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*Grievance Redressal
Cell*

Art Union, Kol - 6

Netaji Nagar College for Women

Grievance Redressal Cell

Aims:

The College has formed the Grievance Redressal Cell in compliance with UGC Regulations 2019, to create a conducive atmosphere for both academics and other activities. Here the students can seek redressal of any grievance and be assured of prompt action with the highest standards of integrity, justice and confidentiality.

Grievances may be written and dropped in the complaints box in the college, e-mailed, or submitted through the online portal.

Objectives:

The Objectives of the Cell are defined as:

- To provide opportunity to the students to freely express their grievances with confidence.
- To ensure their anonymity and confidentiality of proceedings.
- To have in place mechanism for prompt resolution of complaints.
- To counsel the students appropriately in the process of redressal.

Functions:

The Cell Functions are defined as:

- To meet periodically and review the complaints received.
- To solve grievances as much as possible through principles of natural justice.
- To report to higher authorities for appropriate action if so required.

Date: 07.12.2018

NOTICE

A meeting of the Grievance Redressal Committee will be held on 14.12.2018 at 1:PM in the Principal's / Meeting room to discuss the following agenda. The members are requested to be present.

AGENDA

1. Discussion on the complaint letters submitted by the students.

2. Misc.

Members:-

1. Smt. Utham Gupta
2. Smt. Mousumi Biswas
3. Dr. Nilimpa Ghosh
4. Dr. Shabana Haydar
5. Smt. Debarati Maity
6. Dr. Putul Malla Chowdhury
7. Dr. Subhalakshmi Ganguly

Shilpa Chakraborty
(Convener)

Members Present:-

1. Chaitali
2. Putul
3. Shabana
4. Subhalakshmi Ganguly
5. Debarati Maity
5. Nilimpa Ghosh
7. Utham
8. Mousumi Biswas

Minutes:-

1. The committee focused on the following complaints raised by the students:
 - i) The requirement of a Canteen.
 - ii) Need a Computers Room.
 - iii) Faced problems to conduct cultural activities in class room (Room no. 4)
 - iv) Lack of adequate number of books in the Library.
2. The matters were discussed thoroughly and resolved that the above issues are to be referred to Governing Body for the redressal.
3. The meeting ended by thanking all the members.

[Signature]

Netaji Nagar College for Women

Grievance Redressal Cell

Annual Report for the Session 2018-2019

The Grievance Redressal Cell of the college noted that the students required a canteen and a Computer Room. There was also need of more books in the Library. All these problems were discussed thoroughly and referred to the Governing Body for further action.

Date: 30, 07, 2019

NOTICE

A meeting of the Grievance Redressal Committee will be held on

06.08.2019 at 2:00pm in the Principal's / Meeting room to

discuss the following agenda. The members are requested to be present.

AGENDA

1. Discussion on the grievances received from the students.
2. Miscellaneous.

Members :-

1. Utkan Gupta *UG*
2. Mausumi Biswas *MB*
3. Nilimpa Ghosh *NG*
4. Shebana Haydar *SH*
5. Debarati Maity *DM*
6. Pritul Malla Choudhury *PMC*
7. Subhalakshmi Ganguly *SG*

Subhalakshmi Ganguly
(Convener)

Members Present :-

1. Chaitali
2. Choudhury
3. Nilimpa Ghosh
4. Shebana Haydar
5. Subhalakshmi Ganguly
6. Debarati Maity
7. *UG*
8. Mausumi Biswas

Minutes :-

1. Minutes of the previous meeting were confirmed unanimously.
2. The Principal reported that decision has been finalised for the construction and renovation works of the canteen, computer room, auditorium, from RUSA Grant.
3. Further decision has also been taken for purchase of books for the library, from RUSA Grant.
4. The members discussed the following complaints received from the students:
 - (i) the damaged floors of the wash rooms were making them extremely unhygienic.
 - (ii) They also demanded that a common room be allotted to them in the college.
5. The committee resolved to refer the above matters to the authority for immediate action, and renovation of the above areas.
6. The requirement of the common room would be referred to the Governing Body.
7. The meeting ended by thanking all members.

