




Centre for Internal Quality Assurance (CIQA)  
**Dr. B.R. Ambedkar Open University**  
Road # 46, Jubilee Hills, Hyderabad - 500  
033 Telangana, India

Prof. P. Madhusudhana Reddy  
Prof. of Geology  
DIRECTOR

Phone-23680345, 23541378,  
Fax-040-23544830  
e-mail: pmsrap@rediffmail.com

### 5.1.5 Attending to learners' queries

S.No	Modes/Approaches	Description/Link
1	Call Centre	<a href="https://braou.ac.in/staticpage/8#gsc.tab=0">https://braou.ac.in/staticpage/8#gsc.tab=0</a>
2	Help Desk	<a href="https://braou.ac.in/staticpage/9#gsc.tab=0">https://braou.ac.in/staticpage/9#gsc.tab=0</a>
3	Social Media	1. facebook link below : <a href="https://www.facebook.com/BraouOfficial/">https://www.facebook.com/BraouOfficial/</a> 2. twitter link below: <a href="https://twitter.com/i/flow/login?redirect_after_login=%2FDrBraou">https://twitter.com/i/flow/login?redirect_after_login=%2FDrBraou</a> 3. linkedin link below: <a href="https://www.linkedin.com/uas/login?session_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2F75021230%2Fadmin%2F">https://www.linkedin.com/uas/login?session_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2F75021230%2Fadmin%2F</a> 4. youtube link below: <a href="https://www.youtube.com/channel/UCw6f9llgi0BXbLACQHDWWJA">https://www.youtube.com/channel/UCw6f9llgi0BXbLACQHDWWJA</a> 5. mobile app: <a href="https://play.google.com/store/apps/details?id=com.ambedkar.app">https://play.google.com/store/apps/details?id=com.ambedkar.app</a>
4	App based support	Google app: BRAOU
5	E-mail support	<a href="mailto:helpdesk@braou.ac.in">helpdesk@braou.ac.in</a>
6	Tele Conferencing	<a href="https://www.youtube.com/watch?v=AoLIVLNBYIA&amp;list=PL0hJwV7KrHt4F-T99pTw9TXkWuxdwJa20&amp;index=167">https://www.youtube.com/watch?v=AoLIVLNBYIA&amp;list=PL0hJwV7KrHt4F-T99pTw9TXkWuxdwJa20&amp;index=167</a>
7	Learner Support Centres	List of Phone numbers of Coordinators: <a href="https://braou.ac.in/studycentre/1#gsc.tab=0">https://braou.ac.in/studycentre/1#gsc.tab=0</a>
8	Postal Communication	Photos uploaded

  
Authorized Signatory  
Director, CIQA  
Dr. B.R. Ambedkar Open University  
Hyderabad - 500033

Dr.B.R. AMBEDKAR OPEN UNIVERSITY  
LEARNER SUPPORT SERVICES BRANCH  
Road No. 46, Ram Reddy Marg, Jubilee Hills, Hyderabad-500 033

Dr.LVK REDDY  
DIRECTOR (LSSB)  
Lr.No: 30 /BRAOU/LSSB/UG/U-I/2023-24

Date: 10-08-2023

To  
The Joint Manager  
Business Post Office – 1  
Mass Mailing Centre,  
Banjara Hills,  
HYDERABAD  
Sir,

Sub: Dr.BRAOU – Request to dispatch Fee intimation letters  
to the students of current batch, and PG courses  
Sending II installment of Banker Cheques/Demand Draft – Reg.

Ref: 1. No. BPC I/DRBRAOU/BOOK POST/Tariff/22-23 dated 22-05-2023  
Ref: 2.No: 28 /BRAOU/LSSB/UG/U-I/2023-24,date: 07-07-2023

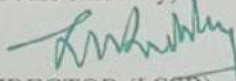
@@@

With reference to the subject and reference cited, this office has obtained the quotation for sending student intimation letter through Bulk Post of Book Post mail (2<sup>nd</sup> class) under Business Post of Postal Department, Government of India. In this regard, I am herewith sending two separate Bankers cheques bearing No's 359976 and 359977 dated 07-08-2023 for Rs 72,054/- and Rs. 18,014 (postal and service charges) as final payment, drawn in favour of Chief Post Master, Secunderabad HO for dispatch of II, III year current batch, old batches and PG courses fee intimation letters. The letters and labels have already sent. Kindly arrange to dispatch the letters as per the address labels on the day of receipt of the same immediately.

You are also requested to acknowledge the receipt of the two Banker Cheques and also maintain the account for the dispatch of the letters day-wise till the completion of the work.

Thanking you,

Yours sincerely,

  
DIRECTOR (LSSB)

Encl: 2 Banker cheques bearing No's 359976 and 359977  
Dated 07-08-2023 for Rs 72,054/- and Rs. 18,014/-



DEPARTMENT OF POSTS

Business Development Group  
(Premium Product Receipts)



39244

Receipt No.

Book No: 785

Received Cash / DD/  Cheque No. 18014 = 00 (Rupees Eighteen  
thousand fourteen Rupees Only)

From Dr. B.R. Ambedkar Open University towards Postage/handling Charges  
to be credited under the head of account **Business Post**

DD/ Cheque No. 359977 dated 07.08.23 (Name of the bank SBI)

Postage Rs. -

Service Charges Rs. 18014 = 00

Total Rs. 18014 = 00

Date: 10.08.23

Stamp



Signature

DEPARTMENT OF POSTS

Business Development Group  
(Premium Product Receipts)



39243

Receipt No.

Book No: 785

Received Cash / DD/  Cheque No. 72054 = 00 (Rupees Seventy two  
thousand fifty four Rupees Only)

From Dr. B.R. Ambedkar Open University towards Postage/handling Charges  
to be credited under the head of account **Business Post**

DD/ Cheque No. 359976 dated 07.08.23 (Name of the bank SBI)

Postage Rs. 72054 = 00

Service Charges Rs. -

Total Rs. 72054 = 00

Date: 10.08.23

Stamp



Signature

PA  
MULTI-CITY CHEQUE

MULTI-CITY CHEQUE

50000

