

Report of Grievance Redressal Cell to IQAC

2017-2018

The committee found two letters in the Grievance Box reporting stealing of mobile phone and money purse of students, both at Library. The truth of the incidents was verified immediately by the Principal through CCTV. All the students who come to Library are told not to keep any expensive article or money purse in the bag while keeping the bag on the rack outside the library, whenever they enter into the study room of the Library. The authority has taken necessary action for the girl who found guilty for these incidents.

GRC presented a PPT to all newly admitted students during their orientation to let them know about the activities of the Cell and also to assure them about their safety and security along with admissible privileges.

Another grievance has come into notice regarding the poor condition of the ceiling of room no 5 as the roof continuously leaks in the rainy days. The cell members have verified the same and found that it is risky to take classes in the said room under present condition. The cell has reported this to the authority for immediate repairing.

An online portal has been introduced on college website for registering grievances of students. A mail address has also been created to put Grievances..

S. Bagchi 18/8/17
Dr Shubhra Bagchi
Shobhona Sahoo
Dr Shobhona Shahoo

Dr Patrali Ghosh
Molly Ghosh
Prof Molly Ghosh.



प्रो. (जी) जसपाल सिंह संधु
सचिव
Prof. Dr. Jaspal S. Sandhu
MHRD, NS (Delhi), DSR, IAS, FASM, FATS, FTMS, FAMS
Secretary



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University Grants Commission
(मानव संसाधन विकास विभाग, भारत सरकार)
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9 AUG 2017

D.O.No.F.2-1/2013 (PG/Pt. File)

8th August, 2017

Dear Sir/Madam,

This has reference to UGC's letters No.1-2/2012(website) dated 14th July, 2014 and 3rd September, 2014 regarding Online Students' Grievance Redressal Portal.

The Ministry of Human Resource Development, Government of India, vide its letter No. 9-24/2017-U.II dated 3rd June, 2017 has desired UGC to issue a necessary advisory to all higher educational institutions (HEIs) for having a **notice board/flex board fixed near the office of the Vice-Chancellor/Director/Dean/Principal of the University/Institute/College to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism and Students Grievances Portal.** This would reduce the load on the PG portal of DARPG and also ensure effective redressal of the grievances.

Accordingly, keeping in view the importance of the issue, I seek your personal indulgence in the matter and request you to **kindly exhibit a notice board giving details of the PG Portal of UGC (<http://www.ugc.ac.in/grievance/>) in your esteemed University and also ensure the same in your affiliated colleges.**

The Nodal Officer, the person in-charge of the Grievance Redressal Cell of your University will monitor and respond to students' grievances lodged on the portal. The Nodal Officers in addition to handling grievances of respective University will also be responsible for handling grievances of colleges affiliated to their university and report the action taken on the portal.

This may please be treated as **urgent**.

With warm regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellor of all the Universities.

Copy to:

✓ The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 18.01.2018 at 10.45am in the new building staffroom. All the members are requested to attend the meeting.

Agenda

1. Resolution as per UGC letter dated 8th August 2017
2. Miscellaneous

S. Begchi 13/01/18
Convenor

Grievance Redressal Cell

Rc
Principal
Vidyasagar College for Women
Kolkata

Meeting dated 18.1.18.

1. Shubha Sapchi
2. P. Prati, Ghosh
3. Sina B. S. S.
4. Molly Ghosh.
5. Pr.
- 6.

7. M. B. S.

Resolution: 4 a

1. As per UGC letter dated 8th August, 2017, D.O. No. F-2-1/2013, it has been resolved -

(a) To put up a flex in front of the Principal's office in New Building indicating the names of the members.

(b) To include in the flex, the UGC website of GRC.

2. The phone number of GRC 8337062023 is with Smt. Sabita Sam, female non-teaching staff member of the college.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Committee will be held on 27.08.2018 at 11am in the new building staffroom. All the members are requested to attend the meeting.

Agenda

1. Grievances received
2. To open up another mode of receiving grievances through phone
3. Miscellaneous

Shubha Berychi 22/8/2018
Convenor

Grievance Redressal Cell

Re
Principal
Vidyasagar College for Women
Kolkata

Meeting dated 27.08.18

Members present

1. Shubhasghosh

2. B. B. B.

3. M. K. S.

4. P. S. S.

5. P. S. S.

6. Soma Biswas

7. apb

Minutes:

Even though on-line grievance redressal portal was opened at the beginning of the previous academic session, the Committee has not received any grievances in the online format or in any other format. More awareness must be spread among the students to give their grievances in the Grievance Redressal Box or on-line. Students are wary of disclosing their identity so are shy of coming forward.

