



**CHANDRAKANTI RAMAWATI DEVI ARYA MAHILA P.G. COLLEGE**

**चन्द्रकान्ति रमावती देवी आर्य महिला पी.जी. कालेज**

(Accredited by NAAC)

दीवान बाजार, गोरखपुर (उत्तर प्रदेश)

Mobile No-+91-9076651662

Mail ID- [crdpgcollege.gkp@gmail.com](mailto:crdpgcollege.gkp@gmail.com)

Address: New Colony, Dewan Bazar Gorakhpur -273001

## **Grievance Redressal Cell**

**Coordinator:** PriyambadaTripathi

### **Members :**

Dr. SarikaJaiswal

Dr. Anita Singh

Dr. Pooja Gupta

Dr. ArchanaSrivastava

Shalu Singh (student)

PratibhaYadav (student)

  
प्राचार्या

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Address: New Colony, Dewan Bazar Gorakhpur -273001

Date : 09.08.2018

## Session 2018-2019

### Grievance Redressal Cell

Chandrakanti Ramawati Devi Arya Mahila P.G. College, Gorakhpur gives utmost importance to the welfare and well-being of all the students. The college has constituted a Grievance Redressal Cell Committee at the institutional level to address the grievances of students/faculty/administrative staff regarding both academic and administrative matters.

The cell's function is to look into the complaints and suggestions raised by any student and follow the grievance redressal procedure as per the college rules.

The Grievance Redressal Cell attempts to resolve the academic and administrative issues of the student. Students can submit their grievances to the committee coordinator either through the class coordinator or by using the suggestion boxes placed at various locations in the campus.

The grievance redressal cell committee aims to act as an intermediary between the students and the institution.

  
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Address: New Colony, Dewan Bazar Gorakhpur -273001

Date : 28.01.2019

## Session 2018-2019

### Suggestions/complaints received from students in session 2018-2019

#### and their resolution status –

Sr. No.	Complaint/Suggestion	Action	Resolution Status
1	Demand for availability of water facility on the second floor	IQAC assured to solve the problem.	IQAC and Management Committee arranged water facility on the second floor of the college.
2	Demand for computer ID card	IQAC assured to solve the problem.	IQAC and Management Committee arranged computerized ID card in the college.
3	Demand for arrangement of dustbin in toilet	IQAC assured to solve the problem.	IQAC and Management Committee arranged dustbin in the toilet of the college.
4	Demand for proper arrangement of shed on scooty stand	IQAC assured to solve the problem.	IQAC and Management Committee arranged proper arrangement of shed on scooty stand of the college.  प्राचार्या

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**Problem:**

Under the Grievance Redressal Cell established in the college, the members of the cell collected information from the girl students of the college regarding their needs and problems in the college.

In which most of the girl students demanded water arrangement on the second floor.

**Action:**

So, keeping in view the need of the girl students, this problem was presented by the Grievance Redressal Cell to the Principal of the college and IQAC and IQAC assured to solve this problem as soon as possible.

**Solution Status :**

As a result of the action of the Grievance Redressal Cell, the Principal of the college and IQAC arranged for water on the second floor of the college.

**Problem:**

Members of the Grievance Redressal Cell established in the college collected information from the girl students of the college regarding their needs and problems in the college.

In which most of the girl students demanded computerized ID card.

  
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### Action:

So, keeping in view the need of the girl students, this demand was presented by the Grievance Redressal Cell to IQAC. This was presented before the Principal of the college and IQAC assured to solve this problem as soon as possible.

### Problem:

Under the complaint redressal cell established in the college, the members of the cell obtained information from the girl students of the college regarding their needs and problems in the college.

In which most of the girl students demanded the arrangement of dustbins in the toilets.

### Action:

Therefore, keeping in view the need of the students, this problem was presented before the Principal of the college and IQAC by the complaint redressal cell and IQAC assured to solve this problem as soon as possible.

### Solution Status :

As a result of the action of the complaint redressal cell, the Principal of the college and IQAC arranged for dustbins in every toilet of the college.



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### Problem:

Under the complaint redressal cell established in the college, the members of the cell obtained information from the girl students of the college regarding their needs and problems in the college. In which most of the girl students demanded arrangement of shed on the scooty stand.

### Action:

So keeping in view the need of the girl students, this problem was presented before IQAC in the college by the Grievance Redressal Cell and IQAC assured to solve this problem as soon as possible.

