



# **ST ANTHONY'S COLLEGE**

(A Don Bosco Institution)

**SHILLONG 793 001**

**MEGHALAYA - INDIA**

NAAC Re-Accredited with 'A'

College with Potential for Excellence (awarded by UGC)

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## **CRITERIA 5**

### **Student Support and Progression**

#### **5.1.5. Grievance Redressal Action Taken Report**

*Submitted to*

**The National Assessment Accreditation Council (NAAC)**

**May 2021**



# ST. ANTHONY'S COLLEGE, SHILLONG

College with Potential for Excellence  
Affiliated to North Eastern Hill University

## Action Taken Report of the Grievance Cell 2016-2021

Year	Grievance	Status of Grievance	Action-Taken Measures
2016	1. There should be different waste bins for biodegradable and Non-biodegradable waste.	Action Taken	Waste-bins have been colour-coded Yellow- Laboratory wastes Green –Biodegradable Blue – Non-biodegradable
2016	2. Students should be given vehicle passes for parking in the college campus.	Action Taken	Vehicle passes for students and staff have been issued
2016	3. The college should start some M.A. courses for Art departments since NEHU cannot accommodate all students desiring to pursue M.A.	Action Taken	Post-graduate course for Education (M.A. Education) And Political Sciene (M.A. Pol.Sc.) Have been established.
2017	1. Chairs must be provided for students in the canteens.	Action Taken	Stools and other seating arrangements have been made available in canteens

2017	2. Canteens should cater to vegetarian needs as well.	Action Taken	Vegetarian items have also been included in the canteen menus.
2017	3. Sufficient time must be given to students to shift from one classroom to the next between classes.	Action Taken	5 minute breaks in between period have been introduced.
2017	4. Lunch break should be made longer than 35 minutes.	No Action Taken	Not feasible given that 5 minute breaks between classes have been allotted.
2017	5. Wall clocks should be provided in all classrooms	Action Taken	Wall clocks have been installed in every classroom.
2018	1. It is inconvenient for waste bins to be so far from the coffee kiosk.	Action Taken	Waste bins have placed in three locations near the coffee kiosk.
2018	2. Reference books must be lent out to students.	No Action Taken	Reference books cannot be lent-out.
2018	3. No sanitary pad dispenser in the girls' common room and toilet.	Action Taken	Sanitary Pad dispenser placed in girls' common room.
2018	4. RO water supply is not regular in the taps.	Action Taken	RO plant has been repaired.
2019	1. Starting new language classes in the college.	Action Taken	Language labs are operational
2019	2. Skylights or fans in classrooms.	Action Taken	Laboratories have been equipped with exhaust fans
2019	3. Convex mirrors are required at the college gate to prevent accidents	Action Taken	Convex Mirrors have been installed at the college gate.
2019	4. Power saving devices are required in the campus to	Action Taken	Power saving bulbs have been installed in the campus

	promote green and eco-friendly awareness among students.		
2020	1. Difficulty in attending classes due to network issues.	No Action Taken	Impossible to achieve
2020	2. Ebooks should be made available to students.	Action Taken	DelCON ebooks are available through the library portal



Principal

*Principal*  
**St. Anthony's College**  
**Shillong - 793001**  
**Meghalaya - India**

