

1, Acharya Dhruba 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

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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 matterwithin 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 Bhattarcharjee. 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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AN MOHAN		OHAN COLLEGE		
	রাজা প্যারীমোহন কলেজ			
Tarren 1, ACHARYA DHRUBA PAL ROAD, UTTARPARA, HOOGHLY, WEST BENGAL, PIN - 712 Tel No. : 033-2663-0191 MOB. : 7074292263 E-mail : rajapearymohancollege@gmail.com Website : www.rpmcollege.edu.in ISO Certified & NAAC Accredited				
Ref. No. /স্চ	কসংখ্যা	<b>Date</b> /তারিখ		
		Dt : 16.08.2017		
	Reconstitution of the Grievance	Redressal Committee		
Extract	s of the resolution adopted in the meet	ing for the Governing body held in		
	ncipal's Chamber on	5		
	DETAILS OF GRIEVANCE REDRESS	AL COMMITTEE		
It was i	resolved that the names of the member	s for the reconstituted Grievance		
	sal posed by the Principal mentioned be			
	nto effect from 17.08.2017	the second second and the central		
[ C1 . N		Committee Members		
SL No.	Name	Designation		
1	Name Dr. Sudip Kumar Chakrabarty	Designation Principal & Chair person		
1 2	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya	Designation Principal & Chair person Convener		
1 2 3	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey	Designation Principal & Chair person Convener Member		
1 2 3 4	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya	Designation Principal & Chair person Convener Member Member Member		
1 2 3 4 5	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya Dr. Abu Saleh	Designation Principal & Chair person Convener Member Member Member Member		
1 2 3 4	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya	Designation           Principal & Chair person           Convener           Member           Member           Member           Member           Member           Member           Member		
1 2 3 4 5 6	Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya Dr. Abu Saleh TC Secretary	Designation Principal & Chair person Convener Member Member Member Member		



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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 evaluation practices 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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f. No. / সৃ	No. /সূচক সংখ্যা Date / ব		
		Dt : 16.08.2017	
	Reconstitution of the Grievance	Redressal Committee	
Extract the Pri	ts of the resolution adopted in the meet ncipal's Chamber on	ing for the Governing body held in	
	DETAILS OF GRIEVANCE REDRESS	AL COMMITTEE	
	nto effect from 17.08.2017	elow be accepted and the cell will	
come i	nto effect from 17.08.2017 Grievance Redressal	Committee Members	
come i SL No.	nto effect from 17.08.2017 Grievance Redressal Name	Committee Members Designation	
come i SL No. 1	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty	Committee Members Designation Principal & Chair person	
come i SL No. 1 2	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya	Committee Members Designation Principal & Chair person Convener	
come i SL No. 1	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey	Committee Members Designation Principal & Chair person Convener Member	
come i SL No. 1 2 3	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya	Committee Members Designation Principal & Chair person Convener Member Member	
come i SL No. 1 2 3 4	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya	Committee Members Designation Principal & Chair person Convener Member	
come i SL No. 1 2 3 4 5	nto effect from 17.08.2017 Grievance Redressal Dr. Sudip Kumar Chakrabarty Dr. Mala Bhattacharya Dr. Apurba Kumar Dey Dr. Sanjukta Bhattacharyya Dr. Abu Saleh	Committee Members           Designation           Principal & Chair person           Convener           Member           Member           Member           Member	
come i SL No. 1	nto effect from 17.08.2017 Grievance Redressal Name Dr. Sudip Kumar Chakrabarty	Committee Members Designation Principal & Chair perso	



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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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### MEMBER OF COLLEGE GRIEVANCE REDRESSAL CELL OF RAJA PEARY MOHAN COLLEGE

