

# Udaynarayanpur Madhabilata Mahavidyalaya



(Govt. Aided & Affiliated to Calcutta University)

Estd - 2006

P.O.-Udaynarayanpur (Jangalpara), Howrah-711226

Phone No.- 03214 -291061/9434543278

E-mail- principalumm@gmail.com

Website:www.udaynarayanpurmahavidyalaya.org

## **GRIEVANCE REDRESSAL CELL**

### **Mechanisms for Redressal of Students' Grievances**

A Grievance Redressal Cell has been constituted in the college, as a mechanism for submission of online/offline students' grievances of the college, and also timely redressal of those grievances through appropriate procedures, following and implementing the above UGC guidelines, i.e., University Grants Commission (Redressal of Grievance of students) Regulations, 2023. The Grievance Redressal Cell is consisted of seven teaching faculties, namely,

- Mudassar Nazar Baidya, Assistant Professor in Education, (Convener),
- Nazmul Hoque, Assistant Professor in Music, (Jt. Convener),
- Biswajit Bag, Assistant Professor in Philosophy, Member,
- Snigdha Mazumder, State Aided College Teacher in Philosophy, Member,
- Kuntal Bhattacharya, State Aided College Teacher in English, Member,
- Jinnatunnassa Khatun, State Aided College Teacher in Geography, Member,
- Moumita Kar, State Aided College Teacher in Geography, Member.

The students of the college may inform any type of their grievances or complaints related to their studies, infrastructural issues, and overall educational environment of the college, to the members of the Cell through both offline method (Complain Box in college campus) and online method (email id: [educationmnb@gmail.com](mailto:educationmnb@gmail.com)). The Grievance Redressal Cell has always been very sincere to redress any type of grievances of the students timely and seriously, keeping in view the UGC guidelines.

Principal

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## Objectives of Grievance Redressal Cell

The objectives of the Grievance Redressal Cell of our college are as follows:

1. Addressing Student Concerns: To provide a platform for students to raise and resolve academic, administrative, and personal grievances.
2. Fair Resolution: To ensure fair and impartial resolution of grievances, maintaining transparency and confidentiality.
3. Timely Response: To respond promptly to grievances and ensure that no valid complaint goes unattended.
4. Student Support: To offer support and guidance to students facing various challenges, including discrimination, harassment, or academic issues.
5. Mediation and Communication: To mediate between students and relevant authorities, promoting effective communication and understanding.
6. Policy Improvement: To identify recurring issues and recommend improvements in college policies and procedures.
7. Compliance: To ensure that the college complies with regulatory requirements related to grievance redressal.
8. Record-Keeping: To maintain records of all grievances and their resolutions for future reference and accountability.
9. Awareness and Training: To educate students about the grievance redressal process and provide training to staff involved in handling complaints.
10. Continuous Improvement: To regularly review and enhance the effectiveness of the Grievances Redressal Cell in addressing the needs of the college community.

These objectives aim to create a conducive and supportive environment for students and foster a culture of trust and fairness within the college.

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## Annual Reports of Grievance Redressal Cell

(Academic Session: 2018-19 to 2022-23)

### Annual Report for the Academic Session 2018-19:

In accordance with the decisions made during the meeting held in July 2018, the Grievances Redressal Cell members shared their contact information with students through selected representatives of the student union and various faculty members. The cell members conducted two meetings with students in Room 9 to inform them about the cell's activities and functions. Additionally, at least one cell member was available on the third Saturday of every month to receive grievances from students.

During the year, the cell successfully addressed three student grievances, which included concerns related to the cleanliness of both girls' and boys' toilets, the timely provision of drinking water, and the prompt availability of library books. Notably, issues pertaining to cycle parking sheds are slated for resolution in the upcoming year through the provision of parking sheds. **Overall, four grievances were addressed.**

### Annual Report for the Academic Session 2019-20:

Throughout the year, the activities of the cell were overseen under the guidance of the institute's principal. During the early part of the year, incoming students were briefed by cell members, who also shared their contact information. The cell held three meetings with students to raise awareness about its functions.

In the current year, **two grievances were successfully resolved**, which included the provision of a cycle parking shed and the issuance of lending and reading cards for library books within 30 days of admission.

### Annual Report for the Academic Session 2020-21:

In light of the COVID-19 pandemic, the college initiated an online awareness campaign using Google Meet to educate students about the virus and the associated safety measures. Furthermore, a dedicated Grievances Redressal Cell focused on COVID-related concerns was established. Students were regularly informed about the guidelines provided by both the government and the World Health Organization (WHO) to ensure their safety and well-being.

In addition to this, students were guided through WhatsApp class groups on a range of academic issues. **In the current academic year, the cell successfully addressed two grievances**, which were related to online answer script submission and the online form-filling process required for university examinations. This

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proactive approach helped students adapt to the challenges posed by the pandemic and facilitated a smooth academic transition.

