



Children's Education Society (Regd.)  
**The Oxford College of Pharmacy**  
(Recognised by the Govt. of Karnataka, Affiliated to Rajiv Gandhi University of Health Sciences,  
Karnataka; Approved by Pharmacy Council of India, New Delhi)  
Accredited by NAAC and International Accreditation Organization (IAO)

Ref No: TOCP/MOM/2022-2023/01

24<sup>th</sup> November 2022.

**CIRCULAR**

This is to inform all Deans and HOD's and members of Grievance Committee that a meeting is scheduled on 26<sup>th</sup> November 2022 at 12:30 PM in the Smart Room, The Oxford College of Pharmacy, Bangalore. All Deans, HOD's and members of Grievance Committee are requested to attend the meeting.

**AGENDA**

1. Students issue with unclear instructions regarding the payment of tuition fee account.
2. Student issue related to SSP scholarship portal enrolment.
3. Students complained regarding littering in classroom.

Copy to:

1. Chairman
2. IQAC Member secretary
3. All HODs

Chairperson

*Skau*



No.6/9, 1<sup>st</sup> Cross, Begur Road, Hongasandra, Bengaluru -560 068  
☎: +91- 80 - 61754694; Fax: +91- 80 -61754699; www.theoxford.edu  
e-mail: pharmacyprincipal@theoxford.edu; info@theoxford.edu;





**MINUTES OF MEETING ON GRIEVANCE COMMITTEE 2022-2023**

Date: 26<sup>th</sup> November 2022

Time: 12:30 P:M

**AGENDA**

1. Students issue with unclear instructions regarding the payment of tuition fee account.
2. Student issue related to SSP scholarship portal enrolment.
3. Students complained regarding littering in classroom.

**COMMITTEE MEMBERS:**

| S.NO. | NAME OF THE MEMBER    | DESIGNATION               | POST                | SIGNATURE              |
|-------|-----------------------|---------------------------|---------------------|------------------------|
| 1     | MRS. SURINDER KAUR    | ASSO. PROFESSOR           | CHAIRPERSON         | <i>Skaur</i>           |
| 2     | DR. NOOPUR SRIVATSAVA | PROFESSOR & HOD           | MEMBER<br>SECRETARY | <i>Nuvasava</i>        |
| 3     | DR. G NAGALAKSHMI     | ASSO. PROFESSOR           | DEAN<br>EXAMINATION | <i>Gw</i>              |
| 4     | MS. NAGALAKSHMI R     | ASST. PROFESSOR           | MEMBER              | <i>SP</i>              |
| 5     | MRS. T.S ANUPAMA      | ADVOCATE                  | MEMBER              | <i>T.S Anupama</i>     |
| 6     | MS. PRIYADHARSHINI    | STUDENT<br>REPRESENTATIVE | INVITE              | <i>MPriyadharshini</i> |
| 7     | MR. GIREESHA NAIDU    | STUDENT<br>REPRESENTATIVE | INVITE              | <i>G.</i>              |





The Chairperson welcomed all members to the meeting.

**Agenda 1: Students issue with unclear instructions regarding the payment of tuition fee account.**

- Committee members discussed about difficulties faced by the students regarding account details for fee payment.
- Chairperson informed members of the committee to inform class teachers to give clear instructions to the students to meet the staff at fee counter, confirm the details and then pay the fee.

**Resolution:** As per the discussion held, the details regarding the tuition fee payment and the related account details were provided by fee account Department.

**Agenda 2: Student issue related to SSP scholarship portal enrolment.**

- Committee members discussed about issue faced by students regarding the SSP scholarship portal discrepancies.
- Chairperson took an initiative to inform regarding the issue to the University as the discrepancy was regarding the student registration numbers.
- Chairperson informed the class teachers to collect students details with Aadhar number and biometric were done.

**Resolution:** As per the discussion held, the issue was resolved by updating the details of students in the University portal and later students were instructed to apply for scholarship.

**Agenda 3: Students complained regarding littering in classroom.**

- Members discussed about the issue faced by the students regarding the littering in the class room.





