

বোলপুর কলেজ



**BOLPUR COLLEGE**

(Govt. Sponsored College established in 1950 & affiliated to The University of Burdwan)

P.O. Bolpur, Dist: Birbhum, West Bengal – 731204, India

NAAC Accredited B+

Ph: 03463252290

Website: www:bolpurcollege.edu.in

Email:bolpurcollegeoffice@gmail.com

## **BOLPUR COLLEGE**

### **STUDENTS GRIEVANCE CELL**

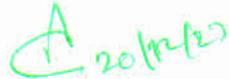
#### **Objective:**

The Grievance Cell's goal is to foster an attitude of accountability and responsiveness among all students so that the college can continue to have a positive learning environment. With the following goals in mind, a grievance cell established to address issues brought up by college students:

- A complaint box has been placed in front of the IQAC room of the college, There students may place their complaints for enhancing the college's administration and academics.
- Upholding the College's dignity by ensuring a hostile-free environment in the institution by fostering friendly student-student and student-teacher relationships, etc.
- Encouraging the students to voice their complaints openly & honestly, without any fear of retaliation.
- Cautioning all students against stirring up trouble among themselves, their teachers, or the college administration.
- Ragging of any kind is totally forbidden both within and outside of the college. Any breach of the college's ragging and conduct policies needs to be brought to the principal's attention immediately.
- Encouraging the personnel to show affection to the students and to refrain from acting vindictively towards any of them for any cause.

#### **Functions:**

On receiving written complaints from the students, the situations will be swiftly handled. The Grievance cell will formally examine each instance and take action in accordance with management policy. If any instances remain unresolved and need guidance from higher authorities, the cell will submit this to the appropriate authority.

  
Principal  
Bolpur College

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### Grievance Committee Members:

Sl.No	Name	Nominated as
1	Dr.Nursadh Ali (Principal)	Chairman
2	Dr.Aditi Ghosal	Convener
3	Dr.Rajshree Ghosh	Member
4	Dr.Dipes Kundu	Member
5	Dr.Susanta Mandal	Member
6	Dr.Dilip Kumar Mondal	Member
7	Mrs.Smriti Sarkar (Office)	Member

### Grievance cell Report for the last five years (2018-23)

Some students had reported their various complaints regarding numerous issues such as cleaning of classroom, bathroom, purified water in the college premises, vehicle parking, availability of Wi-Fi facility, additional classes requirements, low marks in internal examination, non-delivery of identity card on time, the fans and lights in the classroom do not work properly etc. during different academic years. The Principal considers those complaints and forwarded to the grievances cell for redresses and the grievances cell thoroughly scrutinised those complaints. The details are given below:

  
Principal  
Bolpur College



Annual Report-(2018-19)

Sl. No	Complaints Lodged date	Complaints lodged by	Issue	Action taken date	Action taken
1	03/08/2018	Suparna Sil B.A Sem-1 (Pol.Science)	Cleanliness of ladies toilet	06/08/18	Called upon sweeper to look to the working condition of the toilet
2	27/08/2018	Nayan Pal B.A sem-1(Sans.)	Not satisfied with internal assessment marks.	30/08/18	The concern teacher, arrangement was made to show him the Answer scripts and explain to him why he got low marks.
3	08/09/2018	Riya Mondal B.A(Gen)	Problem regarding vehicle parking	12/09/2018	Grievance cell discussing with the Principal sir and he decided that the vacant space behind the main building has been arranged for parking of vehicles for the students.
4	21/09/2018	Pomi Mondal B.A(Gen)	Provide identity card as early as possible	25/09/2018	The concerned office has been informed. the office was decided that identity cards will be issued by 25/07/18
5	15/01/19	Sourav Pal sem-v, commerce	Availability of Wi-Fi facility	17/01/19	Already Wi-Fi facility is available inside Commerce department.
6	25/02/19	Mou Bannerjee ,Silpi Mondal Sem-1(Phil)	Fans and lights in the classroom do not work properly of class room no-309	28/02/2019	The electrician has been notified.   Principal Bolpur College