In view of the above, it was decided to open a new mode of giving grievances through telephone calls. A phone could be kept with non-teaching ladies staff. She would be receiving the grievances within a given time period. The name of the co



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 20.11.2018 at 11am in new building staffroom. All the members of the committee are requested to attend the meeting.

Agenda

1. Grievances received
2. Miscellaneous


Convenor


Principal
Vidyasagar College for Women
Kolkata

Grievance Redressal Cell

Dated: 13.11.18

A meeting was held on 20.11.18 at 11am in new building staff room.

Members Present

1. ~~Vishal~~
2. Shubha Byche
3. ~~Usha~~ Basu
4. ~~She~~
5. Sima Biswas
6. ~~apal~~

Minutes

No online grievances were received. However the Grievance Box yielded two small pieces of paper with complaints. Some fans were not working in room no. B + C^{+FFA} and college gate were not opened on time and the common canteen^{was} not clean.

Resolution:

1. The Head Clerk Su Sayan Sena who is also a member of the Committee has been requested to look into the matter, and call an electrician and do the needful.
 2. It has been decided to take necessary steps to make students aware of putting in their grievances also by phone (which is with Smt Sabita Sam)
 3. Regarding common canteen and college gate, it was decided to call the concerned person and do the needful.
- ~~Meeting~~ Meeting ended with a vote of thanks.

NOTICE

A meeting of the Grievance Redressal Committee will be held on 15.07.19 at 11 am in the new building staff room . All members are requested to attend the meeting

Agenda

1. Grievances received/redressed
2. Formation of CSGRC as per UGC directive

Subho Bepko
Convenor

Dated: 04.07.19

Rc
Principal
Vidyasagar College for Women
Kolkata

A meeting of GRC was held on 15/7/2019.

Members present

1. Shubha B. pch.
2. ~~spil~~
3. ~~Abish~~
4. ~~Bash~~
5. Sima Bhusal

7. M. B. S.

Minutes

No grievances were reported through any medium. And the two grievances reported in previous meeting has been redressed.

As per UGC notification dated 06.05.2019, each HEI needs to form a Collegiate Student Grievance Redressal cell (CSGRC).

Resolution

1. College gates are being opened on time and regarding the cleanliness of common canteen the owner was called and told to take measures which has been done.
2. a) It was decided that as three members of Grievance redressal committee were senior members of the faculty, they would be the members of CSGRC including the convenor.
b) All grievances would be accepted as per directive of the circular.
3. As first year admissions were going on, it was decided that Principal madam and committee members would address the new students in their orientation meet and they would be appraised of the details of grievances they could put up.

Meeting ended with vote of thanks.

NOTICE

A meeting of the Grievance Redressal Committee will be held on 10.01.20 at 11 am in the new building staff room. All members are requested to attend the meeting

Agenda

1. Grievances received/redressed
2. Miscellaneous

Shubho Bapchi
Convenor

Dated: 04.01.20

R
Principal
Vidyasagar College for Women
Kolkata

A meeting was held on 10.01.20 at 11 am
in new building staff room.

Members present:

1. Shubha Bapchi
2. ~~apni~~
3. ~~Basu~~
4. Sanadishas
5. ~~De~~
6. ~~Mish~~

Resolution

1. (a) No grievances were received in any mode.

(b) The present committee requests the Principal to grant it permission to collect feedback on grievances from feedback committee

2. Some students verbally reported to the cell members about scarcity of space in the library. It was resolved that the authorities would be informed about it.
- Meeting ended with vote of thanks.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 20.07.2020 at 11am in online mode. All the members of the committee and HoDs of all science departments are requested to attend the meeting. Meeting code shall be shared 10 minutes before the meeting.

Agenda

1. Matter related to Practical classes of science departments
2. Miscellaneous


Convenor

Grievance Redressal Cell


Principal
Vidyasagar College for Women
Kolkata

Meeting dated 20.7.20

Online meeting due to covid restrictions
and closure of college.

Members present.

1. S. GHOSH (ZOOLOGY)
2. A. SATHAMANDAL (BOTANY)
3. S. SAHOO (PHYSIOLOGY)
4. M. BASUM (CHEMISTRY)
5. U. PRAMANIK (PHYSICS)
- 6.
- 7.

Resolution

(1) Students from science departments showed concern regarding their practicals to respective faculties which eventually was reported to GRC. As such; HODs of all science departments were requested to join online meeting of GRC. It was resolved that those practicals which are theory based shall be conducted by the departments in online mode. As covid restrictions are strictly active and college is closed, no offline classes can be conducted.

(2) Nothing to report in Misc.

Meeting ended with vote of thanks.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 03.12.2021 at 10.45am in the new building staffroom. All the members are requested to attend the meeting.