### Solution Status :

As a result of the action of Grievance Redressal Cell, IQAC arranged for shed on the scooty stand.



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Address: New Colony, Dewan Bazar Gorakhpur -273001

Date : 03.09.2019

**Session2019-2020**

**Suggestions / complaints received from students in session 2019-20**

**and their resolution status**

Sr. No.	Complaint/Suggestion	Action	Solution Status
1	Arrangement for availability of sanitary napkins in the college	IQAC assured to solve the problem.	IQAC and management committee arranged for sanitary napkins in the college.

**Problem:**

To solve the problems of the girl students of the college, the members of the Grievance Redressal Cell sought suggestions from the girl students regarding the college. In which the girl students demanded proper arrangements for the easy availability of sanitary napkins in the college.

**Action:**

In view of this problem of the girl students in the college, the complaint redressal cell presented this problem before the IQAC and the management committee. In which the IQAC coordinator assured to resolve this problem soon.

  
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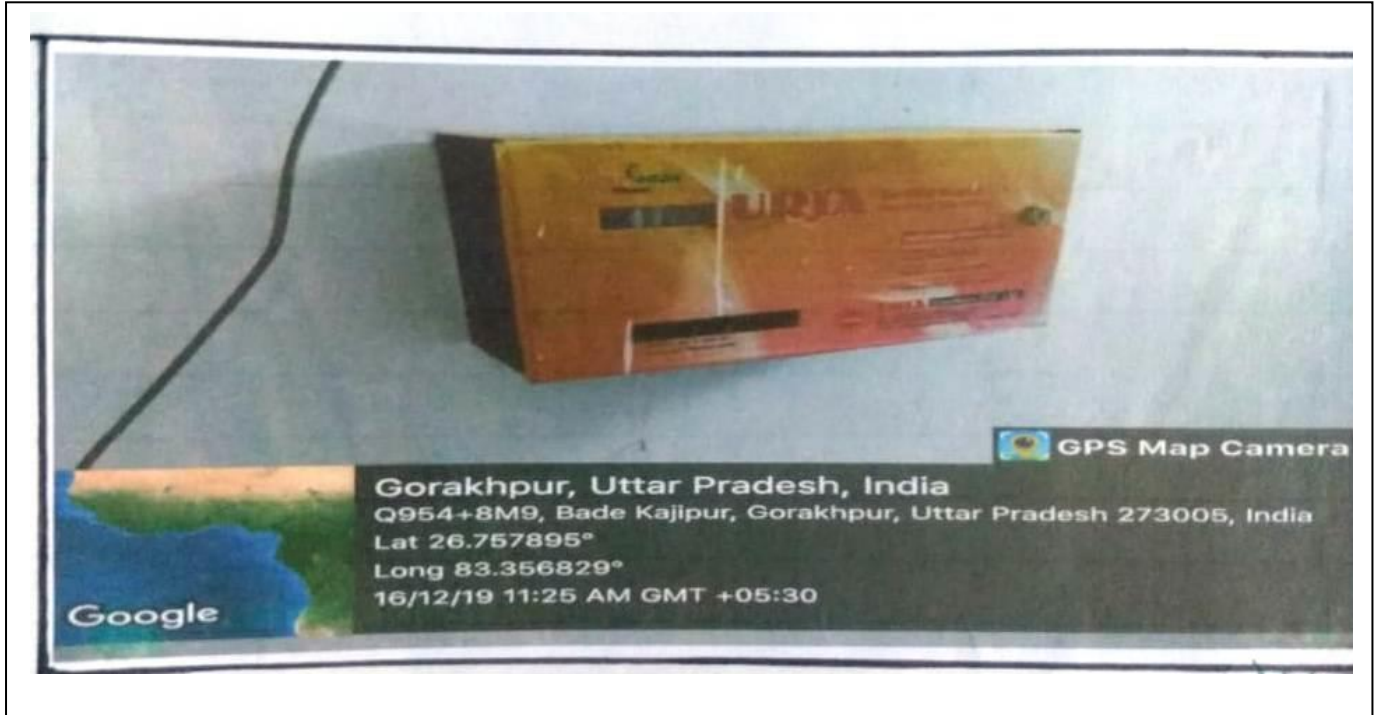
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Address: New Colony, Dewan Bazar Gorakhpur -273001

### Solution Status :

IQAC and Management Committee arranged for a napkin vending machine in the college for easy availability of sanitary napkins.



