



RAIGANJ SURENDRANATH MAHAVIDYALAYA

Sudarshanpur, Raiganj, Uttar Dinajpur

(Affiliated to University of Gour Banga, Malda)

Recognized by UGC U/S 2f & 12(B)

NAAC accredited College with "B"+ Grade (December`2016)

Annual Reports of Grievance Redressal Cell (2018-19 to 2022-23)

Report of Academic Year 2018-2019:

The Grievance Redressal Cell was formed with the goal of resolving grievances from students and staffs of our college. Unfortunately, this year no actual grievance was received to act upon. Perhaps, the cell somehow lacked in making the campus community well aware about the importance of the cell.

However, as per the discussion & resolution of this cell in its meeting held 08/01/2019, members remained active throughout the year encouraging the campus stakeholders, especially students, to come forward and register their grievances freely and frankly. Conveners kept a constant touch with the members and TIC of the college in relation to proper functioning and activities of the cell.

Report of Academic Year 2019-2020:

The objective of this cell is to enquire & analyze the nature & pattern of the grievances in a free & fair manner, keeping confidentiality wherever necessary. For this purpose, a grievance/suggestion drop-box was installed in the library where students could drop their written complaints or suggestions. This year two grievances were received from the students and one from teaching staffs. The grievances received from students were related to renovation of students' common rooms and installation of lights & fans in class rooms. Whereas the sole grievance received from teaching staffs were related to setting up of digital infrastructure & computer facilities in the college.

These were addressed categorically by the cell and appropriate measures were taken by the administration. Students' common rooms were renovated with essential amenities, many of the old bulbs were replaced with CFL/LED bulbs, a few more bulbs & fans were installed, etc. A self-sufficient Computer Centre like facility was developed in the library having LAN connection & other necessary software installed in the machines.

The civil construction-oriented works were performed by the PWD Social Sector, and the electrical works were performed by the PWD Electrical Division under **RUSA 2.0** funds.

Report of Academic Year 2020-2021:

The GRC strives to foster a culture of responsibility and open communication within the campus community, prompting a positive learning environment. However, this year presented a unique challenge to the administration due to outbreak of the global COVID-19 pandemic. As daily routine was disrupted by various restriction & lockdowns, navigating both personal & professional obligations became a herculean task. Under such unforeseen & adverse circumstances, the entire grievance redressal mechanism was severely hampered. However, faculty members were always in touch with the students and helped them as much as possible in their own personal capacity to ease out the crisis.



Principal
Raiganj Surendranath Mahavidyalaya
Raiganj, U/D





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Report of Academic Year 2021-2022:


Following the lockdown due to COVID-19, the college reopened its doors for in-person teaching & learning. As we navigate the 'new normal' of social distancing, both faculty & staff were adapting to resuming regular duties while maintaining a supportive attitude. This cell as well as the college strived to restore normalcy to academic & administrative operations while adhering to social distancing protocols.

This year GRC received a solo grievance from the students raising issues regarding Hygiene & Functionality related issues of Students' Toilets. On account of an extended lockdown, conditions of students' toilets became very unhygienic. Urinals & mirrors were broken, commodes were unclean, exhaust fans were not functioning etc. These concerns were promptly communicated to the competent authorities and acted on an urgent basis. These works were also completed under **RUSA 2.0** funds.

Report of Academic Year 2022-2023:

Although the GRC acts as a voice for students, it also provides space to the teaching & non-teaching staffs of the college to express their concerns freely. This year GRC received multiple grievances from teaching staffs in relation to the functionality of teachers' common room. The room was found to dusty, dirty with broken chairs. The lavatory was also un-useable. The concern was addressed promptly, and the room was well furnished with necessary amenities. The lavatory was also renovated and made functional.

All the grievances described above were addressed with utmost care & sincerity.


