



CHAKDAH COLLEGE

P.O.- Chakdah, Dist.- Nadia, Pin.- 741222

Re-accredited B+ by NAAC ::: Affiliated to University of Kalyani

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Grievance Redressal Committee Annual Report 2022-23

GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is constituted in our college according to the UGC Grievance Redressal Regulations, 2012 to provide a safe, secure, healthy and supportive environment for the students. This committee shall address grievances related to academics, administrations and infrastructure. The following are the members of the Grievance Redressal Committee approved for the academic year 2022-2023.

Member of the Grievance Redressal Committee (Academic Year 2022-2023)

Teaching Member	Non-Teaching Member	Convenor(s) of the Sub-Committee
1. IQAC Coordinator, 2. All HODs and 3. Coordinator (Morning Section)	4. Sri Narendra Kumar Sarkar, 5. Sri Pallab Kumar Basu, 6. Sri Tufan Banerjee, 7. Sri Anip Roy. 8. Two Student's Representatives.	Principal

Objectives

- To provide an environment where grievances are expressed without fear or victimization.
- To maintain a clear, well-defined and structured process of grievance redressal.
- To stipulate the roles and responsibilities of grievance redressal committee.
- To ensure a fair and speedy redressal of grievances.
- To provide a platform for students, faculty, and staff to express their grievances related to academics, administration, and infrastructure.
- To ensure a fair and transparent mechanism for resolving grievances promptly.
- To uphold the principles of natural justice and human rights while addressing complaints.
- To maintain a conducive and harmonious atmosphere within the college by promptly addressing concerns and issues.
- To enhance the overall satisfaction and well-being of the college community by addressing their grievances.

Grievance Redressal Mechanism:

The grievance redressal mechanism is governed by the Grievance Redressal Policy of Chakdaha College, Chakdaha, Nadia, West Bengal. It is formulated according to UGC Grievance Redressal Regulations, 2012. The mechanism entails:

- Information regarding the grievance redressal committee shall be given on the college website and college prospectus.
- In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee.

- The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.
- Grievances can be submitted online through institutional ERP or e-mailed to chakdahacollegeicc2018@gmail.com.
- The matter shall be taken for discussion by the committee in its scheduled meeting.
- If the matter requires urgent attention, the co-ordinator shall inform the chairman and convene a meeting of the committee within 2 days from the receipt of the grievance form.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
- The complainant should be informed of the decision of the committee / action taken.
- If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days.
- A special meeting may be convened in case the follow-up is required.
- The proceedings have to be recorded by the secretary of the committee.

Actions Taken Report: 2022-23

In order to address the issues during the 2022–23 session, the grievance redressal committee has taken a variety of initiatives.

- ❖ The boy's toilet was cleaned and the water supply is checked frequently to maintain hygienic conditions.
- ❖ A suitable timetable for the student's internal exams for every course was made for all the semesters in response to their complaint about not having enough room to give internal exams.
- ❖ All the HODs of the college have shown the evaluated answer-scripts of internal exam to the students on a particular day after giving a prior notice to the students regarding a fixed date of presenting evaluated answer-scripts of the internal exam.



**Principal
CHAKDAHA COLLEGE**



Grievance Redressal Committee

Annual Report

2021-22

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Actions Taken Report: 2021-22

- ❖ During the session 2021-22, in response to students' persistent requests for a Xerox centre within the campus, to make document printing easier for students, a new Xerox centre has been set up on the college campus.
- ❖ A canteen has been setup in the college for teaching and nonteaching staff only.
- ❖ Servicing of the napkin vending machine has been done.



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Grievance Redressal Committee

Annual Report

2020-21

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Actions Taken Report: 2020-21

No grievances were reported to the committee in the 2020–21 session because the college was closed due to COVID



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2019-20

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Actions Taken Report: 2019-20

The grievance redressal committee has taken a number of actions to address the grievances during the 2019-20 session.

- ❖ Students' canteen is setup in the college campus.
- ❖ The water supply in the washroom for boys and girls is checked frequently.
Regular cleanings of boy's toilet on college campus ensured hygienic conditions



A handwritten signature in blue ink, appearing to read 'Sumanthi'.

Principal
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Grievance Redressal Committee

Annual Report

2018-19

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Actions Taken Report: 2018-19

The grievance redressal committee has taken a number of actions to address the grievances during the 2018–19 session.

- ❖ To ensure easy access to drinking water, all of the water purifiers installed on college buildings are inspected and maintained frequently.
- ❖ New water filters are installed in the teacher's room, commerce building and college library.
- ❖ The water supply in the washroom for boys and girls is checked frequently.
- ❖ Regular cleanings of girl's toilet on college campus ensured hygienic conditions.
- ❖ The vending machine for napkins is inspected and maintained.



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