

Grievance Redressal Cell

HISTORY

The Grievance Redressal Cell (GRC) started operating in Vidyasagar College for Women from 2015. This Cell is exclusively for the students. In 2019, the online grievance portal has been opened and has been renamed as **Students' Complaint Committee**. "Aggrieved student" means a student of the institution who has any complaint in the matters concerned with the grievances defined under the following:

Grievance Redressal Guidelines and Procedure of Redressal

"Grievances" include the following complaints of the aggrieved students, namely:-

(A) On denying provision of student the amenities as may have required to be provided by the institution;

- (i) Opening of the class rooms during the starting hours.
- (ii) Cleanliness of toilets.
- (iii) Cleanliness of classrooms.
- (iv) Basic infrastructure in classrooms.
- (v) Provision of waste disposal bins.
- (vi) Security of belongings in the institution.

Grievances regarding the above are dealt with directly by the cell members. The complaints are looked into and wherever possible are sorted out by them. The others are sent to the Principal via the IQAC and matters looked into so that a speedy redressal is possible.

(B) Grievances regarding harassment and victimization of students including sexual victimization, the ICC and Anti-ragging Cell take special care of these problems.

(C) Grievances regarding non- payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by UGC, or by any other authority.

Complaints of alleged **discrimination of students**, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories, the college has a BCW Cell. Grievances regarding breach of the policy for reservation in admission as may be applicable. As the College follows all Government norms regarding reservation, such cases do not arise.

(D) Grievances regarding **admission** are dealt with the Principal, Admission Committee and teachers. If there are instances where money is demanded of is in excess of that specified in the declared admission policy, it will be reported to the Principal to be taken care of.

(E) Grievances regarding **evaluation of the answer scripts** of internal exams are dealt with directly by the concerned teacher and the Department. It does not reach the Grievance Redressal Cell as the grievances are solved internally by concerned teachers.

(F) Grievances regarding **publication and evaluation of the results of University**, is done by the affiliating University through system of review and RTI.

General Redressal Procedure

1. The students can give ready-made forms to put their grievances regarding all institutional matters.
2. They may drop personal letter into the Grievance Box placed at the entrance in the ground floor. The members of the committee open the letters and duly filled in forms at regular intervals and place in the meeting of the Cell. They report the complaints to IQAC as well as the Principal.
3. The students can also mail their grievances to: grievancecell.vcfw@gmail.com.

Annexure:

1. Meetings and resolutions
2. UGC notification and Gazette Notification available online (March 23 to March 29, 2013, Chaitra 2, 1935).

Meetings and Resolutions

2020



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell Committee will be held on 10.01.2020 at 09.00 a.m. in the old building, staff room. All members are requested to attend the meeting.

Agenda :

1. Discussion on formation of new GRC as per UGC Regulation.
2. Miscellaneous

Dr. Subhra Bagchi *SBgchi.*
Convener Grievance Redressal Cell

Dt. 06.01.2020.
Ms/-

R. Chaudhuri
(Dr. Rupali Chaudhuri)
Principal
Vidyasagar College For Women
Kolkata-700 006

A meeting of the Grievance Redressal Cell
was held on 10/1/20 in the old building staff room.

Members present:

1. Babu.

2. Ram.

3. ~~...~~ 10.1.20

4. ~~...~~ 10.1.20

5. Sima Biswas 10/1/20

6. ~~...~~ 10/1/20

1) UGC notification F. NO. 14-4/2012 (CPP II) dated
06.05.2019 for formation of CSGR C was discussed
in the T.C.

The present student Grievance Redressal Cell
has been named Student Complaint Cell. The present
cell requests the Principal for formation of CSGR C
as per UGC guidelines and rename the present cell.

2. No grievances were received by the cell. However
the ~~members~~ cell. The present committee requests
the Principal to grant it permission to collect feedback
on grievances from feedback Committee.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell Committee will be held on 15.11.2019 in the Principal's room (New building), at 10.30 a.m. All members are requested to attend the meeting.

Agenda :

Formation of CSGRC as per UGC notification F. No.14-4/2012 (CPPII) dated 06.05.2019.

Subhra Bagchi 9/11/19

Dr. Subhra Bagchi
Convener Grievance Redressal Cell

Dr. Rupali Chaudhuri
Principal

Principal
Vidyasagar College For Women

Dt. 08.11.2019.

Ms/-

A meeting of the Grievance Redressal Cell held on
15.11.19.

Members present:

1. Khandhari 15.11.19
2. Chopra
3. Jagannath Saha
4. ~~De~~
5. Suman Bhatnagar 15/11/19
6. ~~Wadhwa~~ 15.11.19
7. ~~Agarwal~~ 15.11.19

Invited members.

Abulobh 15.11.19

8. ~~Dhany~~ 15/11/19

RESOLUTION:

1. Formation of Collegiate Student Grievance Redressal Committee (CSGRC) was published in Gazette of India, 6th May, 2012 & under UGC Notification No - F.No - 14 - 4/2012 (CPP-11).
2. A present prospectus must be handed over to the Grievance Redressal Cell.
3. The ^{present} Grievance Redressal Cell ^{has to} should be renamed to make a separate ^{unit} from CSGRC.
4. It has been renamed ^{as} Students' Complaint Committee.
5. Prof. Abulobh Singh to be co-opted until CSGRC is formed.



