

Grievances Redressal Committee

Creation of the Committee

Grievances Redressal Committee deals with all types of grievances, complaints and malpractices received from Students. The Grievance Redressal Committee will enquire the grievances and suggest the final action to be initiated at the institutional level for the redressal of the same. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

The Objectives of the Grievance Redressal Committee:

- To provide a support system for the students to address their grievances.
- To initiate proactive measures to redress the grievances of the students.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

Constitution of the Committee:

The committee is reconstituted for every academic year. For the academic year 2022-23 following members are appointed.

S.No	Name	Designation	Position in the committee	Contact No.
1	Dr. B.Madhubala	Principal	Chairperson	9100000206
2	Dr.S.Pratibha	Associate Professor	Co-ordinator	9490125145
3	Ms.A.K.Ashwini	Assistant Professor	Member	9100000245
4	Ms.P.Malathi Devi	Assistant Professor	Member	9100000208
5	Ms.Anjali	Student	Member	9897197139
6	Ms.Sushma	Student	Member	9869865610

Responsibilities:

- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance



Grievance Handling Mechanism.

- The students approach the Cell to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.
- Suggestion Boxes are provided in every building and grievance records are placed at vantage points in the college(including the Library and Lab)for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the grievance redressal cell. HOD/Principal/Director regularly attend to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality.
- Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

Internal Quality Assurance Cell
Aurora PG College (MCA)
Ramanthapur, Hyderabad-13.

Date: 05.01.2023

Grievances Redressal Committee is constituted in the college. It deals with all types of grievances, complaints and malpractices including those received from Students. The Grievance Redressal Committee will enquire the grievances and suggest the final action to be initiated at the institutional level for the redressal of the same. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

The details of the committee members are furnished below.

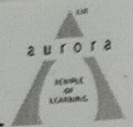
S.No	Name	Designation	Position in the committee	Contact No.
1	Dr. B.Madhubala	Principal	Chairperson	9100000206
2	Dr.S.Pratibha	Associate Professor	Co-ordinator	9490125145
3	Ms.A.K.Ashwini	Assistant Professor	Member	9100000245
4	Ms.P.Malathi Devi	Assistant Professor	Member	9100000208
5	Ms.Anjali	Student	Member	9897197139
6	Ms.Sushma	Student	Member	9869865610

The committee is requested to function with immediate effect.

Dr. B. Madhubala
 PRINCIPAL
 Aurora's P.G. College (MCA)
 Ramanthapur, Hyderabad-13.

Copy forwards for information and necessary action to:


1. Dr.S.Pratibha, Associate Professor, Department of Management, Aurora's P.G College (M.C.A), Ramanthapur, Hyderabad.
2. Ms.A.K.Ashwini, Assistant Professor, Department of Management, Aurora's P.G College (M.C.A), Ramanthapur, Hyderabad.
3. Ms.P.Malathi Devi, Assistant Professor, Department of Management, Aurora's P.G College (M.C.A), Ramanthapur, Hyderabad.
4. Ms.Anjali, Student, Department of Management, Aurora's P.G College (M.C.A), Ramanthapur, Hyderabad.
5. Ms.Pavani, Student, Department of Management, Aurora's P.G College (M.C.A), Ramanthapur, Hyderabad

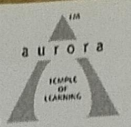


Circular

Date: 06.01.2022

In regard to the grievance lodged by the student Mr.P.Raju, it is to inform the members of Grievance committee, Librarian and student to attend the meeting on 07-01-2022, regarding resolving the issue.


Coordinator



Date: 07-01-2022

Presided by : Dr. B.Madhubala,
Principal

Time:3.00PM

Member's Present :

1. Dr.S.Pratibha, Associate Professor
2. Ms.A.K.Ashwini, Associate Professor
3. Ms P.Malathi Devi, Associate Professor

Agenda: Grievance Redressal.

The following is the statement showing the grievances and respective action taken.

