



GARGAON COLLEGE
AFFILIATED TO DIBRUGARH UNIVERSITY

***Sessionwise Action
Taken Report***

Period: 2019 - 2024

Sessionwise Action Taken Report

In the last five years, the Administrative Committee has taken prompt initiatives and recommended various tasks towards resolving the issues and complaints received from different stakeholders. Based on the Recommendations of the Administrative Committee a number of steps have been taken by the administration towards redressal of the grievance and quality improvement as per the needs.

Some major recommendations of the Committee are:





1. Preparing a framework for collection and redressal of grievances using offline as well as online grievance collection system and upgrading the official website of the institution and incorporation of grievance portal on the website.
2. Repair and maintenance of the damaged infrastructure of the institution including roofs, paneling of Golden Jubilee Hall as well as Academic Gallery.
3. Preparing a model for improving the food quality as well as upgradation of infrastructure of college canteen with focus on health and hygiene.
4. Provide clean drinking water facilities in the college campus.
5. Clean and plastic free campus as well as maintaining hygiene in toilets.
6. Improving the ICT infrastructure, computer labs and installation of advanced ICT interactive platforms for online and video classes.
7. Focus on active conduct of ICT classes and mentorship programs.
8. Conduct workshops and conferences on various aspects related to health, career as well as Indian Knowledge System as per interests and requests shown by students and faculty members of the institution.

Following sections of the report depicts the grievances with the links highlighting the steps taken for resolving the complaints and requests received from different stakeholders.



Action Taken during Session 2019-20

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Collaborative events Grievances: <ul style="list-style-type: none"> Requesting to increase events related to participative learning through collaboration with other organisation 	Administrative	Arrange MoUs for 5 years with the linkages already established with various organizations & institutions	
2	Collaborative events Grievances: <ul style="list-style-type: none"> Problems in writing reports of projects 	Teaching/Learning	Arrange workshop on Students' Project Writing	
3	Laboratory assistance Grievances: <ul style="list-style-type: none"> Problems in laboratory assistance during practical 	Teaching/Learning	Arrange workshop on Laboratory Equipment Training for the new bearers of the science laboratories	
4	NCC Grievances: <ul style="list-style-type: none"> Request to initiate NCC program 	Administrative	Dr Raktim Patar, Assistant Professor, Department of History was entrusted with the responsibility of initiating the process of applying for NCC	


Action Taken during Session 2020-21

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Online classes Grievances: <ul style="list-style-type: none"> • Problem in network connectivity during online classes in the remote locations 	Teaching/ Learning	Upload recorded classes and teaching materials in the E-shiksha portal of the institutional website	
2	Covid 19 and its impact Grievances: <ul style="list-style-type: none"> • social anxiety developed due to myths spread in social media about Covid 19 	Health and career	Arrange special lecture to impart awareness on health and Covid 19	
3	Mental health of youths Grievances: <ul style="list-style-type: none"> • Mental stress in students due to impact of Covid 19 in job sector and career 	Health	Arrange special lecture to impart awareness on Covid 19 and its impact on economy of Assam and prospective job avenues	
4	Career and higher studies Grievances: <ul style="list-style-type: none"> • challenges and mental agony faced by students 	Health	Arrange special lecture to impart awareness on Youth, Mental Health and Suicide	


Action Taken during Session 2020-21

Sl No.	Issues	Nature of grievances	Resolution	Link
5	Skill development Grievance: <ul style="list-style-type: none">• Problems regarding selection of career opportunities in upcoming fields	Career	Arrange workshops on data science and emerging fields	
6	Recent advancements in technology and needs Grievance: <ul style="list-style-type: none">• Problems regarding exploring career related to innovative research opportunities.	Career	Arrange workshop on Innovations for Change and Role of Youth	



Action Taken during Session 2021-22

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding cleanliness of toilets 	Campus cleanliness	Cleanliness was made mandatory in every toilet in the college campus	--
2	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding fees of form fillup 	Administrative	Matter not resolvable as this is beyond the jurisdiction of the College	N/A
3	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding bad odour near College gate 	Campus cleanliness	Arrange cleanliness drives and request the market authority to keep the surroundings clean	
4	Ceiling repair Grievance <ul style="list-style-type: none"> complaint regarding damaged ceiling in Sociology 	Infrastructure	Immediate repair of the ceiling	--
5	Personal books in library Grievance <ul style="list-style-type: none"> complaint regarding permission for carrying personal books to library 	Library	permission cannot be granted as per existing rules of the library as bringing personal books can threaten the security of existing books	N/A


