



BALAGARH BIJOY KRISHNA MAHAVIDYALAYA

GRIEVANCE REDRESSAL CELL REPORT

2018 - 2023

The Grievance Redressal Cell

The Grievance Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the grievance redressal's convener or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about any problem or grievance faced. Students' complaints dropped in the '**Complaint and Suggestion Box**' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- Students who violate the code of conduct will be given a fair hearing at the Departmental level
- As mandated by the government, a grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero-tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled.

Balagarh Bijoy Krishna Mahavidyalaya
Policy Document: Grievance Redressal Cell

Introduction:

The Cell looks into the grievances lodged by any student, and judges its merit, and takes appropriate actions for redressal. Anyone with a grievance may approach any member of the Grievance Redressal Cell, or any faculty member of the department. The complaint can be in writing, or oral.

Facilities of Student Grievance Redressal Cell:

Required infrastructure and network facilities will be provided for the smooth functioning of the cell.

Functions of Student Grievance Redressal Cell:

- Provide a platform to express their complaints / grievances freely and frankly.
- Make the students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Enable students to participate in the Student Redressal Grievance Cell as members.
- Recommend the actions to be taken for redressal of the Grievance.
- Recommend the actions to be taken for non-recurrence of the similar grievances in future.

Committee Composition:

The following is the composition of Student Grievance and Redressal cell.

- a. Principal as Chairperson
- b. 2 faculty members as Conveners
- c. 4 faculty members as members
- d. A student representative as a student member.

Roles and responsibilities of Student Grievance Redressal Cell committee members.

a) Chairperson:

1. He / She heads the meeting and presides over the meeting.
2. Appoints the committee for solving grievances.
3. Takes part in the case investigation and finalizes the judgments per the Management policy.

b) Faculty Member

1. Takes part in making a year planner and events to be organized for every academic year.
2. Conduct awareness camps about grievance and redressal cell functionalities among students.
3. If required, provide counselling to the students who are being identified with behavioral problems.
4. Studies the suggestions received from the suggestion box through a convener and reports to the chairman of the cell.

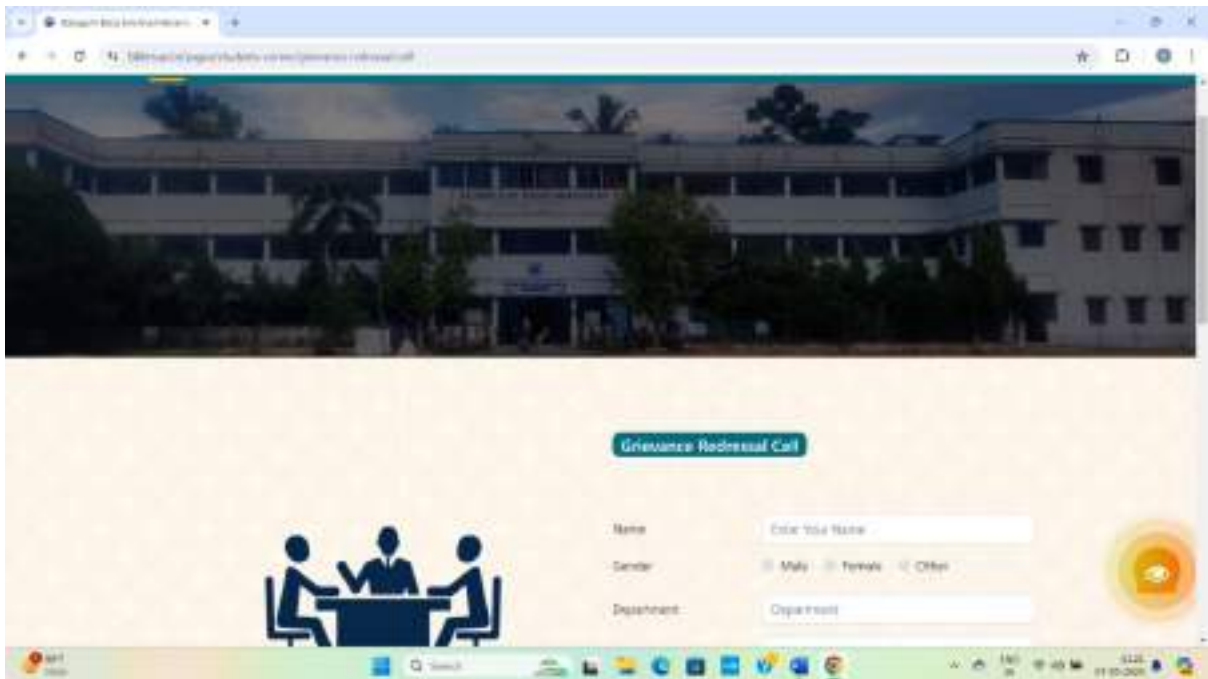
d) Convener

1. He receives the email immediately upon the complaints registered through the web portal and reports the same to the chairperson.
2. Opens the suggestion box for every week and suggestions will be brought to the notice of faculty members.
3. Organizes the meeting and provides intimation to the members of committee and students who registered complaints about case investigation.
4. Convener of the cell works on the actions given by the chairperson.
5. Makes the feedback form, collects the feedback at the end of the event, analyses it and makes a report.