# Complaints received through the online portal

FROM QUESTION BOXES

Complaint received by the College

Collected on	Complaint / appreciation from students	Action Taken
6 <sup>th</sup> April 2019	Price of Alloo Paratha must decrease to some extent	Discussed in the Canteen Cmtty
	Very nice food and the staff are very nice	Informed to Canteen
	No holding hands, no kissing in canteen. No sort of public display affection	Informed the student
	There wasn't enough space to accommodate for all the students so we couldn't attend classes. So kindly please provide a bigger room for Maths and Physics	Taken action by the Routine cmtty
	MCA classroom is very dirty	Informed the support staff
	Why do the teachers bombard us with assignments? We get like 4 - 5 assignments every day. I hope you realize how pressurised we get. Give us a break and let us actually discover ourselves first	OK - In gen staff meeting
	<del>My friend is a girl and she is a student</del>	
	This place should have an umbrella stand. The floor is really messy when it rains (or a bucket)	Seen to clean
	I suggest to keep more veg dishes and also increase quantity	Talked to Canteen
	<del>My friend is a girl and she is a student</del>	
	Although this is not in context with the food but my heart got broken in my final year and it will take time to heal. But I don't care I'm going to Delhi to hook up with some fine girls with some bazonka. Don't try to find me because I will run away "Your love was my drug but now drug is my love.	NOT RELEVANT
	<del>Follow me on Instagram people @barkha_baek_pretty</del>	
	Love you guys. Most friendly canteen. The canteen staff rock. Good food...good class ahead	INFORMED
	To, The canteen Management What is wrong with the management? Is this a college canteen or some fancy restaurant? Veg thali cost is Rs. 110/-. Now how do you justify this price for the students? I thought the college and the college canteen was for the benefit of the students not for your own personal benefit.	Discussed in the College Canteen Cmtty.
	Fresh juice should be available on a regular basis lime juice preferably	" "
I would love it if you don't reuse the disposable spoon	" "	
Great people...friendliest of all...good food reasonable price.... Finger lickin' good chicken rolls..i just love this canteen and the people	Informed to Canteen	

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Collected on	Complaint / appreciation from students	Action Taken
6 <sup>th</sup> April 2019	Why is chicken curry Rs. 20/- I think it's a little too expensive for that and it's a college canteen...please consider. Thank you	Referred to Canteen Comfy
	When combine classes happen please use mics for teaching because it's not very audible or understandable	Informed in Staff meet
	I think this place needs some air conditioning. It gets really stuffy and we can't eat well...EWW	may not be possible
	Very excellent food for cheap price you rock...	→ Informed -
	As we are first year students I suggest that <del>_____</del> doesn't expect our <del>_____</del> to be at a Ph.D. level	Informed to the Dept
	Need a washroom for Boys	Are available
	Wall clocks of various classrooms are not working	Action taken
	The food is awesome...The hospitality of the staff makes it taste even better	- OK -
	More chairs or sitting tools to be allotted	May not be possible
	<del>I don't know who you are but you are now holding a piece of paper I wiped my nose and ate with. EWW</del>	
	Respected Brother Principal I would like to request you to kindly open the boys common room or otherwise make the so called "boys common room" to "girls common room" since its never open....thanking you...yours faithfully...a student of this prestigious college	ACTION TAKEN
	Can we please have a boys toilet somewhere close to our department	MAY NOT BE
	To open other Master Degree Courses like M.Sc Botany, Zoology and even Arts and Commerce streams... (2) There is a high demand of train teachers but less institute, but this college has the capacity to open B.Ed. and M.Ed courses to enable those who want to go for teaching line get their degree...P. Lyngkholi....Alumni 2007	CIB is informed about feasibility of PG courses
	Nga itynnad ki nongtrei hangne	- OK -
	We need more maggi	} Canteen TAKEN ACTION IN COMMITTY.
Put some cake		
6 <sup>th</sup> April 2019	Chicken cheese pizza, chicken biryani, cheese maggi, cheese paratha, grilled paneer	} Canteen TAKEN ACTION IN COMMITTY.
	Some students are too loud.. they scream!!!! can't eat in peace...I hate	
	Please include some vegetarian food in the menu...humble request	
	Please would really appreciate it if you keep appy or fizz appy ...thank you	
	I'd write suggestion but you guys don't even read them	