VIDYASAGAR COLLEGE FOR WOMEN

NOTICE

A meeting of the Grievance Redressal Cell Committee will be held on 15.05.2019 at 10.00 a.m. in the old building, staff room. All members are requested to attend the meeting.

Agenda :

1. Discussion on UGC circular on Grievance Redressal
2. Miscellaneous

Rc, 13.05.19
(Dr. Rupali Chaudhuri)
Principal

Subhra Bagchi

Dr. Subhra Bagchi
Convener Grievance Redressal Cell

Dt. 11.05.2019.

Ms/-

Meeting dated 15.05.19.

Members present

- 1) Shapchi 15/5/19.
- 2) ~~Shish~~ 15/5/19
- 3) ~~apm~~ 15/5/19
- 4) ~~Q. M.~~ 15/5/19.
- 5) Sima Bimal 15/5/19
- 6) ~~Ranu~~ 15/5/19

Resolution:

1. Grievances as per UGC ~~direction~~ ^{direction} published ~~date~~ in gazette of India dated 29/3/13 was discussed.
2. Grievances as noted in the above gazette would only be considered.
3. There were no grievances received by the cell as per directions of Gazette of India till 15.05.19.
4. Number of days for grievance redressal : 7 days (given to IBAC).



प्रो. (डॉ.) जसपाल एस. सन्धू
सचिव

Prof. Dr. Jaspal S. Sandhu
MBBS, MS (Ortho), DSM, FAIS, FASM, FAFSM, FFMS, FAMS
Secretary



सत्यमेव जयते

Kaka

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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- 9 AUG 2017

D.O.No.F.2-1/2013 (PG/Pt. File)

8th August, 2017

Dear Sir/Madam,

This has reference to UGC's letters No.1-2/2012(website) dated 14th July, 2014 and 3rd September, 2014 regarding Online Students' Grievance Redressal Portal.

The Ministry of Human Resource Development, Government of India, vide its letter No. 9-24/2017-U.II dated 3rd June, 2017 has desired UGC to issue a necessary advisory to all higher educational institutions (HEIs) for having a **notice board/flex board fixed near the office of the Vice-Chancellor/Director/Dean/Principal of the University/Institute/College to ensure publicity/awareness of the establishment of Grievance Redressal Mechanism and Students Grievances Portal.** This would reduce the load on the PG portal of DARPG and also ensure effective redressal of the grievances.

Accordingly, keeping in view the importance of the issue, I seek your personal indulgence in the matter and request you to **kindly exhibit a notice board giving details of the PG Portal of UGC (<http://www.ugc.ac.in/grievance/>) in your esteemed University and also ensure the same in your affiliated colleges.**

The Nodal Officer, the person in-charge of the Grievance Redressal Cell of your University will monitor and respond to students' grievances lodged on the portal. The Nodal Officers in addition to handling grievances of respective University will also be responsible for handling grievances of colleges affiliated to their university and report the action taken on the portal.

This may please be treated as **urgent**.

With warm regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellor of all the Universities.

Copy to:

The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)



VIDYASAGAR COLLEGE FOR WOMEN


NOTICE

A meeting of the Grievance Redressal Cell Committee will be held on 18.01.2019 at 10.45 a.m. in the new building, staff room. All members are requested to attend the meeting.

Agenda :

1. Report on working of on line grievance portal
2. Miscellaneous

Dt. 15.01.19.
Ms/-


Principal
Principal
Vidyasagar College For Women

Meeting dated 18.01.19

Members present:

1. Abzchi 18/1/19
2. Patrali Ghosh 18/1/19
3. Chaitali Basu 18/1/19
4. Shinyia Gan Choudhury 18/1/19
5. Sima Biswas 18/1/19
6. ~~apsh~~ 18/1/19
7. Jayanti Saha 18.01.19

Resolution pasted overleaf.

1. As per UGC letter/dated 8th August, 2017, D.O.No. F. 2-1/2013 (PG/PT File), it has been resolved that:

- (a) To put up a flex in front of the Principal's office in new building indicating the names of the members, UGC website (PG Portal of UGC) and college grievance link if possible.
 - (b) The HOD's of the respective departments will be issued a letter from the Grievance Redressal Cell bearing information about grievance box and the website link and ensuring their safety.
 - (c) ~~A~~ Students' meet is to be organized by the SGC GRC for hearing the grievances on 8th Feb. 2019.
 - (c) Phone no. of GRC - 8337062023 with Sabita Dawn.
- The meeting ended with a vote of thanks

Meeting dated 27.02.2018.

Members present:-

- 1.
2. Syedhi
3. Patrali Ghosh
4. Molly Ghosh
5. S. Sivas
6. Nonnata Ash

1. The portal address is Grievance # 2017, which is to be used as password in the portal. However we have not received any ^{major} grievance in ~~soft~~ ^{any} format. Discussed that awareness among students is to be spreaded. Discussed that e-mail address will be notified further to the students.
email:
password: Grievance # 2017.

2. Arrangement of ~~one~~ microphone should be done in the next session.

3. A contact number with the name of contact person for this will be updated on website.