#### For The Period : 2020-2021

	ef. No. /সূচক	সংখ্যা	Date/তারিখ
Reconstitution of the Grievance Redressal Committee         Extracts of the resolution adopted in the meeting for the Governing body he the Principal's Chamber on         DETAILS OF GRIEVANCE REDRESSAL COMMITTEE         It was resolved that the names of the members for the reconstituted Grieva Redressal posed by the Principal mentioned below be accepted and the cell come into effect from 17.08.2017         Grievance Redressal Committee Members			
Extracts of the resolution adopted in the meeting for the Governing body he the Principal's Chamber on <u>DETAILS OF GRIEVANCE REDRESSAL COMMITTEE</u> It was resolved that the names of the members for the reconstituted Grieva Redressal posed by the Principal mentioned below be accepted and the cell come into effect from 17.08.2017 <u>Grievance Redressal Committee Members</u>			Dt : 16.08.2017
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It was resolved that the names of the members for the reconstituted Grieva Redressal posed by the Principal mentioned below be accepted and the cell come into effect from 17.08.2017 Grievance Redressal Committee Members			ing for the Governing body held in
Redressal posed by the Principal mentioned below be accepted and the cell come into effect from 17.08.2017 Grievance Redressal Committee Members		DETAILS OF GRIEVANCE REDRESS	AL COMMITTEE
Designation	SI No.		
1 Dr. Sudip Kumar Chakrabarty Principal & Chair per			Principal & Chair person
2 Dr. Mala Bhattacharya Convener			
3 Dr. Apurba Kumar Dey Member	3	Dr. Apurba Kumar Dey	
4 Dr. Sanjukta Bhattacharyya Member	4	Dr. Sanjukta Bhattacharyya	Member
5 Dr. Abu Saleh Member		Dr. Abu Saleh	Member
6 TC Secretary Member	-		Member
7 Samir Purkait NTS Representative			NTS Representative
	8 (	55 Students' Union	Student Representative



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#### **ANNUAL REPORT**

#### **JULY2021 - 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 1<sup>st</sup> 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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### MEMBER OF COLLEGE GRIEVANCE REDRESSAL CELL OF RAJA PEARY MOHAN COLLEGE

#### For The Period : 2021-2022

রাজা প্যারীমোহন কলেজ					
I, ACHARYA DHRUBA PAL ROAD, UTTARPARA, HOOGHLY, WEST BENGAL, PIN - 712 2 Tel No. : 033-2663-0191 MOB. : 7074292263 E-mail : rajapearymohancollege@gmail.com Website : www.rpmcollege.edu.in ISO Certified & NAAC Accredited					
. No. / সূচক সংখ	No. /মৃচক সংখ্যা Date /তারিখ				
		Dt :28.11.2021			
	Reconstitution of the Grievance Re	21			
	Reconstitution of the Grevance Re	uressar committee			
	he resolution adopted in the meeting of the C	Joverning body held in the Principal's			
Chamber on?					
	DETAILS OF GRIEVANCE REDRE	SSAL COMMITTEE			
	red that the names of the members for the re mentioned below be accepted and the cell v				
	Grievance RedressalCellcommi	ttee members			
Sl. No.	Grievance RedressalCellcommi Name	Designation			
<b>Sl. No.</b> 1					
	Name	Designation			
1	Name Dr.Sudip Kumar Chakrabarty	Designation Principal & Chairperson			
1	Name Dr.Sudip Kumar Chakrabarty SoumitraGayen	Designation Principal & Chairperson Convener			
1 2 3	Name           Dr.Sudip Kumar Chakrabarty           SoumitraGayen           Susanta Kumar Biswas	Designation Principal & Chairperson Convener Member			
1 2 3 4	Name       Dr.Sudip Kumar Chakrabarty       SoumitraGayen       Susanta Kumar Biswas       Dr. Samir Roy	Designation Principal & Chairperson Convener Member Member			
1 2 3 4 5	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya	Designation           Principal & Chairperson           Convener           Member           Member           IQAC- Coordinator			
1 2 3 4 5 6	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya         Dr KrishnankaShekharGayen	Designation           Principal & Chairperson           Convener           Member           Member           IQAC- Coordinator           Asst. Coordinator			
1 2 3 4 5 6 7	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya         Dr KrishnankaShekharGayen         TC Secretary	Designation           Principal & Chairperson           Convener           Member           Member           IQAC- Coordinator           Asst. Coordinator           Member			
1 2 3 4 5 6 7 8	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya         Dr KrishnankaShekharGayen         TC Secretary         JhumaDhara	Designation           Principal & Chairperson           Convener           Member           Member           IQAC- Coordinator           Asst. Coordinator           Member           Member           Member           Member			
1 2 3 4 5 6 7 8 9	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya         Dr KrishnankaShekharGayen         TC Secretary         JhumaDhara         SoutrikLahiri	Designation         Principal & Chairperson         Convener         Member         Member         IQAC- Coordinator         Asst. Coordinator         Member			
1 2 3 4 5 6 7 8 9 10	Name         Dr.Sudip Kumar Chakrabarty         SoumitraGayen         Susanta Kumar Biswas         Dr. Samir Roy         Dr Sanjukta Bhattacharya         Dr KrishnankaShekharGayen         TC Secretary         JhumaDhara         SoutrikLahiri         Poly Konar Roy	Designation         Principal & Chairperson         Convener         Member         Member         IQAC- Coordinator         Asst. Coordinator         Member         M			



