



# SIR GURUDAS MAHAVIDYALAYA

## Grievance Redressal Cell

(Affiliated to University of Calcutta) [Registered under 2(F) & 12(B) of UGC Act]

Accredited by NAAC

33/6/1, Biplabi Barin Ghosh Sarani, Muraripukur, Ultadanga, Kolkata – 700 067

Website [www.sirgurudasmahavidyalaya.com](http://www.sirgurudasmahavidyalaya.com)

Email: [principal.gurudas@gmail.com](mailto:principal.gurudas@gmail.com) Phone: 2356 0404 Mobile: 94335 60404

Ref. No: GRC/SGM/Meeting-1/18-19

Date: 03-07-2018

### NOTICE

It is hereby notified that, the **First Meeting of 2018-19** Session of Grievance Redressal Cell of our college is going to be held on **06-07-2018, Friday at 2-00 PM** in the **Principal's Room**.

The agenda of the meeting are as follows:

1. Welcome address for the new member of this cell.
2. To discuss about the sensitization process of new students of 2018-2019 session.
3. To discuss about the Role of Departments to collect the grievances of students.
4. To discuss about other processes to reach the students.
5. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Debjani Nayak*  
SMT. DEBJANI NAYAK  
Convenor

DR. MANISHANKAR ROY  
Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067

## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 1 of 2018-19

DATE AND TIME OF THE MEETING: 06-07-2018 at 2-00 PM  
VENUE: PRINCIPAL'S ROOM

### MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) *(Signature)*
2. SMT. DEBJANI NAYAK (CONVENOR) *Debjani Nayak*
3. DR. SUVRAKANTI CHAKRAVORTY (TCS) *(Signature)*
4. SMT. ISITA DUTTA (TEACHER MEMBER) *Isita Dutta*
5. SMT. RANU CHOUDHURY (TEACHER MEMBER) *(Signature)*
6. SHRI PALLAV KUMAR SAHA CHOWDHURY (TEACHER MEMBER) *Pallav K Saha Chowdhury*
7. SHRI SAIKAT MAJUMDAR (NTS MEMBER) *Saiikat Majumdar*
8. SHRI PANKAJ GHOSH (NTS MEMBER) *Pankaj Ghosh*
9. STUDENT MEMBER:[FROM ARTS] DIPIKA MONDAL - *Dipika Mondal*
10. STUDENT MEMBER:[FROM COMMERCE] TULIKA BARUA - *Tulika Barua*
11. STUDENT MEMBER:[FROM SCIENCE] ANKITA DAS - *Ankita Das*

### Resolution-1

The principal took the chair and in his Welcome Address he congratulated all the members of this cell. He also expressed his heartiest word of praise to the Teachers' Council of the college for proposing and constructing this important cell. This cell will start its new journey in the college from this new session. It will play a vital role to ensure the teaching learning and administrative work culture. It is important to frame the work procedure of this cell. He requested all the member of this cell to first draw an outline of the procedure and then starts its work accordingly.

### Resolution-2

After a long discussion, it is unanimously resolved that, the cell will maintain the following work-procedure to reach its mission. The outline of its work flow will be:

- i. Students will be intimated by postering.
- ii. HODs and other teachers will intimate about this cell in the class room lecture.
- iii. Students can intimate the issue by a letter in white paper. The letter may be addressed to the principal or to the HODs of respective departments.
- iv. After receiving the letter Principal or HOD will forward the letter to the convenor of the cell.



- v. The convenor with his/her available members of the of the cell will arrange a meeting with the applicant and the concerned person/ department to resolve the problem amicably as soon as possible according to the nature or importance of the application.
- vi. The convenor will call a meeting in the end of the session to discuss about the year-wise performance of the cell.

**Resolution-3**

The new session has been already begun. In BA and B.SC program University introduced new system of teaching learning in CBCS format. It is resolved that, through the orientation program, the committee members will aware them about the role of this cell. In addition to that, there will be display of some posters on the wall to intimate the students about this cell.

**Resolution-4**

All the Head of the Departments will need to participate in the program of this cell to fulfill the mission. They will convey the students about the cell and they will make a healthy environment so that, a student can freely express their grievances to the concerned authority for the betterment of institution.

**Misc:**

It is proposed that there will be drop box near the Principal's Room where a student can easily drop his/her letter of grievance confidentially any time if he/she does not want to give a letter personally.

The meeting ended with a vote of thanks to the chair.

  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067



# SIR GURUDAS MAHAVIDYALAYA

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Ref. No: GRC/SGM/Meeting-2/18-19

Date: 29-04-2019

### NOTICE

It is hereby notified that, the **Second Meeting of 2018-19** session of Grievance Redressal Cell of our college is going to be held on **03-05-2019, Friday at 2-45 PM** in the **Principal's Room**.

