

Orell Grievance



Student



Teacher/ Non-Teaching staff



Admin



Parent



Grievance / Management



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Aurora's PG College Uppal, Hyderabad



Aurora's PG College Uppal, Hyderabad

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Grievance

Members

Mail Log

Grievance Summary



Grievance Reports

[click here to open](#)

Date: 06/03/2024

Office Orders

Grievance Redressal Cell has been reconstituted with the following members with immediate effect.

S.No	Name	Designation	Role
1.	Dr. P.Rajavardhan Reddy	Principal	Chairperson
2.	Ms. K. Radhika	Associate Professor	Member
3.	Mr. Siva Ranjan Das	Associate Professor	Member
4.	Mr. B. Srikanth	Administrative Officer	Member
5.	Mr. B. Sai Gopal	Sr. Student Representative	Member
6.	Mr. Sneha	Jr. Student Representative	Member
7.	Prof.G. Sreenivas Reddy	Retired Professor	Member

Rules and Responsibilities**Meetings**

- The committee should meet at least once every quarter and as needed to address urgent issues.
- Minutes of each meeting should be recorded and made accessible to relevant stakeholders.

Grievance submission

- Channels for Submission: Grievances can be submitted through an online portal on EduGrievance, email, or physically to a designated office or suggestion-box.
- Acknowledgment: Upon receipt, grievances should be acknowledged within 48 hours, including a unique grievance ID and an estimated timeline for resolution.

Initial review and classification

- Classification: Grievances are classified based on their nature (academic, administrative, infrastructure-related, behavioral, etc.).
- Prioritization: Grievances are prioritized based on urgency and severity.
- Assignment: Grievances are assigned to the appropriate sub-committee or authority for detailed investigation.



Detailed investigation

- Fact-Finding: Gathering relevant information and evidence related to the grievance, including interviews and document reviews.
- Stakeholder Consultation: Engaging with all involved parties to understand the context and nuances of the grievance.
- Analysis: Analyzing the information collected to determine the root cause of the issue.

Resolution and Decision

- Resolution Plan: Formulating solutions or corrective actions based on the investigation findings.
- Decision Making: The committee makes a decision, which may involve disciplinary action, policy changes, or other measures to address the grievance.

Communication of Decision

- Notification: Communicating the decision to the affected party and relevant parties, including the findings of the investigation and actions to be taken.
- Follow-Up: Providing clear follow-up actions required from the affected party or other parties, if any.

Implementation of Resolution

- Action: Implementing the resolution, which may include disciplinary measures, administrative changes, or policy updates.
- Monitoring: Ensuring that the resolution is effectively implemented and no further issues arise.

Appeal process

- Submission of Appeal: If dissatisfied, the affected party can submit a formal appeal outlining their concerns.
- Review by Higher Authority: A higher authority or appellate committee reviews the case.
- Final Decision: The appellate body makes a final decision, which is binding.


Documentation and Reporting

- Record Keeping: Thorough documentation of all grievances, investigations, and resolutions.
- Reporting: Generating periodic reports to identify trends, ensure accountability, and inform policy updates.

Copy to:

1. Chairperson
2. All members
3. HoDs
4. AO




Director
DIRECTOR
Aurora's PG College (MDU)
Uppal, Hyderabad-500092


**Report of Grievance Redressal Committee
for the Year 2023-2024**

The following is the statement showing the grievances received during the academic year 2023-24 and the respective actions taken by the committee.

S.No	Name of the student	Department	Grievance	Action taken	Remarks
1.	Ms.V Sarika	MBA	Issue related to change of specialization from Marketing to Finance	GRC meeting was called for and discussed with HoD of MBA department. The specialization as per the request of the student was modified.	Resolved
2.	Mr.A.Teja	MCA	Issue related to Submission of Assignments. Student requested additional time	GRC meeting was called for and discussed with HoD of MCA department and the class teacher. Based on the medical reason put forth by the student, upon verification, the student was given additional time of one week to submit the assignments as per the decision of the committee.	Resolved



Chairperson
Grievance Redressal Cell



DIRECTOR
Aurora's PG College (MBA)
Uppal, Hyderabad-500092

Principal
Aurora's PG College (MBA)
Uppal, Hyderabad-500092

Copy to:

1. IQAC
2. Governing Body
3. College Academic Committee
4. HoD, MBA
5. HoD, MCA



Date 25-09-2023

Circular

To,
The Members
Grievance Redressal Committee
Uppal, Hyderabad.

Madam/sir,

Sub: Convening of Grievance Redressal Committee meeting on 28-09-2023

All the GRC members are hereby informed that there will be a meeting to be held on 28 September, 2023 at 2:30 pm in board room.

Agenda:


1. Issue related to change of Specialization.
2. Issue related to Submission of Assignments.
3. Any other issues with the permission of the chair.

In this regard, we request all the committee members to be present on 28 Sept 2023 at 2:30 pm in board room.

Yours sincerely


Chairperson

Principal
Aurora's PG College (MBA)
Uppal, Hyderabad-500092


DIRECTOR
Aurora's PG College (MBA)
Uppal, Hyderabad-500092



Circular

Date: 25/09/2023

With regard to the grievance lodged by the student Ms. V Sarika, MBA, III Sem bearing HT.NO.130322672009, all the members of the Grievance Redressal Committee and the Ms. V Sarika are requested to attend a meeting on 28/09/2023 at 3.00 pm regarding resolving the grievance lodged.


Chairperson

Grievance Redressal Committee

Principal
Aurora's PG College (MBA)
Uppal, Hyderabad-500092



DIRECTOR
Aurora's PG College (MBA)
Uppal, Hyderabad-500092

Date: 28/09/2023

Presided by: Dr.K Raghunaga Prabhakar, Principal

Time: 3:00PM

Member's Present: Dr. K Raghunaga Prabhakar, Principal

Ms. K Radhika, Associate Professor.

Mr. Siva Ranjan Das, 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.V Sarika	MBA	Issue related to change of specialization from Marketing to Finance	GRC meeting was called for and discussed with HoD of MBA department. The specialization as per the request of the student was modified.	Resolved

Signature of members

1. 

2. 

3. 



DIRECTOR
Aurora's PG College (MBA)
Uppal, Hyderabad-500092



Circular


DATE: 25/09/2023

With regard to the grievance lodged by the student Mr. A Teja, MCA, II Sem bearing HT.NO.130322862005, all the members of the Grievance Redressal Committee and the Mr. A Teja are requested to attend a meeting on 28/09/2023 at 3.30 pm regarding resolving the grievance lodged.


Chairperson

Grievance Redressal Committee

Principal
Aurora's PG College (MBA)
Uppal, Hyderabad-500092


DIRECTOR
Aurora's PG College (MBA)
Uppal, Hyderabad-500092



Date:28 /09/2023

Presided by: Dr K Ragu Naga Prabhakar,

Principal

Time: 3:30PM

Member's Present: Dr. K Raghu Naga Prabhakar Principal

Ms. K Radhika Associate Professor,

Mr. Siva Ranjan Das, 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.A.Teja	MCA	Issue related to Submission of Assignments. Student requested additional time	GRC meeting was called for and discussed with HoD of MCA department and the class teacher. Based on the medical reason put forth by the student, upon verification, the student was given additional time of one week to submit the assignments as per the decision of the committee.	Resolved

Signature of members

1.

2.

3.

DIRECTOR

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Uppal, Hyderabad-500092