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Date : 28.08.2020

## Session 2020-2021

### Suggestions/complaints received from students in session 2020-21 and their resolution status

Sr. No.	Complaint/Suggestion	Action	Solution Status
1	Proper arrangement of drinking water in the college	IQAC assured solution of the problem.	IQAC and management committee arranged for drinking water in the college.
2	Arrangement for cleaning of toilets	IQAC assured solution of the problem.	IQAC and management committee arranged for daily cleaning of toilets in the college.
3	Increase in the number of days of book issue in the library	IQAC assured solution of the problem.	IQAC increased the number of days of book issue in the library.

### Action:

In view of this problem of the girl students in the college, the complaint redressal cell presented this problem before IQAC. In which the IQAC coordinator assured to resolve this problem soon.

  
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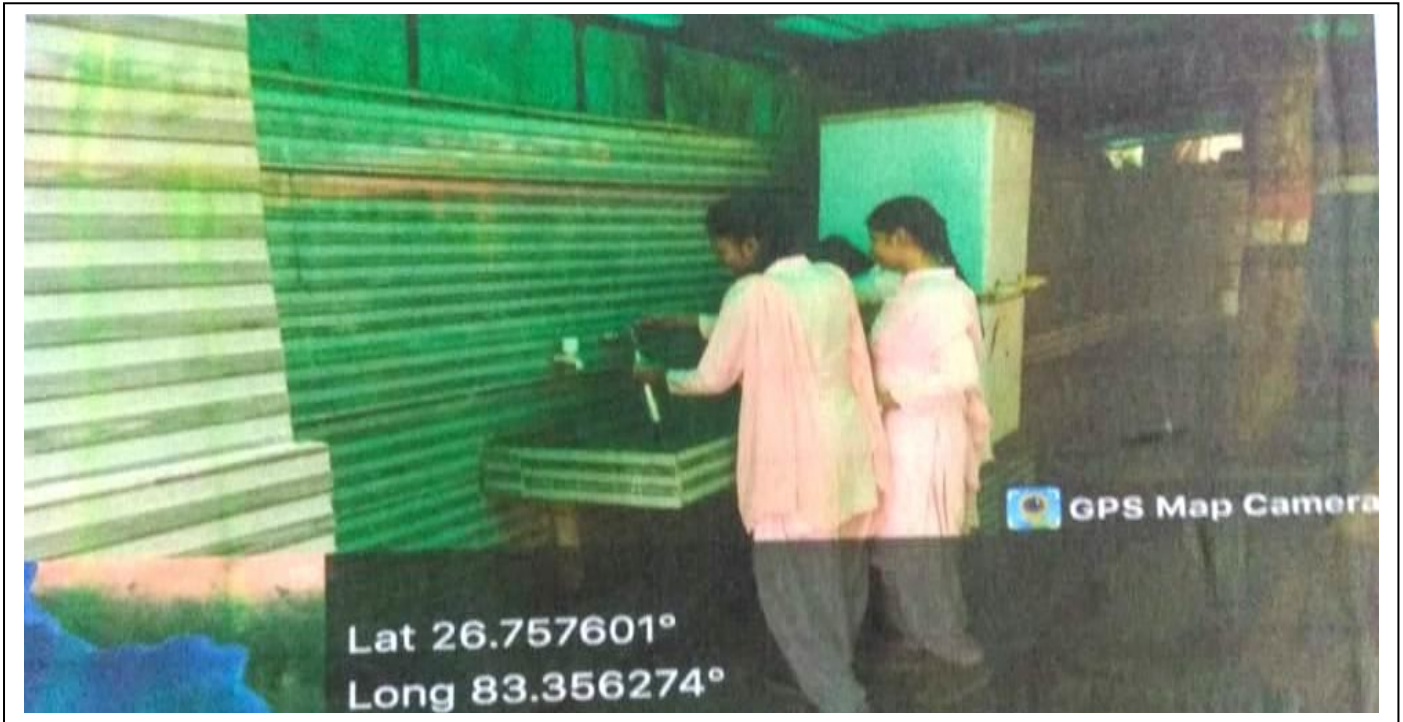
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### Solution Status:

IQAC and Management Committee made proper arrangement of drinking water in the college.



### Problem :

To solve the problems of the girl students of the college, the members of the Grievance Redressal Cell asked for suggestions from the girl students regarding the college. In which the girl students demanded proper arrangement of drinking water in the college.

