



# BRAHMANANDA KESHAB CHANDRA COLLEGE

(NAAC ACCREDITED GOVT. SPONSORED DEGREE COLLEGE FOR UG & PG)

111/2, BARRACKPORE TRUNK ROAD, BON-HOOGHLY,  
KOLKATA - 700108

Ref. ....

Date .....

## STUDENT'S GRIEVANCE REDRESSAL COMMITTEE

As suggested by University Grants Commission, New Delhi, our College, BrahmaNanda Keshab Chandra College, has established a Grievance Redressal Committee (SGRC), to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the committee is to look into the complaints lodged by any student, and judge its merit. The Grievance committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of Grievance Redressal committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance committee at near Principal cabin. Grievances may also be sent through e-mail to the Convenor of the Student's Grievance committee.

### Objective:

The objective of the Grievance committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the BrahmaNanda Keshab Chandra College.

A Grievance committee has been constituted for the redressal of the problems reported by the Students of our College with the following

objectives:

- Upholding the dignity of the College by ensuring free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.



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- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

## **Scope:**

The committee will deal with Grievances received in writing from the students about any of the following matters:

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

## **Functions:**

- The cases will be attended promptly on receipt of written grievances from the students. The committee formally will review all cases and will act accordingly as per the Management policy.
- The committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

## **Procedure for lodging complaint:**

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- The Grievance committee will act upon those cases which have been forwarded along with the necessary documents.



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- The Grievance committee will assure that the grievance has been properly solved in a stipulated time limit provided by the committee.

### **Follow up & Covering:**

- Grievance Redressal committee shall coordinate, cover and insure redressal within the requested time (maximum 10 days).
- Depending up on the soberness of grievance the Grievance Redressal committee will follow them up regularly till their final disposal.

### **Grievance Redressal Committee Members:**

Dr Papiya Chakraborti, Principal	-	Convener
Prof. Shampa Ghosh	-	Member
Dr Alope Kr. Chattopadhaya	-	Member
Dr Shyamal Sen	-	Member
Prof. Nayna Guha Mazumder	-	Member

### **Report for the period from July, 2018 – June, 2019**

The SGRC has been actively working and taking account of all grievances that the students place in the box near the Principals' Office. In the previous year all grievances were redressed.



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Two meetings of the Committee were held **on 22.12.2018 and on 03.05.2019** to discuss about the students' grievances and reached to an amicable solution.

## **Total Grievances received during July, 2018 – June,2019:**

- **6 Grievances received.**

## **Nature of Students' Grievances were as under:-**

- Shortage of Table Tennis Ball and Bat, Chess Set
- Servicing of TV and Fans at the Common Room.
- Lack of Fishery Classes and other issues related to the Department raised by 2<sup>nd</sup> Year Students.
- Improving the condition of Wash Rooms.
- Issuing a projector for Botany Department.
- Computer and Printer in the Student Union Room not working. Students Union wants Room No. G-20 to be used as Union Room in summer season.

## **Report for the period from July, 2019 – June, 2020**

The SGRC worked on the grievances of the students in two meetings held on 16.12.2019 & on 02.02.2020.

Two meetings of the Committee were held **on 16.12.2019 and on 02.02.2020** to discuss about the students' grievances.

Principal after discussion with Committee members resolved the grievances raised by the students. Though the security problem resolution will need some time, the Principal assured the students that their grievances will definitely be looked after.

Lock-down period started from 17<sup>th</sup> March, 2020.



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**Total Grievances received during July, 2019 – June,2020:**

- 10 Grievances received.

**Nature of Students' Grievances were as under:-**

- Students wanted to start Classes for self-defense of girl students.
- Students demanded to create a Data base of Ex-Students of 2017, 2018 &2019.
- Students wants a proper Canteen for them.
- Proper safety & security of college campus and back gate.
- Students' common room issues.
- Miserable condition of Bath rooms.
- Non-Playing condition of the play ground of the college.

## **Report of SGRC for the period from July, 2020 – June, 2021**

This Period was mainly Pandemic period and therefore students, teachers & non-teaching hardly turned up in the campus. Due to prolong absence of cleaning staff the college remained dirty which was basically the grievances of the students during this period.

During this period three on-line meetings of the committee were held on 11<sup>th</sup> July, 2020, 26<sup>th</sup> July, 2020 & 13<sup>th</sup> February,2021. Principal and the members of the committee tried to solve the students' grievances as per as practically possible.



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## Nature of Students' Grievances were as under:-

- Repairs and Maintenances were required in the Class Rooms, Common Room and Ladies common room.
- Students demanded measures to prevent Dengue in the campus.
- The Play Ground was completely unusable and need immediate attention.
- Wash rooms in all floors need immediate cleaning.

### Report of SGRC for the period from July, 2021 – June, 2022

The SGRC Committee of our BKC College was constituted under the regulation of UGC for dealing with the Grievances. Senior Teachers of our College were included in the Committee.

Complaints from aggrieved students were regarding students data base and various issues regarding Girls' hostel. They had several grievances relating to washrooms, Wi Fi connection, lights, food standard in the canteen and cleanliness of hostel building. The Girls' students mentioned the need for a mirror in the Girls wash room. The Students mentioned the need of guards for all the entry points of the college. Sports equipment's were demanded. Students wanted that the college authority conduct Covid tests of all boarders and staff of the Hostel. They also mentioned about irregular classes, repair of Union room & common room.

Principal took initiative and redressed these grievances with the help of other members of the committee and college teachers & staffs.

All the grievances were successfully addressed as far as possible. Meetings of the Committee were held on 17<sup>th</sup> August, 2021, 16<sup>th</sup> January, 2022 & 8<sup>th</sup> April, 2022.

### Report of SGRC for the period from July, 2022 – June, 2023

#### Total Grievances received during July, 2022 – June,2023:

- 7 Grievances received.



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## Nature of Students' Grievances were as under:-

- Students demanded inclusion of one student representative in the Financial Sub-Committee of the College.
- Students wanted one computer table and Wi Fi in the Union room.
- Demanded regular classes to be held in the College, which were affected due to University Exam. process.
- Students demanded overall cleaning of the surrounding of the College along with class rooms & wash rooms.

During this period SGRC looked into some of the students' grievances of earlier years which were not fully solved along with the current grievances. The Principal took initiative to solve the grievances with the help of committee members and discussed with the students. She also appraised the committee regarding steps taken to solve the grievances. During this period two meetings were held on 16<sup>th</sup> September, 2022 and on 3<sup>rd</sup> January, 2023.



*Papia Chakrabarti*

Principal  
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