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6 <sup>th</sup> April 2019	<p>This is in regard with the facility provided for the boys in the boy's common room we are unable to change our clothes privately if required in some situations. We came to know that there is private changing room in the boys common room. So we request you to open that changing room. Therefore, we kindly request you to grant our request...Yours faithfully – Students of SAC</p>	<p>To be seen to by NCC.</p>
	<p><del>██████████</del> Respected Sir / Madam, For the past many years the curriculum and structure of the <del>██████████</del> class has been the same which for many of us is boring it its true sense, unlike the value education class. So respected Brother if possible let the respected teachers taking the <del>██████████</del> class try to make the class more responsive and lively by introducing more of explanation rather than giving notes again and again on the subject is already taught in high school. This is so because 99.9% of the students buy text book with guide so wasting time on dictating notes seem a loss previous amount of time... A student of St. Anthony's College</p>	<p>Informed to the staff and Dept</p>
	<p>I want to complaint that <del>██████████</del> who is taking Maths while taking classes I want to say that I can't Understand <del>██████████</del> explanation and his voice is too soft that some of them who are sitting at the back can't hear his voice (from 5 bench) and not explaining nicely</p>	<p>Informed the Dept</p>
	<p>To the Co-ordinator, Grievance Redressal Cell SAC Request for introduction of a course I would like to herby put forward a request that some foreign language learning courses should be introduced in our college, so that the interested students of our college will have no difficulty in learning the basics of a foreign language. I have noticed that the only place certified for teaching foreign language in Meghalaya is EFLU in NEHU. The location of this institute is however not suitable for most people. Therefore, it would do good to have the foreign language courses in our college itself, if possible. I will be grateful if this matter is given thought and something is done for it. Thanking you Yours sincerely Angshumita Deka II B.Sc (Comp. SC)</p>	<p>The college had 5- languages done - But In-take was low - Not feasible - can look into it again</p>
	<p>Prayer to change faculty member With due respect, <del>██████████</del> (a student of B.Com (and Year) Evening Section) would request you to kindly change our faculty member <del>██████████</del> (a member of Dept. Commerce Section) as we are facing immense hardships while dealing with his subjects and moreover he remain absent most of the time when we wanted him the most and that results in not completing his course in the stipulated time. We therefore urge upon the authority to look in the matter as a whole students community is suffering thereby resulting in bad results. Thanking you in anticipation Your student 3<sup>rd</sup> Year B.Com</p>	<p>Informed to the staff in person</p>

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6 <sup>th</sup> April 2019	The new upper canteen's food is horrible. I'd rather pay more for a better meal. Please bring back the old person who runs the canteen.	TAKEN UP THE CMTY. CANTEEN MEET.	
	Please add more items...please be a little bit nice		
	Your price is very good. You don't have to change anything. I'll come everyday		
	I would prefer if the food has quality and pricy rather than low quality food at a cheap price		
	As from the point of view of a person who love food and a student of this college, we just want to say that the price drop in the food is quite unfair for the canteen owner. The price in the meal or heavy food like rice, chow etc. is ok but the price of the snack area is so unfair to them, its just too low. How can they give good momo, rolls etc., if it is too low. And the quality of the food here is good so to reduce the price now they have to compromise on the quality and quantity so we request if you can call the owner of the canteen and sit in a meeting with them and come with a better price for the students and also for the owner. It should be good for both party..... <del>St. Marbaslang BBA</del>		
	Your food is cold		
	As the new price list which has been issued by the College community does not suit it. So it is a request to not approved the new price list as if it is approve the quantity will be not satisfied and will just end up spending more and end up exceeding more from our pocket.		
	The food they serve and the price rate does not match. If you decrease the price the quality of the food will also decrease. We prefer the earlier price		
	I am sad to inform you respected Bro. Albert that your college's bathrooms are not properly maintained and one finds it extremely difficult to attend to one's need in the morning as solid defecate can still be seen on the commode,, and there is not even a drop of water to clean them. So one has to attend nature's call while holding one's nose. This is extremely unhygienic and I request of your favour to look into the matter. Thank You		INFORMED THE SUPPORT CLEANING TEAM.
	Provide enough stools for students and replace broken stools		Down Canteen
	People are great and nice than the food canteen people you're family	"	
	Add to men - Fried Maggi, Wai wai - Chi / Egg, Fried wai wai chi / egg	"	
	I suggest that the tea should be only 5/- Thank you	"	
Hey Kong or Bah...sngewbha seh i aka sha saw (red tea) ban ai bun u sla sha from 3 <sup>rd</sup> Semeter	"		

