



डॉ एन एस बनकोटी
प्राचार्य
एम बी राजकीय स्नातकोत्तर महाविद्यालय
हल्द्वानी (नैनीताल) - २६३१३९
दूरभाष: ०५९४६-२२२०१७

REDRESSAL OF STUDENTS' GRIEVANCES ADDRESSED IN CM HELPLINE PORTAL,
Govt. of Uttarakhand. (2024-25)

A significant number of complaints were registered in the Chief Minister's Helpline Portal, Government of Uttarakhand. The CM Helpline portal cell, established in the college for the redressal carried out the redressal of the following students and others in the year 2024-25.

S. No.	Name of the student/address	CM Helpline Ref. letter	Complaint	Redressal
1.	Madan Mohan, GPO Rampur Road, KR Garden (Nainital) Haldwani	Ref. 4CMHL- 102024-11- 650167, dated 25 th October 2024	Complaint regarding non-inclusion of his daughter in M. Com, post the completion B. Com in the year 2022.	Ref. 459/CM Helpline/2024-25, dated 27 th May 2025. The compliant has been advised to follow the due norms of the submission of documents through Samarth portal, and admission as per the norms of the institute, regarding the merit list, will be entertained.
2.	Harendra Tamta, Nababi Road, Haldwani- 263139	Ref. CMHL- 122024-11- 670673, dated 14 th December 2024	Regarding submission of examination fee, carried out twice, with the compliant Ref. 459/CM Helpline/2025-26, dated 24 th July 2025 asking for the retrieval of extra fees from the college administration.	Ref. 76/C M Helpline/2024-25, dated 1 st May 2024. The present complaint is addressed to the Directorate of Higher Education.

3.	Govind Upadhyay, Tea Estate, Near Shah Shop, Berinag, Pithoragarh	Ref. CMHL-052025-12-755253, dated 19 th May 2025	Regarding the honorarium per lecture (250.00 per lecture, and maximum salary of 15,000/month) stipulated as per the advt. posted for the Self-financed B. Ed course run in the college	Ref. 361/CM Helpline/2024-25, dated 19 th June 2025, the matter relates to the Directorate of Higher education, accordingly the honorarium per lecture was posted for the temporary post for the Self-financed courses. The complainant has been advised to submit his complaint with the appropriate body, as mentioned above.
4.	Harshit Joshi, Teacher Quarter (Nainital)-Bhimtal- 263001	Ref. CMHL-052025-11-758736, dated 23 rd May 2025	Regarding non-inclusion of the professional courses in the Mukhyamant ri Scholarship scheme.	Ref. 290/CM Helpline/2024-25, dated 27 th May 2025, the complainant has been notified that that no provision of scholarship to the students Pursueing professional courses is mentioned in the G) No. 149416/XXIV-C-2/2023/06 (02) 2023, dated 23/08/2023. He has been advised to seek redressal from the Directorate of Higher Education, in this regard.
5.	Vivek Bisht, Bisht Niwas, Sunar Gali, Mukhani, Haldwani- 263139	Ref. CMHL-082024-11-618038, dated 26 th August 2024	Regarding Change of subject from the current B.A (in which his ward took admission) to B. Sc.	The candidate Ms. Preeti Bisht, could not opt for change in the subject, since the portal had closed. Now since the portal has re-opened for the duration 27 th Aug to 5 th September, the student may go in for the submission.
6.	Roshan Singh Mob- 8077308087	Ref. GOVOC/E/2023/0001963, dated 1 st Sept 2023	Regarding poor quality of teaching by faculty of Department of chemistry	Ref. 476/CM Helpline/2024-25, dated 10 th August 2024, the complain made by the complainant was reverted to the said department, the Head of the department has duly discussed the matter with the teaching faculty, who very appropriately has advised the

				student to seek their help, as and when needed.
7.	Pradeep Gaira, Unchapul, near Harshita Garden, Gali No. 10, Gadhra, Haldwani (Nainital)- 263139	Ref. CMHL- 072024-11- 597885, dated 23 rd July 2024	Regarding the conduction of the 3-month long fair organised in the premises of the MBPG Girls College	Ref. 451/CM Helpline/2024- 25, dated 7 th Aug 2024. The complain has been registered against the MPG Girls college, and not with the institute. Moreover, the complain is against the MB Govt. Intercollege, and not even with the Girls college, who is not in possession of the said ground. The Complainant has been advised to seek his redressal from Secondary Education Department, Govt. of Uttarakhand.
8.	Dhruva Kumar, Pradesh Mahamantri, Uttarakhand Congress Committee, Uttarakhand	Ref. UKPCC/DUN/ 2014/1644, dated 19 th June 2024	Regarding, eligibility of Ms. Neetu Kholiya to give her IGNoU examination in BAG Programme	Ref. 272/CM Helpline/2024- 25, dated 11 th July 2024. The candidate Ms. Neetu Kholiya is a valid candidate in B. A 2 nd year, pursuing BAG programme, and is entitled to give her examination, as per the letter in this regard received from the IGNoU, Senior Regional Director, Dehradun

Certified that the statement reproduce above is correct to the best of my knowledge & belief.


 (C S Negi)
IQAC COORDINATOR
M.B. GOVT. P.G. COLLEGE
HALDWANI (NAINITAL)


 (Dr. N S Bankoti)
Principal
M.B. Govt. P.G. College
Haldwani (Nainital)