## Annual Report for the Academic Session 2021-22:

The Grievances Redressal Cell's activities were closely supervised by both the convener and the college principal over the course of the year. The cell actively participated in the Student Week events in January 2022, where they interacted with students and shared information about their role and mission.

In February 2022, the cell had a face-to-face meeting with students, focusing on raising awareness about its functions and objectives. **During the same year, the cell effectively resolved two grievances.** The first concern addressed was the reduction of food prices in the canteen, benefiting students. Additionally, the cell facilitated access to the N-List for online reading, providing students with valuable resources for their academic pursuits. This proactive approach helped enhance the overall college experience for the students.

**In this academic session the cell successfully resolved 89 result related grievances of students from different semesters.**

## Annual Report for the Academic Session 2022-23:

The operations and undertakings of the cell were diligently overseen throughout the academic session. As part of the Student Week program in January 2023, the cell collaborated with the Anti-Ragging Cell to conduct a joint session with students. During this session, they introduced a common email address to facilitate communication with students, which was shared through the student union representatives along with the contact details of the cell members.

In the same academic year, **the cell effectively resolved four grievances that students raised.** These included issues related to the maintenance of the playground, the need for proper seating arrangements in the canteen, ensuring the supply of pure drinking water (successfully resolved through coordination with the panchayat), and addressing the need for an increased selection of library books. This proactive approach enhanced the college environment and ensured that students' concerns were promptly addressed. **In this academic session the cell successfully resolved 03 result related grievances of students from different semesters.**

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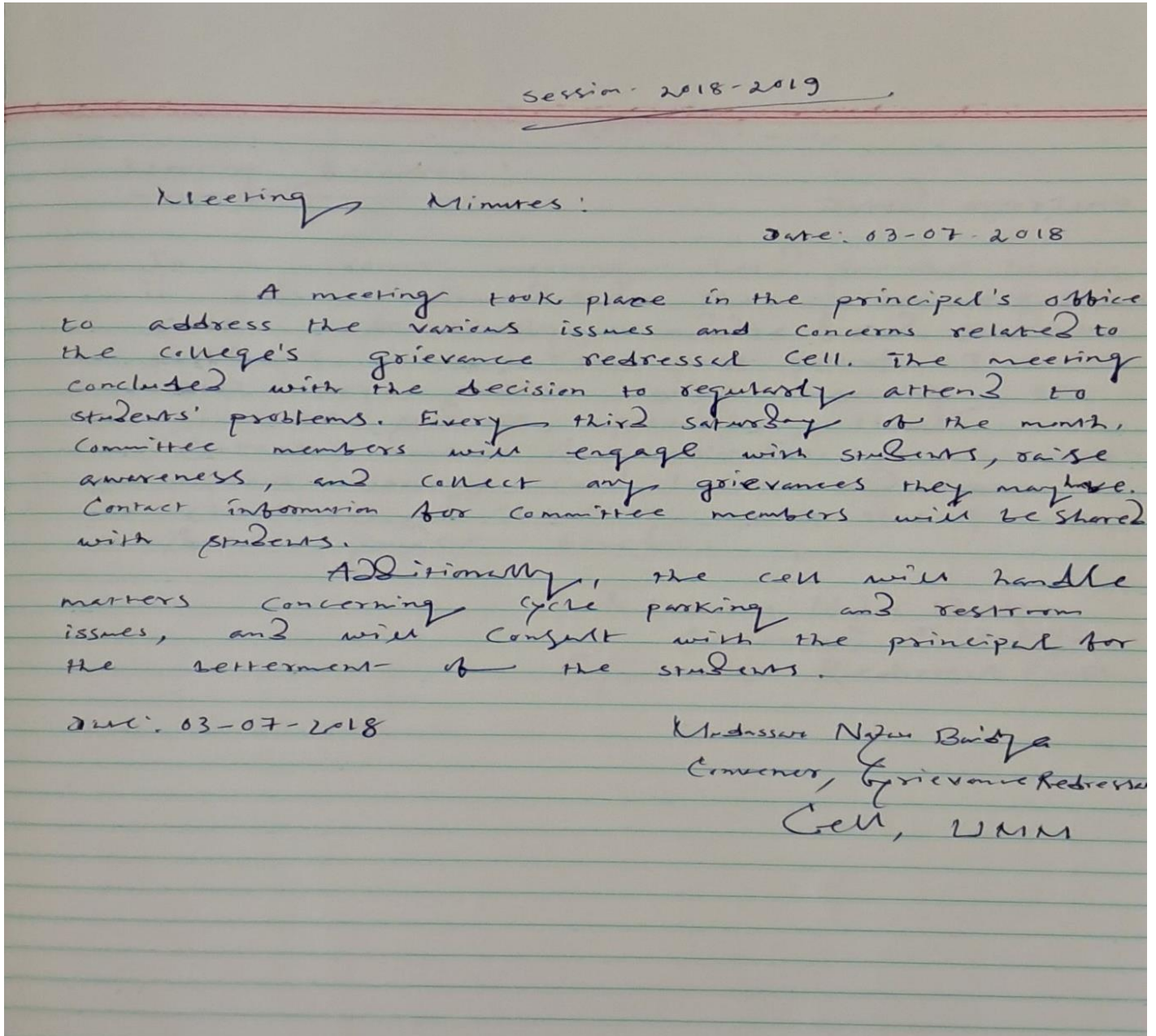
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## Meeting Minutes of Grievance Redressal Cell

