEMWAL	Assistant Professor	Member
5	Ms. PRARTHNA LAKHERA	Assistant Professor	Member
6	Mr. SURENDER PHOGAT	Admin Incharge	Member

The details of the points discussed and decision taken are as under:

- Discussed and forward the request to the cleaning department to keep the classes clean
- Discussed to repair the water cooler
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members.


(Prof. (Dr.) INDIRA RAHEJA)


(Dr. NEELIMA GOEL)


(Dr. RICHA BAJAJ)


(Ms. MONIKA SEMWAL)


(Ms. PRARTHNA LAKHERA)


(Mr. SURENDER PHOGAT)





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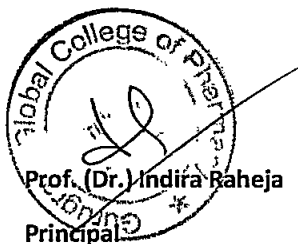
Ref.No.-GGCP/AD/2021-22/13

Date-8/07/2021

Action Taken Report 2021-22

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Regarding proper sanitization of class room	The cleaning problem was resolved
Regarding repair of water cooler	The water cooler was repaired



Prof. (Dr.) Indira Raheja
Principal

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ADMINISTRATIVE COMMITTEE 2022-23

Ref.No.-GGCP/AD/2022-23/04

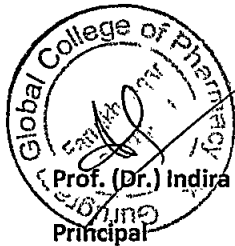
DATE-4/07/2022

NOTICE

All the Committee members are requested to attend the meeting for the academic session 2022-23 scheduled on 6/07/2022 at 3:00 PM at Principal office, Gurugram Global College of Pharmacy, Farrukh Nagar.

AGENDA OF DISCUSSION

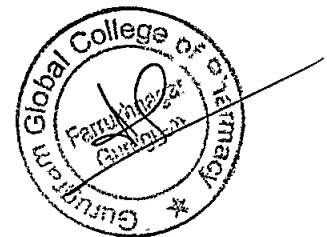
- Regarding proper sanitization, of washroom
- Regarding repair of AC in computer class



Prof. (Dr.) Indira Raheja
Principal

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MINUTES OF THE MEETING

The following members were present in the meeting on 6/07/2022

SR. No	Name	Designation	Category
1	Prof. (Dr.) INDIRA RAHEJA	Principal	Chairperson
2	Mr. VINOD GAHLOT	Associate Professor	Coordinator
3	Dr. RICHA BAJAJ	Assistant Professor	Member
4	Ms. MONIKA SEMWAL	Assistant Professor	Member
5	Ms. PRARTHNA LAKHERA	Assistant Professor	Member
6	Ms. KRATI SHUKLA	Assistant Professor	Member

The details of the points discussed and decision taken are as under:

- Discussed and forward the request to the cleaning department to keep the washroom clean
- The request was forwarded to administrative committee to repair the AC
- At the last of the meeting Dr. Indira Raheja intimated the vote of thanks to the committee members.


(Prof. (Dr.) INDIRA RAHEJA)

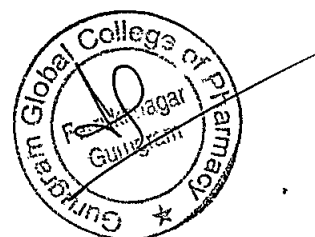

(MR. VINOD GAHLOT)


(DR. RICHA BAJAJ)


(MS. MONIKA SEMWAL)


(MS. PRARTHNA LAKHERA)


(MS. KRATI SHUKLA)





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Ref.No.- GGCP/AD/2022-23/14

Date-8/07/2022

Action Taken Report 2022-23

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Regarding proper sanitization of WASHROOM	The cleaning problem was resolved
Regarding repair of AC	The AC was repaired

Prof. (Dr.) Indira Raheja
Principal

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