



PHONE NO.: (033) 2554 4520 / 2554 5148 / 2554 2632 /
2554 0932 (NSOU) / FAX: (033) 2554 4520

HIRALAL MAZUMDAR MEMORIAL COLLEGE FOR WOMEN DAKSHINESHWAR KOLKATA-700 035

Email ID – hmmcw35@gmail.com

Website: www.hmmcollege.ac.in



REPORT OF GRIEVANCE REDRESSAL SUBCOMMITTEE



ATTESTED

Principal & Secretary
Hiralal Mazumdar Memorial College
For Women
Dakshineswar, Kolkata-700 035



Resolution of Grievance committee meeting dated 14.07.2017

Resolution 1

Grievance was received that students use the classroom for having their lunch and leaves the classroom dirty. It was resolved that teachers and staff must ensure that no body uses classroom for the purpose of having lunch.

Resolution of Grievance committee meeting dated 31.10.2017

Resolution 1

Grievance was received from the students of 1st year Botany honours regarding their requirement of practical classes and theory classes from respective teachers. They also requested that if Dr. Tamal Mondal takes their classes on time they would be highly benefitted. Principal articulated the grievance and directed Dr. Tamal Mondal to take care of the issue and maintain proper timings in regard to discharge of duty.

Resolution 2

2nd year botany honours students reported that they require more practical classes , they would be benefitted if teachers remain present during the entire practical class. They also informed that they require more adequate laboratory instruments / equipments. The Grievance committee noted and instructed Science Coordinators to look into the matter and take necessary action in regard to procurement of lab related products. Regarding classes and academic concerns raised by the students department of Botany was informed and directed to take necessary measures to resolve the issue.

Resolution of Grievance committee meeting on 18.11.2017

Resolution 1

It was reported that geography honours students performance was not satisfactory and it was learnt that students were unable to understand the terminologies used in English. Department was asked to look into the matter, they were also asked to encourage students for self study with the help of the teachers.

Resolution 2

Clash in the routine was reported. Dr. Rupa Sen was asked to look into the matter

Resolution 3

It was resolved that rail concession list to be submitted in the first half or after class hours.

Resolution 4

It was resolved that dustbins installed in washrooms should be checked regularly.

Resolution 5


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For Women
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Grievance was received from Students of Education department that Teachers often use mobile phones to dictate notes, they reported that notes which were shared were not upto the mark, their classes are not taken properly. Education department was informed and directed to necessary steps.

Resolution of Grievance committee meeting dated 16.05.2018

Resolution 1

This meeting was convened to discuss overall grievance redressal mechanism of the college. Minor issues like students keeping the lights and fans while leaving the classroom ,keeping taps on , etc was reported. They were addressed and staff was adviced to keep vigil on such activities.

Resolution of Grievance Committee meeting dated 19.10.2018

Resolution 1

It was reported that students left the lab without keeping the lab equipments in proper order including chemicals. Lab attendants were instructed to ensure that lab equipments are kept back in proper place post usage.

Resolution of Grievance Committee meeting dated 16.02.2019

Resolution 1

Following students meeting with Principal on 15.02.2019 & 16.02.2019 the committee members met to discuss concerns raised in the said meetings, however no major issues were reported by the students. Few students informed that more number of classes for practical would be beneficial . Concerned departments were instructed to ensure adequate allocation of classes for practical work.

Resolution of Grievance Committee meeting dated 12.04.2019

Resolution 1

The committee members assembled to discuss the concerns raised in students meeting on 09.04.2019. It was learnt that students were facing difficulties in understanding how to choose subject for AECC for semester 2. Office and examination cell was directed to issue clear guidelines for students and also to provide all sort of assistance to students as CBCS system was new to them.

Resolution of Grievance Committee meeting dated 20.08.2019

Resolution 1

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No grievances received. Committee members met and general discussion was done.

Resolution of Grievance Committee meeting dated 04.10.2019

Resolution 1

Few concession related queries received from the students was discussed. Accounts section was requested to look into the matter and guide accordingly.

Resolution of Grievance Committee meeting dated 28.02.2020

Resolution 1

It was resolved that grievances received regarding attendance calculation of students would be dealt as per University guidelines regarding requirement of minimum attendance for examination.

