



MALLA REDDY INSTITUTE OF MEDICAL SCIENCES

(SPONSORED BY : CHANDRAMMA EDUCATIONAL SOCIETY)

Recognized by Medical Council of India / National Medical Commission, Ministry of Health & Family Welfare, Govt. of India
Affiliated to Kaloji Narayanarao University of Health Sciences, Warangal, Telangana.

Date: 10.02.2024

MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee meeting was conducted on 10.02.2024 at 2:00 pm in the Dean's Chambers, MRIMS

The following members attended the meeting

Sr No	Name	Role in Committee	Signatures
1	Dr T. K. Rajashree	Chair Person	
2	Dr D Sridevi	Coordinator	
3	Dr M Ramani	Member	
4	Dr. J. Venkateswara Rao	Member	
5	Dr. Alpana Singh	Member	
6	Mr. M. Subramanyan Naidu	Member	

Suraram 'X' Road, Jeedimetla, Hyderabad - 500 055.

Tel: 7842090952, 8688820127

Email : mrimms.2012@gmail.com mallareddyhospital@gmail.com Website: www.mrimms.edu.in



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Ref No: MRIMS/GRC/2023/Feb-3

Date: 07.02.2023

CIRCULAR

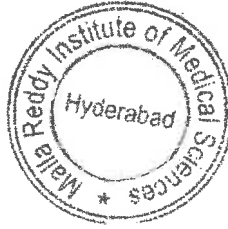
GRIEVANCE REDRESSAL COMMITTEE 2022-2023

The Meeting for the Grievance Redressal Committee will be held on 11.02.2023 at 2:00 pm in the Dean's Chambers, MRIMS.

The agenda for the meeting is as follows:

1. Reviewing the grievances of the last meeting
2. Discussion on new grievances

All the Grievance Redressal Committee members are instructed to attend the meeting as per the schedule.



U. N. Rao
PRINCIPAL/ DEAN
Principal / Dean

Malla Reddy Institute of Medical Sciences

Copy to:

1. All Department HOD's – for information
2. Grievance Redressal members
3. IQAC Cell
4. PA to Principal for filing

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Date: 11.02.2023

MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee meeting was conducted on 11.02.2023 at 2:00 pm in the Dean's Chambers, MRIMS

The following members attended the meeting

Sr No	Name	Role in Committee	Signatures
1	Dr T. K. Rajashree	Chair Person	
2	Dr D Sridevi	Coordinator	
3	Dr M Ramani	Member	
4	Dr. J. Venkateswara Rao	Member	
5	Dr. Alpana Singh	Member	
6	Mr. M. Subramanyan Naidu	Member	

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The meeting was chaired by Dr T. K. Rajashree, Vice Principal MRIMS and Chair person of the committee who after welcoming the members, commenced the meetings and discussion on the agenda.

Agenda 1	Reviewing the grievances of the last meeting
Resolution/Suggestion/Recommendation	The previous grievances were reviewed and new insights were given for solution
Agenda 2	Discussion on new grievances
Resolution/Suggestion/Recommendation	At night , the duty interns are not available. The matter was put forward to the MS for relevant action




PRINCIPAL/ DEAN
Principal / Dean

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Date: 08.07.2023

MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee meeting was conducted on **08.07.2023** at 2:00 pm in the Dean's Chambers, MRIMS

The following members attended the meeting

Sr No	Name	Role in Committee	Signatures
1	Dr T. K. Rajashree	Chair Person	<i>Rajashree</i>
2	Dr D Sridevi	Coordinator	<i>D. Sridevi</i>
3	Dr M Ramani	Member	<i>M. Ramani</i>
4	Dr. J. Venkateswara Rao	Member	<i>J. Venkateswara Rao</i>
5	Dr. Alpana Singh	Member	<i>Alpana Singh</i>
6	Mr. M. Subramanyan Naidu	Member	<i>M. Subramanyan Naidu</i>

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The meeting was chaired by Dr T. K. Rajashree, Vice Principal MRIMS and Chair person of the committee who after welcoming the members, commenced the meetings and discussion on the agenda.