The agenda of the meeting are as follows:

1. To Read and Confirm the meeting of this cell on 06-07-2018.
2. To review the various sensitization process of this Academic Year 2018-2019.
3. To discuss about the various problems of students (if any) and their redressal.
4. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Debjani Nayak*  
SMT. DEBJANI NAYAK  
Convenor

*Dr. Manishankar Roy*  
DR. MANISHANKAR ROY  
Principal  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067


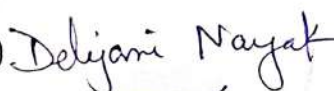
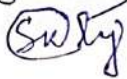


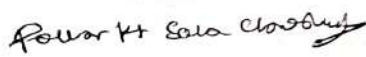
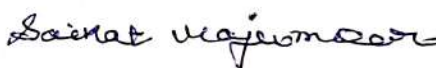


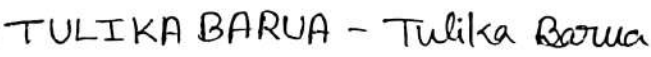
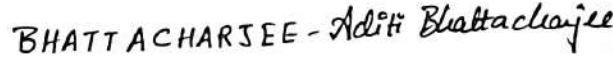
## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 2 of 2018-19

DATE AND TIME OF THE MEETING: 03-05-2019 at 2-45 PM

VENUE: PRINCIPAL'S ROOM

MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) 
2. SMT. DEBJANI NAYAK (CONVENOR) 
3. DR. SUVRAKANTI CHAKRAVORTY (TCS) 
4. SMT. ISITA DUTTA (TEACHER MEMBER) 
5. SMT. RANU CHOUDHURY (TEACHER MEMBER) 
6. SHRI PALLAV KUMAR SAHA CHOWDHURY (TEACHER MEMBER) 
7. SHRI SAIKAT MAJUMDAR (NTS MEMBER) 
8. SHRI PANKAJ GHOSH (NTS MEMBER) 
9. STUDENT MEMBER: [FROM ARTS]  DIPIKA MONDAL - Dipika Mondal.
10. STUDENT MEMBER: [FROM COMMERCE]  TULIKA BARUA - Tulika Barua
11. STUDENT MEMBER: [FROM SCIENCE]  ADITI BHATTACHARJEE - Aditi Bhattacharjee

The President of the Committee and the Principal of the college took the chair.

### Resolution-1

The resolutions of the last meeting held on 06-07-2018 were read by the convenor and it was confirmed unanimously.

### Resolution-2

- Principal himself with other member of the committee personally reached all the class rooms time to time throughout the academic year and communicated about the cell to the new students of CBCS and senior students of Part system.



- Posters are displayed on the prominent side of college wall of every floor so that every student can come to know about the cell and aware of it.
- HODs also delivered few class lectures to aware the students about the activity and importance of cell.
- A drop Box was placed near Principal's Room, where a student may drop his/her letter.

### Resolution-3

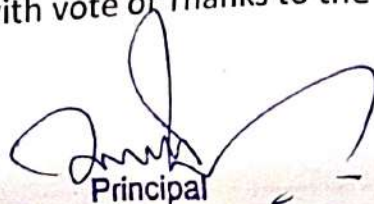
There were **05 (FIVE)** letters were submitted in the drop box. The issues raised in these letters are as follows:

SL NO	NAME and DEPT	PARTICULARS	STATUS
1	Debanjana Chakraborty, BNGA 30-11-18	Requisition for a water filter	Principal will see the matter
2	Mousumi Dutta, BNGA 30-11-18	Automated Vending Machine	Principal will see the matter
3	Nayan Dutta, BNGA 30-11-18	More facilities in Gymnasium	Principal will see the matter
4	Name withheld	More Equipment for Computer Science Lab	HOD of CMS will place the requisition and Principal will discuss it in Finance SC.
5	Name withheld 01-03-2019	Need more book from library	Librarian will provide more books for the meritorious students.

### MISC:

The convenor and other members, especially the students' member mentioned that usually a student feels hesitate to write a letter to the authority to express their grievances. They feel more comfortable to share these matters verbally with the respective teachers concerned and they try to find out to solve the matter amicably. In fact, there were so many instances which are solved by the teachers, but these issues are not reported here properly.

As there was no other agenda to discuss, the meeting ended with vote of Thanks to the chair.

