

RANI BIRLA GIRLS' COLLEGE

38, Shakespeare Sarani, Kolkata- 700017



Criterion Name: 5

Index No: 5.1.4

Subtitle: THE INSTITUTION ADOPTS THE FOLLOWING FOR REDRESSAL OF STUDENT GRIEVANCES INCLUDING SEXUAL HARASSMENT AND RAGGING CASES.

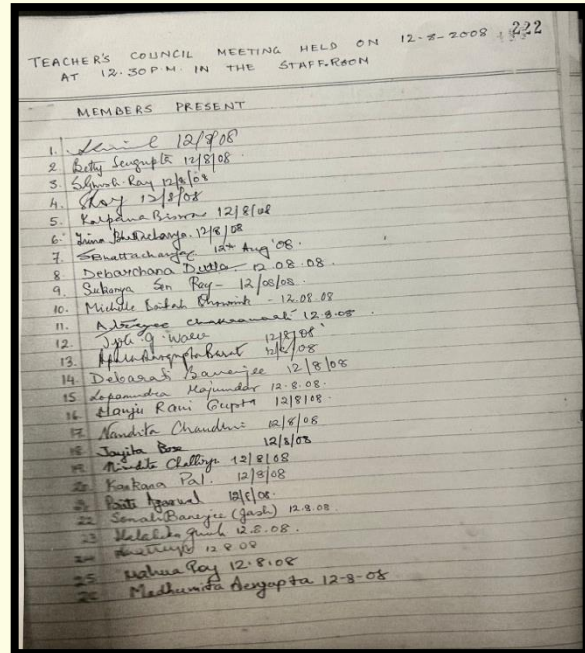
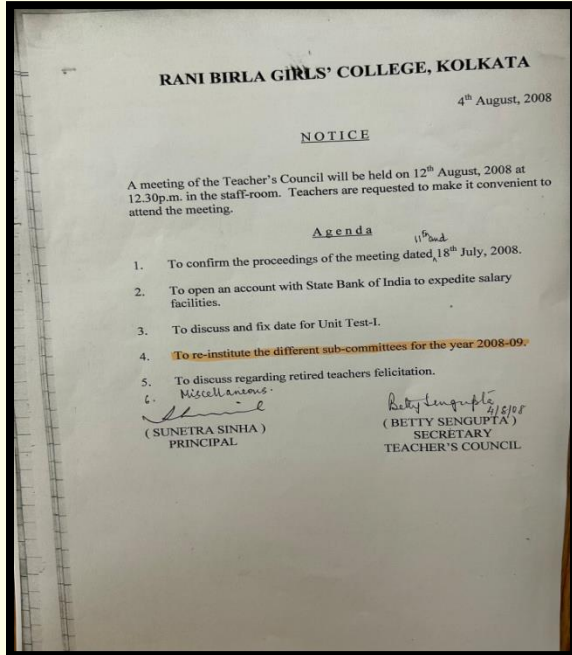
**GRIEVANCE REDRESSAL
CELL**

