



# BHAIRAB GANGULY COLLEGE

Belgharia, Kolkata, West Bengal 700056



**THIRD CYCLE NAAC ACCREDITATION 2023**

## **CRITERION 5 : Student Support and Progression**

### **5.1. Student Support**

**5.1.4. *The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases***

# BHAIRAB GANGULY COLLEGE

Institution for Under Graduate and Post Graduate Studies  
(Government - Aided)

Reaccredited Grade 'A' by NAACBelgharia, Kolkata – 700056

Phone: 033-2564-3191,

Email: [principal.office@bhairabgangulycollege.ac.in](mailto:principal.office@bhairabgangulycollege.ac.in) & Website: [www.bhairabgangulycollege.ac.in](http://www.bhairabgangulycollege.ac.in)



## Document Index

### Metric No. 5.1.4

#### 1. Implementation of guidelines statutory/regulatory bodies

The institution always strictly follows the directives/guidelines issued by the UGC and other Statutory Bodies from time to time to maintain a congenial academic atmosphere in the institutions. Hence, following the guidelines of the University Grants Commission, a resolution (Item no. 9) for forming a Committee for the Redressal of Grievances of the Students was taken in the meeting of the Governing Body held on 28.11 2003. Later on, anti-ragging-Cell was also formed as per the directives of the UGC. To redress the specific gender-related grievances of the women employees and girl students of the College following Cells/ Units have been formed according to UGC directives: Cell for Gender Sensitisation and Prevention of Sexual Harassment in College [CGSPSH], 2007(Visahakha guidelines), Women's Studies Unit (WSU), in 2016 (UGC XIIth Plan) for gender-inclusive research in addition to awareness programmes and Internal Compliance Committee (ICC) since 2018(UGC directive). ICC also monitors the Code of Ethics of the College.

Besides, the institution also has another two Cells-1. SC / ST Cell and; 2. Cell for the Minority Communities. These two Cells have been formed to safeguard the interest of the representatives of the backward classes of the society associated with the college.

#### Supporting Documents:

a). Resolution of the Governing Body Meeting for forming Committee for Redressal of Grievances (attached below)

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## BHAIRAB GANGULY COLLEGE

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'A' Accredited Institute by NAAC

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E-mail : [principal.office@bhairabgangulycollege.ac.in](mailto:principal.office@bhairabgangulycollege.ac.in)

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Ref. No. ....

Date . ....

### Excerpt from the minutes of the Governing Body meeting

held on 28-11-2003


#### Item No.-9

The proposal of formation of Grievance and Redressal Sub-Committee as per guideline of NAAC is welcome. Representation will be included in the sub-committee from three sections of teaching, non-teaching and students after due consultation.

Sd/- D.L. Sarkar

President of the Governing Body

Attested

  
(Subhranil Som)

Principal

Principal  
BHAIRAB GANGULY COLLEGE  
Belgharia, Kolkata-56



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## b) Composition of the Committee

1. Principal      Chairperson
2. Convener
3. Teacher Member
4. Teacher Member
5. IQAC Coordinator
6. Non-Teaching Staff
7. Non-Teaching Staff
8. Non-Teaching Staff

## 2. Organization-wise awareness and undertakings on policies with Zero tolerance

To create awareness among the students about the aims and objectives of the committee, the college authority employs the following measures:

- a) The Principal and other members of the Grievance Redressal Committee explain it elaborately in the induction meeting of the newly admitted students of the Ist Semester of each stream.
- b) The Prospectus of the College published every year and distributed among the students during the time of admission contains information about the remedial measures of students' grievances of various nature along with the message of zero tolerance for ragging and sexual harassment.
- c) Posters and bill- boards are also used to create awareness in this regard.
- d) Institutions policy of Zero tolerance to ragging and harassment is clearly stated on the website of the College.
- d) Institution also organizes Panel discussions and seminars on gender questions at regular intervals

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## Some of the activities related to this issue are as follows:

Activities 1. On 07.02. 2017, SAPPHO (NGO) in collaboration with CGSPSH organized an interactive session entitled “Enough is Enough”. 2. On the occasion of International Women’s Day 2018, SPAN (NGO) held an interactive session on the “Role of Youth for a Gender-just Society”. 3. On 04.10.2018, a panel discussion on “Women’s Rights are Human Rights” was held. 4. From 04.10.2018 to 06.10.2018, 20 posters were displayed by students on gender equity. Page 63/76 17-03-2023 09:50:11 Self Study Report of BHAIRAB GANGULY COLLEGE 5. On 06.03.2020, a poster competition entitled “Breaking the Silence against Gender Violence” was held. 6. On 28.02.2020, seminar on “Gender in Contemporary Society” was organized. Students from the U.G. and P.G. sections presented papers. 7. On 8.3.2022, a poster competition on the theme “Covid-19 and the challenges faced by Women” was held followed by a talk by Dr. N.Pulugurtha. 8. On 22.03.21, a MOU was signed with SPAN (NGO). 9. On 25.05.22, a MOU was signed with CINI (NGO). 10. Special Lectures delivered on Women’s issues by members of WSU 11. Dissertations on Gender issues were taken up by departments of Geography and English. 12. Women’s Studies Unit is publishing a book entitled “Covid-19 and the challenges faced by Women”. 13. A research paper by WSU on “Impact of socio-economic condition on Girl students of our College” is in the pipeline. Provisions for the well-being of girl students.