  
 Principal  
 Sir Gurudas Mahavidyalaya  
 Kolkata-700067



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### ACTION TAKEN REPORT OF GRIEVANCE REDRESSAL CELL: 2018-2019 SIR GURUDAS MAHAVIDYALAYA

1. The Teachers' Council of the college constructed this important cell. This cell has started its journey in the college from this new session.
  2. Principal himself with other members of the committee personally reached all the class rooms time to time throughout the academic year and communicated about the cell to the new students of CBCS and senior students of Part system.
  3. A Drop Box was installed near Principal's Room, where a student may drop his/her letter at his/her convenience.
  4. Sensitization processes have been carried out intensively throughout the session. Posters have been displayed on the prominent side of college wall of every floor so that every student comes to know about the cell and aware of it.
  5. HODs also delivered few class lectures to aware the students about the activity and importance of the cell.
  6. **05 (FIVE) letters** were submitted in the drop box. The members of the cell have classified them according to the issues and then conveyed the concerned authorities to take necessary steps.
    - Library: The cell requests the Librarian to arrange for more books for the meritorious students.
    - Infrastructure: The cell requests to the administration to arrange for facilities like Water filter, more equipments in Gymnasium and Automated Sanitary Napkin Vending Machine.
- Thus the issues were addressed accordingly.
7. Since the students feel hesitate to communicate the grievances in writing to the authority, the cell also decided to address the issues which were convened verbally to the teachers or students' representative etc.

DR. MANISHANKAR ROY

Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067





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Ref. No: GRC/SGM/Meeting-1/19-20

Date: 20-07-2019

### NOTICE

It is hereby notified that, the **First Meeting of 2019-20** Session of Grievance Redressal Cell of our college is going to be held on **26-07-2019 at 3-00 PM** in the **Principal's Room**.

The agenda of the meeting are as follows:

1. To Read and confirm the previous meeting, dated 03-05-2019 of this cell.
2. To discuss about the sensitization process of new students of 2019-2020 session.
3. To discuss about the Role of Departments to collect the grievances of students.
4. To discuss about submitted New Grievance-Letter (if any).
5. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Delipni Nayak*  
SMT. DEBJANI NAYAK  
Convenor

*DR. MANISHANKAR ROY*  
DR. MANISHANKAR ROY  
Principal

Principal  
Sir Gurudas Mahavidyalaya  
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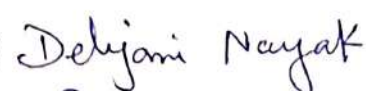
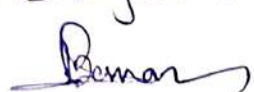

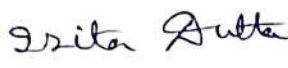
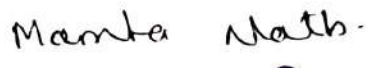



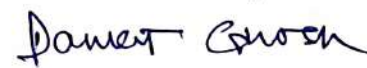
## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 1 of 2019-20

DATE OF THE MEETING: 26-07-2019, 3-00 PM

VENUE: PRINCIPAL'S ROOM

MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) 
2. SMT. DEBJANI NAYAK (CONVENOR) 
3. SHRI DEBASHIS BARMAN (TCS) 
4. DR. MAUSUMI BANDYOPADHYAY (TEACHER MEMBER) 
5. SMT. ISITA DUTTA (TEACHER MEMBER) 
6. SMT. MAMTA NATH (TEACHER MEMBER) 
7. SMT. RANU CHOUDHURY (TEACHER MEMBER) 
8. SHRI PALLAV SAHA CHOWDHURI (TEACHER MEMBER)   
KUMAR U  
↑ ↑
9. SHRI SAIKAT MAJUMDAR (NTS MEMBER) 
10. SHRI PANKAJ GHOSH (NTS MEMBER) 
11. STUDENT MEMBER: [FROM ARTS] MOUSUMI DUTTA : Mousumi Dutta.
12. STUDENT MEMBER: [FROM COMMERCE] TULIKA BARUA - Tulika Barua
13. STUDENT MEMBER: [FROM SCIENCE] ADITI BHATTACHARJEE : Aditi Bhattacharjee

The President of the Committee and the Principal of the college took the chair.

### Resolution-1

The resolutions of the last meeting held on 03-05-2018 were read by the convener and it was confirmed unanimously.

**Resolution-2**

The new session (2019-20) of B.A, B.SC and B.Com will commence from August 2019. In this situation, it is resolved that, in the first day of orientation program of new session the representative of the committee will be present in different session of the program. They will sensitize students about the role and functioning procedure of this cell. Along with that, there will be display of some posters on the Notice Board to intimate the students about this cell.

**Resolution-3**

All the Head of the Departments will need to participate to fulfill the mission of the cell. Like the previous year, they will convey the students about the details of the cell and they will make a healthy environment so that, a student can freely express his/her grievance to the concerned authority for the betterment of institution.

**Resolution-4**

There was no letter was in the drop box or no letter till date submitted by any HOD.

The meeting ended with a vote of thanks to the chair.

  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067





# SIR GURUDAS MAHAVIDYALAYA

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Ref. No: GRC/SGM/Meeting-2/19-20

Date: 27-04-2020

### NOTICE

It is hereby notified that, the **Second Meeting of 2019-20** Session of Grievance Redressal Cell of our college is going to be held on **04-05-2020, Monday at 3-00PM** on G-MEET platform in the **ONLINE MODE**.

