



JIBANTALA ROKEYA MAHAVIDYALAYA

Affiliated to University of Calcutta | ESTD.: 2007

📍 P.O.- Mallickati, P.S.- Jibantala,
Pin- 743502, Dist.- South 24 Parganas

🌐 www.jibantalarokeyamahavidyalaya.in
✉ jmrokeya@gmail.com

President: Saokat Molla

Principal & Secretary: Dr. Anup Maji

Ref. No.

Date:

Supporting documents for 5.1.4 (e)

Annual report of the committees motioning the activities and number of grievances redressed to prove timely redressal of the grievance



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CUMULATIVE ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL (2018 TO 2023)

Grievance Redressal Policy the College is committed to providing a congenial atmosphere for learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and non-academic concerns. The students are informed of this redressal mechanism at the time of orientation so that if the need arises, they can drop their suggestions or complaints in the respective drop boxes which will facilitate first-hand information for action to be taken. Complaints are handled in a sympathetic, fair, and efficient manner encouraging informal conciliation, early resolution, individual privacy and confidentiality. Jibantala Rokeya Mahavidyalaya is determined to address any kind of students' grievances and to take necessary actions in this regard. The grievance redressal policy of this college is given here:

1. When a student comes up with any sort of grievance, he/she is directed to submit a written document detailing his/her grievance to the Head of the Institution.
2. After the acceptance of the letter of grievance, the Head of the Institution examines whether the issue of grievance is related to ragging or related to sexual harassment or related to any academic grievance.
3. If the issue of grievance is related to ragging, the issue is directed to the Anti-Ragging Committee. The committee will take necessary actions in this regard following the Anti-Ragging policy.
4. If the student faces any issue of sexual harassment, she/he will be directed to Internal Complaint Committee (ICC). The ICC will address the issue of grievance and will take necessary actions in this regard following the policy of ICC.
5. If the student has any grievance relating to academic issues, he/she will be directed to the concerned department. The faculties of the department will address the grievance of the student.
6. If the student has any grievance other than the above-written issues, the Head of the Institution will immediately frame a temporary committee, if needed, to address the specific grievance of the student.
7. The resolution of the problem is reported to the Head of the Institution in due course by the concerned of the respective committee/HOD's concerned

NOTICE

Date-08.09.2018

A meeting of the grievance redressal cell will be held on September 15, 2018 in the principal's/TIC's room at 2:30 p.m. We request all members to attend the meeting.

Agendum: Review the offline submission of the grievance.

Sushrajit Kalra
Convenor
Grievance Redressal Cell

50

At - 08/9/18
At - 8/9/18

name of the members present.

- 1. ~~Subhajit Saha~~ Ramkrishna Mandal
- 2. Subhajit Saha
- 3. Ananda Alskar
- 4. ~~Sujan Das~~
- 5. ~~...~~

Meeting no: 01
Date: - 2:30 PM
Place: - TIC Room
Time: - 2:30 PM

A meeting of the grievance redressal cell was held on September 15, 2018 in the principal's TIC's room at 2:30 p.m. to discuss the following agenda.

Agendum: Review the offline submission of grievances.

Proceedings: - The meeting was chaired by TIC Ramkrishna Mandal. The convener, Subhajit Saha, apprised the member of the redressal committee for a grievance submitted by a girl student regarding vending machine installation in the girl's toilet. The members deliberated on the matter and unanimously resolved the following:

Resolution: Resolved unanimously that an urging letter will be sent to Canning-II BDO through the principal to install a sanitising napkin vending machine in the girl's toilet in our college for the better health and hygiene of girl students.

NOTICE

Date-28.09.2018

A meeting of the grievance redressal cell will be held on October 4, 2018 in the principal's TIC's room at 1 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of grievances regarding cleaning the washrooms of the students.

2) Miscellaneous

att - 28/9/18
A.P. 28/9/2018
SD

Subhojit Naha
Convenor
Grievance Redressal Cell

1. Ramkrishna Mandal
2. Subhajit Saha
3. Ranjit Das
4. Ananya Nayak
5. Subhajit Saha

Date - 4/10/2018
Place - Principals room
Time - 1pm on 10/10/18

A meeting of the grievance and redressal cell was held on October 4, 2018 in the principal's TIC's room at 1 p.m. to discuss the following agenda:

Agenda: 1) Review the offline submission of grievances regarding cleaning the washrooms of the students.

