

Grievance Redressal Cell

GOKUL PARVATI RURAL DEGREE COLLEGE, KUNTARA, SAMBALPUR, ODISHA

Minutes of Grievance redressal cell


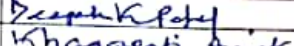
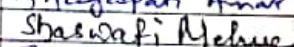


Dt. 17.07.2023

All the members of Grievance redressal cell assembled in Room No. 05 of the college, at 11 A.M, on 17.07.2023 to attend the meeting called by Principal and chairperson of the grievance redressal cell Mr. Duryodhan Meher. The meeting was resumed as per the fixed time and the following points were discussed in the meeting:

Agenda:

1. Opening remarks with welcome address
2. To inform about the Objective of the grievance redressal cell
3. To inform the procedure for lodging complain
4. To select the students' representative from every semester as member

Following members were present in the meeting:

Sl No.	Name	Designation	Committee	Signature
1	Duryodhan Meher	Principal	Chairman	
2	Deepak Ku. Patel	Faculty	Coordinator	
3	Khagapati Amat	Faculty	Member	
4	Shaswati Meher	Faculty	Member	
5	Sanjay Bagh	Student	Member	

1. Principal Mr. Duryodhan Meher welcomed all the members in his opening address. He requested all the members to be always very judicious while resolving the grievances of the students, then he requested Mr. Deepak Ku. Patel to inform all about the objective of grievance redressal cell and procedure of lodging the complain.
2. Mr. Deepak Ku. Patel informed that "The Grievance Redressal Cell has been developed to settle the grievances of the students for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning."

It was decided that:

- a) The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- b) The Grievance Cell will act upon those cases which have been received by online or from suggestion/ grievance box.

This grievance box will be opened on every Wednesday by Coordinator Mr. Deepak Ku. Patel and the grievances of students must be resolved within 3 to 4 days from the date of opening of the complain box. It was decided to select students from every semester as the member of the grievance redressal cell and they must be present while resolving any grievances of student.

The meeting was closed with vote of thanks


PRINCIPAL
Signature of chairperson
Gokul-Parvati Rural College
KUNTARA (Sambalpur)


Signature of coordinator

Gokul-Parvati Rural College, Kuntara, Sambalpur, Odisha

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Dt. 11.08.2023

A meeting of grievance redressal cell was called by principal to resolve a genuine grievance received from Payal Dhan student of 1st semester regarding "Drinking Water Facility".


Following members were present in the meeting:

Sl No.	Name	Designation	Committee	Signature
1	Duryodhan Meher	Principal	Chairman	Duryodhan Meher
2	Deepak Ku. Patel	Faculty	Coordinator	Deepak Ku. Patel
3	Khagapati Amat	Faculty	Member	Khagapati Amat
4	Shaswati Meher	Faculty	Member	Shaswati Meher
5	Sanjay Bagh	Student	Member	Sanjay Bagh

Principal welcomed all the members and then coordinator Mr. Deepak Ku. Patel read out the hand written grievance letter of Payal Dhan student of 1st semester received from complain box.

It was decided to install water tap in each and every area of college campus repair all the taps and check all pipe lines for smooth water facility. At the same time, coordinator Mr. Deepak Ku. Patel requested all the members to be vigilant about the cleanliness and sanitization for the hygienic ambience of the campus.

Since there was no other point to discuss so the meeting was concluded with vote of thanks.


PRINCIPAL
Gokul-Parvati Rural College
Kuntara (Sambalpur)
Signature of chairperson


Signature of coordinator

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Dt. 20.09.2023

Coordinator Mr. Deepak Ku. Patel requested Principal Mr. Duryodhan Meher to call a meeting of grievance redressal cell after receiving some grievance letter of students.

Principal called a meeting on 20.09.2023, at 11.00 A.M. in Room N0.-18.

Following members present in the meeting:

Sl No.	Name	Designation	Committee	Signature
1	Duryodhan Meher	Faculty	Member	Duryodhan Meher
2	Deepak Ku. Patel	Faculty	Coordinator	Deepak K. Patel
3	Khagapati Amat	Faculty	Member	Khagapati Amat
4	Shaswati Meher	Faculty	Member	Shaswati Meher
5	Mr. Mitrabhanu Patel	Administrative	Member	Mitrabhanu Patel
6	Tikelal Meher	faculty	Member	
7	Deepika Behera	Faculty	Member	
8	Sanjay Bagh	Student	Member	Sanjay bagh
9	Binita Bhukta	Student	Member	Binita Bhukta

Coordinator Mr. Deepak Ku. Patel read out the grievance letters one by one for discussion to resolve the grievances;

- i. student of 3rd semester mentioned in his grievance letter that there are no clear list facility in the library room.