Link of the meeting will be shared by Prof. Debashis Barman of Computer Science Department. He will give us the technical support to organize the Online Meeting. The agenda of the meeting are as follows:

1. To Read and Confirm the meeting of this cell on **26-07-2019**.
2. To review the various sensitization processes of this Academic Year, 2019-2020.
3. To discuss about the various problems of students and their redressal.
4. To discuss about the new work procedure in this time of Pandemic.
5. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Debjani Nayak*  
.....  
DEBJANI NAYAK  
Convenor

*DR. MANISHANKAR ROY*  
.....  
DR. MANISHANKAR ROY  
Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067

## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 2 of 2019-20

DATE OF THE MEETING: 04-05-2020

ONLINE MODE [GOOGLE-MEET]

MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) *Manishankar Roy*
2. SMT. DEBJANI NAYAK (CONVENOR) *Debjani Nayak*
3. SHRI DEBASHIS BARMAN (TCS) *Debashis Barman*
4. SMT. ISITA DUTTA (TEACHER MEMBER) *Isita Dutta*
5. DR. MAUSUMI BANDYOPADHYAY (TEACHER MEMBER) *Mausumi Bandyopadhyay*
6. SMT. MAMTA NATH (TEACHER MEMBER) *Mamta Nath*
7. SMT. RANU CHOUDHURY (TEACHER MEMBER) *Ranu Choudhury*
8. SHRI PALLAN SAHA CHOWDHURI (TEACHER MEMBER) *Pallan Saha Chowdhury*
9. SHRI SAIKAT MAJUMDAR (NTS MEMBER) *Saiikat Majumdar*
10. SHRI PANKAJ GHOSH (NTS MEMBER) *Pankaj Ghosh*
11. STUDENT MEMBER: [FROM ARTS] MOUSUMI DUTTA: *Mousumi Dutta*
12. STUDENT MEMBER: [FROM COMMERCE] TULIKA BARUA - *Tulika Barua*
13. STUDENT MEMBER: [FROM SCIENCE] ADITI BHATTACHARJEE - *Aditi Bhattacharjee*

### Resolution-1

The resolutions of the last meeting held on 26-07-2019 in offline mode was read by the convener and it was confirmed unanimously.

### Resolution-2

Principal and other members of the committee communicated in different class room throughout the academic year and delivered a lecture on the importance of this cell.

- Posters are displayed on the college wall.
- HODs with other teachers sensitized the students about the activity of the cell.
- A Drop Box was placed near Principal's Room.



### Resolution-3

There were 06 (SIX) letters submitted in the drop box. The issues raised in these letters are as follows:

SL NO	NAME and DEPT	PARTICULARS	STATUS
1	Joydip Ghosh, EDCA, 13-09-19	Insufficient books in Library	Librarian will provide more books when the college will resume in the offline mode.
2	Rohan Giri, PHSA, 04-11-19	Maintenance of Infrastructures in College	Principal will see the matter and take steps when the college will resume in the offline mode.
		Shortage of Library books	Librarian will provide more books when the college will resume in the offline mode.
		Need of instruments in Physics Laboratory	HOD will place the requisition and Principal will discuss it in Finance SC as soon as possible.
3	Poppy Rajbanshi, BNGA 20-11-19	Cleanliness of toilets	Principal will see the matter when the college will resume in the offline mode.
4	Priyanka Dutta, BNGA 20-11-19	Insufficient books in Library	Librarian will provide more books for the meritorious students when the college will resume in the offline mode..
5	Dipanjan Mitra, BNGA, 20-11-19	Need for a good canteen	Principal will see the matter when the college will resume in the offline mode.
6	Ankita Das, PHSA, 10-01-20	Cleanliness of toilets	Principal will see the matter when the college will resume in the offline mode.

### Resolution-4

In this situation, when everybody is suffering from pandemic either medically, financially or psychologically, it is important to take care of our students. So, the committee unanimously resolved that, the works of this committee will run through on-line mode. Teacher members will tell the students that they may send their letter containing various problems to the concerned teacher by WhatsApp or through e-mail. If any Grievance letter is submitted by the students the corresponding issues will be discussed in next meeting.

As there was no other agenda to discuss, the meeting ended with vote of Thanks to the chair.