S.No	Name of the student	Department	Grievances	Action taken	Remarks
1.	Mr.P.Raju	MBA	Issue related to extend Library hours	Discussed with HOD and Librarian and resolved the issue.	Solved

Signature of Members

AURORA'S POST-GRADUATE COLLEGE (MCA)

Accredited with A+ Grade by NAAC


Ramanthapur, Hyderabad – 500 013

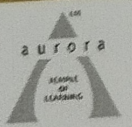


Circular

Date: 11.03.2022

In regard to the grievance lodged by the student Ms.E.Sushma, it is to inform the members of Grievance committee, Librarian and student to attend the meeting on 21-03-2022, regarding resolving the issue.


Coordinator



Date: 21-03-2022

Presided by : Dr. B.Madhubala,
Principal

Time:3.00PM

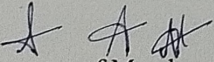
Member's Present :

1. Dr.S.Pratibha, Associate Professor
2. Ms.A.K.Ashwini, Associate Professor
3. Ms P.Malathi Devi, Associate Professor

Agenda: Grievance Redressal.

The following is the statement showing the grievances and respective action taken.

S.No	Name of the student	Department	Grievances	Action taken	Remarks
1.	Ms.E.Sushma	MBA	Issue related to loss of ID card.	Discussed with HOD and issued new ID card.	Solved


Signature of Members



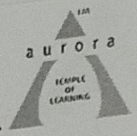
Circular

Date: 02.06.2022

In regard to the grievance lodged by the student Ms.Eshwari, it is to inform the members of Grievance committee, Librarian and student to attend the meeting on 06-06-2022, regarding resolving the issue.

A

Coordinator



Presided by : Dr. B.Madhubala,
Principal

Date: 06-06-2022

Time:3.00PM

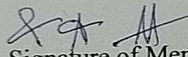
Member's Present :

1. Dr.S.Pratibha, Associate Professor
2. Ms.A.K.Ashwini, Associate Professor
3. Ms P.Malathi Devi, Associate Professor

Agenda: Grievance Redressal.

The following is the statement showing the grievances and respective action taken.

S.No	Name of the student	Department	Grievances	Action taken	Remarks
1.	Ms.Eshwari	MBA	Issue related to Bus Pass	Discussed with the HOD and solved the issue	Solved



Signature of Members

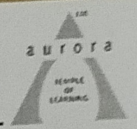


Circular

Date: 16.09.2022

In regard to the grievance lodged by the student Ms.Pooja , it is to inform the members of Grievance committee, Librarian and student to attend the meeting on 19-09-2022, regarding resolving the issue.


Coordinator



Date: 19-09-2022

Presided by : Dr. B.Madhubala,
Principal

Time:3.00PM

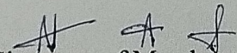
Member's Present :

1. Dr.S.Pratibha, Associate Professor
2. Ms.A.K.Ashwini, Associate Professor
3. Ms P.Malathi Devi, Associate Professor

Agenda: Grievance Redressal.

The following is the statement showing the grievances and respective action taken.

S.No	Name of the student	Department	Grievances	Action taken	Remarks
1.	Ms.Pooja	MBA	Issue related to Change of specialization	Discussed with HOD and changed the specialization	Solved


Signature of Members

Date: 27.10.2022

Report of Grievance Redressal Committee for the Year 2021-22

The Grievance Redressal Committee looks after the various complaints lodged by the students and necessary actions were taken by discussing with the concerned authority. The following is the statement showing the grievances and respective actions taken.

S. No.	Name of the student	Department	Grievances	Action taken	Remarks
1.	Mr.P.Raju	MBA	Issue related to extend Library hours	Discussed with HOD and Librarian and resolved the issue.	Solved
2.	Ms.E.Sushma	MBA	Issue related to loss of ID card.	Discussed with HOD and issued new ID card.	Solved
3.	Ms.Eshwari	MBA	Issue related to Bus Pass	Discussed with the HOD and solved the issue	Solved
4.	Ms.Pooja	MBA	Issue related to Change of specialization	Discussed with HOD and changed the specialization	Solved

PRINCIPAL

PRINCIPAL

 Aurora's P.G. College (MCA)
 Ramanthapur, Hyderabad-13.