[Signature]

Netaji Nagar College for Women

Grievance Redressal Cell

Annual Report for the Session 2019-2020

The Grievance Redressal Cell noted that the construction of a new canteen, auditorium and computer room was approved from RUSA Funds. Books for the library were to be purchased also from RUSA funds.

The complaints from the students regarding the unhygienic wash rooms which were in need of immediate repair was noted and the matter urgently referred to the authorities for quick action.

Date: 03.02.22.

NOTICE

A meeting of the Grievance Redressa Committee will be held on 12.02.2022 at12 noon..... in the Principal's / Meeting room to discuss the following agenda. The members are requested to be present.

AGENDA

1. Discussion on the complaint regarding Website.
2. Misc.

Members:-

1. Sri Utham Gupta *UG*
2. Smt. Mousumi Biswas *MB*
3. Dr. Nilimpa Ghosh *NG*
4. Dr. Shabana Haydar *SH*
5. Smt. Debarati Maity *DM*
6. Dr. Putul Malla Chowdhury *PC*
7. Dr. Subhalakshmi Ganguly *SG*

Abhellechary
(Convener)

Members Present:-

- 1.
2. *Chaitali*
3. *Subhalakshmi Ganguly*
4. *Chowdhury*
5. *Shaydar*
6. *Nilimpa Ghosh*
7. *Debarati Maity*
8. *UG*
9. *Mousumi Biswas*

Minutes:-

1. Minutes of the previous meeting confirmed unanimously.
2. Principal Sir reported that floor repairing work of the Wash room of 1st floor have been completed and decision have been taken for the construction work of Common room for the students by RUSA fund.
3. Elaborate discussion was done on the problems faced by the students to access the College Website in their mobile and it was resolved that the matter would be referred to the ICT and Website Subcommittee of the Teachers' Council.
4. Meeting ended by thanking all.

W. K. S. H.

Netaji Nagar College for Women

Grievance Redressal Cell

Annual Report for the Session 2021-2022

The Cell recorded that the floor repair work of the 1st floor wash rooms has been completed.

It was noted that the students were heavily dependent on their mobile phones for most of their academic activities during the Pandemic. As they were facing a lot of difficulties in accessing and navigating in the college website from their phones, the website required some immediate changes and improvements for their benefit. The issue was urgent and referred to the ICT and Website committee for immediate action.

Date: 02/01/2023

NOTICE

A meeting of the Grievance Redressal Committee will be held on
06.01.2023 at 12:00pm in the Principal's / Meeting room to
discuss the following agenda. The members are requested to be present.

- AGENDA
1. Discussion on the written complaints received from the students.
 2. Miscellaneous.

Members :-

1. Ullam Gupta
2. Mausumi Biswas
3. Nilimpa Ghosh
4. Shobana Hayda
5. Debarati Maity
6. Patal Malla Chowdhury
7. Subhalakshmi Ganguly

(Convener)

Members Present :-

1. Patal Malla Chowdhury
2. Chaitali
3. Nilimpa Ghosh
4. Subhalakshmi Ganguly
5. Shobana Hayda
6. Debarati Maity
7. Ullam
8. Mausumi Biswas

minutes of the meeting:-

1. Minutes of the previous meeting were confirmed unanimously.
2. The Principal reported that the college website has been duly upgraded, so that the students could navigate it easily.
3. The complaint letters received from the students were discussed, and the necessity of a common room was acknowledged by all.
4. It was resolved that the matter would be referred to the building committee for necessary action.

Ghosh

Netaji Nagar College for Women

Grievance Redressal Cell

Annual Report for the Session 2022-2023

The cell recorded that the College Website has been upgraded to mobile friendly mode for the easy access of the students. It was also recorded that the committee acknowledged the requirement of the common room and the matter was referred to the Building Committee for further action.