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Address: New Colony, Dewan Bazar Gorakhpur -273001

**Names of the concerned students:**

Sl. No.	Name of Student	Class
1	Surabhi Gupta	BA 1st Year
2	ApekshaPathak	BA 1st Year
3	Priya Mishra	BA 1st Year
4	Swati Jaiswal	BA 1st Year
5	HusnaBano	BA 1st Year
6	SanjanaVishwakarma	BA 1st Year
7	Anamika Sharma	BA 2nd Year
8	JayantiKumari	BA 2nd Year
9	KhushiKumari	BA 2nd Year
10	MohiniSahani	BA 2nd Year

**Problem :**

To solve the problems of the girl students of the college, the members of the complaint redressal cell sought suggestions from the girl students regarding the college. In which the girl students demanded proper arrangement for cleaning of toilets in the college.

  
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**Names of the concerned students:**

Sr.No.	Student's name	Class
1	Anamika Sharma	B.A. 2nd Year
2	MuskanBano	B.A. 2nd Year
3	Khushi	B.A. 2nd Year
4	MohiniSahni	B.A. 2nd Year
5	Surbhi Gupta	B.A. First Year
6	Mohini Gupta	B.A. Second Year
7	Akriti Gupta	B.A. Second Year
8	Samra Sheikh	B.A. First Year
9	GarimaUpadhyay	B.A. Second Year

**Action :**

In view of this problem of the girl students in the college, the complaint redressal cell presented this problem before IQAC, in which the IQAC coordinator assured to resolve this problem soon.

**Solution Status** : IQAC and Management Committee made arrangements for cleaning of toilets in the college every day.



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## Action :

In view of this problem of the girl students in the college, the complaint redressal cell presented this problem before IQAC in which the IQAC coordinator assured to resolve this problem soon.

## Solution Status:

Book issue day in library increased by IQAC.



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**Problem :**

To solve the problems of the girl students of the college, the members of the Grievance Redressal Cell sought suggestions from the girl students regarding the college, in which the girl students demanded to increase the time period for book issue in the library from two days to three days.

**Names of the concerned students:**

Sr.No.	Student's name	Class
1	Simran Singh	B.A. 3rd Year
2	PragatiPandey	B.A. 3rd Year
3	DeepshikhaGond	B.A. 3rd Year
4	ManishaChaurasia	B.A. 3rd Year
5	Sheetal Singh	B.A. 3rd Year
6	Simran Singh	B.A. 3rd Year

  
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Address: New Colony, Dewan Bazar Gorakhpur -273001

Date : 27.08.2021

## Session 2021-2022

### Suggestions/complaints received from girl students in session

#### 2021-22 and their resolution status-

Sr. No.	Complaint/Suggestion	Action	Solution Status
1	Demand for repair of bicycle stand	Assurance of solution of problem was given by IQAC.	IQAC and Management Committee repaired the bicycle stand in the college.
2	Demand for arrangement of water cooler and drinking water on the third floor	Assurance of solution of problem was given by IQAC.	IQAC and Management Committee arranged for water coolers and drinking water on the third floor of the college.
3	Demand for repair of sports ground.	Assurance of solution of problem was given by IQAC.	IQAC and Management Committee got the college sports ground repaired.
4	Demand for arrangement of projector in room number 6.	Assurance of solution of problem was given by IQAC.	IQAC and Management Committee arranged for a projector in room number 6 of the college.

### Problem :

To solve the problems of the girl students of the college, the members of the complaint redressal cell sought suggestions from the girl students regarding the college. In which the girl students demanded repair of the bicycle stand in the college.

  
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### Solution :

The bicycle stand in the college was repaired by IQAC and the management committee.



### Problem :

To solve the problems of the girl students of the college, the members of the complaint Redressal cell sought suggestions from the girl students regarding the college. In which the girl students demanded the arrangement of water cooler and drinking water on the third floor of the college.

**Solution :** The demand for water cooler and drinking water arrangement on the third floor of the college was resolved by IQAC and Management Committee.





