

STUDENT GRIEVANCE REDRESSAL MECHANISM

The institute has a complaint box in which the students are informed to give their grievances related to ragging, sexual harassment or any other miscellaneous issues. However, sometimes students also give their complaints to the respective teachers and the principal also asks the students about the challenges they are facing. The boxes are opened as per the requirement and necessary actions are taken.

The **summary** of the students grievance redressal for the sessions 2014-15, 2015-16, 2016-17, 2017-18, 2018-19 are given below-

Session 2014-15

Total three applications were received in this session and the complains are as follows-

1. Frequent electricity cut off.
2. Unavailability of cold drinking water.
3. Unavailability of canteen.
4. The classrooms being congested.

According to the complains received following actions were taken-
Students were told

1. As the college is in rural area so frequent power cuts offs are possible, due to which the water cooler is unable to cool the water properly.
2. The institute does not have the fund and authority to build a canteen.
3. The building is built by the Government of U.P., so the size of the classrooms can't be increased.

Session 2015-16

Two applications were received in this session and the complains were as follows-

1. Generator does not function properly at the time of need.
2. Teacher student ratio is not proper.

As per the complains received following actions were taken-
Students were told-

1. Due to technical fault generator could not function properly.



[Signature]
प्राचय
श्री०द०उ०राज०सा०म्हा०
सौतापुर

2. The number of teachers is allocated by the Government of U.P. So, the college administration cannot increase the number of teachers by itself.

Session 2016-17

Two applications were received in this session and the complains were as follows-

1. Frequent power cut off.
2. Unavailability of cool drinking water in summers.
3. Inadequate furniture.
4. Students want a fresher party.

As per the grievances received the following actions were taken-

1. The college is located in rural area due to which there are frequent power cuts and therefore the water cooler is unable to cool the water as per the requirement.
2. A letter to be sent to Directorate of Higher Education, Allahabad to ask for fund to buy furniture.
3. The students were assured they would have a fresher's party.

Session 2017-18

Four applications of grievances were received in this session and the complains comprised of-

1. Generator does not work properly.
2. Canteen facility not available.
3. Lab assistants not available for all labs.
4. Lab instruments insufficient.
5. Cleanliness to be maintained in the campus.
6. Gender issue: Toilets and sanitary pads are not available for the girls.

As per the complains received the college ensured the following actions-

1. The students were assured that the generator would be repaired.
2. The students were assured that they will be provided with the canteen in the upcoming session.



A handwritten signature in black ink, appearing to read "महाराजा बाल गुप्त विश्वविद्यालय" followed by "प्रशासनिक संस्थान" and "प्रबोधनी".

3. A letter to be sent to Directorate of Higher Education, Allahabad to ask for posting of lab assistants, lab instruments and fourth class employees to maintain cleanliness of campus and toilets.
4. The girl students were assured that the college would take necessary action to make sanitary pads available to them.

Special actions taken by our principal Dr. Nalini Shrotriya in the session 2017-18

Our principal looked into the matter deeply and also talked to the students on the round in the campus and took following measures to redress the student grievances-

1. The teachers were told to explain the students even in Hindi, be polite to them, all classes should be taken regularly and do other things beyond class timings.
2. The fee of light to be increased so that students could avail the facility of generator when electricity goes off.
3. The tables and chairs to be dusted regularly to maintain cleanliness of the classroom.
4. A letter to be sent to the Directorate of Higher Education, Allahabad for allocation of teacher in Commerce and Mathematics.

Session 2018-19

Five applications were received in this session and the complains were as follows-

1. The scholarship to be increased.
2. Facility of cool drinking water to be provided.
3. Classrooms should have AC facility.
4. Unavailability of canteen facility.
5. Cleanliness to be maintained on campus.
6. First aid should be provided in the institute.

As per the complains received, the following actions were taken-

1. The students were told as scholarship is fixed by the government so the college has no say in it.


प्रभारी
मानोजी श्रीनाथ
स्त्रीलेप संस्कृति



2. The college has only one water cooler which cannot provide cool water to all the students in the campus. However the campus has a hand pump to meet the needs of the students.
3. The AC facility, building and classrooms are provided by the government of U.P. However the lush green environment of the campus provides the required cooling effect in the class.
4. The students were assured that a letter has been sent to the Directorate of Higher Education, Allahabad for allocation of fund for canteen and appointment of fourth class employees to maintain cleanliness in the campus.
5. The students were further assured that first aid facility would be maintained in the institute.

In accordance to the letter received from Kanpur University dated 04/04/2018 and 09/04/2018 to constitute an Internal Complain Committee (ICC), an ICC was constituted on 05/05/2018 with the following members-

1. Dr. Jyoti Sah - Co-ordinator
2. Mr. Nikhilesh Saran - Member
3. Mrs Priyanka Bharti - Member
4. Dr. Anupama Singh - Member
5. Dr. Anupama - Member
6. Mrs Meena Katiyar - Advocate

The committee was reconstituted in accordance to the letter received from Kanpur University dated 25/04/2018, with the following members-

1. Dr. Jyoti Sah - Convenor
2. Dr. Anupama Singh - Co-convenor
3. Mrs Priyanka Bharti - Member
4. Dr. Anupama - Member
5. Dr. Jyoti - Member
6. Mr. Dinesh Kr. Sabarwal - Member




Principal
कृष्णदेवाराजनालय
कानपुर