  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067



# SIR GURUDAS MAHAVIDYALAYA

## Grievance Redressal Cell

(Affiliated to University of Calcutta) [Registered under 2(F) & 12(B) of UGC Act]

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### ACTION TAKEN REPORT OF GRIEVANCE REDRESSAL CELL: 2019-2020 SIR GURUDAS MAHAVIDYALAYA

1. The representative of the committee has sensitized students about the role and functioning procedure of this cell in the orientation program of this session.
2. The sensitization processes have been carried out intensively throughout the session. The display of sensitization posters on the Notice Board helped to intimate the students about this cell.
3. Principal himself with other members of the committee personally reached all the class rooms time to time throughout the academic year and communicated about the cell to the new students of CBCS.
4. **06 (SIX) letters** were submitted in the drop box in the OFFLINE MODE. Due to the prevailing Pandemic, the college is functioning in the online mode. The cell decided to classify the letters according to the issues and will implement the actions when the offline mode will be resumed.
  - Library: The cell requests the Librarian to arrange for more books when the college will resume in offline mode. The Librarian is requested to arrange for online resources if possible.
  - Infrastructure: The cell requests to the administration to arrange for facilities like Canteen, Hygienic Washrooms.
  - Laboratory Upgradation: The cell requests to the concerned HOD to submit a proposal for upgradation of the laboratory and the Principal to look into the matter when the college will resume in offline mode.

Thus the issues were addressed accordingly.

5. In the current disastrous scenario, when everybody is suffering from pandemic either medically, financially or psychologically, the cell has no other option to run through on-line mode. Teacher members have assured the students that they may send their letter of any sort of grievance to the concerned teacher by WhatsApp or through e-mail. Any kind of grievance will be addressed by the cell.

DR. MANISHANKAR ROY

Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067





# SIR GURUDAS MAHAVIDYALAYA

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Ref. No: GRC/SGM/Meeting-1/22-23

Date: 12-09-2022

### NOTICE

It is hereby notified that, after a long interval in the time of Pandemic, the **First Meeting of 2022-23** Session of Grievance Redressal Cell of our college is going to be held on **19-09-2022 at 3-00 PM at PRINCIPAL'S ROOM.**

The agenda of the meeting are as follows:

1. To Read and Confirm the last meeting of this cell on 04-05-2020.
2. To discuss about the sensitization process of new students of 2022-2023 session.
3. To discuss about submitted grievance letter if any.
4. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Mausumi Bandyopadhyay*

DR. MAUSUMI BANDYOPADHYAY

Convenor

DR. MANISHANKAR ROY

Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067



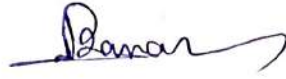

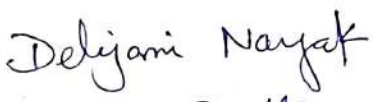





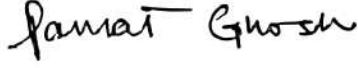



## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 1 of 2022-23

DATE OF THE MEETING: 19-09-2022

VENUE: ROOM NO-10

MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) 
2. DR. MAUSUMI BANDYOPADHYAY (CONVENOR) 
3. SHRI DEBASHIS BARMAN (TCS) 
4. DR. MAUSUMI BANDYOPADHYAY (TEACHER MEMBER) 
5. SMT. DEBJANI NAYAK (TEACHER MEMBER) 
6. SMT. ISITA DUTTA (TEACHER MEMBER) 
7. SMT. MAMTA NATH (TEACHER MEMBER) 
8. SMT. RANU CHOUDHURY (TEACHER MEMBER) 
9. SHRI PALLAV<sup>Kr.</sup> SAHA<sup>V</sup> CHOWDHURI (TEACHER MEMBER) 
10. SHRI SAIKAT MAJUMDAR (NTS MEMBER) 
11. SHRI PANKAJ GHOSH (NTS MEMBER) 
12. STUDENT MEMBER: [FROM ARTS] DIBYENDU SARDAR: 
13. STUDENT MEMBER: [FROM ~~SCIENCE~~ ARTS] SUMITRA DAS: 
14. STUDENT MEMBER: [FROM SCIENCE] PURNA CHATTERJEE 

The President of the Committee and the Principal of the college took the chair. He also welcomes the new Convenor of the committee and he expressed his heartiest congratulation to the effort given by the ex-convenor.

### Resolution-1

The resolutions of the last meeting held on 04-05-2020 were read by the convenor and it was confirmed unanimously.



## Resolution-2

- The 1<sup>st</sup> Semester class commenced just on 18<sup>th</sup> September 2022. The members of the committee couldn't attend the Orientation Programs of each department. In this situation, Principal and other members of the committee personally will go to different class rooms time to time in the next week and they will communicate the students about the cell.
- As usual the posters will be displayed on the notice board of college wall of every floor so that students come to know about the cell.
- Convener of the committee will request all HODs to tell the activities and initiatives of the cell.
- A new Drop Box will be placed near Principal's Room, where a student may drop his/her letter.

