

BIJOY KRISHNA GIRLS' COLLEGE, HOWRAH

A NCTE and NAAC accredited (B++) College

5/3 MAHATMA GANDHI ROAD, HOWRAH-711101

Ref.No.

Date:

MEMBERS OF GRIEVANCE REDRESSAL CELL, 2022-2023

1. Dr. Ruma Bhattacharyya (Principal)
2. Dr. Sweta Guha (IQAC Coordinator)
3. Dr. Shelly De (Pandit) (Convenor)
4. Dr. Sanchayita Basu
5. Prof. Ranjana Sarkar
6. Dr. Tanbir Nasim
7. Dr. Ajay Mandal


Co-Ordinator
IQAC
Bijoy Krishna Girls' College
Howrah


RUMA BHATTACHARYYA
Principal/Secretary
Bijoy Krishna Girls' College
5/3, Mahatma Gandhi Road, Howrah-1

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MEMBERS OF GRIEVANCE REDRESSAL CELL, 2023-2024

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2. Dr. Sweta Guha (IQAC Coordinator)
3. Dr. Shelly De (Pandit) (Convenor)
4. Dr. Sanchayita Basu
5. Prof. Soma Chandra
6. Prof. Sunanda Maity
7. Prof. Ranjana Sarkar
8. Dr. Tanbir Nasim
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MEMBERS OF GRIEVANCE REDRESSAL CELL, 2020-2021

1. Dr. Ruma Bhattacharyya (Principal)
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3. Dr. Shelly De (Pandit) (Convenor)
4. Dr. Sanchayita Basu
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MEMBERS OF GRIEVANCE REDRESSAL CELL, 2021-2022

1. Dr. Ruma Bhattacharyya (Principal)
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3. Dr. Shelly De (Pandit) (Convenor)
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GRIEVANCE REDRESSAL CELL

The college has set up a Grievance Redressal Cell in accordance with the notified UGC (Grievance Redressal) Regulations, 2012 (F. No. 14-4/2020(CPP-II) and the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 to simplify and improve the mechanism for handling student grievances.

The college has a dedicated Grievance Redressal Box where the Students/Faculties/Non-teaching staffs could drop their grievance-letters.

The Students/Faculties/Non-teaching staffs could also submit their grievances in electronic form through Email (grc.bkgc@gmail.com).

Grievances related to the followings are dealt by the cell-

1. Admission
2. Academic
3. Examinations
4. Infrastructure/ Amenities
5. Hostel
6. Discrimination against Scheduled Castes, Scheduled Tribes, Other Backward Classes, minorities, or persons with disabilities
5. Any other issues which fit under the consideration of GRC

If any grievance is received the cell will register and acknowledge the same and redress it as per UGC norms, maintaining necessary confidentiality.

ACTIVITIES

- During the time period of 2022-2023, the Grievance Redressal Cell (GRC) of Bijoy Krishna Girls' College, Howrah, has organized three cell meetings to discuss
 1. A grievance case raised by the students,
 2. Installation of one additional GRC boxes and
 3. pasting of awareness posters, and
 4. The future plan of action.
- The cell has successfully installed GRC boxes and
- Pasted several awareness posters across different areas in the college campus.
- Newly admitted students (UG and PG) were made aware of the GRC during the Orientation Program.



Bijoy Krishna Girls' College, Howrah

**For any grievance,
as directed under UGC
(Redressal of Grievances of Students)
Regulations, 2023,
the students are requested
to Contact - 9831635831,9123327464**

Or

Mail to- grc.bkgc@gmail.com

Or

Drop the letter in the GRC box.

A wooden box with a curved top and a mail slot. The front panel has the words "GRIEVANCE REDRESSAL BOX" painted in white. The wood is aged and shows some wear. To the right, a white door frame is visible with a small label that reads "LOCAL ELECTRIC CO. POWER CABLE".

**GRIEVANCE
REDRESSAL
BOX**

Grievance Redressal Report

year	No. Of Complaints Registered	No. Of Complaints Addressed by the GRC within Prescribed Times, if any	If not, the reasons thereof
20-21	0	0	NA
21-22	1	1	-
22-23	1	1	-



Newly admitted students (UG, Commerce) were made aware of the GRC during the Orientation Program