**AWARENESS  
POSTERS(VISHAKHA  
GUIDELINES)**



**“HELP LINE NUMBERS”**  
Internal Compliance Committee  
Dr. Ushri Roy: 9830073800  
Anti Ragging Cell  
Smt. Sonali Sarkar, Assoc Prof : 9830456100  
Cell For Gender Sensitization And  
Prevention Of Sexual Harassment In College  
Smt. Sonali Sarkar, Assoc Prof : 9830456100

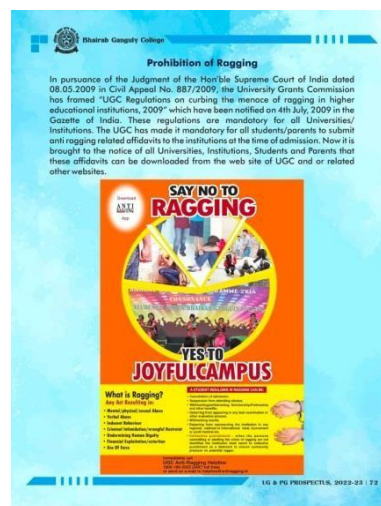
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### 3. Mechanism for submission of online/ offline students' grievances

The College provides both offline and online facilities to register the students their grievances.

- Several complaint boxes have been installed in the corridors of each floor where students can submit their complaints in writing.
- Students can register their grievances in through the college email available on the website.
- During the Covid-19 period online meetings were conducted to redress grievances of the students. **(Meeting links attached).**

A meeting of the Grievance & Redressal Cell was held on 5/5/2021 from 6:00 P.M.

Through Google Meet link : <https://meet.google.com/rur-bcmr-tpj>

#### **Members Present:**

Prof. (Dr.) Subhranil Som  
Dr. Probir Karar

Dr. Sahana Chakraborty  
Dr. Dhananjay Halder

Sk. Makhleswar Rahaman

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<p>complained that Political Science (general course) classes haven't started yet!</p>		<p>Immediately</p>
<p>6. A 6<sup>th</sup> sem. student complained that B.Com (General ) classes were not taken up as of now.</p>	<p>5.Upon enquiry it was found that the WhatsAap group created for the purpose of online classes may have unknowingly excluded some students. So the class routine didn't reach some students.</p>	
<p>7.Sem2 B.Com students complained that a particular teacher usually shortened his classes to 15-20min.!</p>	<p>6.Upon enquiry it was found that the Commerce Department was not able to ready their class-routine in time. Number of their teachers were assigned polling duties in the W.B. Bidhan- Sabha elections and some were Covid-affected upon return. The routine will be finalised and enforced with immediate action, they said.</p>	<p>2 days</p>
<p>8. Sem2 B.Com students mentioned that they often had queries on syllabus, mode of exams. and some official issues as well since everything was going on-line. They complained of the impatience expressed by the dept. in charge when contacted over phone.</p>	<p>7. The Principal assured them that he will discuss this issue with the concerned teacher.</p>	
<p>9. Sem2 B.Com students complained of irregularity in their English (MIL) classes. They wanted more classes through Google platform.</p>	<p>8. The house realised that the number of students in this stream were many and there might have been some communication lapse. The Dept. in charge was informed of the problem by the Principal. It was suggested that she gives students a fixed time during the day to contact her over phone and resolve their problems, to which she agreed.</p>	<p>Immediately</p>
<p>10. Sem2 student asked for further reduction of fees considering pandemic situation.</p>	<p>9. The dept. in charged was informed on this by the Principal.</p>	<p>Immediately</p>
	<p>Already 33percent reduction has been done.</p>	<p>Further reduction will be considered.Then adjustments to</p>

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Grievances	Redressals	Time taken
1. A 4 <sup>th</sup> sem. student from Dept. of Bengali complained of the irregularity of classes in Journalism.  2.Sem2 B.Com general students complained of English (MIL) classes being not held regularly	1. The issue was redressed by the Principal after discussion with the Dept. in- charge of the department. He informed the house that the class- routine will be served to all students via WhatsApp and classes will run regularly in accordance.  2. The in-charge of English Dept. was contacted by the Principal and he explained the problem of accommodating over 100 students in google meet platform. Principal said google suit will be purchased immediately to address the issue.  3. The Principal informed the house of the agony the faculty of Hindi was going through owing to multiple deaths and casualties in her family related to Covid-19 pandemic. He said classes will resume soon.	Next day
3. Sem2 student B.Com course complained of not receiving the class time table for Hindi.	4.The concerned teacher was immediately informed by the Principal and he said he will change his mode of teaching to a more interactive one.	Two days
4. Sem2 Student from Dept. of Zoology said though a particular teacher from the Dept. of Chemistry, posted teaching materials, u-tube videos etc. regularly, but they wanted more class-teaching via Google meet.		Immediately
5.2 <sup>nd</sup> sem and sem4 Bengali (Hons.)		



