



**MANOHARI DEVI KANOI GIRLS' COLLEGE**

DIBRUGARH - 786 001, ASSAM

মনোহাৰী দেৱী কানৈ মহিলা মহাবিদ্যালয়, ডিব্ৰুগড়, অসম।

**MDKG COLLEGE**

DIBRUGARH 786001.ASSAM

Fourth Cycle NAAC Accreditation

Criterion: 5

STUDENT SUPPORT AND PROGRESSION

**5.1.4 Mechanism for Timely Redressal of Student  
Grievances**

Submitted to



**THE NATIONAL ASSESSMENT AND ACCREDITATION  
COUNCIL**

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The Grievance Redressal Committee, MDKG College has resolved the following grievances placed by the students and teaching/non-teaching stuffs at different time over the last five years by appropriate decisions arrived through a thorough review of their complaints:

Sl No.	No of Grievances	Date of Placement	Nature of Grievance	Date of Settlement of grievance
1	15	20 <sup>th</sup> Feb,2019	Expressed issues regarding the toilet facility	23 <sup>rd</sup> Feb,2019
2	3	23 <sup>rd</sup> April,2019 25 <sup>th</sup> April,2019	False entry of subject/paper code in the admit card	29 <sup>th</sup> April,2019
3	1	2 <sup>nd</sup> May,2019	Loss of library card	9 <sup>th</sup> May,2019
4	7	9 <sup>th</sup> July,2019	Absence shown in the grade sheet of final semester examination	15 <sup>th</sup> July,2019
5	6	12 <sup>th</sup> August,2019	Complaint regarding the reading hours of library	20 <sup>th</sup> August,2019
6	2	30 <sup>th</sup> October,2019 1 <sup>st</sup> November,2019	False entry of subject/paper code in the admit card	5 <sup>th</sup> November,2019
7	25	4 <sup>th</sup> April,2020 10 <sup>th</sup> April,2020 16 <sup>th</sup> August,2020 1 <sup>st</sup> September,2020	Inability to attend online classes regularly due to network issues, electricity failure in their residential area	5 <sup>th</sup> April,2020 12 <sup>th</sup> April,2020 17 <sup>th</sup> August,2020 3 <sup>rd</sup> September,2020
8	1	15 <sup>th</sup> March,2021	Absence shown in the grade sheet of final semester exam	20 <sup>th</sup> March,2021
9	1	29 <sup>th</sup> March,2021	Non-availability of certain books in college library	1 <sup>st</sup> June,2021
10	3	12 <sup>th</sup> August ,2021	Absence shown in the grade sheet of final semester exam	19 <sup>th</sup> August ,2021
11	4	15 <sup>th</sup> November,2021 16 <sup>th</sup> November,2021	False entry of subject/paper code in the admit card	22 <sup>nd</sup> November,2021

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*Abhijit*  
22/7/2024  
Principal  
Manohari Devi Kanoi Girls' College  
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12	7	28 <sup>th</sup> January,2022	Lack of sufficient information regarding the use of library facilities	1 <sup>st</sup> February,2022
13	3	1 <sup>st</sup> March ,2022 2 <sup>nd</sup> March,2022	Absence shown in the grade sheet of final semester exam	7 <sup>th</sup> March,2022
14	4	2 <sup>nd</sup> May,2022 3 <sup>rd</sup> May,2022 4 <sup>th</sup> May,2022	False entry of subject/paper code in the admit card	9 <sup>th</sup> May,2022
15	3	15 <sup>th</sup> July,2022 18 <sup>th</sup> July,2022	Absence shown in the grade sheet of final semester exam	21 <sup>st</sup> July,2022
16	2	31 <sup>st</sup> October,2022 1 <sup>st</sup> November,2022	False entry of subject/paper code in the admit card	5 <sup>th</sup> November,2022
17	1	21 <sup>st</sup> January,2023	Loss of college id	27 <sup>th</sup> January,2023
18	2	9 <sup>th</sup> March ,2023	Absence shown in the grade sheet of final semester exam	13 <sup>th</sup> March,2023
19	1	24 <sup>th</sup> April,2023	Misplace of bag from library	24 <sup>th</sup> April,2023
20	5	24 <sup>th</sup> April,2023 25 <sup>th</sup> April,2023	False entry of subject/paper code in the admit card	27 <sup>th</sup> April,2023
21	7	3 <sup>rd</sup> May,2023	Issue regarding the reading space in library	17 <sup>th</sup> May,2023
22	15	15 <sup>th</sup> June,2023	Expressed issues regarding the canteen facility of the college	1 <sup>st</sup> August ,2023
23	4	8 <sup>th</sup> July,2023 10 <sup>th</sup> July,2023	Absence shown in the grade sheet of final semester exam	15 <sup>th</sup> July,2023
24	Students of Economics department	11 <sup>th</sup> August,2023	Expressed complaint regarding ceiling fan malfunction	17 <sup>th</sup> August,2023
25	8	10 <sup>th</sup> August,2023	Expressed issues regarding the toilet facility	17 <sup>th</sup> August,2023
26	6	9 <sup>th</sup> August,2023	Change of generic	18 <sup>th</sup> August,2023

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		11 <sup>th</sup> August,2023 12 <sup>th</sup> August,2023	elective subject	21 <sup>st</sup> August,2023 21 <sup>st</sup> August,2023
27	2	3 <sup>rd</sup> October,2023 28 <sup>th</sup> November,2023	Non-availability of certain books in college library/department	1 <sup>st</sup> December,2023 25 <sup>th</sup> January,2024
28	1	24 <sup>th</sup> January,2024	Loss of library card	2 <sup>nd</sup> February,2024
29	3	2 <sup>nd</sup> March ,2024 4 <sup>th</sup> March,2024	Absence shown in the grade sheet of final semester exam	7 <sup>th</sup> March,2024
30	3	4 <sup>th</sup> July,2024 5 <sup>th</sup> July,2024 8 <sup>th</sup> July,2024	Absence shown in the grade sheet of final semester exam	16 <sup>th</sup> July,2024

*Shukan*  
22/7/2024

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