

Grievance Redressal Cell

In Indira Gandhi Government Postgraduate College, Vaishali Nagar Bhilai (Chhattisgarh), a Grievance Redressal Cell has been constituted to redress the problems related to the students, which is committed to redress the grievances/problems related to the students.

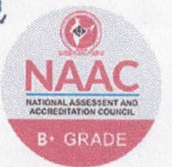
In the academic session 2016-17, students complained about college related problems before the grievance redressal cell. Which was decided by the Grievance Redressal Cell, the details of which are as follows –

- Trilok Singh B.Com first year NCC cadets got the attention of the college drinking water inconvenience, cleanliness of water cooler and bathroom on 10.09.2016. In 11.09.2016, Grievance Redressal Cell Committee has organized the necessary meeting and ordered to solve the problem, to provide adequate drinking water facility and to clean the sweepers.
- Devendra Kumar Markande B.Com 1st year complained about the water drainage near the college campus, sports ground and water cooler on 14.11.2016. Grievance Redressal Cell organized a meeting on 15.11.2016 and ordered the Sweepers to solve the problem and it was proposed to connect the NSS students to the cleanliness of the college premises under regular activities.
- P.G. in the college on 05.12.2016 by the student union. Application was given to conduct the classes of Mathematics, Biology and M.COM. In view of the problems of the students, the committee organized a meeting on 06.12.2016 and apprised the Principal and correspondence was made to the Commissioner of Higher Education and Chhattisgarh Government through proper channel to conduct PG classes in the respective subjects. As a result, PG classes of M.COM and Political Science started in the session 2020 -21.
- Saraswati Devangan - B.Sc. final year student complained about fan shutdown in girl's common room and classrooms on 07.02.2017. The scavengers were ordered by the Grievance Redressal Cell committee to clean the girl's common room and the principal was apprised about getting the fan made.

Dr. Kailash Sharma
Coordinator
Grievance Redressal Cell

शासकीय इंदिरा गाँधी स्नातकोत्तर महाविद्यालय
वैशाली नगर भिलाई
Principal

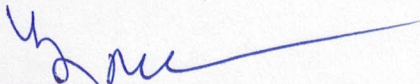
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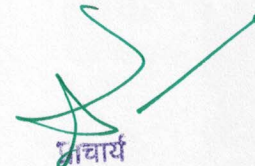


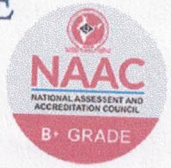
Grievance Redressal Cell

In the academic session 2017-18, students complained about college related problems before the Grievance Redressal Cell. Which was decided by the Grievance Redressal Cell, the details of which are as follows –

- On 18.09.2017, Ayush Kumar Sharma B.A. first year, drew attention to the stench caused by the mess in the college bathroom. The Grievance Redressal Cell was ordered by the committee to clean the sweeper and put phenyl in sufficient quantity.
- Kritesh Kumar Sahu B.Com 1st year complained about the cleanliness of the college campus on 18.09.2017. The Grievance Redressal Cell committee organized a meeting on 19.09.2017 and ordered the Sweepers to solve the problem and it was proposed to connect the NSS students to the cleanliness of the college premises under regular activities.
- Nilesh Kumar B.Sc. 1st year student again complained about cleanliness of college campus on 22.01.2018. The Grievance Redressal Cell Committee ordered the Sweepers to do the cleanliness and the Principal was also informed. The head of the institution ordered to take stock of cleanliness in between.
- On 24.02.2018, Devendra Kumar Verma, BA first year, got the attention drawn on the inconvenience of college drinking water. The Grievance Redressal Cell committee organized a necessary meeting on 25.02.2018 and ordered the Sweepers to install aqua guards for drinking water facility and for regular cleaning. Along with this, the head of the institution was also apprised.


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Grievance Redressal Cell

In the academic session 2018-19, students complained about college related problems before the Grievance Redressal Cell. Which was decided by the Grievance Redressal Cell, the details of which are as follows –

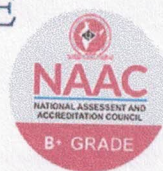
- On 05.08.2018, Kumari Sangeeta Ahirwar, a first year B.Sc. student, got her attention drawn to the disorder of the cycle stand. The Grievance Redressal Cell committee organized a necessary meeting on 05.08.2018 and ordered the security guards to queue the cycle\motorcycle to solve the problem.
- After consultation with the Principal on 09.08.2018, a proposal was made to install CCTV cameras in the cycle stand. So as not to tamper with the vehicles and to avoid any untoward incident in future.
- Kumari Damini Markande B.Com first year has completed her P.G. in the college on 25.10.2018. Application was given for conducting biology classes. In view of the problems of the students, the committee organized a meeting on 29.10.2018 itself and apprised the Principal and correspondence was made to the Commissioner of Higher Education, Chhattisgarh Government through proper channel to conduct PG classes in the respective subjects.

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Principal

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Grievance Redressal Cell

In the academic session 2019-20, the students complained about the problems related to the college in front of the grievance redressal cell. Which was decided by the Grievance Redressal Cell, the details of which are as follows –

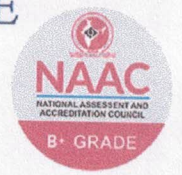
- Nitish Kumar Yadav B.Com first year drew attention to the cleanliness of the bathroom and the inconvenience of drinking water in the college on 30.08.2019. The Grievance Redressal Cell has been ordered by the committee to provide adequate water facilities and to clean the toilets for cleaning workers.
- On 10.12.2019, Suchit Kumar Nagose, B.Com first year, complained about the lack of water in the college toilet and water cooler closed. To solve the problem by the Grievance Redressal Cell committee, the Sweepers were ordered to arrange water in the toilet and it was proposed to make the principal aware about the closure of the water cooler.
- Kumari Durga Nishad, a final year student of B.Sc., complained on 06.01.2020 about the work of the security guard, cleanliness of the toilet room and lack of equipment in the laboratory. The meeting was organized by the Grievance Redressal Cell Committee on 07.01.2020 and ordered the Sweepers to clean the toilet room.
- The security guard was also ordered to be present on time and discharge the given tasks properly.
- The Principal was apprised about the shortage of equipment in the laboratory by the Grievance Redressal Cell committee on 07.01.2020 and proposed for the purchase of necessary equipment in the laboratory.

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In the academic session 2020-21, the students complained about the problems related to the college in front of the grievance redressal cell. Which was decided by the Grievance Redressal Cell, the details of which are as follows –

- Kumari Najma Siddiqui B.Sc. Final Year (Bio) has complained about misbehavior by abusing her in WhatsApp group for online class on 25.11.2020. When the Grievance Redressal Cell Committee conducted a meeting on 26.11.2020 and investigated it, the student of the class itself, Janu Janghel, gave a personal reason. The future advised by the committee not to do it again.
- Damini Markande B.Sc. Final Year is not satisfied with internet connection during online class on 05.01.2021, due to which there is interruption in studies. Attention was drawn to this subject. The Grievance Redressal Cell committee organized a meeting on 05.01.2021 and apprised the principal to increase the speed of internet in the college. Proposed for upgradation of Wi-Fi facility in the college.

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