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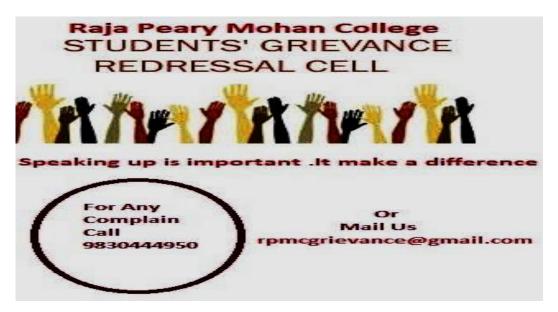
Date: \_\_\_\_\_

#### 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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### MEMBER OF COLLEGE GRIEVANCE REDRESSAL CELL OF RAJA PEARY MOHAN COLLEGE

#### For The Period : 2022-2023

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Dt :28.11. Reconstitution of the Grievance Redressal Committee Extracts of the resolution adopted in the meeting of the Governing body held in the Principal Chamber on27.11.2021 DETAILS OF GRIEVANCE REDRESSAL COMMITTEE It was resolved that the names of the members for the reconstituted GrievanceRedressalpose the Principal mentioned below be accepted and the cell will come into effect from 01.12.202 Grievance RedressalCellcommittee members SI. No. Name Designation 1 Dr.Sudip Kumar Chakrabarty Principal & Chairperson 2 SoumitraGayen Convener 3 Susanta Kumar Biswas Member 4 Dr. Samir Roy Member 5 Dr Sanjukta Bhattacharya IQAC- Coordinator 7 TC Secretary Member 8 JhumaDhara Member 9 SoutrikLahiri Member 10 Poly Konar Roy Member 11 BiswajitPramanik Member			<i>Date</i> /তারিখ
Reconstitution of the Grievance Redressal Committee         Extracts of the resolution adopted in the meeting of the Governing body held in the Principal Chamber on27.11.2021         DETAILS OF GRIEVANCE REDRESSAL COMMITTEE         It was resolved that the names of the members for the reconstituted GrievanceRedressalpose the Principal mentioned below be accepted and the cell will come into effect from 01.12.202         Grievance RedressalCellcommittee members         St. No.       Name       Designation         1       Dr.Sudip Kumar Chakrabarty       Principal & Chairperson         2       SoumitraGayen       Convener         3       Susanta Kumar Biswas       Member         4       Dr. Samir Roy       Member         5       Dr Sanjukta Bhattacharya       IQAC- Coordinator         7       TC Secretary       Member         8       JhumaDhara       Member         9       SoutrikLahiri       Member         10       Poly Konar Roy       Member         11       BiswajitPramanik       Member			
Extracts of the resolution adopted in the meeting of the Governing body held in the Principal Chamber on 27.11.2021         DETAILS OF GRIEVANCE REDRESSAL COMMITTEE         It was resolved that the names of the members for the reconstituted GrievanceRedressalpose the Principal mentioned below be accepted and the cell will come into effect from 01.12.202         Grievance RedressalCellcommittee members         St. No.       Name       Designation         1       Dr.Sudip Kumar Chakrabarty       Principal & Chairperson         2       SoumitraGayen       Convener         3       Susanta Kumar Biswas       Member         4       Dr. Sanip Roy       Member         5       Dr Sanjukta Bhattacharya       IQAC- Coordinator         6       Dr KrishnankaShekharGayen       Asst. Coordinator         7       TC Secretary       Member         8       JhumaDhara       Member         9       SoutrikLahiri       Member         10       Poly Konar Roy       Member         11       BiswajitPramanik       Member			Dt :28.11.2021