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Collected on	Complaint / appreciation from students	Action Taken
6 <sup>th</sup> April 2019	<p>Respected Sir,</p> <p>With reference to the subject cited above, I on behalf of aggrieved students would like to bring to your attention the behaviour of the teacher from the <del>History Department</del> <del>SAC</del>. He takes attendance only once for the entire semester and that will be the attendance taken for the whole semester. Then even during lectures he starts explaining a small portion and go on to talk about either his personal life or topics not related to the syllabus. It is good for a teacher to enlighten us in many ways, but his talks are filled with gossips and chats. He also insults and humiliates some students. There were times when he would ask students about their personal lives and comment in their physical characteristics as well. The remarks that he makes are derogatory and not healthy for student – teacher relationship.</p> <p>A teacher is someone students look up to. He is supposed to encourage students but on his first day of class he talked about how students who are likely to fail are present in this class. This is demotivating the students. The noble profession of a teacher is to encourage and lift students and not pull them down. It is a harrowing experience and he insults and mocks and psychologically it is torture. The students dread to go to the class, he assumes and mocks them based on his assumption. The students feel offended and agitates them do not look forward to his class. He gives personal remarks which are uncalled for and demanding personal remarks which are untrue. We dread to go to his class, it has become a fearful experience and we dread his class.</p> <p>We are therefore compelled to write this letter so that other students in future will not suffer, so things should be corrected at this stage. The welfare of students is safe, learning is free and open and prestigious institution should not be marred by such experiences. The class should be learning experience and not fearful one. We hope in anticipation that you will kindly look into the matter at the earliest. Long live SAC, .....Concerned Student</p>	<p>DISCUSSED IN        STAFF MEET        THE        MANAGEMENT BY</p>

  
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Complaint received by the College

Collected on	Complaint / appreciation from students	Action Taken
16 <sup>th</sup> May, 2020	Very disappointed by the rude behaviour of the office workers especially of [redacted]. We need cooperation and patience from their part.	Informed the team
	In girls room there is no water and hand wash available. Also the bolts of the doors do not work (common room)	SEEN TO THE COLLEGE ADMIN.
	Toilet for both boys and girls is highly required in the top floor of the main building. Please fix the locks of toilet doors.	
	Please provide us wash room in the top floor.	
	Please provide toilets for the students in the top floor of the main building.	
	We want office workers to be polite and patient with the students especially [redacted]	Informed the team
	We the students attending [redacted] class would respectfully like to inform you that, we do not understand a single word which comes out of his mouth. The way he teaches maths is un – understandable and we cannot grasp anything. Even if we sit on the 3 <sup>rd</sup> bench, his voice is inaudible. We would kindly request the higher authority to take some strict actions towards his teaching skills. And not to blame the students for not attending his class later.	Informed the Staff and Dept.
	I hereby complain to those boys who throw chewing gum in the Latrine, because it is disgusting and make it difficult for the cleaners who work to clean the Latrine. So please give a stern warning t the user of the Latrine.	Noted to the Student Body
	Please provide a bathroom for the top floor of the main building. We have no breaks in our routine and the nearest bathroom is too far and always crowded. Please, I am a health freak and I strive to be hydrated all the time.	* TO be looked into
	Please provide toilets for the students in the top floor of the old building. The ones that is already made in the college are quite far and since we can't use staff's washroom, we arrive late to class when we need to go for a break, which does not look nice for the professors.	
Sir, we are sorry to inform you that we cannot be able to attend Sir [redacted] because we do not understand his way of teaching and also his voice is very much inaudible even from the 3 <sup>rd</sup> bench.	Repeated	
16 <sup>th</sup> May, 2020	"AN ASSEMBLE REDIFINING EXCELLENCE."	
	Please provide toilets for the students in the top floor of the main building. I don't want to disappoint my professors by arriving late to the classroom, but at the same time I have the need to visit washroom between classes. Otherwise it brings down my concentration during classes.	* Repeated
	We are in a desperate need of a toilet on the top floor of the main building of St. Anthony's College. Please have mercy on us. The top floor is already so high up that we get tired easily walking up and down. So it is tiring to go looking for a toilet which is so far away. It takes at least 10 minutes to do our business, 4 minutes in walking, 3 minutes in peeing and 3 to 4 minutes in coming back.	" "

