



St. Edmund's College

(Affiliated to North Eastern Hill University, Shillong)
 Recognized by the University Grant Commission under 2 (f) and 12 (B) of UGC act 1956
 Laitumkhrah, Shillong – 793003, Meghalaya, India

E-mail: stedmundscollege@gmail.com

Website: <http://sec.edu.in>

Details of student grievances including sexual harassment and ragging cases

No	Student Grievances	No of Issue raised	Redressed	Pending	Avg. Time
1	Ragging	-	Each student signs Anti-Ragging Pledge at UGC website. Poster and displays are in place to raise Awareness	Constant Awareness	Nil
2	Attendance of classes & practical's	75	Corrected with HOD data Monthly attendance of the students displayed at the notice board. Students with less attendance are reminded to be more regular in classes. In some cases, parents are called to address the matter.	-	1 week
3	Granting of Leave	163	1-2 days leave through the Head of the department. Others/Medical through the Principal/Vice Principal	-	3-4 days
4	Cost of Fee	45	Concession in fee for students having genuine reason are granted by the management. Students are allowed sufficient time to clear the fee. Student sponsorship policy is in place and also effort is given for any Scholarship issues.	Continuous Process	1 Week
5	Access to the Administrative Office	85	Additional personnel during peak demands specially during issuance of Admit Cards/fee clearance certificate.	Continuous process	1 day
6	Boys' Common Room – space & gears	16	Space provided	-	1 Week



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			The equipment has been provided		
7	Gym equipment	11	Gym renovated and maintenance is taken care of.	-	1 week
8	Wi-Fi Campus	185	Dedicated area are Wi-Fi enabled	-	1 week
9	Anomalies in Internal Marks/Practical's	15	The HODs/Exam Committees and the Principal take care of the concerns.	-	2-3 days
10	Delay in getting the University Mark Sheets	80	The college in constant touch with the university to expedite the matters.	Matters in NEHU hands	-
11	Availability of Sanitary pads in the Girls wash room	14	The matter taken up and resolved. A dedicated cleaner (female) entrusted with the job for replenishment	-	1 day
12	Use of Biodegradable waste bin	10	All dustbin have biodegradable plastics, Single-use Plastic are banned in the campus	-	1 day
13	LMS Portal- not user friendly	115	The matter taken care by a dedicated back end admin	-	2-3 days
14	Canteen facilities- subsidized rate	10	The matter addressed by the canteen committee	-	3-4 days
15	Non availability of Daily Newspapers in the library	28	The matter resolved on priority	-	2 days
16	Library hours	21	The matter is being resolved through extension of Library timings from 15:00 hrs to 17:30 hrs/ thrice a week.	-	1 week

****** Sexual Harassment – There have been NO COMPLAINTS brought to the attention of the Management.**