



C. M. College (Arts & Commerce), Darbhanga



(A Constituent Unit of L.N. Mithila University, Darbhanga (Bihar))

NAAC Accredited: B, (CGPA: 2.84)

ESTD: -1938

Grievance Redressal Cell

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2018-19

Committee Members

The Student Grievance Redressal Cell for the academic year 2018-19 was constituted with the following persons as members:-

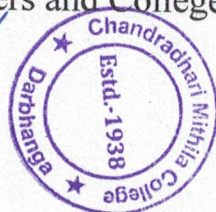
Sl. No.	Name	Designation
1	Dr Ashok Kr Poddar	Coordinator
2	Dr Prabhat Kr Choudhary	Member
3	Dr Mayank Srivastava	Member
4	Dr Ekta Srivastava	Member
5	Mr Shashank Shukla	Member

Report of Students Grievance Redressal Cell

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2021 – 22. The Principal emphasized on the need to address student grievances in a fair and impartial manner. In order to facilitate the easy submission of grievances by the students, complaint/ suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestions or grievances with or without revealing their identity. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convenor periodically checks if any grievances are submitted. The names and contact information of the cell members were shared with students via their Whatsapp groups.

Department level grievances are redressed by the Heads of Departments and class teachers concerned. Grievances received from the students during the year pertained to the common issues in college which the Cell resolved objectively with the help and support of the Teachers and College management and non-teaching staff.

Mayank Srivastava



Principal
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Grievance Redressal Cell

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2019-20

Committee Members

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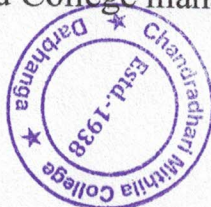
Sl. No.	Name	Designation
1	Dr Ashok Kr Poddar	Coordinator
2	Dr Indira Jha	Member
3	Dr Prabhat Kr Choudhary	Member
4	Mr Shashank Shukla	Member
5	Dr Ekta Srivastava	Member

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M.M.



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Grievance Redressal Cell

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2020-21

Committee Members

The Student Grievance Redressal Cell for the academic year 2020-21 was constituted with the following persons as members:-

Sl. No.	Name	Designation
1	Dr Divya Sharma	Coordinator
2	Dr Mayank Srivastava	Member
3	Dr Yadavendra Singh	Member
4	Mr Shashank Shukla	Member
5	Dr Ekta Srivastava	Member

Report of Students Grievance Redressal Cell

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2020-21. The Principal emphasized on the need to address student grievances in a fair and impartial manner. In order to facilitate the easy submission of grievances by the students, complaint/ suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestions or grievances with or without revealing their identity. The Cell Coordinator checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Coordinator periodically checks if any grievances are submitted. The names and contact information of the cell members were shared with students via their Whatsapp groups.

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MS

Principal
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Grievance Redressal Cell

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2021-22

Committee Members

The Student Grievance Redressal Cell for the academic year 2021-22 was constituted with the following persons as members:-

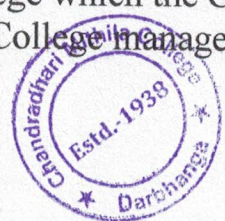
Sl. No.	Name	Designation
1	Dr Mayank Srivastava	Coordinator
2	Dr Shashank Shukla	Member
3	Dr Shailendra Srivastava	Member
4	Dr Divya Sharma	Member
5	Dr Ekta Srivastava	Member

Report of Students Grievance Redressal Cell

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2021-22. The Principal emphasized on the need to address student grievances in a fair and impartial manner. In order to facilitate the easy submission of grievances by the students, complaint/ suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestions or grievances with or without revealing their identity. The Cell Coordinator checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Coordinator periodically checks if any grievances are submitted. The names and contact information of the cell members were shared with students via their Whatsapp groups.