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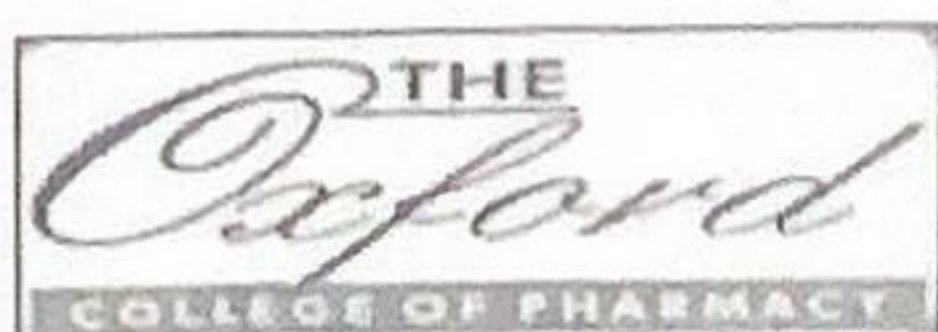
- Regarding this chairperson decided to organise a session to educate the students about classroom behaviour and instructed to use dustbin to throw the waste and keep the place clean.

**Resolution:** The session helped students to overcome littering and keep their place clean.

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Chairperson



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Ref No: TOCP/MOM/2022-2023/02

10<sup>th</sup> March 2023.

### CIRCULAR

This is to inform all Deans and HOD's and members of Grievance Committee that a meeting is scheduled on 13<sup>th</sup> March 2023 at 12:30 P:M in the Smart Room, The Oxford College of Pharmacy, Bangalore. All Deans and HOD's and members of Grievance Committee are requested to attend the meeting.

### AGENDA

1. Students complained about non-availability of hot water in hostel.
2. Shortage of water supply in washrooms.
3. Flickering tube light in classroom.

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**MINUTES OF MEETING ON GRIEVANCE COMMITTEE 2022-2023**

Date: 13<sup>th</sup> March 2023

Time: 12:30 P:M

**AGENDA**

1. Students complained about non-availability of hot water in hostel.
2. Shortage of water supply in washrooms.
3. Flickering tube light in classroom.

**COMMITTEE MEMBERS:**

| S.NO. | NAME OF THE MEMBER    | DESIGNATION               | POST                | SIGNATURE          |
|-------|-----------------------|---------------------------|---------------------|--------------------|
| 1     | MRS. SURINDER KAUR    | ASSO. PROFESSOR           | CHAIRPERSON         | <i>SKaur</i>       |
| 2     | DR. NOOPUR SRIVATSAVA | PROFESSOR & HOD           | MEMBER<br>SECRETARY | <i>Nivatsava</i>   |
| 3     | DR. G NAGALAKSHMI     | ASSO. PROFESSOR           | DEAN<br>EXAMINATION | <i>Gw</i>          |
| 4     | MS. NAGALAKSHMI R     | ASST. PROFESSOR           | MEMBER              | <i>[Signature]</i> |
| 5     | MRS. T.S ANUPAMA      | ADVOCATE                  | MEMBER              | <i>Ts Anupama</i>  |
| 6     | MS. PRIYADHARSHINI    | STUDENT<br>REPRESENTATIVE | INVITE              | <i>MPriy.</i>      |
| 7     | MR. GIREESHA NAIDU    | STUDENT<br>REPRESENTATIVE | INVITE              | <i>[Signature]</i> |

The Chairperson welcomed all members to the meeting.

**Agenda 1: Students complain about non-availability of hot water in hostel.**

- Committee members discussed about grievance faced by the students regarding the non-availability of hot water in hostel.





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- Chairperson informed the maintenance team and the hostel warden to resolve the issue as soon as possible.

**Resolution:** The issue regarding the non-availability of hot water was resolved by repairing the geyser system and maintaining them.

### Agenda 2: Shortage of water supply in washrooms.

- Members discussed about the issue faced by students regarding the water shortage in washrooms.
- The issue was informed to the college maintenance committee to resolve the problem which was due to water leakage and inappropriate usage of water by students.
- Chairperson informed extension committee to organise an awareness program regarding water conservation and usage.

