

2020-2021

GRIEVANCE CELL

C. M. DUBEY P.G.

COLLEGE, BILASPUR (C.G.)

# Grievance Cell

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A Grievance cell is constituted for the redressal of the problems reported by the students of the college. C.M. Dubey P.G. College Grievance cell is working to develop an organizational framework to resolve the grievance of the students.

The function of the cell is to look into the complaints lodged by any student, and judge its merit.

The main objectives of the Grievance cell is to encourage the students to express their grievances/problems freely and frankly, without any fear.

The Grievance cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Students may feel free to put up a grievance in writing in the format available in drop-box, or in existing online grievance portal, or in helpline no. of the college.

online email - [cmddpgcollege.ac.in](mailto:cmddpgcollege.ac.in)

college helpline no. - 9755982500

Grievance cell will examine and investigate on each complaint received and to find the solution for their grievances as soon as possible.

In every session, we organize meeting of Grievance cell and sort out the problems.

Year - 2020-2021

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## Meeting - Information

Date - 25.9.20

Time - 11.30 A.M.

Called by - Convener

Attendees - Members

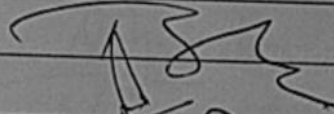
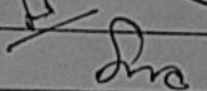
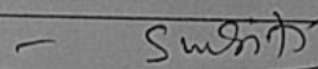
Location - Library, C.M. Dabey P/G. College  
BILASPUR (C.G.)

Agenda:- To discuss the complaints of students.

Discussions:- The committee discussed and examined the grievances reported by the students & resolved it as soon as possible.

Resolved- grievances in the academic year 2020-21 are resolved.

Committee Members:

- (1) Dr (Mrs) Ksham Awasthi - Ksham
- (2) Dr R.K. Shukla - 
- (3) Dr. S. B. Singh
- (4) Sunita N. Asati - 
- (5) Smeriti Pandey - 

Year 2020-21

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## Meeting Information

Date - 20/12/20

Time - 2:30 P.M.

Called by - Convenor

Attendees - Members

Location - C.M. Dubey P.G. College (C.G.)

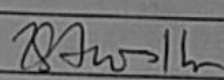
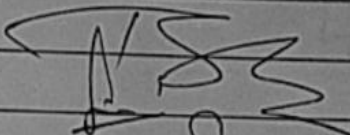
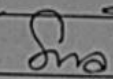
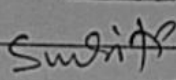

### Agenda -

1) To consider complains and resolve.

Discussions - The grievances reported by the students are examined and discussed by the committee members. The members resolved the grievances of the student.

In the academic session 2020-21 grievances are resolved.

### Committee Members -

- |                       |   |
|-----------------------|---|
| 1) (GEMs) Kian Awasth |   |
| 2. Dr R.K. Shelle     |   |
| 3. Dr. L.L. Bishnoi   |  |
| 4. Sunita N. Asati    |   |
| 5. Sunita Pandey      |   |

Year 2020-21

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Date

## Meeting Information

Date - 24/03/21

Time - 3 PM

Called by - Convenor

Attendees - members

Location - C.M. Dubey P.G. College (C.G.)

Agenda - To discuss on the grievances of the students and to resolve it.

Discussions - The committee members of Grievance cell, examined the grievances which are reported by the students. Then committee members then discussed the grievances and resolved it.

In session 2020-21  
grievances are resolved.

## Committee members

- 1) Dr. (Mrs.) Kiran Awasthi - Kiran
- 2) Dr. R.K. Shukla - R.K.
- 3) Dr. S.C. Bajpai - S.C.
- 4) Sumita N. Asati - Sumita
- 5) Smriti Pandey - Smriti

# Total Reported Grievances

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Date	

1) Stu. Name - Mo. Bafer

Class - BA 1<sup>st</sup> Year

Ph.no. - 6266676205

Grievance - Cleanliness in Male Toilet

Resolved - Resolved in 5 days

2) Stu. Name - Priyanka Pradhan

Class - BA 1<sup>st</sup> Year

Ph.no. - 9098291119

Grievance - Requirement of cold water filter of our college

Resolved - Resolved in two days

3) Stu. Name - Suman Khurana

Class - BA 3<sup>rd</sup> Year

Ph.no. - 7489523372

Grievance - Repairing of tube light in the classroom

Resolved - Resolved in two days

4) Stu. Name - Yuvraj Chandra

Class - BA 1<sup>st</sup> Year

Ph.no. - 8103030314

Grievance - Regarding the availability of books in the library

Resolved - Resolved in two days

5) Stu. Name - Ankita Manavi

Class - BA 3<sup>rd</sup> Year

Ph. no - 9131653903  
- Grievance - Regarding the availability of books in the library  
Resolved - Resolved in three days

6) Stu. Name - Neha Yadav  
class - Msc. 1st sem (Microbiology)  
Ph. no. - 6267139290  
- Grievance - Regarding repairing of autoclave  
Resolved - Resolved in two days

7) Stu. Name - Dimpy Gupta  
class - Bsc. 3rd (Maths)  
Ph. no. - 7879825063  
- Grievance - Water facility in girls common room  
Resolved - Resolved in two days.

