



# Rishi UBR Women's College

( Accredited by NAAC with 'A' Grade )

( Affiliated to Osmania University, MBA Approved by AICTE )

Near JNTU Metro Station, Kukatpally, Hyderabad - 500 085.

Ref. :

Date : \_\_\_\_\_

Date : 10/06/2024

## OFFICE ORDERS

Grievance Redressal cell is constituted with the following faculty members for the Academic year 2024-2025.

S.No	Name of the Committee Member	Department	Role
1	Ms J Madhavilatha	Commerce	Coordinator
2	Ms D Harini	Commerce	Member
3	Ms N S L Praveena	Business Management	Member

- Collect the suggestion letters from the suggestion box and report to the Principal/Vice-principal
- Record the follow-up action
- Create a unique mail ID for the grievances and address the issues.

Copy to Coordinator

  
Principal





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**CIRCULAR**

Academic Year: 2024-25

Date: 01-08-2024

Originator	Mrs. J. Madhavi Latha, Coordinator of Grievance Redressal Cell Through the Principal
Circulated To	Committee Members

Sub: Grievance Redressal Cell First Annual Meeting – Reg.

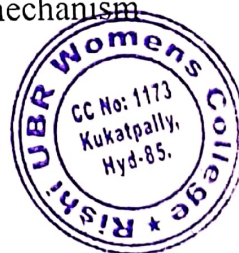
This is to inform all the members of the cell and HOD's that the committee first annual meeting of the academic year 2024-25 will be held on 03-08-2024 in Room No: 202 from 2.00 pm to 3.00 pm.

The agenda for the meeting would be the following:

1. To discuss the existing practices
2. To inform new students on grievance redressal mechanism
3. To allocate grievance redressal responsibility

Coordinator

Circulated to



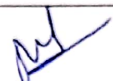



Principal 1/8/24

HODs	B.Sc	B.Com	Business Management
Committee Members			




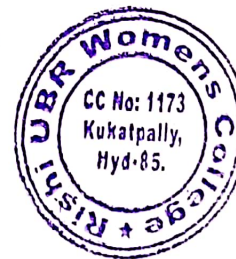
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Minutes of the Meeting of College Grievance Redressal Cell

Date, Time & Venue		03-08-2024 ,2.00 pm to 3.00 pm. at Room no : 202			
Members		Signatures of the Members Present		Members Absent	
1. Mrs. J. MADHAVI LATHA					
2. Ms. NSL PRAVEENA					
3. Mrs. D.HARINI					
Agenda Points		1. To discuss the existing practices 2. To inform new students on grievance redressal mechanism 3. To allocate grievance redressal responsibility			
Agenda Item No.	Points Discussed	Resolution	Target Date	Responsibility	Action Taken
1	Existing Practices of collecting through Suggestion box, website and Oral	To keep up the practices and to find new and better ways to collect complaints.  Frequency of	01-12-2024	Mrs. J. MADHAVI LATHA	Ensured 

		monitoring and opening suggestion box through the modes will be same.			
2	Grievance redressal mechanism for new students	To inform new students about 1. Grievance lodged procedure. 2. Grievance redressal process.	30-09-2024	Ms. NSL PRAVEENA	22 <sup>nd</sup> September 2024 H/S
3	To allocate grievance redressal responsibility	Responsibilities are allocated to HODs of respective departments to resolve grievances within 3 days.	31-12-2024	Mrs. D. HARINI	Ensured D

Signature  Coordinator





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**CIRCULAR**

Academic Year: 2024-25

Date: 30-12-2024

Originator	Mrs. J.Madhavi Latha , Coordinator of Grievance Redressal Cell Through the Principal
Circulated To	Committee Members

Sub: Grievance Redressal Cell Second Annual Meeting – Reg.

This is to inform all the members of the cell and HOD's that the committee second annual meeting of the academic year 2024-25 will be held on 03-01-2025 in Room No: 202 from 2.00 pm to 3.00 pm.

The agenda for the meeting would be the following:

1. To review grievance lodging procedures
2. To review online procedure
3. To analyse grievance redressal (if any)

Coordinator



Principal *[Signature]*

Circulated to

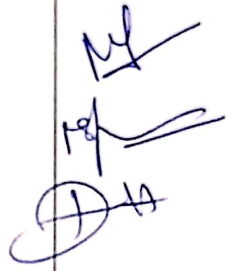

HODs	B.Sc <i>[Signature]</i>	B.Com <i>[Signature]</i>	Business Management <i>[Signature]</i>
Committee Members	<i>[Signature]</i>	<i>[Signature]</i>	

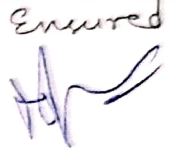
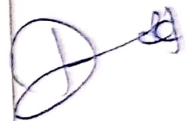


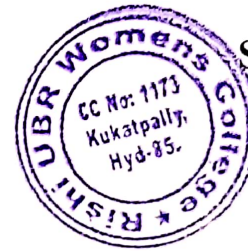


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Members		Signatures of the Members Present		Members Absent	
1. Mrs. J. MADHAVI LATHA  2. Ms. NSL PRAVEENA  3. Mrs. D.HARINI					
Agenda Points		1. To review grievance lodging procedures 2. To review online procedure 3. To analyse grievance redressal (if any)			
Agenda Item No.	Points Discussed	Resolution	Target Date	Responsibility	Action Taken
1	Review Grievance Lodging Procedures	The Grievance Lodging Procedures are effective and all students are well informed about the suggestion box as well as the online facility put		Mrs. J. MADHAVI LATHA	Ensured 

		up in website.  Ensuring the practices to be effective although the year			
2	Review online procedure	Website is active and online grievance redressal is ensured to be available.		Ms. NSL PRAVEENA	Ensured 
3	Analyse Grievance Redressal (If any)	No complaints have been lodged in either sources (offline / online). Further if any complaints flair up, HODs are instructed to resolved within 3 days		Mrs. D. HARINI	Ensured 



Signature  Coordinator