Agenda

1. Grievances found in the GR box
2. Matter related to clash of routine
3. Matter related to renovation of gym
4. To find ways of encouraging students to put in their grievances online without hesitation in the post covid period

S. B. Chakraborty
Convenor

Grievance Redressal Cell

Re
Principal
Vidyasagar College for Women
Kolkata

A meeting of the Grievance Redressal cell was held on 3/12/21 in the old bldg. staff room.

Members present:

1. Shubho Bopchi
2. ~~Prashant~~
3. Samakishor
4. ~~Dr~~

5. ~~april~~

6. Jayanta Saha

Resolution:

1. A few pieces of paper (not formal grievance letter) were found in the Grievance Redressal box containing grievance mainly pertaining to the cleanliness and infrastructure of class rooms in the old bldg campus of VCFW.
2. To remedy the grievances of Room M1 (one bench) room 20 (not clean) and room No 4 (not clean), it was decided to give the matter over to the head clerk who was in charge of managing the cleaning. As the old bldg. is used by all three colleges the matter would be brought up before the common committee which was decision maker.
3. Some students reported a clash of routine in their general subjects in blended mode of teaching learning. It was resolved that a fixed routine like that of offline mode shall be formed to avoid further clash. The routine committee would be informed by the same.
4. Post covid students showed interest in physical activities and requested for

2020-21

renovation of gymnasium. Due to lockdown college was completely closed for a long period of time. So, the gym room was not in a good condition. It was decided that renovation of gym would be done as soon as possible and to the sports committee would be informed about it. However, as covid restrictions are still active, so it was decided that post renovation usage of gym would be restricted.

5. Post covid, students became more familiar with the online mode of communication. It was decided to talk to the Teachers, who were the first point of contact regarding student grievances, to encourage students to go for online mode of redressal.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 12.03.2022 at 11 am in the new building staffroom. All members are requested to attend the meeting.

Agenda

1. Bench problem of room M1
2. Matter related to Botany Lab

Shubha Bepko
Convenor

Dated: 7.3.22

Rc
Principal
Vidyasagar College for Women
Kolkata

A meeting of the Grievance Redressal cell was held on 12/3/22 in the new building staff room.

1. Shubha Bopchi.
2. ~~apul~~
3. ~~B. B. W.~~
4. Sima Biswal
5. ~~Du~~

minutes

- The grievances of the previous meeting of Room no 20 and room no. 4 regarding cleanliness were resolved but bench problem of Room no M₁ could not be resolved as it was a issue of the Common Committee.
- (a) Bolang St Hons students had given Grievance regarding malfunction of fans in the practical class due to which they were facing problems.
- (b) They also reported that broken glassware were scattered in the laboratory basin and on the floor.

Resolution

1. Bench problem of M₁ was to be again referred to the Common Committee.
2. (a) Problem of fan was reported to the Head clerk so that he could take necessary steps.
- (b) The Grievance was reported to the faculty of the Dept of Bolang so that they could take necessary steps.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 22.12.2022 at 10.30am in new building staffroom. All the members of the committee are requested to attend the meeting.

Agenda

1. Grievances received
2. To take steps so that grievances are submitted in online mode
3. Matter related to hostel
4. Miscellaneous

Sudakshina Ghosh.

Convenor

Grievance Redressal Cell

Re

Principal
Vidyasagar College for Women
Kolkata

A meeting of the Grievance Redressal Cell ^{was} held on 22/12/2022 in the new building staff room at 10.30AM.

Members Present

1. Sudakshina Ghosh 24/12/22
2. Jayanta Saha
3. ~~apal~~
4. ~~Rudra~~
5. Monmika Bha
6. Sama Kishor

Resolution

1. Few pieces of paper were found in the grievance redressal box without any names or semester or departmental details. The grievances were mainly related to the cleanliness and infrastructure of classrooms in the old building campus of VCFW.
2. The rooms mentioned in those pieces of paper (not formal grievance letter) were room no. 8 and B room. Room no. 8 was reported to be dirty while fans were not working in B room.
3. To remedy the grievances of room 8 and room B, it was decided that the matter is to be handed over to the head clerk for redressal.
Room 8 also had broken benches. As the old building is shared by all 3 colleges, it was decided that the matter needs to be brought up before the common committee.

4. It was decided that students would be made aware of putting grievances online via the intervention of departmental heads. As such the HODs would be requested to encourage the students to opt for online grievance submission.

5. It was also decided that verbal communication would be done to GiS of students' representative regarding online link submission for grievances.

6. Some students of the hostel requested for more frequent ~~at~~ cleaning of washrooms. The matter was referred to the hostel super. The matter related to changes in the menu of Hens served was also informed to the latter.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell will be held on 12.05.2023 at 10.30am in the IQAC room. All the members are requested to attend the meeting.