COMPLAINT & SUGGESTION BOX IN FRONT OF PRINCIPAL'S ROOM.



GRIEVANCE REDRESSAL CELL IN WEBSITE

Objectives

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationships with stakeholders.

Constitution of Grievance Redressal Cell

This Cell is functional with the Principal as the head and five teaching faculty members & one non-teaching member and one student's representative. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of needy action. The pulse of all stakeholders is accessed through open, uninhibited written suggestions.

Grievance Redressal Committee

Annual Report

2022-2023

GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is constituted in our college according to the UGC Grievance Redressal Regulations, 2012 to provide a safe, secure, healthy and supportive environment for the students. This committee shall address grievances related to academics, administrations and infrastructure. The following are the members of the Grievance Redressal Committee approved for the academic year 2022-2023.

Members of the Grievance Redressal Committee (Academic Year 2022-2023)

Committee Members
PROF. AKBAR HOSSAIN (CONVENER)
PROF. AKBAR HOSSAIN (CONVENER)
PROF. SUVENDU MONDAL
PROF. MONIDIPA MODAK
PROF. SOMA SARKAR
NARAYAN MONDAL (non-teaching member)
AKASH MONDAL (Students's Representative)

Objectives

- To ensure a fair and transparent mechanism for resolving grievances promptly.
- To stipulate the roles and responsibilities of grievance redressal committee.
- To maintain a clear, well-defined and structured process of grievance redressal.
- To provide an environment where grievances are expressed without fear or victimization
- To ensure a fair and speedy redressal of grievances.
 - To uphold the principles of natural justice and human rights while addressing complaints.
- To maintain a conducive and harmonious atmosphere within the college by promptly addressing concerns and issues.
- To enhance the overall satisfaction and well-being of the college community by addressing their grievances.
- To provide a platform for students, faculty, and staff to express their grievances related to academics, administration, and infrastructure.

Grievance Redressal Mechanism

The grievance redressal mechanism is governed by the Grievance Redressal Policy of Balagarh Bijoy Krishna Mahavidyalaya, Balagarh, Hooghly, West Bengal. It is formulated according to UGC Grievance Redressal Regulations, 2012.

The mechanism entails:

- Information regarding the grievance redressal cell shall be given on the college website.
- In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee.
- Grievances can be submitted online through institutional ERP or e-mailed to:
bbkmgrivencecell@gmail.com
- The matter shall be taken for discussion by the committee in its scheduled meeting.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.

In the Academic Year (2022 to 2023) two Grievance Redressal Cell meetings were held on these dates :26.09.2022 & 16.01.2023.

The meeting Agenda:

1. Classroom & common room cleaning.
2. Lack of benches & chairs problem in classroom
3. Cleaning of toilets.
4. Drinking water filter problem.

Actions Taken Report: 2022-2023

- 1.The Principal directed the sweeper to clean the classroom & common room properly.
2. The Principal called the workers & ordered them to put tables & benches in the classroom. And advised the members to monitor the matter.

Notice

Date: 19.09.2022

All members of students Grievences & Redressal Committee are hereby informed that a meeting will be held on 26.09.2022 at 1:00 pm. in the principal's room. The agenda based on the complaints/ Grievences received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Classroom & Commonroom cleaning.
3. Lack of benches & chairs in classroom .

Ahossain
Sangita Mandal
Conveners,

Principal 19/9/22
Principal
Balagan B.K. Mahavidyalaya
Principal
Balagan B. K. Mahavidyalaya
Balagan, Hooghly, W.B.

NOTICE DATE: 19/09/2022

Telephone : 032331 28
Mobile : 967017
Website : www.bkml
E-mail : bkml_hooghly@rediffmail.com

BALAGARH BIJOY KRISHNA MAHAVIDYALAYA

P.O. - BALAGARH - DIST. - HOOGHLY - WEST BENGAL - 712 501

NAAC ACCREDITED

Ref. No. _____
From : _____
President / Principal / Teacher In Charge

Date _____

Notice

Date: 09.01.2023

All members of students Grievances & Redressal Committee are hereby informed that a meeting will be held on 16.01.2023 at 2:00 pm. in the principal's room. The agenda based on the complaints/ Grievances received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Cleaning of toilets.
3. Drinking water filter problem.
- 4.

Sugita Mandal
Sugita Mandal (JT convenor)
Convener.

Principal
Principal
09/01/23
Principal
Balagarh B. K. Mahavidyalaya
Balagarh, Hooghly, W.B.