Agenda 1	Reviewing the grievances of the last meeting
Resolution/Suggestion/Recommendation	The previous grievances were reviewed and new insights were given for solution
Agenda 2	Discussion on ongoing issues
Resolution/Suggestion/Recommendation	The members engaged in thorough deliberations on each grievance, offering perspectives and proposing solutions




PRINCIPAL/ DEAN

Principal/Dean
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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee

Report

Date: 03/04/23

The Dean,

MRIMS,

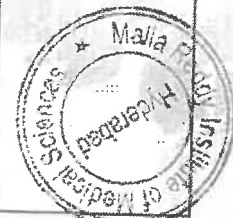
Hyderabad, 500055.

Sub: Report on grievance received from the stake holders during the academic year 2022-23

Respected sir,

The Grievance redressal committee has received a grievance and is accepted for redressal during the academic year 2022-23. The details are as follows

Sno	Name of the aggrieved stake holder	Grievance received on	Brief description of Grievance	Action taken	Current status
1	P Naveen II MBBS	28/02/2023	Grievance raised about The timings of theory classes.	Necessary measures taken. All HODs suggestions are taken and New time schedule for lecture classes was made.	Completed
2	P Naveen II MBBS	28/02/2023	Grievance raised by students availing college transport concerning inadequacy of seats. Provision of AC buses.	New buses AC/Non AC buses are allocated for the students.	Completed



V.V.V. DEAN

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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee Minutes of meeting

Date: 15/03/22

The meeting of Grievances and Redressal committee commenced at 2:00pm on the 15/03/23 in the DEAN Chamber of MRIMS in order to discuss the problem faced by the students and staff. The drop box has been opened in the presence of all committee members. Received grievance was forwarded to the principal for redressal.

The following complaint was brought to the notice of the committee.

1. Grievance raised by students concerning the Sport activities.
2. Grievance raised by to provide a common room for lunch and washrooms for students.
3. Grievance raised by students to keep existing washrooms clean. And provide hand wash/ soaps in washrooms.
4. Grievance raised by students asking for newer air conditioning in lecture halls.

The members of the committee discussed the problem along with the management to look into the issue as quickly as possible. The issue was brought to the notice of the DEAN and he immediately ordered the persons concerned to rectify the same within a couple of days.

The following members of the committee attended the meeting:

Dr. TK Rajasree

Dr. D. Sridevi

Dr. M. Ramani

Dr. Alpana Singh

M. Subramanyam Naidu



DEAN
Malla Reddy Institute of Medical Sciences



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee

Report

Date: 15/03/22

The Dean,
MRIMS,
Hyderabad, 500055.

Sub: Report on grievance received from the stake holders during the academic year 2022-23
Respected sir,

The Grievance redressal committee has received a grievance and is accepted for redressal during the academic year 2022-23. The details are as follows

Sno	Name of the aggrieved stake holder	Grievance received on	Brief description of Grievance	Action taken	Current status
1	M Dilip I MBBS	10/03/2022	Grievance raised by students concerning the Sport activities.	Necessary measures taken. A methodical time schedule was framed separately for girls and boys for sport activities. Adequacy and maintenance of sports equipment were evaluated.	Completed
2	R Pavan III MBBS	10/03/2022	Grievance raised by to provide a common room for lunch and washrooms for students.	Committee assured students that common room and washrooms will be provided.	Completed
3	M Dilip I MBBS	10/03/2022	Grievance raised by students to keep existing washrooms clean. And provide hand wash/ soaps in washrooms.	Necessary steps were taken. All washrooms now have soaps.	Completed
4	R Pavan III MBBS	10/03/2022	Grievance raised by students asking for newer air conditioning in lecture halls.	Necessary steps were taken and new air conditioners are being provided.	completed



V. V. V. DEAN
Malla Reddy Institute of Medical Sciences

Suraram 'X' Road, Quthbullapur Municipality, Hyderabad - 500 055.

