



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruva Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

COLLEGE GRIEVANCE REDRESSAL CELL (CGRC) ANNUAL REPORTS

SESSIONS:

- a) 2018-2019
- b) 2019-2020
- c) 2020-2021
- d) 2021-2022
- e) 2022-2023



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ANNUAL REPORT

JULY2018-JUNE 2019

The Grievance Redressal Cell of Raja Peary College has been set up in accordance to the UGC regulation,2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions. The Grievance Redressal Cell (GRC) aimed to look into the complaints lodged by any student and redress it as per requirement. The students could state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box.

This year the College Grievance Redressal Cell (CGRC) was formed under Chairperson – Dr. Sudip Kumar Chakrabarty (Principal Raja Peary Mohan College) and Convenorship of Dr. Mala Bhattacharjee. This year marked some landmark changes in the CGRC as, the Committee went for the reformation according to UGC Grievance Redressal Act 2018- during the mid halve of the session.

The Committee intended for inclusions of many important aspects in the College student prospectus from the forth coming session as they were key to redress the Student Grievances. The committee also agreed to formulate a student's code of conduct as per various guidelines issued by the government so that they can be applicable from the forthcoming session.

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

The committee carried out massive drive to engage students about the cell and students too acted wisely and easily came up with their suggestion and problems as making up a college campus better depends on active participation of college authority as well as students.



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MEMBER OF COLLEGE GRIEVANCE REDRESSAL CELL OF RAJA PEARY MOHAN COLLEGE

For The Period : 2018-2019



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Ref. No. / সূচক সংখ্যা _____ Date / তারিখ _____

Dt : 16.08.2017

Reconstitution of the Grievance Redressal Committee

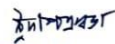
Extracts of the resolution adopted in the meeting for the Governing body held in the Principal's Chamber on

DETAILS OF GRIEVANCE REDRESSAL COMMITTEE

It was resolved that the names of the members for the reconstituted Grievance Redressal posed by the Principal mentioned below be accepted and the cell will come into effect from 17.08.2017

Grievance Redressal Committee Members

Sl No.	Name	Designation
1	Dr. Sudip Kumar Chakrabarty	Principal & Chair person
2	Dr. Mala Bhattacharya	Convener
3	Dr. Apurba Kumar Dey	Member
4	Dr. Sanjukta Bhattacharyya	Member
5	Dr. Abu Saleh	Member
6	TC Secretary	Member
7	Samir Purkait	NTS Representative
8	GS Students' Union	Student Representative


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ANNUAL REPORT

JULY2019-JUNE 2020

According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC actively screened through the students if any of the below things happened like

- Any kind of Physical or Mental harassment of students or victimization of the student,
- Complaints of alleged discrimination of students in regard to their caste, creed and category,
- Complaints regarding classes undertaken in offline or online mode including denial of quality education
- Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy.
- The Committee also took grievances related to delay or non-refunding of fees or refusal to return other documents in case when student withdraws admission
- Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy,
- Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluationpractices adopted by the college for the evaluation of the students,
- Failure by the college to provide basic amenities as set out in the prospectus, etc.



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ANNUAL REPORT CONTINUED

A special effort had been taken in respect to **publication of prospectus** through which students can avail all relevant information regarding

- list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc.
- The prospectus also incorporated detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course,
- Detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines,
- Details of teaching staffs including their educational qualification and type of appointment and teaching experience,
- Information regarding physical and academic infrastructures and all facilities like library, hospitals and industry where in the practical trainings are to be conducted.
- All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

This year the committee was of the opinion of selection of Class Representative for every class so that the students can approach one of them more freely and report any grievance without any sort of hesitation. In fact massive awareness campaign was carried out to aware students of the following issues :

- Whom all to contact for registering any sort of grievance.
- How to register a grievance, and that both online and offline mode are available for registering it.
- Students were urged to go through the policies of our college regarding the Grievance Redressal in the college portal as it contained all tit bit information regarding the CGRC.



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MEMBER OF COLLEGE GRIEVANCE REDRESSAL CELL OF RAJA PEARY MOHAN COLLEGE

For The Period : 2019-2020



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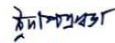
Extracts of the resolution adopted in the meeting for the Governing body held in the Principal's Chamber on

DETAILS OF GRIEVANCE REDRESSAL COMMITTEE

It was resolved that the names of the members for the reconstituted Grievance Redressal posed by the Principal mentioned below be accepted and the cell will come into effect from 17.08.2017

Grievance Redressal Committee Members

SL No.	Name	Designation
1	Dr. Sudip Kumar Chakrabarty	Principal & Chair person
2	Dr. Mala Bhattacharya	Convener
3	Dr. Apurba Kumar Dey	Member
4	Dr. Sanjukta Bhattacharyya	Member
5	Dr. Abu Saleh	Member
6	TC Secretary	Member
7	Samir Purkait	NTS Representative
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ANNUAL REPORT

JULY2020 - JUNE 2021

The mid half of the previous session and this whole session marked one of the uncanniness situations of human history – the war to thrive against COVID 19. All the teaching fraternity including us slowly coped up with the modern system of online mode of education which in fact was really a great problem for most of the students. However, we all stood as one and were there to help each other. Opting to a new mode of teaching was indeed a challenge for both the students and the teachers and lead to many unregistered grievances from the student's side as well as teachers' side which was inevitable as we all were under the same pressure. However, the college authority made an active committee to sort out the problems regarding online teaching and was in fact a helpline mode for both the teachers and the students.