## Resolution-3

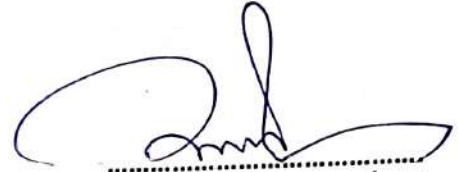
As the committee seats in a formal meeting after a long interval due to pandemic, there are large number of letters submitted through WhatsApp to the respective HODs. Also the redressal of letters submitted in the previous sessions are pending because most of the cases required offline mode to implement. The cell decided to discuss all the pending cases along with the new submissions to resolve the issues. The issues raised in these letters are as follows:

SL NO	NAME and DEPT	PARTICULARS	STATUS
1	Rohan Giri, PHSA, 04-11-19	Insufficient books in Library	HOD of ARTS and SCIENCE FACULTY have placed their requisition already to the central library.
	Joydip Ghosh, EDCA, 13-09-19		
	Triyanka Dutta, BNGA, 20-11-19		
2	Rohan Giri, PHSA, 04-11-19	Maintenance of Infrastructure in College	Principal will see the matter.
		Need of instruments in the Physics Laboratory	HOD of Physics will place the requisition and Principal will discuss it in Finance SC.
3	Poppy Rajbanshi, BNGA, 20-11-19	Regular cleaning of Wash Room	Principal will see the matter and will instruct the sweepers.
	Ankita Das, 10-01-2020		
4	Dipanjan Mitra, BNGA, 20-11-19	Need for a good cheap-canteen	The matter will be discussed in GB.
5	Sangita Soutia, 21/03/22	Requirement of Sanitary Pads	Order has been placed for a new napkin vending machine already.
6	Nipa Debnath, BNGA, 22-3-22	Beautification of Girls' Common Room and A space for rest after the class.	A planning for the arrangement of a rest space has been done.
7	Purna Chatterjee, 7-4-22	Installation of Vending Machine.	Principal has been placed an order for a new sanitary napkin vending machine already.
8	Atanu Bhanja Chowdhury, HISA, 8-4-22	Insufficient teacher in History Dept.	The matter will be discussed in GB.
9	Souparno Basak, CMS, 28-08-22	Demand for UpToDate Computers in Computer Sc. Dept.	Principal will discuss the matter with HOD and take necessary steps.
10	Sumana Adak, CMS, 30-08-22	Insufficient teacher in Computer Sc. Dept.	The matter will be discussed in GB.

**MISC:**

The convener and other members, especially the students' member mentioned that usually a student feels hesitate to inform their grievances in writing. Also, it has been noted that most of them have passed through a disastrous phase due to the pandemic most of the times of the academic sessions 2020-2021 and 2021-2022 and they are presently not in a condition to report the grievances formally. They feel more comfortable to share these matters verbally with the respective teachers concerned and they try to find out to solve the matter amicably. In fact, there were so many instances which are solved by the teachers, but these issues were not reported here properly.

As there was no other agenda to discuss, the meeting ended with vote of Thanks to the chair.



**DR. MANISHANKAR ROY**  
Principal

Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067





# SIR GURUDAS MAHAVIDYALAYA

## Grievance Redressal Cell

(Affiliated to University of Calcutta) [Registered under 2(F) & 12(B) of UGC Act]

Accredited by NAAC

33/6/1, Biplabi Barin Ghosh Sarani, Muraripukur, Ultadanga, Kolkata – 700 067

Website [www.sirgurudasmahavidyalaya.com](http://www.sirgurudasmahavidyalaya.com)

Email [principal.gurudas@gmail.com](mailto:principal.gurudas@gmail.com) Phone 2356 0404 Mobile 94335 60404

Ref. No: GRC/SGM/Meeting-2/22-23

Date: 05-05-2023

### NOTICE

It is hereby notified that, the **Second Meeting of 2022-23** Session of Grievance Redressal Cell of our college, is going to be held on **12-05-2023 at 2-00PM** in the **Principal's Room**.

All of us are aware of the fact that a new circular has been introduced by UGC on **11<sup>th</sup> April 2023 in the Gazette of India**. In this connection it is very important to organize and attend this meeting.

The agenda of the meeting are as follows:

1. To Read and Confirm the meeting of this cell on 19-09-2022.
2. To discuss about the new regulation of UGC.
3. To review the various sensitization process of this Academic Year (2022-23).
4. To discuss about the various problems of students and their redressal.
5. Misc.

All the Members of the Grievance Redressal Cell of SGM are requested to be present in the meeting.

*Mausumi Bandyopadhyay*  
DR. MAUSUMI BANDYOPADHYAY  
Convenor

*Manishankar Roy*  
DR. MANISHANKAR ROY  
Principal  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-70067

Encl: NEW UGC GUIDELINE OF REDRESSAL OF GRIVANCES OF STUDENTS 2023, DATED 11-04-2023.