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### **Problem :**

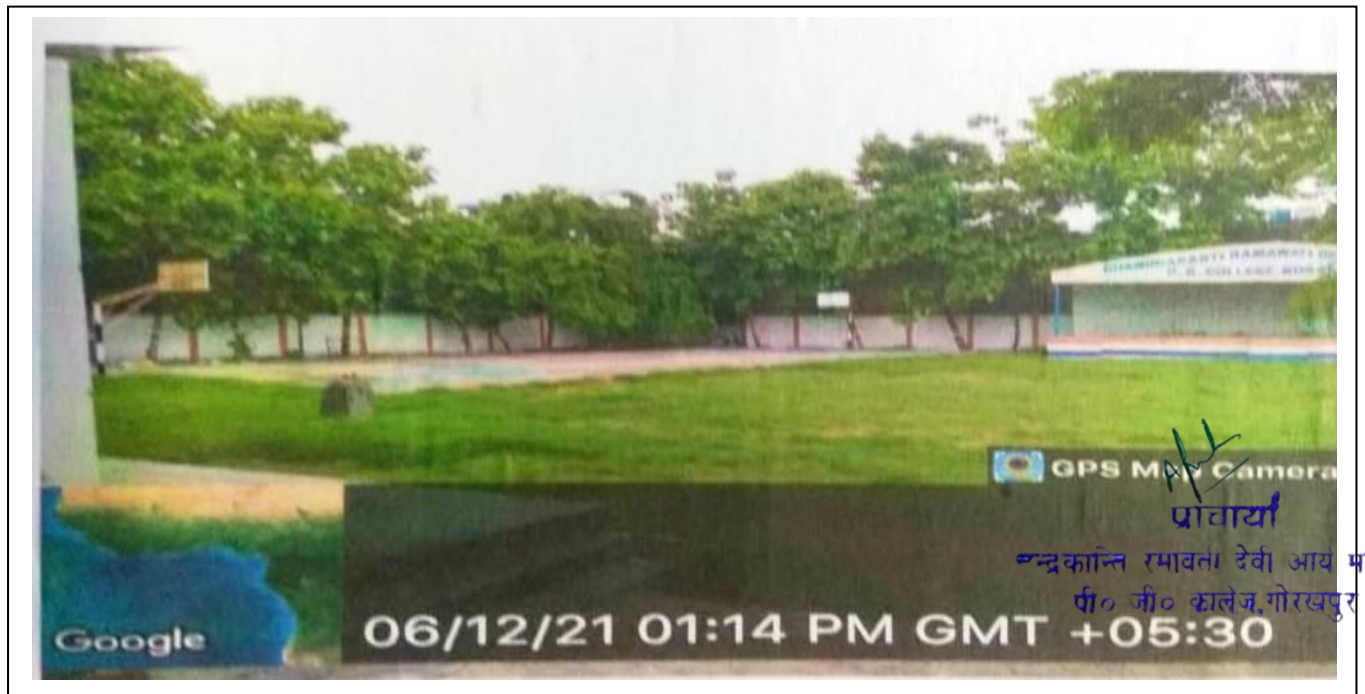
To solve the problems of the girl students of the college, the members of the complaint redressal cell sought suggestions from the girl students regarding the college. In which the girl students demanded the arrangement of a projector in room number 6.

### **Problem :**

To solve the problems of the girl students of the college, the members of the complaint resolution cell asked for suggestions from the girl students regarding the college. In which the girl students demanded to get the playground repaired.

### **Solution :**

The demand of repairing the game ground in the college was resolved by I.Q.A.C. and Management Committee.





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Address: New Colony, Dewan Bazar Gorakhpur -273001

Date : 10.10.2022

## Session 2022-2023

### Suggestions/complaints received by the girl students in the session

#### 2022-23 and their resolution status-

Sr. No.	Complaint/Suggestion	Action	Solution Status
1	Demand for installing grills on the windows of the fashion designing room	IQAC and Management Committee gave assurance of solving the problem.	The problem of installing grills on the windows of the fashion designing room was solved by IQAC and the management committee.
2	Demand for running English speaking course	IQAC and Management Committee gave assurance of solving the problem.	The problem of running the English speaking course was solved by IQAC and the management committee.
3	Demand for increasing the time of issue of library books in a day and for issue of three books.	IQAC and Management Committee gave assurance of solving the problem.	The problem of increasing the time of library book issue in a day and the problem of three book issues was solved by IQAC and the management committee.
4	Demand for canteen facility in the college.	IQAC and Management Committee gave assurance of solving the problem.	The canteen arrangement in the college was made by IQAC and the management committee.

### Problem :

To solve the problems of the girl students of the college, the members of the Grievance Redressal Cell asked for suggestions from all the girl students for quality improvement in the college, in which the girl students demanded for installing grills on the windows of the fashion designing room.