Resolution of Grievance Committee meeting dated 22.12.2020

Resolution 1

It was reported by Botany department that few valuable plants were found missing from the campus. Principal directed that Gardener must be appointed and he must ensure plants are maintained and kept securely.

Resolution 2

It was discussed that since students were facing the rage of pandemics hence more mentoring sessions should be arranged online by teachers to provide adequate support to the students.

Resolution of Grievance Committee meeting dated 12.02.2021

Resolution 1

Students claim regarding concession was discussed. Principal recommended that this issue must be placed and resolved in Fees Concession Committee.

Resolution of Grievance Committee meeting dated 15.06.2021

Resolution 1

Since pandemics left great financial impact on students, numerous letters were received from students regarding financial assistance. Grievance Committee resolved that these letters may be forwarded to COVID Cell for necessary action.

Resolution of Grievance Committee meeting dated 03.01.2022

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Resolution 1

Sanitization of classrooms to be done on regular intervals.

Resolution 2

Supervision teams to be directed to ensure that Covid guidelines are followed meticulously.

Resolution of Grievance committee meeting dated 08.04.2022

Resolution 1

CCTV cameras to be repositioned and checked.

Resolution 2

Grievance committee members details and contact number to be displayed in the campus.

Resolution 3

Students to be informed and encouraged to use the grievance box placed in front of Principal's office to submit their grievances.

Resolution of Grievance committee meeting dated 10.06.2022

Resolution 1

No grievances received. General discussion was done.

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Members present :



1. Ananta Ghosh 08/11/19
2. Rupadevi 08/11/19
3. Soma Saha 08/11/19
4. Sreyasi Bhoosli 08/11/19
5. Bibhanta Jha 08/11/19
6. Pritta Kundu 8/11/2019
7. M. Banerji 08.11.2019
8. M. Seth 08/11/19
9. Tanaya Ray 08/11/19.
10. Antara Goswami 08/11/19
11. Bijata Mukhopadhyay 8/11/19.
12. Dipanwita Ghosh 08.11.19.

Resolutions :-

R.1 → Principal Dr Soma Ghosh expressed her dissent while informing that computers used by teachers and students were left switched on. This was discovered by the librarian and brought to the notice of the authority.

Resolved that anyone using computers in the library, lab room or office must switch off the system before leaving the room.

R.2. Teachers complained that some students use the lab rooms for having food stuff. The Principal instructed the lab assistant to look into the matter and prevent such incidents.

Resolution 3 → Security staff complained that students after leave their classrooms with light + fans on. This leads to misuse of power and causes hazards to nature.

Resolution 4: → The water purifier mounted in the old building requires AATC.

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Resolution 5: The complaint that water taps remain open in students toilet came up for discussion as it leads to misuse of water. The Principal suggested that teachers of all departments take steps in orienting student in this regard. Also resolved that 'message of Don't waste water' be pasted on walls of washrooms.

Resolution 6: Librarian Smt. Hojel Bengupta

Complained that some teachers & students borrow books for endless period of time. Resolved that a maximum of 15 days be fixed for all to complete a cycle of borrowing + returning the books.

Resolution 7: The students complained of a hike in fees structure. Resolved that Principal shall convene a meeting of the fees structure committee and try to address their grievance.

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Proceedings of the Grievance Redressal Cell Meeting on 05.10.2020

Resolution No. 1:

Resolved that teachers be appointed in the department of Hindi, Electronics and Urdu.

Resolution No. 2:

Resolved that renewal of AMC for fire extinguishers mounted in the college be done with utmost urgency.

Resolution No. 3:

Resolved that road leading to old building be repaired immediately to prevent water clogging during monsoon period.

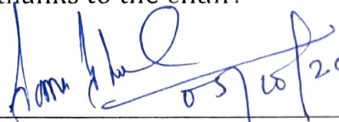
Resolution No. 4:

Resolved that NSS unit volunteers be given uniforms immediately.

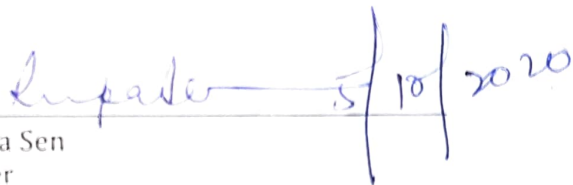
Resolution No. 5:

Resolved that a gardener be appointed immediately for maintaining plants of the campus.