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Grievance Redressal Cell

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2022-23

Committee Members

The Student Grievance Redressal Cell for the academic year 2022-23 was constituted with the following persons as members:-

Sl. No.	Name	Designation
1	Dr Mayank Srivastava	Coordinator
2	Dr Shashank Shukla	Member
3	Dr Shailendra Srivastava	Member
4	Dr Ekta Srivastava	Member
5	Mr Alok Ranjan	Member

Report of Students Grievance Redressal Cell

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2022-23. The Principal emphasized on the need to address student grievances in a fair and impartial manner. In order to facilitate the easy submission of grievances by the students, complaint/ suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestions or grievances with or without revealing their identity. The Cell Coordinator checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Coordinator periodically checks if any grievances are submitted. The names and contact information of the cell members were shared with students via their Whatsapp groups.

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Principal
C. M. College



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Grievance Redressal Cell

SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN DURING 2018-2023

MR





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Grievance Redressal Cell

SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN REPORT 2018-2019

Sl. No.	Grievances raised	Action Taken
1	Extend the college Library timings	The Library timings were extended for an hour to facilitate students
2	Installation of Water Filters in the college	Water filters installed to provide clean drinking water to students
3	Lack of dustbins and waste paper baskets	Dustbins and waste paper baskets are provided in the department and Administrative block
4	Repair of taps and supply of mugs/buckets in washrooms	Taps were repaired and water mugs/buckets were supplied in washrooms
5	Quality of hostel food	Issues were discussed with the hostel ward and suitable arrangements were made for healthy and nutritious food in the canteen.

SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN REPORT 2019-20

Sl. No.	Grievances raised	Action Taken
1	Lack of cleanliness and hygiene in bathrooms	Matter discussed with the maintenance staff and cleaners deputed to ensure cleanliness and hygiene in the bathrooms
2	Lack of sufficient Girls' washroom facilities	Additional washrooms constructed
3	Timely servicing and repair of water coolers	Water Coolers repaired and serviced
4	Supply of clean drinking water in college premises	Additional taps for students provided in college premises
5	Demands for the purchase of additional books and journals in the college library	Matter discussed with the Librarian and decision taken for purchase of Journals

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SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN REPORT 2020-21

Sl. No.	Grievances raised	Action Taken
1	Repair and maintenance of fans and light bulbs/tubes in classrooms	Fans and bulbs/tubes repaired
2	Regular cleaning in classrooms, corridors, and stairs	Sweepers deputed for regular cleaning of class rooms.
3	Rectification and correction of mark sheets and results	Matter discussed with the Data Centre in University for timely rectification of faults in marksheets
4	Timely conduct of year-end exams	Matters discussed with Exam Department and Departmental Heads for timely conduct of Internal Exams.
5	Timely publication of year-end exam results	Matters discussed with Exam Department and University Officials and for timely publication of results

SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN REPORT 2021-22

Sl. No.	Grievances raised	Action Taken
1	Provision of Ramps for differently abled students and college staff	Ramps constructed for unhindered access to the classrooms
2	Installation of Sanitary napkin vending machines	Installed
3	Provision of regular cleaning of washrooms for boys and girl students	Sweepers deputed for regular cleaning of washrooms
4	Repair of Water Cooler	Water cooler repaired
5	Complaint regarding loss of mobile phone in college	Mobile phone was recovered and returned to the owner

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SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN REPORT 2022-2023

Sl. No.	Grievances raised	Action Taken
1	Provision of Online classes for timely completion of syllabus	Online classes organized for timely completion of syllabus
2	Request for retest of Internal Exams (CIA) for those who were unable to appear in exams on time	Internal Exams rescheduled for conducting retest for those who could not appear in tests earlier.
3	Complaint of missing bicycle from cycle stand	Complaint lodged with the concerned authorities
4	Complaint about the timely opening of the library	Library staff instructed to open the library on time
5	Grievances regarding holding additional Remedial classes for doubts clearing	Departmental Heads and Teachers instructed about holding Extra classes for doubts clearing of students

Coordinator

Principal

Principal
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