It was decided to install some good quality of lights in the library room.

- ii. Miss. Binita Bhukta student of 2nd semester suggested to provide proper sitting facility in the reading room of the library to read comfortably in side the reading room.

I t was decided to inform library in charge to arrange proper sitting arrangements in the reading rooms. Mr. Rakesh Kumar Beriha was advised to follow up the matter and confirm about the arrangement.

After resolving these two grievances there was no other grievances or suggestions to resolve so the meeting was closed with vote of thanks.



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Dt. 06.11.2023

A meeting was called on 06.11.2023 to resolve the grievances received from some students.

The meeting of grievance redressal cell was conducted in Room No.-05.

Following members were present in the meeting;

Sl No.	Name	Designation	Committee	Signature
1	Duryodhan Meher	Faculty	Member	Duryodhan Meher
2	Deepak Ku. Patel	Faculty	Coordinator	Deepak Ku. Patel
3	Khagapati Amat	Faculty	Member	Khagapati Amat
4	Shaswati Meher	Faculty	Member	Shaswati Meher
5	Mr. Mitrabhanu Patel	Administrative	Member	Mitrabhanu Patel
6	Tikelal Meher	faculty	Member	
7	Deepika Behera	Faculty	Member	
8	Sanjay Bagh	Student	Member	Sanjay Bagh
9	Binita Bhukta	Student	Member	Binita Bhukta


In the welcome remarks Principal, Mr. Duryodhan Meher congratulated all the members for their efforts to maintain a cordial ambience in the campus and encouraged them to keep up this attitude.

Mr. Deepak Ku. Patel, coordinator read out the grievance letter received;

- i. Mr. Subal Nagh, student of 1st semester suggested that Library should be updated with collection of new books, journals and magazines.

The grievance committee decided to advice library committee to update the library by keeping verity of books, magazines and journals as per the requirements of the users.

The meeting was concluded with vote of thanks, since there was no other grievance or suggestion for discussion.


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Signature of chairperson
Gokul-Parvati Rural College
KUNTARA (Sambalpur)


Signature of coordinator

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Dt. 07.02.2024

A meeting was called on 07.02.2024 to resolve the grievances received from some students.

The meeting of grievance redressal cell was conducted in Room No.-18 at 11.00 A.M. Following members were present in the meeting:

Sl No.	Name	Designation	Committee	Signature
1	Duryodhan Meher	Faculty	Member	<i>Duryodhan Meher</i>
2	Deepak Ku. Patel	Faculty	Coordinator	<i>Deepak Ku. Patel</i>
3	Khagapati Amat	Faculty	Member	<i>Khagapati Amat</i>
4	Shaswati Meher	Faculty	Member	<i>Shaswati Meher</i>
5	Mr. Mitrabhanu Patel	Administrative	Member	<i>Mitrabhanu Patel</i>
6	Tikelal Meher	faculty	Member	
7	Deepika Behera	Faculty	Member	
8	Sanjay Bagh	Student	Member	<i>Sanjay Bagh</i>
9	Binita Bhukta	Student	Member	<i>Binita Bhukta</i>

At the onset of the meeting Principal Mr. Duryodhan Meher delivered his welcome remarks and requested all the members to act promptly always for resolving the grievances of the students.

Mr. Deepak Ku. Patel tabled the grievances/ suggestion letters of the students for discussion and further action.

- Miss. Smitarani Panchali, Mr. Ritesh Kisan and Mr. Bibhas Patel students of 1st semester expressed their grievances to restart of the canteen inside the campus which was closed during the Covid-19 Pandemic.
- Mr. Ankita Mahakul, student of 3rd semester complained about the non- functional fans in the class room.

The grievance was resolved by instructing the electrician to check all the fans and make them functional.

Mr. Deepak Ku. Patel concluded the meeting with the vote of thanks after resolving the above two grievances lodged by the students.

Signature of chairperson

PRINCIPAL

**Gokul-Parvati Rural College
KUNTARA (Sambalpur)**

Deepak Ku. Patel
Signature of coordinator