

Mechanism of redressal of:
GRIEVANCE REDRESSAL CELL (COLLEGE AND HOSTEL)



Vidyasagar College for Women

(NAAC ACCREDITED)

39, Sankar Ghosh Lane

Calcutta - 700 006

Phone : 2241 8889

E-mail : office.vcfw@gmail.com

office@vcfw.org

VIDYASAGAR COLLEGE FOR WOMEN - COLLEGIATE STUDENT GRIEVANCE REDRESSAL CELL (COLLEGE AND HOSTEL)

Vidyasagar College for Women has a Collegiate Student Grievance Redressal Cell (CSGRC) which was established in keeping with the Guidelines issued by UGC. This Cell works in unison with the Grievance Redressal Cell to address grievances of students related to admission, academic matters, matters related to teaching or non-teaching staff or related to infrastructure, canteen, food, drinking water, common room facilities, toilet facilities, matters related to hostel etc. The objectives of this cell are to redress the grievances of students by sorting out the problems promptly, amicably, and judiciously thereby ensuring a pleasant, ambient atmosphere and conducive work culture with an increased mutual understanding. Grievances of the teaching and non - teaching staff, alumni (if any) are redressed directly by the Head of the Institution.

The Grievance Redressal Cell at Vidyasagar College for Women is committed to observing grievances from the students and sustaining a healthy atmosphere in both college and hostel premises. Any complainant with a grievance may appeal either to the Convener or any member of the Cell or even directly approach the HOI in person or in writing.

Grievances may be submitted online directly at the portal [[Vidyasagar College for Women \(vcfw.org\)](http://Vidyasagar College for Women (vcfw.org))], [[Vidyasagar College for Women \(vcfw.in\)](http://Vidyasagar College for Women (vcfw.in))]

The students also have the option to mail their grievances at grievanceredressal@vcfw.org

The College also has a Grievance Box where those who would want to remain anonymous may submit their grievances.



Principal
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Members of the Grievance Redressal Cell

Session 2018-2022	Session 2022-23
<ol style="list-style-type: none">1. Dr. Subhra Bagchi (Economics) – Convener2. Dr. Chaitali Basu (Political Science)3. Dr. Patrali Ghosh (Philosophy) – Member, G.B.4. Smt. Sima Biswas (Botany)5. Dr. Shinjini Gan Choudhury (History)6. Sri Anal Pal (Bengali)7. Sri Jayanta Saha, Office Staff	<ol style="list-style-type: none">1. Dr. Sutapa Ray, Principal-Chairperson (20.06.23 onwards) Dr. Shreeparna Ghosal, TIC- Chairperson (01.02.23-19.06.23) Dr. Rupali Chaudhuri, Principal- Chairperson (till 31.01.23)2. Smt. Swarnali Mishra, Govt. Nominee, GB3. Dr. Sudakshina Ghosh (Zoology)- Convener4. Smt. Moumita Ash (Library)- GB Member5. Smt. Sima Biswas (Botany)6. Dr. Rashi Subba (Botany)7. Sri Anal Pal (Bengali)8. Sri Jayanta Saha (Clerk)9. Smt. Arpita Nag (Clerk)

Members of the Collegiate Student Grievance Redressal Cell

Session 2019-2021	Session 2021-23
<ol style="list-style-type: none">1. Dr. Rupali Chaudhuri, Principal (Chairperson)2. Dr. Shubhra Bagchi, Associate Professor in Economics (Convener)3. Dr. Chaitali Basu, Associate Professor in Political Science4. Dr. Patrali Ghosh, Associate Professor in Philosophy5. Ms. Tripti Jash, Special Invitee (Student Representative)	<ol style="list-style-type: none">1. Dr. Sutapa Ray, Principal-Chairperson (20.06.23 onwards) Dr. Shreeparna Ghosal, TIC- Chairperson (01.02.23-19.06.23) Dr. Rupali Chaudhuri, Principal- Chairperson (till 31.01.23)2. Dr. Patrali Ghosh, Associate Professor in Philosophy (Convener)3. Dr. Maitreyee Basu Roy, Associate Professor in Chemistry4. Dr. Sudipa Pandit, Associate Professor in Chemistry5. Ms. Tripti Jash, Special Invitee (Student Representative)



Sutapa Ray

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Mechanisms of Redressal

- a) The complainant must submit the grievance/complaint in either of the ways:
 1. Fill up the Complaint(s)/Grievance(s) form and submit in the DROP BOX (This form can be downloaded from College website/hard copy available in College office)
 2. Fill up the online Grievance Form
[Vidyasagar College for Women \(vcfw.org\)](http://Vidyasagar College for Women (vcfw.org)), [Vidyasagar College for Women \(vcfw.in\)](http://Vidyasagar College for Women (vcfw.in))
 3. Email the Complaint(s)/Grievance(s) to the dedicated email id:
grievanceredressal@vcfw.org
 - b) Based on the Complaint(s)/Grievance(s) submitted, the Committee will convene a meeting
 - c) The concerned redressal committee would then recommend the action(s) for redressal of the Complaint(s)/Grievance(s)
 - d) The members of the committee will monitor the progress of the recommended actions
 - e) Finally, the members of the concerned Redressal Committee would report in the immediate next meeting of the concerned committee regarding the redressal done/ would maintain a documentation of proceedings observed
- *In addition to the aforementioned grievance redressal mechanism provided by the institution, every year, IQAC, Vidyasagar College for Women organizes a meeting between the Principal, students and IQAC members addressing the grievances of the students.*
 - *Sometimes students face examination related issues for which they can submit their application directly to the office. Office thereafter takes necessary steps for redressal as per affiliating University (University of Calcutta) guidelines.*



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Vidyasagar College for Women
Grievance Redressal Cell

Dr. Sutapa Ray -Principal
Smt. Swarnali Mishra-Govt. Nominee-G.B.
Dr. Sudakshina Ghosh-Convener-Zoology
Smt. Moumita Ash- (G.B. Member)-Library
Smt. Sima Biswas-Botany
Dr. Rashi Subba-Botany
Dr. Anal Pal-Bengali
Sri. Jayanta Saha-Clerk
Smt. Arpita Nag -Clerk

63A,67, Tarak Pramanick Rd, Simla, Machuabazar, Kolkata, West Bengal 700006, India

Latitude 22.5824108 N Longitude 88.3671945 E
Local 05:27:46 PM Altitude 12 meters
GMT 11:57:46 AM Friday, 05.07.2019

Note : Vidyasagar College for Women

Display of Grievance Redressal Cell details placed at the entrance of the Administrative Office



Sutapa Ray

Principal
Vidyasagar College For Women
Kolkata-700 006