प्रचार्या  
चन्द्रकान्ति रमावती देवी आर्य महिला  
पी० जी० कालेज, गोरखपुर





**CHANDRAKANTI RAMAWATI DEVI ARYA MAHILA P.G. COLLEGE**

**चन्द्रकान्ति रमावती देवी आर्य महिला पी.जी. कालेज**

(Accredited by NAAC)

दीवान बाजार, गोरखपुर (उत्तर प्रदेश)

Mobile No-+91-9076651662

Mail ID- [crdpgcollege.gkp@gmail.com](mailto:crdpgcollege.gkp@gmail.com)

Address: New Colony, Dewan Bazar Gorakhpur -273001

### Solution :

IQAC and management committee resolved to install grill on the window in the fashion designing room of the college.



### Problem :

To solve the problems of the girl students of the college, the members of the Grievance Redressal Cell asked for suggestions from all the girl students for improving the quality of the college, in which the girl students demanded to start an English Speaking Course.

प्राचार्य

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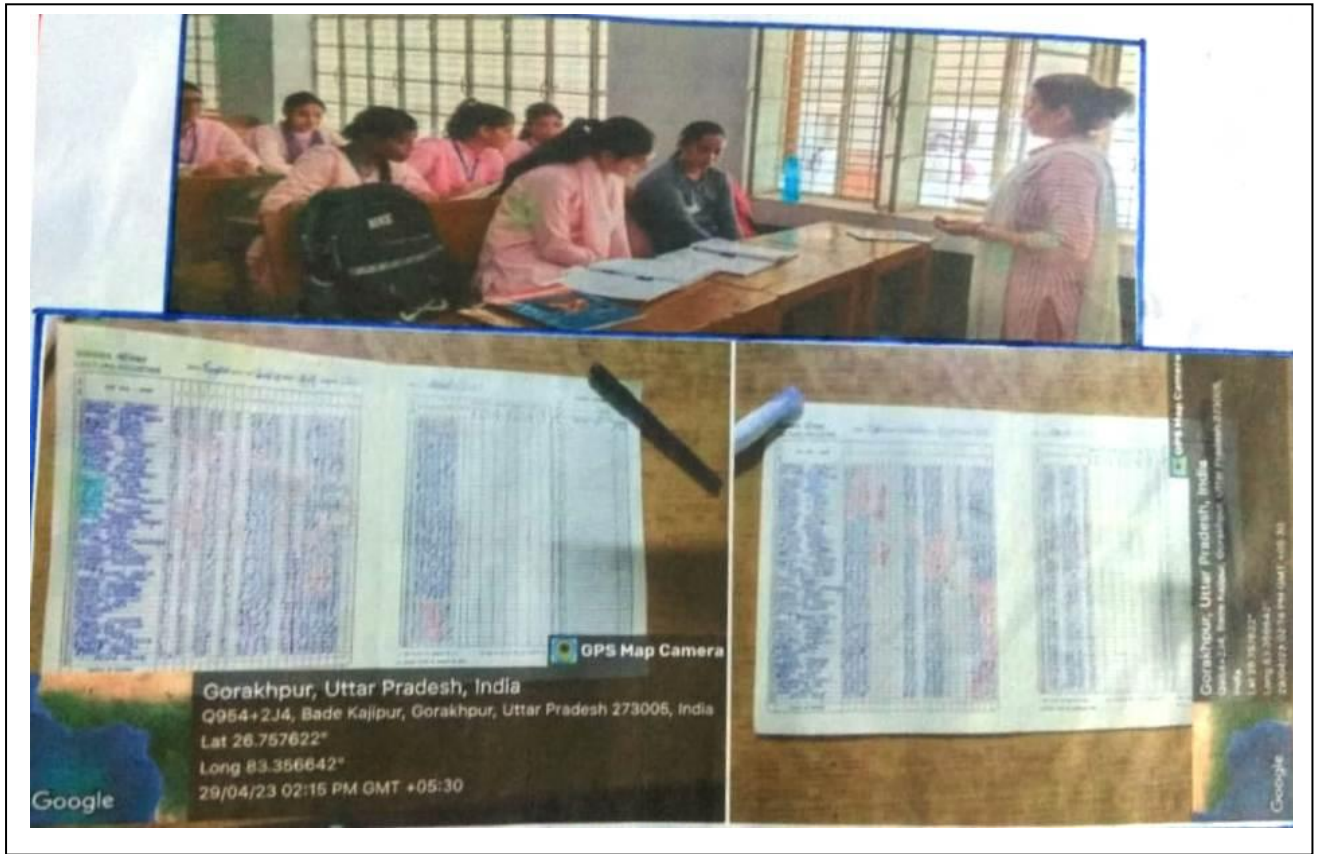
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### Solution :

The demand of running English speaking course in the college was resolved by I.Q.A.C. and Management Committee.