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Collected on	Complaint / appreciation from students	Action Taken
16 <sup>th</sup> May, 2020	Please improve the condition of doors in the toilets. Also not all the pipes that are provided do not serve their purpose properly. Kindly look into these matters.	To be seen to
	Fine fees during the holidays. We the students are really felt that our college library has not done the right things during the winter holidays. We students borrowed a book before our exam with the idea that we will return it after we finished our exam. But because of the outbreak of the protest against the bill CAA, which has been passed by both the houses of our government. Our exam got postponed and most of us immediately return home with a fear that we might be in some sort of danger by the consequence of the protest. And as a result of this the borrowed books are failed to be returned in time and with the winter holidays is on the number of days only increases and fees too. Therefore, most of us felt like it is a burden to pay a fine of Rs. 500 or more, because of our government's mistake, we bear the pain and it is a shame to tell our parents that we are being fined over the books we borrowed. We don't want to be the scapegoat sir. Please do something; we only want our college to be the best.	To be looked into in future - Noted to library.
	Desperately need toilets in the top floor of the main building please.	Repeated
	Please, please, please We need at least one toilet in the top floor of the main building. You expect us to be punctual to class when the toilets are so far. Some of us urinate a lot, you know.	"
16 <sup>th</sup> May, 2020	Why keep those European toilets when you can't even flush it after the business is done.	
	Please provide hand wash, not soap in all the wash rooms.	
	Rude behaviour of the office workers especially <del>          </del>	Repeated
	Lack of washrooms in the top floor is really causing a big problem because we don't even have bathroom breaks. Please make one.	Repeated
	The Cafeteria people are very slow in their service.	Repeated
	I would really appreciate it if the supply of water would be fixed in each and every toilet, sink pipe.	To be looked into
	Students should be allowed to park their vehicles in the compound, instead of parking outside the college, in the basketball courts as the space is simply left empty during the day.	NOT FEASIBLE

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## ONLINE FEED BACK/GRIEVANCES

Timestamp	Kindly Select Your Relation to St. Anthony's College	Please Enter Your Suggestion	Action Taken
5-15-2019 15:04:16	Management	Hostel admission	
5-16-2019 23:44:26	Student	Can a student from morning batch shift their batch to day?	MET THE OFFICE FOR ANSWER
6-14-2019 10:18:50	Student	This is a student from the afternoon shift. My only grievance is in relation to the preference received by the said shift. It has been noticed that during several events organised by the college or department, the afternoon shift is kept barred, not by the authority, but by the students themselves of the other two shifts who are usually assigned with responsibilities by the authority, for instance, during the conduct of an event, prior notice in regards to any audition/participation etc. as a consequence of which the interested students of afternoon shift stays devoid of opportunities the college offers. My concern do not intend to offend any group but rather I write this with a hope that the matter will be taken	SPOKE ABOUT IT TO THE COLLEGE STUDENT ASSOCIATION
6-28-2019 17:41:21	Support Staff	We regret to inform the management that we have sent our children to study but not to be the sweeper for all common toilets. This is a very serious matter and this have happened to the girls hostel students. We kindly request you to take serious action on this matter as we do not want to publicised in papers or media. Therefore, this is a kind request that if we find or come to know that they are still being treated the same way we will have to go one step ahead as we do not want to put down names of any students but to inform	NOT A REALISTIC FEED BACK
10-30-2019 10:00:08	Student	It has been a long time now since I started enquiring about a government sponsored course with the respective department incharged. As per the reply received everytime I enquired, the classes should have begun long back. If the course was not available then, I should have informed the very first time of my approach. It has been a long time now that I have been waiting for some information from the respective department about the same and rather wasting the valuable time which I could have otherwise utilized by doing the course elsewhere(making payment from my own pocket). I cant wrap my head around whether the reason of this insouciance is of the course being a government sponsored one or ..... I have been vigilant enough towards the other courses offered, the payment being made by the students themselves, which are	SPOKEN TO THE PLACEMENT CELL + INCHARGES OF SHORT TERM COURSE
11-11-2019 18:04:13	Student	Office number 3( so far from my observation) the staff working there needs to be replaced. They refuse to help the student even if they could. Their attitude shows that they try to be higher than the principal. Offer feedback to all the students to rate the stuff working in the college with their names anonymous. 98% of the staff (not teachers) will get a bad review. Organise the question according to the office no. Or where they	TAKEN UP WITH THEM
7-26-2020 19:22:43	Student	Due to the COVID-19 pandemics, all the educational institutions are closed but I hope in our college at least the college office could be open for some specific days before the end semester exams so that some students can collect the marksheets of previous semester exam completed. Thank you	NOT POSSIBLE AS PER GOVT. PROTOCOL FOLLOWED - ALL DIRECTIVES AND OPENED
9-11-2020 19:18:17	Other	I am not able to register myself with any college as the link has expired to write my final semester exams kindly help me in this regard	The time is OVER BY fill up
11-24-2020 21:52:32	Other	Sir we r very sorry to inform u this that our teacher miss [redacted] of afternoon department that is commerce is not acting good neither she is giving us any information about our marks in internals.....This is truly unacceptable sir.....our parents r giving their blood for their children and here teachers r busy destroying lives..... sorry sir but after noon shift of commerce was always a dissapointment for us.....I hope action will be taken by u	P Communicated
11-24-2020 21:58:53	Student	This is from BCOM afternoon 5th sem, this is a strong issue that our mates are facing.. our 4th sem classes for Financial Management which classes was to be taken by [redacted] is not completed yet and also nothing is being informed how will our internals be held. So requesting that this issue would be resolved	"
11-24-2020 21:58:56	Student	This is to come forward with a problem that the commerce afternoon shift are facing , regarding our internal marks , our internal test nor assignment was done regarding a particular subject particular decision .	
11-24-2020 22:08:49	Management	It is regarding our internal test. There was no class since lockdown just one youtube video and the teacher did not give any assignments	Discussed in the staff meet
11-25-2020 0:10:43	Student	teachers and students are to deal with eachother professionally.	"
11-25-2020 9:20:30	Student	Feeling very bad for not holding class(online class) nor handing any assignment how is this possible for us to get through our regular examination without even getting any proper study. I feel it could be done more	"