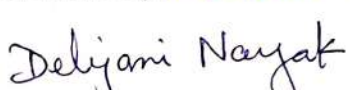

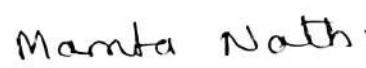



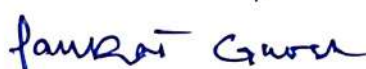


## MINUTES AND RESOLUTION OF THE MEETING

SL NO OF MEETING: 2 of 2022-23

DATE OF THE MEETING: 12-05-2023

VENUE: ROOM NO-10

MEMBERS PRESENT IN THE MEETING

1. DR. MANISHANKAR ROY (PRINCIPAL & CHAIRMAN) 
2. DR. MAUSUMI BANDYOPADHYAY (CONVENOR) 
3. SHRI DEBASHIS BARMAN (TCS) 
4. DR. MAUSUMI BANDYOPADHYAY (TEACHER MEMBER) 
5. SMT. DEBJANI NAYAK (TEACHER MEMBER) 
6. SMT. ISITA DUTTA (TEACHER MEMBER) 
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8. SMT. RANU CHOUDHURY (TEACHER MEMBER) 
9. SHRI PALLAV SAHA CHOWDHURI (TEACHER MEMBER)   
KR. U
10. SHRI SAIKAT MAJUMDAR (NTS MEMBER) 
11. SHRI PANKAJ GHOSH (NTS MEMBER) 
12. STUDENT MEMBER: [FROM ARTS] DIBYENDU SARAAR: 
13. STUDENT MEMBER: [FROM COMMERCE] Souvik Mondal
14. STUDENT MEMBER: [FROM SCIENCE] PURNA CHATTERJEE 

The President of the Committee and the Principal of the college took the chair.

### Resolution-1

The resolutions of the last meeting held on 19-09-2022 was read by the convenor and it was confirmed unanimously.



## Resolution-2

The University Grants Commission (UGC) recently has announced the publication of the "University Grants Commission (Redressal of Grievances of Students) Regulations, 2023" in the Gazette of India under the reference number F.1-13/2022 (CPP-II)., dated 11th April, 2023.

(Link [https://www.ugc.gov.in/pdfnews/4675881\\_Regulation.pdf](https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf)).

In that notice UGC explains the meaning of grievance in the following manner:

**“grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:**

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;

- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

It is resolved that, these well-defined directives of UGC will be displayed in college campus and this will be displayed also in the college website.  
We are thankful to UGC that, it depicts that our earlier initiative of Student Grievance Redressal was in its right way. In our college this cell will also have a Bengali Title: **ANUJOG SAMADHAN KENDRA.**

### Resolution-3

The members of the committee and the Principal personally went to different class rooms time to time throughout the year to sensitize the students about the activity and importance of the cell.

The posters are displayed on the notice board of college so that students come to know about the cell.

  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067



#### Resolution-4

There are a number of letters submitted either through WhatsApp or in the Drop Box. The issues raised in these letters are as follows:

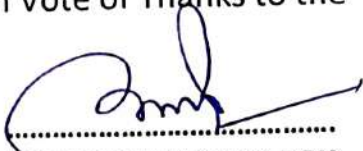
SL NO	NAME and DEPT	PARTICULARS	STATUS
1,2	Tiyasa Ghosh, 20/10/2022 Simran Roy, 12/01/23	New whiteboard in Classroom 19.	The authority has been requested for the renovation of the infrastructure of the classrooms where required.
3	Sujata Middey, BNGA, 23-9-22 And 15-11-2022	Reduce the price of the food in the Canteen	Principal will discuss the matter with the owner of the canteen.
4	Nahid Mallick, 15/11/22	Cheap Canteen Facility	
5	Subhankar Mistry, ENGA, 17-11-22	Insufficient books for CBCS in Library	The order for books has already been placed.
6	Dona Baidya, 14/12/22	Regular Cleaning of Ladies' Washrooms	Principal will see the matter and will instruct the sweepers.
7	Purna Chatterjee, PHSA, 03/01/23	Cleaning of ladies' toilet	
8	Arittee Das, BNGA, 03/01/23	Demand of spacious common room.	Principal will see the matter. The arrangement of a rest space is in the process of implementation. When done, it will resolve the space constraint of the common room partly.
9	Ayan Kumar Banerjee, COMMERCE, 24-3-23	Requirement of practical classes in e-Filing Papers of Commerce.	The HOD of commerce dept is requested to prepare a plan and submit it to IQAC for implementation.
10	Juned Ahmed, PHSA, 06/04/23	Shortage of instruments in Physics Lab.	Order has been already placed for purchase of instruments in Physics Lab.
		Lack of Computers for Physics Lab	A large computer lab is required for different depts. Principal is requested to look into the matter asap.
		Insufficient Teachers in Physics Dept.	The matter will be discussed in GB.

