

Government College for Women, (A) Guntur

Grievance and Redressal Committee – Action Taken Report 2024-25

S.No	Date	Grievance reported	Action taken
1	09-09-2024 & 12-09 24	I B.Com students complained to resume the canteen facility on the college campus.	Canteen facility was resumed from the month of January 2025
2		Students of II BA (TTM) complained about the quality of food being served and the cleanliness in the canteen	Canteen facility was resumed from the month of January 2025
3	10-10-2024	I year BA students – canteen facility in the college	Canteen facility was resumed from the month of January 2025
4		Haritha of B.Com Computer reported - the need for a new waiting hall with the required facilities for the students	Need for Hostel facility was discussed with the Principal and AO sir, to make necessary arrangements.
5	09-2024	Stationery shop on the campus, grievance by BA spl. English student.	Principal madam assured that the canteen will be resumed after resolving the issue about the management.
6	10-2024	Regarding academics students want the library to be opened upto 6 PM Not to conduct classes from 5-6 pm Two practical exams on the same day. No classes in Lunch hour Preparation holidays for sem end exams .and completion of syllabus in scheduled time	The above problem was discussed with the CoE of the college, and she assured that, no such problem will be repeated in future. As we are preparing prepare for NAAC visit in November, there is a lag in the completion of syllabus. and lecturers are instructed to take online classes to complete the syllabus on time.
7	10/2024	Availability of drinking water and water in washrooms in the Home-science block.	The issue was informed to the AO sir and repair works are going to conduct for the drainage system soon.
8	10/2024	Students of BA TTM and B.Sc chemistry complained about the washrooms' cleanliness and the need for more washrooms.	Wash room attenders are instructed to maintain the proper cleanliness in wash rooms .
9	20-11-24	Hostel students of II B.Sc complained about the food and	This issue was taken to the Warden and mess contractor

		menu should be changed accordingly.	to maintain the quality and nutritious food to be served in the Hostel.
10	20-11-24	A student of BA spl. Telugu complained about the fans, lights, and switchboards in the classrooms.	AO sir assured that the Electrical repair work to be taken up very soon.
11	11-2024	Allocation of rooms for organizing extracurricular activities, like organizing workshops, meetings. Sk. Reshma	This was discussed with the Principal and infrastructure committee members.
12	12-2024	Poor maintenance of toilets, E. Meghana I BA History	Wash room attenders are instructed to maintain the proper cleanliness in wash rooms.
13	02-25	Proper cleaning and a hygienic environment in the waiting Hall	Ao sir instructed the sweepers to clean the room regularly.
14	04-05 2025	Arrangements for cool pot water for students during semester-end exams	Cool water was arranged for students during the exams.
15	10-04-2025	Regarding facilities in college-attached hostel Rats roaming in the rooms, main doors of rooms don't have bolts, fans are not working Food is very salty on Sundays and not sufficient.	This issue was taken to the warden, to carry out the repair works. Mess contractor was instructed to lower the salt content.

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Disg
 (convenor)
 GRC & ICC