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Timestamp	Kindly Select Your Relation to St. Anthony's College	Please Enter Your Suggestion	Action Taken
11-25-2020 9:25:45	Student	I hope u provide the equal opportunity to the afternoon section in terms of everything and also from the teaching staff. Sometimes we r being separated in terms of opportunity and good teachers. I don't mean all r bad but few I wish to replace with morning and day section . I hope u will put your consideration at this at least once.	Taken to the staff meet and management.
11-25-2020 9:41:13	Student	Feeling bad for not holding online class for the whole year neither assignment was given for us and at the end when internal mark was supposed to be given we had no idea about it and so how can we get marks if these goes on and also prepare for the coming examination when we are neglected like that	Discussed for the same in the staff meeting.
11-25-2020 9:47:07	Student	Complaint against [redacted] from commerce dept. We are told that, students should be by their own and should not depend on others, must know their responsibility. On the same way, applies to our teachers. They should know their responsibilities and duties. A teacher from commerce dept. (as mentioned above) seeks reminder and attention, just like a KG student from a teacher, she wants us to keep her asking about our assignment and class related things. Which are normal for a teacher to give it as it is her responsibility and duty to give us. And now when we need the allocation of our assignment marks, she puts an allegation that we didn't ask her or remind her. Its clearly her duty. She has been doing this since before we got her as teacher. And also to our previous batch, if i am not mistaken. The others teacher has done their duty and we are satisfied.	Taken to the staff concerned.
11-25-2020 10:22:39	Student	[redacted] not serious about her job and never give attention to the students.	- DO -
11-25-2020 10:23:55	Student	Since lockdown we are not holding classes(online class) nor some of the teachers didn't give an assignment and its putting us to anxiety about our final examination therefore I ask that you ensure this teachers is giving the proper and necessary effort required to teach us.I would appreciate this sincerely. Thank you	Discussed with the staff meeting.
11-25-2020 10:43:03	Student	There's no online classes and no assignments is given which is giving us anxiety and moreover our future is being affected.we don't want a good grade but we really wanna learn something and we came here to learn	Informed in the online gen staff met
11-25-2020 10:53:14	Student	As a student we are concern about our marks. Some of our lecturers did not take any online classes nor give assignments during this lockdown.It is getting very difficult for us to get through our regular examination without even getting any proper study. Therefore, we kindly request you to take immediate measures to change the behaviour of the lecturer.	" " " "
11-25-2020 20:24:32	Management	I am an ongoing student of bcom 5th sem afternoon shift and in my professional life as a student I have a complaint on [redacted] that she's not professional in her career she brings her personal matter about how tough it is handling us the students and her children and she hardly takes us class even if she's present in the college and she discriminates us and scold us if we submit or if we do not submit our assignment the recent problem is She refuses to give us assignments because she thinks that we do not submit but as per my knowledge we the students in this lockdown have submitted our work even if some of us have a bad network connection. I hope this mesaage reach to you and look into it	Informed Common Staff meeting
11-26-2020 11:19:16	Student	As a student we concern about out marks, some of our teachers did not take any online classes nor given assignment during this lock down. It is getting very difficult for a student like me to do self study especially when it comes to numerical paper. Therefore we kindly request you to take immediate measures to change the behaviour of the lecturer.	- REPEATED -