Proceedings: - The meeting was chaired by TIC Ramkrishna Mandal. The convener, Subhajit Saha, appraised the member of the redressal committee for a grievance submitted by a girl's student regarding cleaning the washroom of the students. The members deliberated on the matter and unanimously resolved the following:

Resolution: It was resolved unanimously that sweeper Ranjit Das will be informed to clean the washrooms of both boys and girls within 2-3 days.

Agenda: 2) Miscellaneous

Resolution: As there was nothing to discuss in miscellaneous, the chairman ended the meeting there.

NOTICE

Date-09.07.2019

A meeting of the grievance redressal cell will be held on July 15, 2019 in the principal's/TIC's room at 1:40 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of grievances regarding repairing fans and lights in the classrooms.

2) Miscellaneous

At - 09/7/2019
Shad 09/7/2019.
SD

Subhojit Saha
Convenor
Grievance Redressal Cell

1. Name of the members Present: -
1. Bhattacharyya
2. Supriya
3. ~~Asst~~
4. Subhajit Saha
5. Ananda Naskar
6.
7.

Meeting No. - 03
Date - 15/7/19
Place - Principal's/TIC's Room
Time - 1:40 Pm

A meeting of the grievance and redressal cell was held on July 15, 2019 in the principal's/TIC's room at 1:40 p.m. to discuss the following agenda:

Agenda: 1) Review the offline submission of grievances regarding repairing fans and lights in the classrooms.

Proceedings: - The meeting was chaired by the principal, Himadri Bhattacharyya. The convener, Subhajit Saha, apprised the member of the redressal committee for a grievance submitted by a girls' student regarding repairing fans and lights in classrooms No. 8 and 1. The members deliberated on the matter and unanimously resolved the following:

Resolution: It was resolved unanimously that an electric technician will be informed to take the necessary action as early as possible.

Agenda: 2) Miscellaneous

Resolution: As there was no matter to discuss in miscellaneous, the chairman ended the meeting there.

NOTICE

Date-18.01.2020

A meeting of the grievance redressal cell will be held on January 27, 2020, in the principal's/TIC's room at 1 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of grievances regarding cleaning the classrooms after the CU examination.

2) Miscellaneous

SA - 18/01/2020

Abhishek 18/1/2020
SD

Subhojit Saha
Convenor
Grievance Redressal Cell

1. Bhattacharyya
2. Subhajit Saha
3. Ananda Nayak
4. Supriya Dasgupta
5. A. B. Das
- 6.
- 7.

Meeting - 02
Date - 27/1/20
Hall - TIC Room
Time - 1 p.m.

A meeting of the grievance and redressal cell was held on January 27, 2020, in the principal's/TIC's room at 1 p.m. to discuss the following agenda:

Agenda: 1) Review the offline submission of grievances regarding cleaning the classrooms after the CU examination.

Proceedings: - The meeting was chaired by the principal, Himadri Bhattacharyya. The convener, Subhajit Saha, informed the members of the redressal committee of a grievance submitted by a girl's student regarding cleaning the classrooms of the students after the CU examination held in our college rooms. The members deliberated on the matter and unanimously resolved the following:

Resolution: ⁰² We resolved unanimously that Ranjit Das, our college sweeper, will be informed to clean the classrooms as early as possible.

Agenda: 2) Miscellaneous

Resolution: As there was no matter to discuss in miscellaneous, the chairman ended the meeting there.

NOTICE

Date-18.11.2021

A meeting of the grievance redressal cell will be held on November 22, 2021, in the principal's or TIC's room at 2 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of grievances regarding cleaning the water tank of our college.