### Problem :

To solve the problem of the girl students of the college, the members of the Grievance Redressal Cell sought suggestions from all the girl students for quality enhancement in the college, in which the girl students demanded that the time and day of library book issuance should be increased and three book issues should be made.

प्राचार्या

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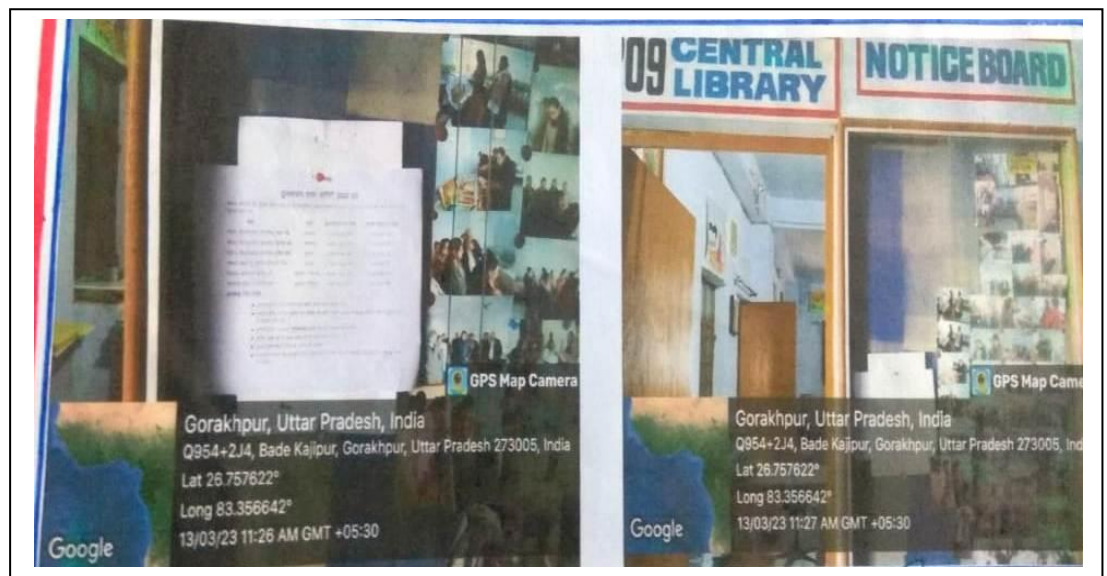
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### Solution :

The demand of the time and day of library book issuance in the college was resolved by I.Q.A.C. and Management Committee.



### Library Time Table (2022-23)

All the students are informed to come to the library as per the following time table to get their cards made and get books.

Sr. No.	Class	Day	Card making time	Book collection time
1	B.A., B.Sc., B.Com. First Year	Monday	10.00-12.20	1.00-4.00
2	B.A., B.Sc., B.Com. Second Year	Tuesday	10.00-12.20	1.00-4.00
3	B.A., B.Sc., B.Com. Third Year	Wednesday	10.00-12.20	1.00-4.00
4	M.A. First and Second Year (All Subjects)	Thursday	10.00-12.20	1.00-4.00
5	B.Ed. First and Second Year	Friday/Saturday	10.00-12.20	1.00-4.00
6	M.Ed. First and Second Year	Wednesday/Saturday	10.00-12.20	1.00-4.00



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### Essential Guidelines -

- To get a card made in the library, please bring your laser card.
- To get a book, please write the name of the book and author and submit it in the library between 10:00 and 12:00.
- To get a book, please come to the library with your library card.
- The book will be provided only from 1:00 to 4:00.
- The book will be issued only for one month.
- 2 books will be issued to graduate students and 3 books will be issued to post graduate and B.Ed. and M.Ed. students.

### Problem :

To solve the problem of the girl students of the college, the members of the Grievance Redressal Cell sought suggestions from all the girl students for quality enhancement in the college, in which the girl students demanded canteen arrangement.

**Solution :** The arrangement of canteen was made in the college by I.Q.A.C. and Management Committee.



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