Thus, having no other agenda to discuss, the meeting has been ended with the vote of thanks to the chair.



 Dr. Soma Ghosh
 Principal & Secretary



 Dr. Rupa Sen
 Convener

Note: All the above proposals and decisions ratified in the Governing Body Meeting on 29.01.2022

Members Present:
 Rupa Sen 5/10/22
 Saha 28/9/2020
 05/10/2022
 M. Saha 28/9/20
 05/10/22
 Saha 28/9/20
 05/10/22
 ATTESTED
 28/9/20
 05/10/22
 Principal & Secretary
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Proceedings of the Grievance Redressal Cell Meeting on 22.12.2021

Resolution No. 1:

As per Governing Body Resolution 18 dated 11.12.2021, the health and Diet Centre came to a grinding halt due to Covid 19 pandemic. The students demanded reopening of the centre in the green room of the college.

Resolution No. 2:

Students demanded re-opening of College Canteen during full session of the college.

Resolution No. 3:

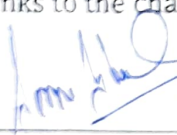
As per Governing Body Resolution Number 11 dated 31.08.2021 Skill Development Programme for NTS is planned to organise.

Resolution No. 4:

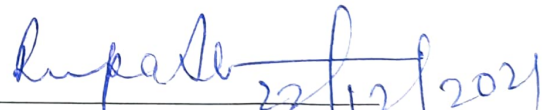
Resolution 19 of Governing Body meeting dated 31.08.2021, seed money be provided to faculty members especially for research activities for general academic upgradation of teachers as per the following details.

Rs. 15000/- (Rupees Fifteen Thousand) only for Teachers of the Arts Departments
Rs. 25000/- (Rupees Twenty Five Thousand) only for Teachers of the Science Departments

Thus, having no other agenda to discuss, the meeting has been ended with the vote of thanks to the chair.


22/12/2021

Dr. Soma Ghosh
Principal & Secretary


22/12/2021

Dr. Rupa Sen
Convener

date: 08.01.2019.

Members present in the meeting



1. ~~Pranab Ghosh~~ 08/01/19
2. Rupali 8/01/19.
3. Dibakanta Jha. 8.01.2019.
4. Saikat Ghosh (Agg. 08/01/2019. (Invitee)
5. Chandrabali Dutta. 08/01/2019 (Invitee)
6. Dilip Panda 8/1/19 (Invitee)
7. Sujata Mukhopadhyay 8/1/19.
8. Mr. Bandyopadhyay 08.01.2019
9. Goutam 8.01.2019
4. Pradyot 8/7/19
5. Priti Kunder 8/7/19.
6. Mriganka Narayan Das 8/1/19
7. Mohua Seth 08/01/19
8. Antara Goswami 8/01/19.
9. Tanaya Ray 08/01/19.
10. Sreyasi Ghosh 08/01/19
11. Soma Saha 08/01/19

Resolution 1

A grievance raised by the Dept of Chemistry and articulated by the Principal Dr Soma Ghosh regarding inadequate infrastructure as complained by students of the said dept. The complaint was especially regarding shortage of classrooms and teachers. Principal suggested that the measures to address the problem would be taken. Shri Joydeb Mukherjee from accounts however suggested that two more P.T. be appointed in lieu of guest teachers. The problem related to class could be minimised only if additional teaching resource be appointed.

Besides Principal suggested that routine committee be requested to arrange ^{their} class blockwise.

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Para 2.

Principal mentioned that some teachers harbour casual approach towards their responsibilities regarding class, examination etc. shall hereby have to justify the reason for their lack of serious approach. Nilanjana Bagchi of Dept of English, Swapna Jha of Education, Tamal Mondal of Botany and Sraboni Majumdar of English were names that were put forth in the meeting. Principal suggested that such teachers be kept away from Examination duties at least for a while. However Prof. Dibakanta Jha, however suggested that they may be counselled informally before it is made official.

TES Dr Pradip Das too expressed his grievance on the casual approach of teachers during both internal and external examination. It was further mentioned that Tamal Mondal who arrived at the Examination venue for Municipality Examination on Sunday 6.01.2019 was sent back by in-charge P. Das.