**Resolution:** The issue was resolved by replacing the damaged taps and an awareness session was conducted for the students.

### Agenda 3: Flickering tube light in classroom.

- Members discussed about the issue faced by students regarding flickering of tube light in classroom.
- The issue was informed to the college maintenance committee to resolve the problem and the new light to be replaced.

**Resolution:** The issue was resolved by replacing the damaged tube light.

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Ref No: TOCP/MOM/2022-2023/03

11<sup>th</sup> August 2023.

**CIRCULAR**

This is to inform all Deans and HOD's and members of Grievance Committee that a meeting is scheduled on 14<sup>th</sup> August 2023 at 12:30 P:M in the Smart Room, The Oxford College of Pharmacy, Bangalore. All Deans and HOD's and members of Grievance Committee are requested to attend the meeting.

**AGENDA**

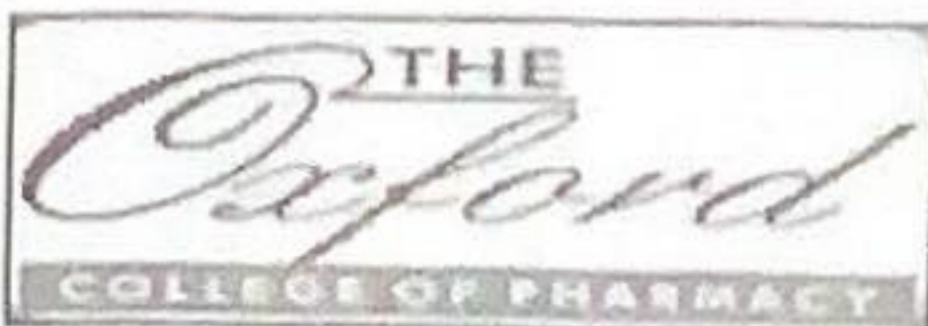
1. Water leakage problem in Girl's Common Room.
2. RO water system dysfunctionality.
3. Students issue related to poor maintenance of lift.

Copy to:

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Chairperson

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**MINUTES OF MEETING ON GRIEVANCE COMMITTEE 2022-2023**

Date: 14<sup>th</sup> August 2023

Time: 12:30 P:M

**AGENDA**

1. Water leakage problem in Girl's Common Room.
2. RO water system dysfunctionality.
3. Students issue related to poor maintenance of lift.

**COMMITTEE MEMBERS:**

| S.NO. | NAME OF THE MEMBER    | DESIGNATION               | POST                | SIGNATURE           |
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| 3     | DR. G NAGALAKSHMI     | ASSO. PROFESSOR           | DEAN<br>EXAMINATION | <i>G</i>            |
| 4     | MS. NAGALAKSHMI R     | ASST. PROFESSOR           | MEMBER              | <i>R</i>            |
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| 7     | MR. GIREESHA NAIDU    | STUDENT<br>REPRESENTATIVE | INVITE              | <i>G.</i>           |

The Chairperson welcomed all members to the meeting.

**Agenda 1: Water leakage problem in Girl's Common Room.**

- Members discussed about the issue faced by students regarding the water leakage in girl's common room.





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- The issue was informed to the college maintenance committee to resolve it.
- **Resolution:** The issue was resolved by replacing the damaged taps by the plumber.

### Agenda 2: RO water system dysfunctionality.

- Members discussed about the issue faced by students regarding the drinking water availability.
- The issue was due to RO dysfunction which was informed to the college maintenance committee to resolve the issue.
- **Resolution:** The issue was resolved by replacing the damaged filters and the storage tanks were cleaned with in a day.

### Agenda 3: Students issue related to poor maintenance of lift.

- Members discussed about the grievance faced by students regarding frequent repair of the lift.
- Chairperson informed maintenance committee to look into the issue and this issue was due to overweight as many students use to rush into lift at a time.
- In meeting it was also decided to assign a person to operate the lift.

**Resolution:** The issue was resolved by maintenance committee and an operator was appointed to operate the lift and the clear instructions were given to students regarding lift usage.

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