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		be done with sem4,6 fees.
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d) The Principal being very approachable and prompt in action, students can meet him directly or submit their grievances to his office directly. Complaints given to the Principal directly are sometimes forwarded to the cell for necessary action.

d) Students can also register their grievances through the in – charge of the concerned departments.

#### 4. Timely Redressal of Grievances through appropriate committees

The institution has transparent mechanism for the timely redressal of students' grievances. The Committee formed for this purpose holds meetings periodically and redressal is done through proper channels. Grievances of general nature are redressed immediately. IQAC holds meetings with the class representatives, records their grievances, and takes steps for redressal. Regarding the grievances where monetary issue or approval of the Governing Body of the college is required, the committee submits its report to the Principal for redressal.

#### Documents regarding mechanism for grievance redressal

- 1). Minutes of the Meeting of the Disciplinary & Grievance Cell Link 2..  
Link of the online meetings (Conducted during the pandemic period)  
of College Grievance Redressal Committee (CGRC) in Website:  
<https://bhairabgangulycollege.ac.in/grievance-redressal-cell/>



## **Anti-ragging Cell**

This is a ragging-free campus. There's a Disciplinary Committee that looks into issues related to discipline. Every student is advised and guided to follow the basic rules and regulations of the college which are declared in the prospectus also. It is to be noted that during the last ten years, there was no incident of ragging in the Bhairab Ganguly College.

The following instructions have been displayed both digitally and on billboards.

- Loitering in the corridor is strictly forbidden;
- Talking or whispering in the classroom is forbidden specially when the lecture is being delivered;
- Perfect silence is to be maintained in the library reading room;
- Slogan shouting...

The Principal is very approachable and prompt in action, and the students and staff members feel free to discuss/submit their grievances to the head of the institution directly.

IQAC holds meetings with the class representatives, records their grievances, and takes steps for redressal.

## **Gender Sensitization and Prevention of Sexual Harassment**

Institutional provisions for resolving issues pertaining to sexual harassment. In pursuance of the guidelines from UGC, a Cell for Gender sensitization and Prevention of Sexual Harassment in the college [CGSPSH] has been formed in 2007. Since inception the Cell is actively functioning. A constitution has been framed following the "VISHAKHA" guideline of the Supreme Court. The cell functions by strictly following the constitution.

The composition is as follows:

- (i) One senior lady faculty as chair person
- (ii) three lady professors (of Associate and Assistant level)
- (iii) one male professor
- (iv) two members of non-teaching staff
- (v) two student members (male and female)
- (vi) Three outside members (from C.U., J.U. and WBSU) who have expertise in the field and are connected to NGOs and Women study centres and working on issues related to Gender sensitization.

Regular awareness programmes through seminars and workshops are organized. Relevant posters are put up at various positions to create awareness on the issue.

➤ Link of College Grievance Redressal Committee (CGRC) in

Website: <https://bhairabgangulycollege.ac.in/grievance-redressal-cell/>

➤ Link of Anti-Ragging Committee in

Website: <https://bhairabgangulycollege.ac.in/anti-ragging-cell/>

➤ Link of Gender Sensitization Cell

Website: <https://bhairabgangulycollege.ac.in/gender-sensitization-cell/>

# BHAIRAB GANGULY COLLEGE

Belgharia, Kolkata - 700056

## NOTICE


Notice No.:-1374/A


Date:-15-12-2017

A meeting of the Students' Grievance and Redressal Cell will be held on 19<sup>th</sup> December, 2017 in the Room No. - 212 at 2:00 p.m. All members are requested to be present in this meeting.


### Members of this committee:

- |    |                         |    |                         |
|----|-------------------------|----|-------------------------|
| 1  | Prof. Manabesh Majumdar | 2  | Prof. Manidipa Banerjee |
| 3  | Dr. Bani Bhattacharyya  | 4  | Dr. Tuktuk Sur          |
| 5  | Dr. Gopal Ch. Giri      | 6  | Dr. Dhananjoy Halder    |
| 7  | Sri Kalyan Banerjee     | 8  | Sri Swapan Sarkar       |
| 9  | Sri Sukhdev Pradhan     | 10 | Sri S. P. Bhattacharyya |
| 11 | Sri Manik Sarkar        |    |                         |

  
(Dr. Sanjit Kr. Das)  
Vice-Principal









  
Signed by Principal, Bhairab Ganguly College  
(Sk. M Rahaman)  
Convener, Students' Grievance and Redressal Cell