Tel: 7842090952, Email : mrlms.2012@gmail.com Website: www.mrlms.org

Suraram

DT = 10/3/2022

To,

The dean,

Malla Reddy Institute of
Medical Sciences, Suraram

Respected Sir,

I am the class Representative of MBBS
1st year, would like to request the administrators
to kindly look into the following concerns

- 1) Cricket Ground is not properly
maintained
- 2) Insufficient kits for boys & girls

"Thanking you"

Forwarded to Student Grievance Redressal
Committee



V. V. A. W. 
DEAN

Malla Reddy Institute of Medical Sciences

Yours Sincerely,

M. DILIP
7406093758
MBBS 1st year
student



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee Minutes of meeting

Date: 09/09/21

The meeting of Grievances and Redressal committee commenced at 2:00pm on the 09/09/21 in the DEAN Chamber of MRIMS in order to discuss the problem faced by the students and staff. The drop box has been opened in the presence of all committee members. Received grievance was forwarded to the principal for redressal.

The following complaint was brought to the notice of the committee.

1. Grievance raised by students participating in cultural activities/ annual day celebrations for consideration of attendance.
2. Grievance regard to the maintenance of lecture hall infrastructure. Benches, Audiovisual aids issues and few of Acs not working in few lecture halls.

The members of the committee discussed the problem along with the management to look into the issue as quickly as possible. The issue was brought to the notice of the DEAN and he immediately ordered the persons concerned to rectify the same within a couple of days.

The following members of the committee attended the meeting:

- Dr. TK Rajasree
Dr. D. Sridevi
Dr. M. Ramani
Dr. Alpana Singh
M. Subramanyam Naidu



DEAN
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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee

Report

Date: 09/09/21

The Dean,

MRIMS,

Hyderabad, 500055.

Sub: Report on grievance received from the stake holders during the academic year 2021-22

Respected sir,

The Grievance redressal committee has received a grievance and is accepted for redressal during the academic year 2021-22. The details are as follows

Sno	Name of the aggrieved stake holder	Grievance received on	Brief description of Grievance	Action taken	Current status
1	M Sai Kiran IV MBBS	06/09/2021	Grievance raised by students participating in cultural activities/ annual day celebrations for consideration of attendance.	Necessary measures taken. Provision for attendance was implemented for the students participating at National and State level competitions/ cultural activities.	Completed
2	M Sai Kiran IV MBBS	6/09/2021	Grievance regard to the maintenance of lecture hall infrastructure. Benches, Audiovisual aids issues and few of Acs not working in few lecture halls.	Necessary steps are taken. Old benches are being replaced with new benches in all lecture halls. Repair of AV aids, ACs are repaired.	Completed



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DEAN
Malla Reddy Institute of Medical Sciences

Suraram
27/08/2021

To,
The Dear
Malla Reddy Institute of
Medical Sciences, Suraram

Respected Sir,

I am class representative (M. Sai Kiran)
of Final year MBBS, would like to
request the administration to kindly look
into the following concerns

- 1) Few benches are broken
- 2) Mic is not working
- 3) Slide chayan is not working
- 4) A/c is not working in the lecture hall



Forwarded to

"Thanking you"
Student Representative
Committee

V. V. A. DEAN
Malla Reddy Institute of Medical Sciences

Yours sincerely
Final year MBBS
students
8332843863
(M. Sai Kiran)



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee Minutes of meeting

Date: 16/03/20

The meeting of Grievances and Redressal committee commenced at 2:00pm on the 16/03/20 in the DEAN Chamber of MRIMS in order to discuss the problem faced by the students and staff. The drop box has been opened in the presence of all committee members. Received grievance was forwarded to the principal for redressal.

The following complaint was brought to the notice of the committee.