Action Taken during Session 2021-22

Sl No.	Issues	Nature of grievances	Resolution	Link
6	<p>Admission procedure Grievance:</p> <ul style="list-style-type: none"> Complaints regarding haphazard and unsystematic admission procedure 	Administrative	Adopt measures such as creating help desks and telephonic support systems for smooth admission procedure	--
7	<p>Food quality Grievance:</p> <ul style="list-style-type: none"> Complaints regarding poor quality of food in college canteen 	Canteen	Adopt a new model for complete upgradation of the college canteen with standard food menu and hygienic environment	
8	<p>Exam related Grievance:</p> <ul style="list-style-type: none"> Complaints regarding difficulties in searching seat plan during exam 	Administrative	Seat plans shall be uploaded in WhatsApp groups of students one day prior to exam	--



Action Taken during Session 2022-23

Sl No.	Issues	Nature of grievances	Resolution	Link
1	<p>Mentorship issues Grievance:</p> <ul style="list-style-type: none"> Problems regarding moral support for personal issues 	Teaching/ Learning	<ul style="list-style-type: none"> Adopt new strategies to make the mentorship program more effective such as collecting mentorship diaries from each faculty members. Collect feedback on mentorship for monitoring the effective implementation. 	
2	<p>ICT Classes Grievance:</p> <ul style="list-style-type: none"> Complaints regarding poor quality of ICT classes 	Teaching/ Learning	<ul style="list-style-type: none"> Equip each classroom with advanced ICT facilities and making at least 2 ICT classes mandatory every week for each faculty members. Collect feedback on ICT for monitoring the effective implementation. 	




Action Taken during Session 2022-23

Sl No.	Issues	Nature of grievances	Resolution	Link
3	<p>Career issues Grievance:</p> <ul style="list-style-type: none"> Problems regarding choosing career opportunities in advanced fields of research 	Career	Organize workshops for career planning on recent fields of research in premium institutions across the world.	
4	<p>Infrastructure Grievance:</p> <ul style="list-style-type: none"> Complaint regarding requirements of sports facilities 	Sports	Develop sport facilities including volleyball court and establish a Sports Academy	
5	<p>Cleanliness Grievance:</p> <ul style="list-style-type: none"> Complaint regarding cleanliness of gardens 	Cleanliness	Arrange cleanliness drive within the institute premises incorporating teachers, students and employees.	
6	<p>Indian Knowledge System Grievance:</p> <ul style="list-style-type: none"> Complaint regarding limited promotion of events related to Indian Knowledge System 	Teaching/ Learning	Arrange workshops and Bhaona to promote Indian Knowledge System.	

Action Taken during Session 2023-24

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Advanced ICT facilities Grievance: <ul style="list-style-type: none"> Complaint regarding requirement of advanced ICT facilities 	Career	Develop an advanced ICT room with Interactive Penales to facilitate ICT classes, online workshops, & webinars.	
2	Infrastructure Grievance: <ul style="list-style-type: none"> Complaint regarding damage roofs in classrooms 	Infrastructure	Take immediate actions to repair roofs of classrooms	--
3	Network Issues Grievance: <ul style="list-style-type: none"> Complaint regarding poor network connectivity 	Infrastructure	Take immediate measures to upgrade the network connectivity within the institute premises.	
4	Academic Gallery Grievance: Complaint regarding damaged walls of Teachers' Common Rooms, Academic Gallery, Golden Jubilee Building	Infrastructure	Upgrade the damaged walls in Teachers' Common Rooms, Academic Gallery, Golden Jubilee Building.	--

Action Taken during Session 2023-24

Sl No.	Issues	Nature of grievances	Resolution	Link
5	Sports facilities Grievance: Complaint regarding requirement of good cricket pitch	Infrastructu re	Take immediate measures to build a cricket pitch & practice grounds.	
6	Institute Website Grievance: Requirement of upgrading institute website	Administrat ive	Take immediate measures to upgrade the Institute website including department and employee logins.	
7	Computer lab Grievance: Requirement of new computer lab	Infrastructu re	Take immediate measures to build a a new computer lab with updated PCs.	

Repairing & maintenance works



Repairing the roofs in classrooms



Installing the ceilings in classrooms



Constructing drinking water facilities



Constructing ICT classrooms



Repairing the Academic Gallery