Signed by: Dr. Subhranil Som  
Date: Tuesday, 19 December 2017 7:36 PM  
Location: Kolkata



Meeting of Students' Grievance and Redressal Cell held in Room No 212 on 19.12.2017 at 2.00 pm

Members

1. Prof. Manabesh Majumder 
2. Prof. Manidipa Banerjee 
3. Dr. Bani Bhattacharyya 
4. Dr. Tuktuk Sur 
5. Sk. M Rahaman (Convener) 
6. Dr. Gopal Chandra Giri 
7. Dr. Dhananjoy Halder 
8. Sri Kalyan Banerjee
9. Sri Swapan Sarkar
10. Sri Manik sarkar
11. Sri S. P. Bhattacharyya 

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, M 2023 7:36 PM  
Location: Kolkata





Sl. No.	Grievances	Redressal	Time Taken
1	The students complained about a price hike in some food items served in the college canteen	The matter was resolved in a meeting of student representatives with the college canteen committee	Immediately
2	The students complained about the nonavailability of various food items	One new Canteen has been added with various food items as per students' choice	2 Days
3.	Requirement of a spare room during filling up the form of admission	It was resolved in the meeting that Room no. N-1 is to be allotted for the convenience of the students during the time of filling up forms.	Immediately
4.	The students complained about the very untidy sink and space of the college canteen	House-keeping staff to be instructed to clean the sinks and Canteen immediately.	Immediately
5.	Requirement of Table Tennis board repairing	Students were assured that it would be repaired soon	2-3 days

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranjit Som

Date: Tuesday, March 20, 2023 7:36 PM

Location: Kolkata



## BHAIRAB GANGULY COLLEGE

Belgharia, Kolkata - 700056

### NOTICE

Notice No.:-1666/A

Date:-18-09-2018

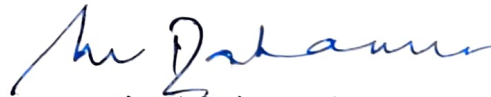
A meeting of the Students' Grievance and Redressal Cell will be held on 25<sup>th</sup> September, 2018 in the Principal' Chamber at 12:00 noon. All members are requested to be present in this meeting.

### Members of this committee:

- |    |                         |    |                         |
|----|-------------------------|----|-------------------------|
| 1  | Prof. Manabesh Majumdar | 2  | Prof. Manidipa Banerjee |
| 3  | Dr. Bani Bhattacharyya  | 4  | Dr. Tuktuk Sur          |
| 5  | Dr. Gopal Ch. Giri      | 6  | Dr. Dhananjoy Halder    |
| 7  | Sri Kalyan Banerjee     | 8  | Sri Swapan Sarkar       |
| 9  | Sri Sukhdev Pradhan     | 10 | Sri S. P. Bhattacharyya |
| 11 | Sri Manik Sarkar        |    |                         |



(Dr. Sanjit Kr. Das)  
Vice-Principal



(Sk. M Rahaman)  
Convener, Students' Grievance and Redressal Cell

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, M 2023 7:36 PM  
Location: Kolkata



Meeting of Students' Grievance and Redressal Cell held in Principal Camber on 25.09.20  
at 12.00 noon

### Members

1. Prof. Manabesh Majumder *M. Majumder*
2. Prof. Manidipa Banerjee *Manidipa Banerjee*
3. Dr. Bani Bhattacharyya *Bani Bhattacharyya*
4. Dr. Tuktuk Sur *Tuktuk Sur*
5. Sk. M Rahaman (Convener) *M. Rahaman*
6. Dr. Gopal Chandra Giri *G. Chandra Giri*
7. Dr. Dhananjoy Halder *D. Halder*
8. Sri Kalyan Banerjee
9. Sri Swapan Sarkar
10. Sri Manik sarkar *Manik Sarkar*
11. Sri S. P. Bhattacharyya

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, M 2023 7:36 PM  
Location: Kolkata



Sl. No.	Grievances	Redressal	Time Taken
1	B.Com (Hons) students complained that they sometimes faced language problems	The department head resolve the matter by asking the teacher to explain the topic Bengali	Immediately
R	Requirement of water purifier in the canteen and union room and other places in the college	Vice-Principal assured that Water purifiers both in Canteen, and Union room be installed on an emergency basis.	A week
3.	Requirement of classes after the internal assessment of English	Departmental Head was asked to look into the matter.	Immediately
4.	The students complained regarding the untidy door of Girls' common room	The attendant of the Girl's common room is to be asked to clean the door and toilet properly.	Immediately

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som

Date: Tuesday, M 2023 7:36 PM

Location: Kolkata





# BHAIRAB GANGULY COLLEGE

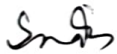
Belgharia, Kolkata – 700056

## NOTICE

Notice No. 1868

Date: 04-06-2019

The Grievance and Redressal Cell has convened a meeting with the class-representatives and office bearers of the Students' Unions on the 11<sup>th</sup> of June (Tuesday) from 12 noon. The meeting is scheduled in Room No. 212. All the teacher members of the Grievance & Redressal Cell are requested to attend the meeting.