प्रति

श्रीमान अमन-वय महादय  
छात्र शिक्षायात निवारण केंद्र  
सी एम डूबे स्नातकोत्तर महाविद्यालय विलारपुर

विषय - प्रकथ प्रसाधन की साफ सफाई वॉड

महादय

अनस निबंदन है की हमार महाविद्यालय  
के प्रकथ प्रसाधन की व्यवस्था नही  
है कएर ठीक साफ नही है हमारे  
महाविद्यालय ठीक नही है। अतः महादय  
से निबंदन है की इस विषय पर  
ध्यान देवे।

धन्यवाद

दिनांक

01/08/2020

पाथी

भा. गाँवर

6266676205

वी.ए प्रथम वर्ष

C.M. Dubey Post Graduate College	
Grievance Cell	
Date of Receiving	01/08/20
Time	12.00 Noon
Date of Resolving	02/08/20
Approved By	[Signature]



प्रति,  
श्रीमान् सम्न्तय महोदय  
द्वारा शिकायत निवारण केन्द्र  
सी.एम.दुबे स्नातकोत्तर महाविद्यालय, विलासपुर

विषय - ठंडे पानी की व्यवस्था कराने हेतु आवेदन ।

महोदय,  
मनम निवेदन है कि हमारे महाविद्यालय के  
वाटर किल्टर में ठंडे पानी की व्यवस्था नहीं  
हो पा रही है। गर्मी के मौसम के होने के कारण  
दुबारा की पीने का ठंडा पानी नहीं मिल पा रहा  
है। अतः महोदय से निवेदन है कि इस विषय  
पर ध्यान दें।

धन्यवाद

दिनांक

02/08/2020

आशा

प्रियंका प्रधान

909829 4149

बी.ए. ५२म वर्ष

<b>C.M. Dubey Post Graduate College</b>	
<b>Grievance Cell</b>	
Date of Receiving .....	02/08/20
Time .....	12:00 Noon
Date of Resolving .....	05/08/20
Approved By .....	[Signature]

The Convener

C.M. Dubey Postgraduate College, Bilaspur

Subject - Application for the repairing of tube light in the class room

Sir,

I beg to state that the tubelight in our class room is not working properly due to which we are not able to study properly and pay attention in the class.

Kindly pay attention towards the reparation of the tubelight.

Thanking you

Yours obediently

Suman Khurana / B.A. III year

7489523372

Date .

22/09/2020

C.M. Dubey Post Graduate College	
Grievance Cell	
Date of Receiving .....	22/09/2020
Time .....	1.00 P.M.
Date of Resolving .....	25/09/20
Approved By .....	J. Anwar

प्रति

श्री माना सम्मान्य महोदय  
 छात्रा शिक्षापत्र विभाग हेतु  
 श्री. एम. डबे, २-नातकीतर महा विद्यालय  
 चित्तौड़पुर

विषय, लाइब्रेरी में कुछ कि व्यवस्था हेतु।

महोदय

सादर सन्मन्त्र निवेदन है कि महा विद्यालय  
 के लाइब्रेरी में कुछ कि व्यवस्था बहुत कम है  
 छात्रों को तथा कुछ कि व्यवस्था कापीज चाहिए।  
 सादर महोदय से निवेदन है कि इस विषय  
 पर ध्यान दे।

धन्यवाद

प्राणी

दिनांक

20/10/2020

कुवराय चन्दा

8103030314

बी.ए. प्रथम वर्ष

C. M. Dubey Post Graduate College	
Grievance Cell	
Date of Receiving	20/10/20
Time	02:30 PM
Date of Resolving	15/12/20
Approved By	RAMK

To,

The Convener  
Students Complaint Council  
C.M. Dubey Post College

Date - 30/10/2020

Subject - Application regarding the  
availability of books in the  
library.

Sir,

I beg to state that I am a student  
of B.A. final year of your college.  
Many students are facing problem  
due to the unavailability of new  
edition of history books in the  
library.

Kindly ensure the availability  
of new edition of history books

Thanking You  
Your obediently  
Ankita Mexavi  
9131653903  
B.A. III

C.M. Dubey Post Graduate College  
Grievance Cell

Date of Receiving ..... 30/10/2020 .....

Time ..... 12:30 PM .....

Date of Resolving ..... 15/12/20 .....

Approved By .....

To

The Convenor  
Students Grievance Cell  
C.M.D. PG College Bilaspur (C.O.)

Subject → Regarding repairing of Autoclave.

Respected sir/mam

In our microbiology department of practical lab class (Msc. 1st sem) in Autoclave has gone bad which is making it difficult to do practical work so kindly please fix our autoclave.

Thankyou.

Yours obediently

Neha Yadav

Msc 1st sem.

Mob - 6267139290

S405 - Microbiology -

C.M. Dubey Post Graduate College Grievance Cell	
Date of Receiving	24/02/21
Time	11:00 AM
Date of Resolving	10/03/21
Approved By	[Signature]

2020-2021

प्रति,

श्रीमान समन्वयक महोदय  
छात्र शिकायत निवारक केन्द्र  
सी.एम. डुबे स्नात. महाविद्यालय

विषय - गर्ल्स कॉमन रूम में पानी की अंश व्यवस्था हेतु।

महोदय,

सनम निवेदन है कि गर्ल्स कॉमन रूम में पानी की व्यवस्था अलग नहीं होने के कारण छात्राओं को परेशानी का सामना करना पड़ता है। अतः श्रीमान जी से निवेदन है कि गर्ल्स कॉमन रूम में पानी की व्यवस्था पर विशेष ध्यान देने की कृपा करें।

धन्यवाद

दिनांक - 04/03/21.

प्राची

डिप्टी गुप्ता

7879825063

वी.एस.सी. तृतीय वर्ष

गणित

C.M. Dubey Post Graduate College	
Grievance Cell	
Date of Receiving	04/03/21
Time	2. PM.
Date of Resolving	06/03/21
Approved By	7879825063