2) Miscellaneous

18/11/21

18/11/21
18/11/21

[Signature]

18/11/21

[Signature]
Convenor
Grievance Redressal Cell

NAME OF MEMBERS PRESENT

1. Ramkrishna Mandal
2. Subhajit Saha
3. Rabir Kumar Adhikari
4. Shemina Sullana
5. Anuska Sr. Sarda
6. Ananda NASKAR
7. Tina Basu

Meeting 05
Date - 22/11/21
Place - TIC Room
Time - 1 PM

A meeting of the grievance and redressal cell was held on November 22, 2021, in the principal's TIC's room at 1 p.m. to discuss the following agenda:

Agendum: 1) Review the offline submission of a grievance regarding cleaning the water tank of our college.

Proceedings: - The meeting was chaired by the TIC, Ramkrishna Mandal. The convener, Subhajit Saha, appraised the members of the redressal cell for a grievance submitted by a girls' student regarding cleaning the water tank of our college. The members deliberated on the matter and unanimously resolved the following:

Resolution: It was resolved unanimously that a plumber would be informed to clean the water tank as the COVID pandemic was going on and the college was closed for such a long time.

Agendum: 2) Miscellaneous

Resolution: As there was no matter to discuss in miscellaneous, the chairman ended the meeting there.

NOTICE

Date-10.11.2022

A meeting of the grievance redressal cell will be held on November 17, 2022, in the principal's/TIC's room at 2 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of a grievance regarding the installation of a new water purifier for drinking water.

2) Miscellaneous

Handwritten notes:
10/11/22
10/11/22
10/11/22
10/11/22
10/11/22

Subhajit Baha
Convenor
Grievance Redressal Cell

- Name of the members Present
1. Ramkrishna Mandal.
 2. Subhajit Saha
 3. Rabin Kumar Uthikari
 4. Tina Basu
 5. Amanda Maskar
 6. Anup K. Saha
 7. Shamima Sultana

Meeting No. 06
Date - 17/11/22
Place - TIC Room
Time - 2:30 PM

A meeting of the grievance and redressal cell was held on November 17, 2022, in the principal's/TIC's room at 2:30 p.m. to discuss the following agenda:

Agendum: 1) Review the offline submission of a grievance regarding the installation of a new water purifier for drinking water.

Proceedings: - The meeting was chaired by the TIC, Ramkrishna Mandal. The convener, Subhajit Saha, informed the members of the redressal committee of a grievance submitted by girl students regarding the installation of a new water purifier for drinking water. The members deliberated on the matter and unanimously resolved the following:

Resolution: It was resolved unanimously that ^{an application} a prayer will be sent to Zilla Parishad for urging a water purifier with cold and hot water facilities for a permanent solution. A temporary solution has been taken: students are allowed to take water from the water purifier installed in the teacher's room.

Agendum: 2) Miscellaneous

Resolution: As there was no matter to discuss in miscellaneous, the chairman ended the meeting there.

NOTICE

Date-02.01.2023

A meeting of the grievance redressal cell will be held on January 10, 2023, in the principal's/TIC's room at 2 p.m. All the members are requested to attend the meeting on that day.

Agenda: 1) Review the offline submission of grievances regarding the increase in Hons. classes.

2) Miscellaneous

Subhajit Naha
Convenor
Grievance Redressal Cell

2/01/23
2/01/23
2/01/23
2/01/23

1. Rabin Kumar Chhikara
2. Ananda Mandal
3. S. K. Saha
4. Shamima Sultana
5. Tena Basu

23
TICRL
Dpr.

A meeting of the grievance and redressal cell was held on January 10, 2023, in the principal's/TIC's room at 2 p.m. to discuss the following agenda:

Agenda: 1) Review the offline submission of grievances regarding the increase in Hons. classes.

Proceedings: - The meeting was chaired by the TIC, Ramkrishna Mandal. The convener, Subhajit Saha, informed the members of the redressal committee of a grievance submitted by girl students regarding the increase in Hons. classes in History and Education. The members deliberated on the matter and unanimously resolved the following:

Resolution: - It was resolved unanimously in the meeting that HODs of those subjects would be informed to arrange more classes and revised the ^{plan} routine for students with the help of the routine subcommittee. A temporary solution has been taken: students are allowed to take water from the water purifier installed in the teacher's room.

Agendum: 2) Miscellaneous

Resolution: As there was no matter to discuss in miscellaneous, the chairman ended the meeting there.