NOTICE DATE: 09/01/2023

Grievance Redressal Committee

Annual Report

2021-2022

GRIEVANCE REDRESSAL COMMITTEE

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Members of the Grievance Redressal Committee (Academic Year 2021-2022)

Committee Members
PROF. AKBAR HOSSAIN (CONVENER)
PROF. AKBAR HOSSAIN (CONVENER)
PROF. SUVENDU MONDAL
PROF. MONIDIPA MODAK
PROF. SOMA SARKAR
NARAYAN MONDAL (non-teaching member)
AKASH MONDAL (Students's Representative)

Objectives

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In The Academic Year (2021 to 2022) one The Grievance Redressal Cell meeting was held on 30/05/2022

The meeting Agenda:

1. Vending machine problem.
2. Arrangement of incinerator machine in ladies toilet.

Actions Taken Report: 2021-2022

1. Servicing of the Vending machine.
2. The incinerator machine will arrange soon.

Notice

Date: 23.05.2022

All members of students Grievances & Redressal Committee are hereby informed that a meeting will be held on 30.05.2022 at 2:00 pm. in the principal's room. The agenda based on the complaints/ Grievances received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Vending machine problem.
3. Arrangement of incinerator machine in ladies toilet.

Ahossain
Sagita Kundal
Convener.

B 23/5/22
Principal
Principal
Babagan B. K. Mahalingam
Bilagam, Hooghly - 743

NOTICE DATE: 23/05/2022

Grievance Redressal Committee

Annual Report

2020-2021

GRIEVANCE REDRESSAL COMMITTEE

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Committee Members
PROF. AKBAR HOSSAIN (CONVENER)
PROF. AKBAR HOSSAIN (CONVENER)
PROF. SUVENDU MONDAL
PROF. MONIDIPA MODAK
PROF. SOMA SARKAR

Objectives

- To create an environment where students feel free to expressed grievances are without fear.
- To maintain a well-defined and structured process of grievance redressal.
- To provide a platform for students, faculty, and staff to express their grievances related to academics,
- To resolve complaints promptly and fairly

Grievance Redressal Mechanism

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Actions Taken Report: 2020-2021

No grievances were reported to the committee in the 2020–21 session because the college was closed due to COVID.

Grievance Redressal Committee

Annual Report

2019-2020

GRIEVANCE REDRESSAL COMMITTEE

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Members of the Grievance Redressal Committee (Academic Year 2019-2020)

Committee Members
PROF. AKBAR HOSSAIN (CONVENER)
PROF. AKBAR HOSSAIN (CONVENER)
PROF. SUVENDU MONDAL
PROF. MONIDIPA MODAK
PROF. SOMA SARKAR

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In The Academic Year (2019 to 2020) one The Grievance Redressal Cell meeting was held on :23/11/2019

The meeting Agenda:

- 1.Common room cleaning problem.

Actions Taken Report: 2019-2020

1. The common room was cleaned properly & advised the members to maintain the activity.

Notice

Date: 16.12.2019

All members of students Grievences & Redressal Committee are hereby informed that a meeting will be held on 23.12.2019 at 1:00 pm. in the principal's room. The agenda based on the complaints/ Grievences received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Common room cleaning.

Ahossain
Sanjita Mandal
Conveners,

Principal
16/12/19
Principal
Balagarh B. K. Mahavidyalaya
Balagarh, Hooghly, W.D.

NOTICE DATE: 16/12/2019

Grievance Redressal Committee

Annual Report

2018-19

GRIEVANCE REDRESSAL COMMITTEE

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Members of the Grievance Redressal Committee (Academic Year 2018-2019)

Committee Member's Name
PROF. AKBAR HOSSAIN (CONVENER)
PROF. SANGITA MONDAL (JT. CONVENER)
PROF. MONIDIPA MODAK
PROF. SUVENDU MONDAL
PROF. SOMA SARKAR

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- The matter shall be taken for discussion by the committee in its scheduled meeting.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken

In The Academic Year 2018 to 2019 The Grievance Redressal Cell meeting were held on these date: 24.12.2018 & 20.05.2019.

The meeting Agenda: Ceiling fan problem & uncleaned common room.

Actions Taken Report: 2018-2019

- The Ceiling fan was repaired.
- The common room was cleaned properly & advised the members to maintain the activity.

Notice

Date: 13.05.2019

All members of students Grievences & Redressal Committee are hereby informed that a meeting will be held on 20.05.2019 at 2:00 pm. in the principal's room. The agenda based on the complaints/ Grievences received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Ceiling fan problem

*Ahossain
Sugita Kadal*
Conveners

(B) 13.05.19
Principal
Principal
Balaguri B. K. Mahavithyaya
Balaguri, Hooghly, W.B.

NOTICE DATE:13/05/2019

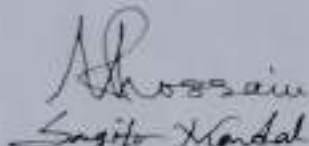
Notice

Date: 17.12.2018

All members of students Grievences & Redressal Committee are hereby informed that a meeting will be held on 24.12.2018 at 2:00 pm, in the principal's room. The agenda based on the complaints/ Grievences received till today are as follows:

Agenda:

1. Review of minutes of last meeting.
2. Water filter problem.


Sagita Mandal
Conveners,


Principal
Balagarh B.K. Mahavidyalaya
Principal
Balagarh B. K. Mahavidyalaya
Balagarh, Hooghly, W.B.

NOTICE DATE:17/12/2018