Agenda

1. Status of the GR box
2. Grievances received
3. Miscellaneous

Sudakshina Choudhury -
8/5/23
Convenor

Grievance Redressal Cell

P. Ghosal 8/5/23
Teacher-in-Charge
Vidyasagar College for Women

A meeting of the Grievance Redressal Cell was held on 12/5/2023 at 10:30 AM.

Members present

1. Sudakshina Ghosh
2. Jayanta Saha
3. ~~Ap~~
4. ~~Bhalla~~
5. Monmida Aish
6. Soma Biswas

Resolutions.

1. It was decided that the grievance redressal box would be checked fortnightly. For doing the same, duties would be allotted to internal members of this committee for smooth running of the process.
 2. It was found that few grievances so received in the GR box were just put in pieces of paper without any further details. So it was decided to circulate a format of submission of grievance (offline mode) among the students through the HODs.
 3. Two pieces of paper were found in the GR box. It was related to dirty washroom of 1st floor of the new building of VCFW. Two benches were reported to be broken in classroom FF1.
- To remedy the grievances, the matter was handed over to the head clerk for redressal. The head clerk reported that the water pump had broken down and it had taken one and a half days to repair it. Hence, the lack of

frequent cleaning of washroom.
For the broken benches, the head clerk assured the cell that remedial measures would be taken.

4. It has been observed that many official letters/laboratory brochures were found in the GR box. It might be due to the absence of any letter box in the new building. So it was decided that an application would be made to the TIC/Principal to keep a postal box for letters.

5. Official phone for grievances henceforth will be kept in the office with office staff, Sri Jayanta Saha.

6. The previous grievances which were reported to the head clerk of the institution were redressed successfully. Members of the cell expressed their satisfaction at the redressal.



Vidyasagar College for Women

NOTICE

A meeting of the Grievance Redressal Cell will be held on 15.09.23 at 11 am in the new building staff room. All members are requested to attend the meeting.

Agenda

1. Grievances received/redressed
2. Miscellaneous

Sudakshina Ghosh

Sudakshina Ghosh

Convenor

Dated: 11.09.23

Sulagna Ray
Principal

Vidyasagar College for Women, Kolkata
Principal
Vidyasagar College for Women
Kolkata

A meeting of the Grievance Redressal cell was held on 15/9/2023 at 11 AM.

Members present

1. Sudakshina Chakraborty

2. Monmishash

3. Sima Biswas

4. Jayanta Saha

5. ~~Apurva~~

6. ~~Rubina~~

① Students of Botany Department reported the non-working of fans in the old building (3rd floor). To remedy this grievance, the matter was handed over to the head clerk for redressal.

② The drinking water facility on the 3rd floor of old building was not working. Students of Zoology Department reported this problem. To remedy the same, this matter was also handed over to head clerk for redressal at the earliest.

③ The previous grievances which were reported to the head clerk of the institution were redressed successfully. Members of the cell expressed their satisfaction at the redressal.



Vidyasagar College for Women

NOTICE

A meeting of the Grievance Redressal Cell will be held on 24.05.24 at 11 am in the new building staff room. All members are requested to attend the meeting.

Agenda

1. Grievances received/redressed
2. Miscellaneous

Sudakshina Ghosh

Sudakshina Ghosh

Convenor

Dated: 22.05.24

Pratima Ray
Principal

Vidyasagar College for Women, Kolkata

Principal
Vidyasagar College for Women
Kolkata

A meeting of the Grievance Redressal Cell was held on 24/5/2024 at 11 AM.

Members present
1. Sudakshina Ghosh.

2. Rita

3. Bina Bhui

4. Monmika Ash

5. Apurva

6. Joyanta Saha

① A complaint has been received from Ms. Supriya Das on 3/12/2023 regarding loss of money bag which contained Rs 1000 (as claimed by the student) from outside the library. She had addressed the letter directly to the Principal. The CCTV footage was checked on 4/12/2023 and nothing was found. The student was informed accordingly.

② A grievance related to non working condition of computers in computer lab (library e-zone) was received. The matter was informed to the librarian and e-resource committee for redressal.

③ Students of Geography department requested for replacement of departmental equipments in the old

building laboratory. Since this matter is related to the old building which is shared by other two colleges, it was decided that an application would be submitted at the earliest to the common committee for redressal.

④ A student of Physiology Hons. seeks permission for semester IV CC8 PHYA paper's FSI checking. The department head of the concerned subject was intimated regarding the same.

⑤ The previous grievances that were reported to the head clerk of the institution were redressed successful. All members expressed satisfaction at the redressal.