Principal decided that a meeting be convened on 18/01/19 to counsel all teachers mentioned above where Principal, IQAC Co-ordinators, Prof. Dibakanta Jha & Pradip Das (TES) shall be present on that occasion.

Para 3.

Regarding NTS, Principal mentioned that it is often noticed that Samar Das ~~is~~ ^{is} late in office. Such acts are condemnable and hence should be prevented. All teachers to NTS should maintain official decorum (including timings) for the greater benefit of the institution.

As no other matter was discussed, the meeting ended with a vote of thanks to the class.



ATTESTED

A handwritten signature in blue ink, appearing to read "Anita A. ...".

Principal & Secretary
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Dabhoi, Koliada-35



Grievance Redressal Committee Meeting Report:

The Grievance Redressal Cell (GRC) is an institutional mechanism designed to address and resolve complaints filed by students. Its primary objective is to provide a platform for students to voice their grievances and ensure their concerns are appropriately addressed. The GRC is responsible for handling both academic and non-academic issues within the campus.

To facilitate the grievance redressal process, a grievance/suggestion box is placed in the college campus where students can submit written complaints, suggestions, or feedback regarding any matter they wish to raise. This can include concerns related to academic affairs, administrative policies, infrastructure, faculty-student interactions, discrimination, harassment, or any other relevant issue.

The GRC reviews and investigates each complaint received through the grievance/suggestion box. They assess the validity of the concerns raised and take necessary action to resolve the grievance. The nature of the action taken may vary depending on the specific issue, but the aim is to address the grievance effectively and fairly.

In addition to the grievance/suggestion box, the GRC may also establish other communication channels for students to express their grievances. This can include an email, or in-person meetings with designated GRC members.

By providing a platform for students to voice their concerns, the GRC plays a crucial role in maintaining a harmonious and supportive campus environment. It ensures that students have a means to seek redressal for their grievances and actively contributes to enhancing the overall academic experience within the institution.

Mechanism for redressal :

1. The Grievance Redressal Committee (GRC) is responsible for addressing individual grievances of students and staff members that are of a specific nature.
2. The GRC does not handle grievances of general applicability or those raised collectively by multiple employees or students. It focuses on individual concerns.
3. Upon receiving a complaint or application, the committee will assess the merit of the case to determine if further discussion, investigation, or action is required. The committee aims to act promptly in addressing the grievance.
4. If necessary, the GRC may facilitate mediation between the complainant and the defendant against whom the complaint has been made. Mediation can help resolve the issue in a fair and mutually acceptable manner.
5. The GRC is committed to considering and addressing grievances within a reasonable timeframe. Timely redressal is an important aspect of the committee's responsibilities.
6. The committee is required to provide periodic reports to the relevant authority regarding the cases it has attended to. Additionally, if needed, the GRC may seek guidance from higher authorities to ensure appropriate handling of the grievances.

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For Women
Dabhoi, Dist. Daheshwar, Kothari-35



Resolution status for last 5 years :

| Sl. No. | Year | No.of meetings | Grievance Nature | Redressal status ★ |
|----------------|-------------|-----------------------|--|---|
| 01 | 2017-18 | 04 | Infrastructural | Resolved and forwarded to concerned cell /committee /section. |
| | | | Academic | |
| | | | Academic , Non – Academic (Concession) ,Infrastructural | |
| | | | Non - Academic | |
| 02 | 2018-19 | 04 | Academic (Lab) | Resolved and forwarded to concerned cell /committee /section. |
| | | | Academic | |
| | | | Academic , Administrative | |
| | | | Academic (Exam) | |
| 03 | 2019-20 | 04 | Non-Academic (Concession) | Resolved and forwarded to concerned cell /committee /section. |
| | | | Non-Academic (attendance) | |
| | | | Infrastructural , Academic (Library) , Non-Academic (fees) | |
| 04 | 2020-21 | 04 | Infrastructural , Academic | Resolved and forwarded to concerned cell /committee /section. |
| | | | Non-Academic (Concession) | |
| | | | Non-Academic (Covid Concession) | |
| | | | Academic , Infrastructural , Non-Academic (NSS Uniform) | |
| 05 | 2021-22 | 04 | Infrastructural | Resolved and forwarded to concerned cell /committee /section. |
| | | | Non –Academic | |
| | | | Infrastructural | |

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