1. Grievance was raised by faculty and students concerning technical difficulties faced in various e-learning platforms during COVID-19 pandemic.
2. Grievance was raised by few students, they are not able to attend classes due to network issues at their home, and to consider their attendance.
3. Grievance was raised by hostel students to provide masks, hand washes. PPE kits for interns.

The members of the committee discussed the problem along with the management to look into the issue as quickly as possible. The issue was brought to the notice of the DEAN and he immediately ordered the persons concerned to rectify the same within a couple of days.

The following members of the committee attended the meeting:

Dr. TK Rajasree

Dr. Prabhavati

Dr. M. Ramani

Dr. Alpana Singh

Diksha Murthy



U. V. W. DEAN
Malla Reddy Institute of Medical Sciences



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee

Report

Date: 16/03/2020

The Dean,

MRIMS,

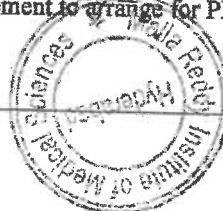
Hyderabad, 500055.

Sub: Report on grievance received from the stake holders during the academic year 2020-21

Respected sir,

The Grievance redressal committee has received a grievance and is accepted for redressal during the academic year 2020-21. The details are as follows

Sno	Name of the aggrieved stake holder	Grievance received on	Brief description of Grievance	Action taken	Current status
1		03/03/2020	Grievance was raised by faculty and students concerning technical difficulties faced in various e-learning platforms during COVID-19 pandemic	Initiative was taken to enhance the knowledge on digital learning through a webinar on basic computer applications for effective e-learning among the students and faculty.	Completed
2		03/03/2020	Grievance was raised by few students, they are not able to attend classes due to network issues at their home, and to consider their attendance	Committee assured their attendance will be considered for students with genuine issues.	Completed
3	2019-20 Post Graduates	03/03/2020	Grievance was raised by hostel students to provide masks, hand washes. PPE kits for interns	Necessary steps were taken. Dean and medical superintendent asked management to arrange for PPE kits	Completed



V. N. S. DEAN

Suraram

DT - 3/3/2020

To,
The Dean
Malla Reddy Institute of
Medical Sciences, Suraram

Respected Sir,

We are post graduate students of 2019-2020
batch, would like to request the administration
to kindly look into the following concerns

- 1) PPE kits
- 2) Masks
- 3) Hand wash
- 4) Sanitizer

"Thanking you"

Reddy
Committee

Forwarded to

V. V. Rao
DEAN

Malla Reddy Institute of Medical Sciences



Yours sincerely,
2019-20 PG student

Ranjith . PG,

Ranjith..

Ranjith PG



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee Minutes of meeting

Date: 11/03/2019

The meeting of Grievances and Redressal committee commenced at 2:00pm on the 11/03/19 in the DEAN Chamber of MRIMS in order to discuss the problem faced by the students and staff. The drop box has been opened in the presence of all committee members. Received grievance was forwarded to the principal for redressal.

There were no complaints or issues from the students.

The following members of the committee attended the meeting:

Dr.TK Rajasree

Dr.Sridevi.D

Dr.M. Ramani

Dr. Alpana Singh

Diksha Murthy



U. V. N. W. - 10 min LK

DEAN

Malla Reddy Institute of Medical Sciences



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[No.U.12012/127/2016-ME.I (FTS.3084749)]

Grievances and Redressal Committee Minutes of meeting

Date: 12/03/2018

The meeting of Grievances and Redressal committee commenced at 2:00pm on the 12/03/18 in the DEAN Chamber of MRIMS in order to discuss the problem faced by the students and staff. The drop box has been opened in the presence of all committee members. Received grievance was forwarded to the principal for redressal.

There were no complaints or issues from the students.

The following members of the committee attended the meeting:

Dr. TK Rajasree

Dr. V. Sunanda

Dr. M. Ramani

Dr. Alpana Singh

M. Diksha Murthy



V. V. V. V. V. V.

DEAN

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