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Appraisal & Approval of the Annual Reports of Grievance Redressal Cell (2018-19 to 2022-23)



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(NAAC Accredited B+, December 2016)

20th Meeting with Administrator of Raiganj Surendranath Mahavidyalaya
Place: Principal's Chamber, RAIGANJ Date: 14-08-2024 Time: 3.30 PM

Ref. No. ADM/RSM/Principal (CR)/20th Meeting Date: 22-07-2024 to 08-08-2024
The 20th meeting with Hon'ble Administrator of Raiganj Surendranath Mahavidyalaya was held on 14-08-2024 at Principal's Chamber, RAIGANJ

Members present:
Sri Kingshuk Maity, WBCS (Exe.), Sub-Divisional Officer, Raiganj
Dr. Chandan Roy, Principal, Raiganj Surendranath Mahavidyalaya

Minutes of the meeting:

Item No. 1: To read and confirm the proceedings of the last meeting held on 22nd July, 2024.
Resolution: The matter was approved.

Item No.2: To consider approval of duty leave for participating in Faculty Development Programmes of Smt Chandana Saha Dr. Abhinandan Das, Dr. Nilima Moktan and Dr. Abdus Sabur
Principal reported Hon'ble Administrator that four teachers of Raiganj Surendranath Mahavidyalaya have participated in following online FDPs connected with their respective Career Advancements:

Name of Faculty	Name of FDP (Online)	Organiser	Duration of FDP
Smt. Chandana Saha Assistant Professor in History	UGC Sponsored RC in History	JNU	31-08-2023 to 14-09-2023
Dr. Abhinandan Das Assistant Professor in History	1. UGC-RC in Global Studies in Post Pandemic World 2. NEP 2020 Orientation & Sensitization Programme	1. Burdwan University 2. UGC-MM-TTP, Benarus Hindu University	1. 1-03-2024 to 14-03-2024 2. 19-02-2024 to 28-02-2024
Dr. Nilima Moktan Assistant Professor in Education	UGC-RC in Teacher Education	MMTTC, Jamia Millia Islamia, New Delhi	2-1-2024 to 15-01-2024
Dr. Abdus Sabur Assistant Professor in Botany	UGC-RC on Environmental Studies	Aligarh Muslim University	16-8-2023 to 29-08-2023

Resolution: The matter was approved.

(Dr. Chandan Roy)
Principal
Raiganj Surendranath Mahavidyalaya
Raiganj, U/D



(Sri Kingshuk Maity)
Administrator
Raiganj Surendranath Mahavidyalaya
ADMINISTRATOR
Raiganj, U/D

Item No. 12: To appraise and approve report of Grievance Redressal Cell from 2018-19 to 2022-23

Principal placed the following report of Grievance Redressal Cell for last five years, (i.e., from 2018-19 to 2022-23) in front of Hon'ble Administrator for appraisal and approval:

Academic Year	Grievance	Date of Grievance Submission	Date of Notice of Meeting	Date of Meeting	Remarks
2018-19	No Grievance Reported	NA	02/01/2019	08/01/2019	--
2019-20	1. "Renovation of common rooms for both girls and boys" --- from students 2. "Installations of lights and fans in class rooms, as well as common rooms" --- from students 3. "Requirement of setting up of proper computer facilities in the college" --- from teachers	20/08/2019 19/09/2019 03/01/2020	18/11/2019	25/11/2019 13/01/2020	IQAC placed the matter to the PMU RUSA 2.0 and the matters were resolved in 2021
2020-21	No Grievance Reported due to COVID-19	NA	NA	NA	--
2021-22	"Grievance in respect of Hygiene & Functionality related issues of Students' Toilets" --- from students	05/07/2021	15/07/2021	22/07/2021	IQAC placed the matter to the PMU RUSA 2.0 and the matter was resolved in 2022
2022-23	"Grievance in relation to Functionality of Teachers. Common Room & Lavatory Renovation" --- from teachers	09/12/2022	13/12/2022	20/12/2022	IQAC placed the matter to the Principal and the matter was resolved in 2023

Resolution: The matter was approved.

(Dr. Chandan Roy)
Principal
Raiganj Surendranath Mahavidyalaya
Raiganj, U/D



(Sri Kingshuk Maity)
Administrator
Raiganj Surendranath Mahavidyalaya
ADMINISTRATOR
Raiganj, U/D

Chandan R
Principal
Raiganj Surendranath Mahavidyalaya
Raiganj, U/D