(Dr. S.K. Das)  
Vice-Principal



(Dr. S. Chakraborty)

Convener, Grievance & Redressal Cell

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som

Date: Tuesday, 4 June 2023 7:36 PM

Location: Kolkata



## Minutes of the meeting of the Grievance & Redressal Cell held on 11/06/2019

Venue: Room no. 212

Teacher members present:

Dr. Sahana Chakraborty (Convener) *Chakraborty*  
Dr. Probir Karar *Probir Karar*  
Dr. D. Halder *Halder*, T. C. Secretary *Dewan*  
Dr. Shymali Dewan

No. of students present: 39

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som

Date: Tuesday, M 2023 7:36 PM

Location: Kolkata



The meeting was presided over by Vice Principal, Dr. S.K. Das

Grievances from Students	Redressal	Time taken for Redressal
1. Dept. of Journalism: Notes were dictated in classes. Students wanted teachers to deliver lectures and explain the topics in detail	The Dept. in Charge was contacted and he said he will resolve the matter in a departmental meeting with all teachers.	A week
2. Improvement of college playground	The Chairperson assured the students that necessary steps will be taken immediately to improve the condition of the playground.	Two months
3. Electric lights and fans in some classrooms were non-functional.	Repair/ replacement was undertaken.	2-3 days
4. Some students from Maths (Hons.) complained of some overpayment of the course fee in SEMESTER IV	The office was informed of this.	Not completely redressed. It will be adjusted with the final year course fee.
5. TV and fan of college students union rooms require	It was resolved to present the matter before the Finance sub-committee of the college.	A week
6. Private tuition by college teacher	The chairperson categorically stated that teachers have been already communicated not to involve in private tuition. However, if any complaints come in this regard further immediate statutory steps will be taken.	Immediately
7. Maintenance of medicinal garden	The Gardener was asked to clean the medicinal garden on a regular basis.	3 Days

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, 14/08/2023 7:36 PM  
Location: Kolkata



# BHAIKAB GANGULY COLLEGE



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'A' Accredited Institute by NAAC  
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Phone: (033) 2553 2280/(033) 2564 3191  
E-mail: bhairab1968@gmail.com  
Website: www.bhairabgangulycollege.ac.in

Notice No.

Date: 01.05.2021

This is to notify that a meeting of the Students' Grievance and Redressal Cell will be held through online on 05.05.2021 from 6.00 pm. All members are requested to be present in this meeting.

Meeting Link: <https://meet.google.com/rur-bemr-tpj>

## Members

- i) Sk. Makhleswar Rahaman
- ii) Dr. Sahana Chakraborty, Convener
- iii) Dr. Dhananjoy Halder
- iv) Dr. Probir Karar.
- v) Sri Swapan sarkar
- vi) Sri Manik sarkar
- vii) Sri Sukhdev Pradhan

Sd/- S. Som  
Principal

Sd/- Dr. S. Chakraborty  
Convener  
Grievance and Redressal Cell

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, May 4, 2023 7:36 PM  
Location: Kolkata





A meeting of the Grievance & Redressal Cell has been held on 5/5/2021 from 6:00 P.M.  
Through Google Meet link : <https://meet.google.com/rur-bcmr-tpj>

**Members Present:**

Prof. (Dr.) Subhranil Som  
Dr. Probir Karar

Dr. Sahana Chakraborty  
Dr. Dhananjoy Halder

Sk. Makhleswar Rahaman

Grievances	Redressals	Time taken
1. A 4 <sup>th</sup> Semester student from Dept. of Bengali complained of the irregularity of classes in Journalism.	1. The issue was redressed by the Principal after a discussion with the Dept. in-charge of department. He informed the house that the class-routine will be served to all students via WhatsApp and classes will run regularly in accordance.	Next day
2. Semester II B.Com general students complained of English (MIL) classes being not held regularly	2. The in-charge of the English Dept. was contacted by the Principal and he explained the problem of accommodating over 100 students in the google meet platform. Principal said google suit will be purchased immediately to address the issue.	Next day
3. Semester II student B.Com course complained of not receiving the class timetable for Hindi.	3. The Principal informed the house of the agony the faculty of Hindi was going through owing to multiple deaths and casualties in her family related to Covid-19 pandemic. He said classes will resume soon.	Two days
4. Semester II Student from Dept. of Zoology said though a particular teacher from the Dept. of Chemistry, posted teaching materials, u-tube videos etc. regularly, but they wanted more class-teaching via Google meet.	4. The concerned teacher was immediately informed by the Principal and he said he will change his mode of teaching to a more interactive one.	Immediately
5. 2 <sup>nd</sup> semester and 4 <sup>th</sup> semester Bengali (Hons.) complained that Political Science (general course) classes haven't started yet	5. Upon enquiry it was found that the WhatsApp group created for the purpose of online classes may have unknowingly excluded some students. So the class routine didn't reach some students.	Two days
6. A 6 <sup>th</sup> semester student complained that B.Com (General) classes were not taken up as of now.	6. Upon enquiry it was found that the Commerce Department was not able to ready their class-routine in time. Number of their teachers were assigned polling duties in the W.B. Bidhan- Sabha elections and some were Covid-affected upon return. The routine will be finalised and enforced with immediate action, they said.	Immediately
7. Semester II B.Com students complained that a particular teacher usually shortened his classes to 15-20min.	7. The Principal assured them that he will discuss this issue with the concerned teacher.	Immediately


Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som

Date: Tuesday, May 4, 2023 7:36 PM

Location: Kolkata



Grievances	Redressals	Time taken
<p>8. Semester II B.Com students mentioned that they often had queries on syllabus, mode of exams. and some official issues as well since everything was going on-line. They complained of the impatience expressed by the dept. in charge when contacted over phone.</p>	<p>8. The house realised that the number of students in this stream were many and there might have been some communication lapse. The Dept. in charge was informed of the problem by the Principal. It was suggested that she gives students a fixed time during the day to contact her over phone and resolve their problems, to which she agreed.</p>	<p>Next day</p>
<p>9. Semester II B.Com students complained of irregularity in their English (MIL) classes. They wanted more classes through Google platform.</p>	<p>9. The dept. in charged was informed on this by the Principal.</p> <p>Signed by Principal, Bhairab Ganguly College</p> <p>Signer: Dr. Subhranil Som  Date: Tuesday, M... 2023 7:36 PM  Location: Kolkata</p> 	<p>Next day</p>

# BHAIRAB GANGULY COLLEGE

Belgharia, Kolkata – 700056

## NOTICE

Notice No.2380


Date: 13-08-2022

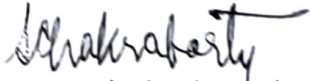
All students from Semester –III (Hons.) and Semester- V (Hons.) are asked to attend the meeting of the Grievance & Redressal Cell to be held on 18<sup>th</sup> of August, 2022,.

Venue : Room No. 212

Time : 2:00 p.m. to 3:00 p.m.

In-charges of all departments are requested to circulate this notice amongst their students.

  
(S. Som)  
Principal

  
(Dr. S. Chakraborty)  
Convener, On behalf of the  
members of the Cell

### Members:

- |   |                              |   |                                   |
|---|------------------------------|---|-----------------------------------|
| 1 | Sk. Makhleswar Rahaman       | 2 | Dr. Sahana Chakraborty (Convener) |
| 3 | Dr. Dhananjoy Halder         | 4 | Dr. Shyamali Dewan                |
| 5 | Dr. Tarasankar Maiti         | 6 | Sri Biswanath Dey                 |
| 7 | Sri Pradip Majumder          | 8 | Sri Dipak Ram                     |
| 9 | Students' Representative - 5 |   |                                   |

CC : i) Notice Book of Teachers' Room  
ii) Notice Book of Principal's Office  
iii) Notice Book of College Office

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som  
Date: Tuesday, 13/08/2023 7:36 PM  
Location: Kolkata



## Minutes of the meeting of the Grievance & Redressal Cell held on 18/8/2022

Venue: Room no. 212

Teacher members present:

Sk. M. Rahaman



Dr. Sahana Chakraborty (Convener)



Dr. D. Halder



Dr. Tarasankar Maiti



NTS members present:

Dipak Ram



Pradip Majumdar



NTS member absent: Biswanath Dey

No. of students present: 110 [from SEMESTER III and V]

**The meeting was presided over by our honourable Principal, Prof. (Dr.) S.Som**

Signed by Principal, Bhairab Ganguly College

Signer: Dr. Subhranil Som

Date: Tuesday, 19/08/2023 7:36 PM

Location: Kolkata





### Redressal of Grievances of SEM III

Nos.	Grievances	Redressals	Time Taken
1.	Students from Political Science Department complained that they were not informed by a teacher in case of leaves taken by her, though the usual practice is to inform the students via WhatsApp/Telegram group.	1. The Convener discussed the matter with the concerned teacher and she agreed to inform the students ahead (via Whatsapp) in case of any leave and adjust the extra classes with them. The convener noted that this happened on a single occasion only.	Immediately
2.	Requirement of a white board in the Electronics Department	2. White board will be purchased and installed soon.	2 to 3 days
3.	Some students from Political Science Department complained that they sometimes could not follow the lecture delivered by a teacher since it was thoroughly given in English and they studied in vernacular medium.	3. The house unanimously said that the Honours course students should make an effort to follow lectures in English. The convener further met the concerned teacher and she noted the issue and agreed to explain in Bengali as far as practicable.	Immediately
4.	Requirement of books for competitive examinations in the library.	4. The house explained that within limited resources our first priority was to keep good subject-based reference books in the library. But the request will be considered in the future.	A week