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Timestamp	Kindly Select Your Relation to St. Anthony's College	Please Enter Your Suggestion	Action Taken
11-29-2020 18:11:54	Faculty	<p>We made a complaint against ma'am. Grievance cell feedbacks exist to give constructive criticism. I don't understand how this is a sin and the class is attacked by it when we stated our problems regarding our teacher. Recently our [redacted] informed that the department will try to resolve this issue within the department we should refrain from using grievance Re-dressal cell, it is fine for us as we don't want to ruin anyone's career. However why is that instead of her coming to an understand she acts in a threatening way? We don't think the issue can be solved as she still fails to understand and is vengeful towards the whole class.</p> <p>We never thought that using grievance cell for the purpose it was created for will land us into trouble. We were also informed that some one else will be taking her classes from now on and that is the only solution for us.</p>	<p>Have asked the teacher concerned.</p>
12-16-2020 11:20:23	Other	<p>I cannot any redressal issues here Dear sir/ma'am</p>	<p>—</p>
1-18-2021 15:53:50	Parent of Student	<p>I am the parent of first semester student of St. Anthony's College. As we all know, it is impossible to go to college physically and none of my family, including my child, haven't seen the college itself. And I want to thank you for reaching out your students in every possible way. But these days my child seem to be in lot of stress and when i asked it was due to lack of pressure from the college. First semester student in our state has already started their exam and it was in mcq format. They often have tests and they interact with the teacher through online platform. But here, in Anthony's, you seem to hardly have online platform and tests, though you supposed to have it as seen from the academic calendar. Recently, the Principal says that exam will be held on march but the course that you have covered is very small. please give some assignments as well. During this pandemic i know it is difficult to study for youngsters. so at least put some pressure on them, conduct test, conduct on9 meeting and give assignments. in this way they may have confidence in themselves and become busy with their college works. im sorry if i sound wrong on any of the statement given above. its just soo tiring to see my child suffering. please take into consideration of what I've mentioned.</p>	<p>As per the Govt. Protocols</p>
1-22-2021 11:17:49	Student	<p>I would like to complaint about the college performances during this pandemic. I think the faculty did not try their best to reach the student. we do not interact enough. other colleges are trying very hard, they had test, assignments and the student receive efficient guide from the college. But here all that they do is to drop some pdf file and done with that (though not all of them). they do not even give us assignments ( iam from [redacted] history [redacted]). most of the teachers did not even explain the syllabus. as a student we are lazy and no proper guidance or pressure from college means no studying. at least, give us enough assignments so that we would be keep busy with the college work. We are only first semester student. we are new, everything is new for us. Please, have an eye on us. I have discussed this 'no explanation' matter with one faculty and she said we are trying our best to reach you. but i cant see that. like i didnt expect to have such zoom platform like most colleges do, but there are some simple ways. for instance, sending voice messages through whatsapp. and some short videos. i am in complete mess right now. I know its my fault for not following my lessons at the beginning, but i think the college have some responsibility for this as they made us feel like as if we're not college student. please if you read this. take into urgent matters</p>	<p>Taken up with the staff meet-</p>
2-2-2021 18:30:09	Student	<p>Best college ever</p>	

Principal  
St. Anthony's College  
Shillong - 793001  
Meghalaya, India



# ST ANTHONY'S COLLEGE

(A Don Bosco Institution)

SHILLONG 793 001

MEGHALAYA - INDIA

NAAC Re-Accredited with 'A'

College with Potential for Excellence (awarded by UGC)

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Declaration:

*I hereby declare that the details and information given above are complete and true to the best of my knowledge and belief.*



Principal

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Shillong - 793001  
Meghalaya - India