The response was overwhelming from both the ends and hope to be better by time. This year due to this disturbed situation no meeting could be conducted and as there was no involvement of the college campus hence grievances registered were nil.



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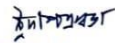
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JULY 2021 - JUNE 2022

In this session the CGRC the committee was reconstituted under the convenorship of Soumitra Gayen and a new team was constituted with new members from 1st December 2021 after a meeting. New team brought about new changes to the outlook of this committee. In accordance with IQAC class campaign was carried out to aware students.

- Whom all to contact for registering any sort of grievance.
- How to register a grievance, and that both online and offline mode are available for registering it.
- Students were urged to go through the policies of our college regarding the Grievance Redressal in the college portal as it contained all tit bit information regarding the CGRC.

Students Union took active participation in this campaign and thorough screening was performed to take up any grievance from the students side actively and spontaneously. Infact this awareness campaign was a success was marked by the fact that almost 6-7 grievances regarding toilet cleaning, inadequate lighting, common room problems etc were registered. And the best part was The CGRC took up the matter immediately and responded aptly to all the queries and grievances. No grievance was turned down and every problem was sorted out to the best of the ability.

All activities were taken as per the policy rules and regulation as framed by the college authority regarding grievance redressal.



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Date/তারিখ _____

Dt :28.11.2021

Reconstitution of the Grievance Redressal Committee

Extracts of the resolution adopted in the meeting of the Governing body held in the Principal's Chamber on 27.11.2021

DETAILS OF GRIEVANCE REDRESSAL COMMITTEE

It was resolved that the names of the members for the reconstituted Grievance Redressal Cell proposed by the Principal mentioned below be accepted and the cell will come into effect from 01.12.2021

Grievance Redressal Cell committee members

Sl. No.	Name	Designation
1	Dr. Sudip Kumar Chakrabarty	Principal & Chairperson
2	Soumitra Gayen	Convener
3	Susanta Kumar Biswas	Member
4	Dr. Samir Roy	Member
5	Dr. Sanjukta Bhattacharya	IQAC- Coordinator
6	Dr. Krishnanka Shekhar Gayen	Asst. Coordinator
7	TC Secretary	Member
8	Jhuma Dhara	Member
9	Soutrik Lahiri	Member
10	Poly Konar Roy	Member
11	Biswajit Pramanik	Member
11	GS Students' Union	Member

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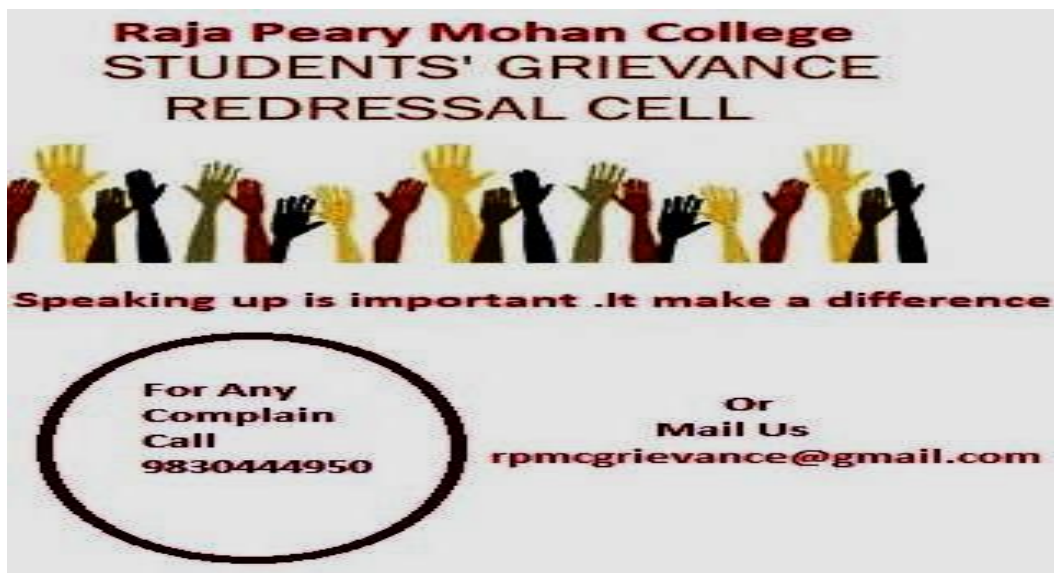
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ANNUAL REPORT

JULY2022 - JUNE 2023

In accordance with IQAC class campaign was carried out with definite slots during Induction Program to aware students.

- Whom all to contact for registering any sort of grievance.
- How to register a grievance, and that both online and offline mode are available for registering it.
- Students were urged to go through the policies of our college regarding the Grievance Redressal in the college portal as it contained all tit bit information regarding the CGRC.
- For better redressal of grievance the following poster bearing a WhatsApp number , and a new mail Id was circulate among the students.
- This method got better response and the college could solve out the small grievances, common among the college students.





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Dt :28.11.2021

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