### Redressal of Grievances of SEM V

Nos.	Grievances	Redressals	Time Taken
1.	One of the students of Semester V complained that 50/- was charged for wi-fi service, but presently no wi-fi facility is available.	1. Principal, Prof. S. Som clarified that 50/- was charged for wi-fi maintenance. Free wi-fi service will be resumed soon.	A week
2.	One of the students of Semester V of Electronics Department mentioned the need for addition of 3 more computers. He said that the existing computers couldn't be further upgraded. He said the dept. needed microcontroller as well.	2. Principal mentioned that a large amount was already sanctioned for the department to Purchase of equipment recently, so the dept. can purchase according to needs.	Immediately
3.	Requirement of a separate room for Physical education general course .	3. Right now since there's a scarcity of rooms, no room could be exclusively allotted to them. Their classes will be held following the rooms allotted by the routine committee.	Immediately
4.	A student complained that electricity charges were taken with their fees during online classes.	4. College office was always functional during pandemic period when classes were held through online mode following Govt. order. An overall reduction of admission fees up to 50% was done during the lockdown period when classes were strictly in online mode.	Immediately
5.	The Student from the Commerce department asked for an introduction of the management course.	5. The Principal said that this course will not be introduced right now due to the unavailability of faculty members in the department of commerce.	Immediately

Signed by Principal, Bhairab Ganguly College  
 Signer: Dr. Subhrani Som  
 Date: Tuesday, M  
 Location: Kolkata  
 2023-7-36 PM

# BHAIRAB GANGULY COLLEGE

Institution for Under Graduate and Post Graduate Studies

(Government - Aided)

Reaccredited Grade 'A' by NAACBelgharia, Kolkata – 700056

Phone: 033-2564-3191,

Email: [principal.office@bhairabgangulycollege.ac.in](mailto:principal.office@bhairabgangulycollege.ac.in) & Website: [www.bhairabgangulycollege.ac.in](http://www.bhairabgangulycollege.ac.in)



## Minutes of the meeting of the Grievance & Redressal Cell held on 18/9/2022

Venue: room no. 212

Teacher members present: Sk. M. Rahaman, Dr.Sahana Chakraborty (convener), Dr. D. Halder

Teacher member absent: Dr. T.S. Maity

NTS members present: D.Ram, Pradip Majumdar, NTS member absent: B.Dey

No. of students present: 110 [from Sem5(core) and sem3(core)]

The meeting was presided over by our honourable Principal, Prof. (Dr.) S.Shom

### SEMESTER 5

Nos.	Grievances	Redressals
1.	A sem5 student mentioned that 50/- was charged for wi-fi service, but presently no wi-fi facility is available.	Principal, Prof. Shome clarified that 50/- was charged for wi-fi maintenance. <b>Free wi-fi service</b> will be resumed soon.
2.	A sem5 student from Electronics dept. mentioned the need for addition of 3 more computers. He said the existing computers couldn't be further upgraded. He said the dept. needed microcontroller as well.	2. Principal mentioned that a large amount was already sanctioned to the dept. recently to equip the dept. according to needs.
3.	Students from Physical education general course asked for the allotment of a separate room for them.	3. Right now since there's a scarcity of rooms, no room could be exclusively allotted to them. Their classes will be held following the rooms allotted by the routine committee.
4.	Student from physical education mentioned the need of few more equipments. They mentioned some modifications to the existing facilities for volley ball and basket-ball games.	4. No such requisition for equipments has been submitted by the Department as of now. Principal assured them of improving the existing facilities for the basket-ball game in particular after consulting with the dept. in charge.
5.	A student mentioned that electricity charges were taken with their fees during online classes.	5. Principal Sir clarified saying College office etc. was always functional even though their classes were held in online mode following govt. orders and that <b>an overall reduction of fees upto 50%</b> was done during lock down period, when classes were strictly in online mode.
6.	A sem5 student from Commerce department asked for the introduction of management course.	6. The Principal said that we have it mind but wasn't possible right now due to unavailability of teachers for the said course.

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## SEMESTER 3

Nos.	Grievances	Redressals
1.	Students from Political Sc. Department complained that they were uninformed by a teacher in case of leaves taken by her, though the usual practice is to inform the students via WA.	1. The Convener discussed the matter with concerned teacher and she agreed to inform the students ahead (via WA) in case of any leave and adjust the extra classes with them. The convener noted that this happened on a single occasion only.
2.	Electronics dept. needed a white board.	2. White board will be added soon.
3.	Some students from Political Sc. Dept. said they sometimes could not follow the lecture delivered by a teacher since it was thoroughly given in English and they studied in vernacular medium.	3. The house unanimously said that the honours course students should make an effort to follow lectures in English. The convener further met the concerned teacher and she noted the issue and agreed to explain in Bengali as far as practicable.
4.	Students requested if books for competitive examinations could be included in the library.	4. The house explained that within limited resources our first priority was to keep good subject based reference books in the library. But the request will be considered in future.