SL NO	NAME and DEPT	PARTICULARS	STATUS
	Juned Ahmed, PHSA, 06/04/23	Unavailability of books in the central Library. Shortage of space in Library Reading Room. Need for a spacious canteen.	Due to space constraint, there is a limitation on the quantity of books which can be purchased in the central library. Authority has already planned for an annex building. Same applies for the canteen.
		Demand for educational tours.	Dept. of Physics is already in the process of arranging one tour to ICSP, West Bengal.
		Repair and maintenance of cleanliness of washrooms.	Principal will see the matter
11	Shahidul Molla, HISA, 07-04-23	Regular Cleaning of Washrooms	
12	Swagata Biswas, HISA, 18/04/23	Insufficient History Reference notebooks in the central library.	The cell does not recommend using notebooks as a reference. It requests the HOD to make the student aware of the fact that the reference books are available in the Library.
13	Dibyendu Sardar, EDCA, 17-05-23	Arrangement of Mock-Test before the final Exam in the Practical Class of EDCA	Dept. of Education has already planned for a mock-test.

**MISC:**

The convenor and other members, especially the students' member mentioned that usually a student feels hesitate to write a letter to the authority to express their grievances. They feel more comfortable to share these matters verbally with the respective teachers concerned and they try to find out to solve the matter amicably. In fact, there were so many instances which are solved by the teachers, but these issues are not reported here properly.

As there was no other agenda to discuss, the meeting ended with Vote of Thanks to the chair.

  
 DR. MANISHANKAR ROY  
 Principal  
 Principal  
 Sir Gurudas Mahavidyalaya  
 Kolkata-700067





# SIR GURUDAS MAHAVIDYALAYA

## Grievance Redressal Cell

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Email: [principal.gurudas@gmail.com](mailto:principal.gurudas@gmail.com) Phone: 2356 0404 Mobile: 94335 60404

### ACTION TAKEN REPORT OF GRIEVANCE REDRESSAL CELL :2022-2023

#### SIR GURUDAS MAHAVIDYALAYA

1. The convener of the committee sensitized the HODs about the activities and initiatives of the cell with reference to the new circular of UGC dated 11<sup>th</sup> April 2023.
2. Principal and other members of the committee personally went to different class rooms time to time in this academic session and sensitized the students about the activity and importance of the cell.
3. The posters are displayed on the notice board of college so that students come to know about the cell.
4. A new Drop Box is placed near Principal's Room, so that a student may drop his/her letter at ease.
5. After a long interval due to pandemic, the committee can resume its actions in this academic session properly. The members tried to resolve and place the pending issues along with the new submissions to the appropriate authorities.

**LIBRARY:** Due to pandemic, large physical purchase was not possible in the previous academic sessions. Since the first batches of CBCS is currently going on, there are a requirement of books appropriate for the current CBCS syllabus. The Library sub-committee, Academic sub-committee, IQAC, Principal had already planned for the purchase of books from the 2021-2022 session and in the current 2022-2023 session too. The central library had already implemented the process.

There is a space constraint in our college which readily affects the volume of the reading room and the library obviously. To overcome this, the authority is undergoing the process of starting an annex building as soon as possible.

**CANTEEN:** The Principal had look into the matter and arranged for the cheap canteen facility.

**SANITARY HYGIENE:** The NSS unit of the college arranged for the installation of a sanitary napkin vending machine.

  
Principal  
Sir Gurudas Mahavidyalaya  
Kolkata-700067



# SIR GURUDAS MAHAVIDYALAYA

## Grievance Redressal Cell

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Email: [principal.gurudas@gmail.com](mailto:principal.gurudas@gmail.com) Phone: 2356 0404 Mobile: 94335 60404

**LABORATORY INFRASTRUCTURE:** Due to pandemic, physical purchase was not possible in the previous academic sessions. According to the new syllabus of CBCS, some instruments and software were necessary for the practical papers. The Academic sub-committee, IQAC, Principal had already initiated the purchase of instruments and installation of software in computer lab according to the available budget.

**COMMON ROOM:** Due to space constraint of the college building, it was not possible to arrange for a bigger common room for the students. However, the authority instead made a seating arrangement with a proper shade in the rear side of the building.

**INSUFFICIENT FACULTY:** Principal had discussed the matter in GB and accordingly took steps to address this for Department of History.

**HYGIENIC WASHROOM:** Principal looked into the matter and instructed the sweepers accordingly.

**IMPROVED TEACHING-LEARNING METHOD:** The departments had already planned for the mock tests and the educational tours to enhance the learning methods. These were implemented too in the appropriate time.

**COMPUTER LAB:** A large computer lab is required for different departments. Again, the space constraint is an issue. The authority has arranged for few more computers in different departments.

6. The convener and other members, especially the students' member mentioned that usually a student feels hesitate to write a letter to the authority to express their grievances. They feel more comfortable to share these matters verbally with the respective teachers concerned and they try to find out to solve the matter amicably. In fact, there were so many instances which are solved by the teachers, but these issues are not reported here properly. So, the cell has also taken care of the verbal communications.

DR. MANISHANKAR ROY

Principal

Principal

Sir Gurudas Mahavidyalaya  
Kolkata-700067