(Academic Session: 2018-19 to 2022-23)

### Meeting Minutes (2018-19)



*Principal*

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## Meeting Minutes (2019-20)

Session - 2019-2020

Meeting Minutes :

Dated: 05/07/2019

In a recent meeting held in the library, it was confirmed that the grievance redressal cell effectively addressed student problems over the past year. The cell will soon meet with incoming 1st semester students, providing them with contact numbers for assistance. It will also address library card issues and restroom cleanliness, consulting with the principal for student benefit.

Mudassar Nazim Baidya  
Convener, 05.07.2019  
Grievance Redressal Cell

*Principal*

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## Meeting Minutes (2020-21)

### Udaynarayanpur Madhabilata Mahavidyalaya



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Ref. No. Meeting - 1 of 2020-21

Date. 20.09.2020

Meeting Minutes of Grievances Redressal Cell

venue: online

Time: 8PM

The meeting aimed to discuss health-related issues among our students in light of the pandemic situation. It has been decided that an awareness programme will be designed to inform our students regarding COVID-19 protocol and health care. Government-informations regarding the COVID protocol will be disseminated among students by the members of the present committee.

M. N. Baidh  
20.09.2020

(M. N. BAIDYA)

Convener, Grievances  
Redressal Cell

*Principal*

Principal  
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Ref. No. Meeting - 2 of 2020-21  
Venue: Online

Date: 17.06.2021

Time - 11:00 A.M.

Meeting Minutes of Grievances  
Redressal Cell

The objective of the meeting was to ensure clean washroom for our students in the forthcoming sessions. Proper and regular cleaning of students washrooms will be emphasized. One extra washer shall be appointed (contractual basis) for the same. Students will be aware about proper use of water.

M. N. Baidya

17.06.2021

(M. N. BAIDYA)

Convener, Grievances  
Redressal Cell

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## Meeting Minutes (2021-22)

### Udaynarayanpur Madhabilata Mahavidyalaya



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Ref. No. Meeting - 1 of 2021-2022

Date: 16.11.2021

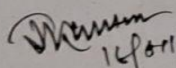
Meeting Minutes of Grievances Redressal Cell

venue: Library  
Time: 2:00 PM

A meeting was arranged at library room to ensure sufficient equipments for offline classes after pandemic break. Following measures will be taken:

1. Class rooms will be sanitised twice a week.
2. Hand Sanitizer for students, teachers, and non-teaching staff will kept in front of the entrance doors of the college.
3. Benches will be cleaned, and students will be encouraged to wear masks inside the college campus.

Members present:

1.  16/11/21
2. Kuntal Bhattacharya  
16-11-2021
3. Biswajit Bag, 16-11-21

M. N. Bait  
16.11.2021

Convener,  
Grievances Redressal Cell



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Ref. No. Meeting-2 of 2021-2022

Date: 18.05.2022

Venue: IQAC Room

Time: 1:20 PM

Meeting Minutes of Grievances Redressal Cell

As per the previous communication the meeting was arranged in the IQAC room to discuss various issues related to drinking water and parking of vehicles. It has been decided that a new water purifier for teachers will be demanded. Students will be aware about proper use of drinking water. A cycle parking shed for students will be demanded.

M. N. Birla

18/05/2022

Convener, Grievances Redressal Cell

Members present-

1. Biswajit Bag
2. Kuntal Bhattacharya
3. Najmul Hoque

*(Signature)*

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## Meeting Minutes (2022-23)

Meeting Minutes  
2022-2023

Date: 24-08-2022

In a recent meeting at the IQAC room, it was concluded that student issues are being regularly addressed by the Grievance Redressal Cell. The cell is now collaborate with the anti-ragging cell, share contact numbers, create a common email id, and address concerns about drinking water, student canteen food quality and prices, and restroom issues, consulting with principal sir for the students' benefit.

Mudassar Nazim Baidya

24.08.2022

Convener

Grievance Redressal Cell

*Principal*

Principal  
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