Chamber on27.11.2021           DETAILS OF GRIEVANCE REDRESSAL COMMITTEE           It was resolved that the names of the members for the reconstituted GrievanceRedressalpose the Principal mentioned below be accepted and the cell will come into effect from 01.12.202           Grievance RedressalCollcommittee members           SI. No.         Name         Designation           1         Dr.Sudip Kumar Chakrabarty         Principal & Chairperson           2         SoumitraGayen         Convener           3         Susanta Kumar Biswas         Member           4         Dr. Samir Roy         Member           5         Dr Sanjukta Bhattacharya         IQAC- Coordinator           6         Dr KrishnankaShekharGayen         Asst. Coordinator           7         TC Secretary         Member           8         JhumaDhara         Member           9         SoutrikLahiri         Member           10         Poly Konar Roy         Member           11         BiswajitPramanik         Member		Reconstitution of the Grievance Re	edressal Committee
Chamber on27.11.2021           DETAILS OF GRIEVANCE REDRESSAL COMMITTEE           It was resolved that the names of the members for the reconstituted GrievanceRedressalpose the Principal mentioned below be accepted and the cell will come into effect from 01.12.202           Grievance RedressalCollcommittee members           SI. No.         Name         Designation           1         Dr.Sudip Kumar Chakrabarty         Principal & Chairperson           2         SoumitraGayen         Convener           3         Susanta Kumar Biswas         Member           4         Dr. Samir Roy         Member           5         Dr Sanjukta Bhattacharya         IQAC- Coordinator           6         Dr KrishnankaShekharGayen         Asst. Coordinator           7         TC Secretary         Member           8         JhumaDhara         Member           9         SoutrikLahiri         Member           10         Poly Konar Roy         Member           11         BiswajitPramanik         Member	t sate of the recol	the mosting of the	ing hady hald in the Principal's
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Image: Second State     Dr. Sudip Kumar Chakrabarty     Principal & Chairperson       2     SoumitraGayen     Convener       3     Susanta Kumar Biswas     Member       4     Dr. Samir Roy     Member       5     Dr Sanjukta Bhattacharya     IQAC- Coordinator       6     Dr KrishnankaShekharGayen     Asst. Coordinator       7     TC Secretary     Member       8     JhumaDhara     Member       9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member		Grievance RedressalCellcommi	ittee members
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4     Dr. Samir Roy     Member       5     Dr Sanjukta Bhattacharya     IQAC- Coordinator       6     Dr KrishnankaShekharGayen     Asst. Coordinator       7     TC Secretary     Member       8     JhumaDhara     Member       9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	2 Sou	mitraGayen	Convener
4     Dr. Sanjukta Bhattacharya     IQAC- Coordinator       5     Dr Sanjukta Bhattacharya     IQAC- Coordinator       6     Dr KrishnankaShekharGayen     Asst. Coordinator       7     TC Secretary     Member       8     JhumaDhara     Member       9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	3 Susa	anta Kumar Biswas	Member
6     Dr KrishnankaShekharGayen     Asst. Coordinator       7     TC Secretary     Member       8     JhumaDhara     Member       9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	4 Dr.	Samir Roy	Member
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8     JhumaDhara     Member       9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	6 Dr H	KrishnankaShekharGayen	Asst. Coordinator
9     SoutrikLahiri     Member       10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	7 TC	Secretary	Member
10     Poly Konar Roy     Member       11     BiswajitPramanik     Member	8 Jhur	naDhara	Member
BiswajitPramanik         Member	9 Sou	trikLahiri	Member
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