



KARPAGAM COLLEGE OF PHARMACY

Coimbatore-641032

COLLEGIATE STUDENT GRIEVANCE REDRESSAL COMMITTEE (CSGRC)

S. No.	Name of the Member	Designation	Constitution role
1.	Dr. S. Mohan, Principal	Principal	Chairperson
2.	Dr. C.S. Kandasamy	Professor	Senior Member
3.	Dr. S. Ramkanth	Professor	Senior Member
4.	Dr. A. Madeswaran	Professor	Senior Members
5.	Mr. V. Girish	PG Student	Student member

It has been established to address grievances and concerns raised by students, faculty, and parents regarding the institution's operations and campus environment. The members of the Grievance Redressal Committee are appointed by the committee chairperson, depending on the nature of the grievance submitted through the online portal or suggestion box.

Functions:

- **Addressing Complaints:** Resolve grievances and complaints submitted by students related to academic, administrative, infrastructure, or any other aspect of student life.
- **Maintaining Confidentiality:** Ensure that the identity of students submitting grievances remains confidential, if requested, to prevent any repercussions.
- **Investigation and Action:** Investigate the nature of complaints and take necessary actions to resolve them, including coordinating with concerned departments or authorities.
- **Monitoring Grievance Redressal Process:** Ensure that the grievance redressal process is fair, transparent, and timely, and monitor the progress of complaints until they are resolved.
- **Facilitating Communication:** Serve as a mediator between students and the institution, facilitating communication to resolve misunderstandings and disagreements.
- **Providing Feedback:** Provide regular feedback to the administration regarding common issues faced by students and suggest improvements for a better campus environment.
- **Organizing Awareness Programs:** Conduct awareness campaigns to inform students about the grievance redressal process, its importance, and how they can file complaints.
- **Ensuring Fair Treatment:** Ensure that all students are treated fairly and equitably, irrespective of their background or nature of the grievance.
- **Reviewing Policies:** Periodically review institutional policies to identify areas that may lead to grievances and recommend adjustments or improvements.
- **Promoting a Healthy Environment:** Work to maintain a positive and conducive environment for students, where their concerns are heard and addressed promptly.