Annual Report- 2019-20

Sl. No	Complaints Lodged date	Complaints lodged by	Issue	Action taken date	Action taken
1	15/07/2019	Tufan Sutradhar B.A(Gen)	Poor condition of boys toilet	17/07/2019	Called upon sweeper to look to the working condition of the toilet
2	26/08/2019	Mala Khatun B.A Sem-3 Philosohhy(H)	Additional classes requirements	30/08/2019	The matter has been informed to the concerned teacher, he has agreed to take to extra classes.
3	20/09/2019	Gopal Ghosh B.A (Gen)	Additional connection of purified water in the college premises.	30/09/2019	The cell communicated the problems with the Principal for further necessary action.
4	12/02/2020	Sangam Saha B.A SEM-III (Eng)	Prayer for more books from college library,	15/02/2020	Principal sir instructed the library committee that honours students can take three books and pass course students two books each from the library
5	25/03/20	Ipsita Ghosh B.A SEM-V (Eng)	Problems with online classes	30/03/20	The matter has been informed to the teachers of the concern department and the teachers have been given the study material.

*A. 20/02/20*  
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### Annual Report- 2020-21

Sl. No	Complaints Lodged date	Complaints lodged by	Issue	Action taken date	Action taken
1	19/12/2020	Daliya Mondal B.A Sem-1 Philosophy(H)	Problems with online classes(discontent about classes timings)	22/12/2019	The matter has been informed to the teachers of the concern department and the teachers have been given the study material.
2	15/01/2021	Antara Mondal B.A Sem-V Eng(H)	Study material is required	19/01/21	The matter has been informed to the teachers of the concern department and the teachers have been given the study material.

  
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**Annual Report- 2021-22**

Sl. No	Complaints Lodged date	Complaints lodged by	Issue	Action taken date	Action taken
1	5/11/2021	Amit Ghosh, Shreya Mondal, Ankita Sarkar B.A(Gen)	Cleanliness of N-3 Class Room	8/11/2021	Called upon sweeper to look to the working condition of the N-3 class Room
2	25/11/2021	Gargi Srkar, B.A Sem-11 ,Piil(H)	Provide digital notic board	10/12/2021	The matter has been reported to the Principal and he has informed that a digital notice board will be installed in front of the college office by Dec-10.
3	21/05/2022	Dibakar Bagdi Piil(H) sem-iv	Not satisfied with internal assessment marks.	25/05/2022	The concern teacher, arrangement was made to show him the Answer scripts and explain to him why he got low marks.

*A 20/12/22*  
Principal  
Bolpur College



Annual Report- 2022-23

Sl. No	Complaints Lodged date	Complaints lodged by	Issue	Action taken date	Action taken
1	12/07/2022	Chayanika Roy Sem-v Philosophy(H)	Poor condition of the canteen	14/07/22	Called upon sweeper to look to the working condition of the canteen and rectified.
2	05/08/2022	Disha Das& Adrija Patra Sem-v zoology(H)	Provide separate time gym for the ladies	12/08/22	The matter has been reported to the Principal and principal discussed with the sports committee and decided that only ladies would be allowed to use the gym every day from 1.30 pm to 3,00pm.
3	22/02/2023	Sougata Murmu Sem-v Eng(H)	Application for teaching recitation, singing etc.	27/02/2023	The matter has been reported to the cultural club, The cultural committee members decided to teach recitation, singing etc. to the students one day a week.
4	16/03/23	Sima Pal, Ayesha Khatun,Gargi Sarkar &Sudipa Pal Sem-iv Philosophy(H)	Cleanliness of Class Room no-315 &316	20/03/2023	Called upon sweeper to look to the working condition of the class room.
5	18/05/2023	Ayandeep Sinha (B.A,Gen) Sem-vi	Provide more cricket equipment.	22/05/23	The matter has been reported to the Principal and principal discussed with the sports committee and decided that the sports committee to necessary action.
6	07/08/2023	Pinky Mondal Sem-v Philosophy(H)	Judgment sought for physical injury and mental torture by Selina Mondal	25/08/23	The Principal suspended Selina Mondal from the college for one year in consolation with the disciplinary committee.

*(Signature)*  
Principal  
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**Contact:**

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2) Dr. Aditi Ghosal, Nodal Officer

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**Web Portal – <http://www.bolpurcollege.edu.in/GRIEVANCE-REDRESSAL>**

  
Principal  
Bolpur College