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## BHAIRAB GANGULY COLLEGE

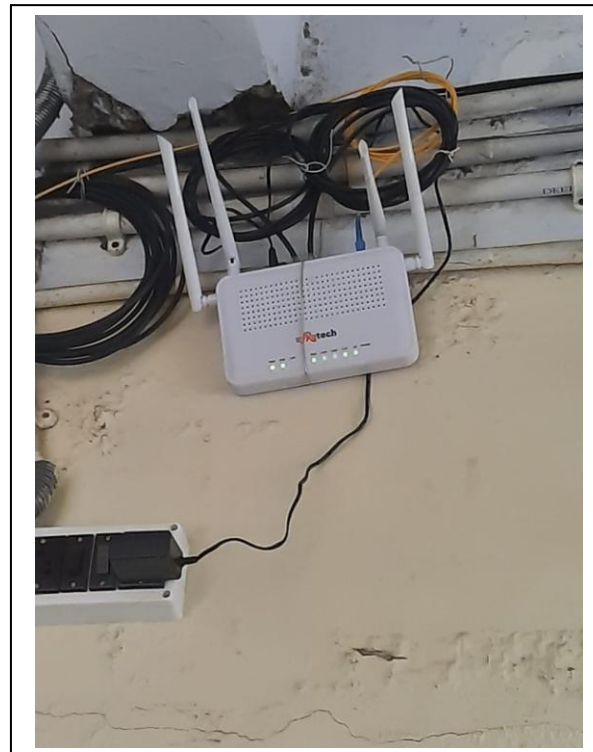
Belgharia, Kolkata – 700056

### NOTICE

Date: 08.03.2021

This is to notify to all the students that free wifi facility is available in the College campus. Students may use the same for their academic purpose.

  
(S. Som)  
Principal





# BHAIRAB GANGULY COLLEGE

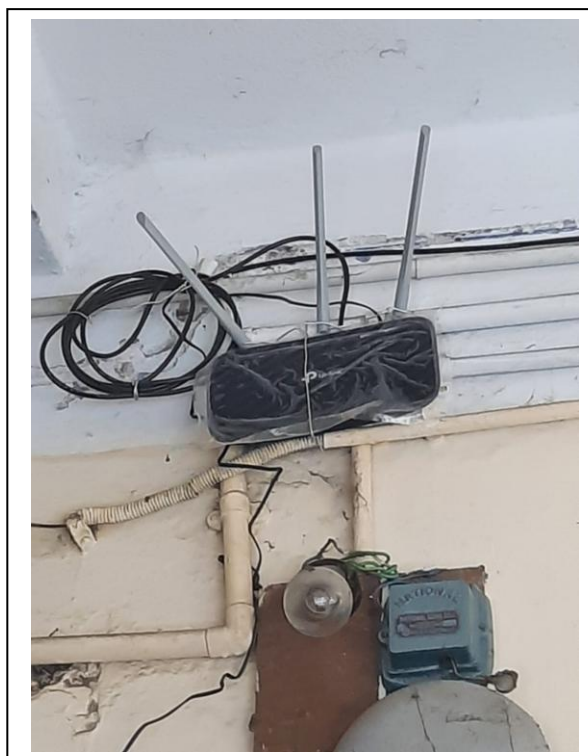
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Wi-Fi router was re-installed on First floor in front of Physical Education Department, Chemistry Department, on Third floor in front of Zoology Department and in front of Alapan-Auditorium to redress the complaints raised by students in the meeting held on 18. 09. 2022.

## Minutes of the meeting held on 19. 12. 2017

On 19. 12 2017 a meeting was held to discuss the grievances raised by the students. Regarding price hikes of some food items served in the canteen, the vice Principal took initiative to solve it immediately. To solve the problem of non-availability of food in the canteen, the vice principal assured the students that a new canteen would be opened shortly. Later on, within two weeks the problem was resolved. Other problems raised by the students were also redressed.

Sd/- Vice- Principal

## Minutes of the meeting held on 18.9. 2018.

As per the demands of the students to install water purifier in the canteen and students union room, Vice principal assured to resolve the issue within a week. Problems of the students of B.Com (Hons) students



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was handled by the in -charge of the concerned department according to the instruction of the Chair.

Sd/- Vice- Principal

## Documents regarding mechanism for redressal of grievances

Generally grievances of the students are redressed through discussion with the students by the concerned committee. However, in certain cases, grievances of the students are resolved under the direct intervention of the Principal. For instance, when the students complaints about irregular service of wifi, the Principal instantly interfered about the matter and wifi was reinstalled within few days.