CONSTITUTION OF THE FIRST GRIEVANCE REDRESSAL CELL

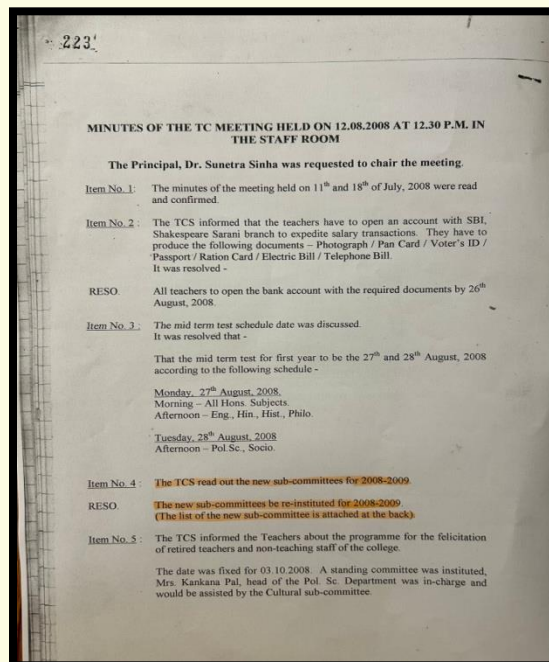
THE MEETING HELD ON 12TH AUGUST 2008

NOTICE

MEMBERS PRESENT



MINUTES OF THE MEETING



Authenticated

Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

FIRST GRIEVANCE REDRESSAL CELL COMPOSITION


2008-09

RANI BIRLA GIRLS' COLLEGE, KOLKATA

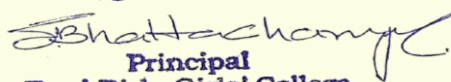
Date : 13/08/2008

SUB-COMMITTEES TO THE TEACHERS' COUNCIL FOR 2008-2009

<i>Sub-Committees</i>	<i>Convener and Members</i>
1. Routine / Time Table	NC ₂ (Convener), KP, SD, KB.
2. College Examination	MRG (Convener), JGW, DD, AS ₂
3. Magazine	NC ₁ (Convener), MRG, MSG, ADB, AS ₂
4. Academic Journal	DB (Convener), SM, PC, SB, SGR, SBJ.
5. Admission	All HoDs.
6. Cultural and Extra Curricular	NC ₂ (Convener), BSG, KB, DD, AS ₂ , MR, TB, MBB, NC ₁
7. Grievance	Principal (Convener), TCS, SD
8. Sports	SD (Convener), AS ₁ , BSG, NC ₂ ,
9. Social Service and Extension	PC (Convener), SM, BSG, NC ₂ , Librarian.
10. Canteen	PC (Convener), DB, SBJ, TB, MBB.
11. Students' Advisory	SM (Convener), KP, PC, MSG.
12. Excursion	SR (Convener), KP, SD, SB, ADB.
13. Seminar	DB, SGR (Jt. Conveners), MG, SM, KP, MRG, PC, NC ₁ , BSG, JGW, SBJ, KB, AS ₂ , TB, DD.


Principal

Authenticated


Principal
Rani Birla Girls' College
Kolkata - 700017

GRIEVANCE REDRESSAL CELL 2018-19 to 2019-20

NAME	DESIGNATION
Dr. Sunetra Sinha	Chairperson
Jyoti Gurpeet Walia	Member
Dr. Pushpa Tiwary	Member

SCREENSHOT OF BANGLAR UCCHASIKSHA PORTAL



The screenshot displays the 'Grievance Redressal Committee' details on a web portal. It includes a table with the following data:

Name of the Convener/Member	Designation	Contact Number	Email Id
SUNETRA SINHA	PRINCIPAL	9830047458	sunetra1208@yahoo.com
PUSHPA TIWARY	ASSISTANT PROFESSOR	9474547639	pushpa.tiwary39@gmail.com
JYOTI GURPEET WALIA	ASSISTANT PROFESSOR	9831077298	contact@rbgc.in

Below the table, there are two summary statistics:


Number of Complaints Registered During Current Year	0
Number of Complaints Disposed Off	0

GRIEVANCE REDRESSAL CELL 2020-21

NAME	DESIGNATION
Dr. Nandita Chaudhuri	Chairperson
Jyoti Gurpeet Walia	Member
Dr. Pushpa Tiwary	Member

Authenticated
S. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

GRIEVANCE REDRESSAL CELL 2021 - 2022



PHONE : 2287-5509 / 2283-5797
RANI BIRLA GIRLS' COLLEGE
38, Shakespeare Sarani
Kolkata - 700 017
GOVT. AIDED NAAC ACCREDITED

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

23-09-2021

UGC Regulations dated 7th December, 2018
According to UGC Notification F.No.14-4/2012 (CPP-II) dtd.October, 2018

CHAIRPERSON: Dr.Nandita Chaudhuri

MEMBERS: 1.Ms. Anjali Pramanick
2. Ms.Pampa Chatterjee

TENURE: 2 Years

Shankar
23.9.21
ADMINISTRATOR
RANI BIRLA GIRLS' COLLEGE
38, Shakespeare Sarani
Kolkata - 700 017

Shandhu
21/9/2021
Rani Birla Girls' College
38, Shakespeare Sarani
Kolkata - 700 017

Authenticated

Shattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

RECONSTITUTION OF GRIEVANCE REDRESSAL CELL 2022-23



No.....

37/Notice/Prin/2023

PHONE : 2287-5509 / 2283-5797

RANI BIRLA GIRLS' COLLEGE

38, Shakespeare Sarani

Kolkata - 700 017

GOVT. AIDED NAAC ACCREDITED

22/04/2024

NOTICE

This is to notify all concerned that as per Resolution no. 1 dated 20/04/2023 of the Administrator of Rani Birla Girls' College, the following statutory cells have been reconstituted and approved:

ANTI-RAGGING CELL

- Dr. Srabanti Bhattacharya- Chairperson
- Kalpana Biswas, Assistant Professor in Geography- Convenor
- Pampa Chatterjee, Associate Professor in Education – Member
- Dr. Priti Ghatani, Assistant Professor in Political Science
- Dr. Apala Dasgupta Barat, Assistant Professor in English
- Fauzia Javed, Assistant Professor in Political Science
- Dr. Apalak Das, Assistant Professor in History

GRIEVANCE REDRESSAL CELL

- Dr. Srabanti Bhattacharya- Chairperson
- Kamalika Paul, Assistant Professor in Geography- Convenor
- Dr. Pushpa Tiwary, Assistant Professor in Hindi – Members
- Manab Mondal, Assistant Professor in Sociology - Member
- Sarmila Paul, Assistant Professor in English – Members
- Tarun Roy, Accountant – Member

Srabanti Bhattacharya

DR. SRABANTI BHATTACHARYA

PRINCIPAL

RANI BIRLA GIRLS' COLLEGE

38, SHAKESPEARE SARANI

KOLKATA - 700017

Authenticated

Srabanti Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

**GRIEVANCE REDRESSAL CELL ACTIVITIES 2018-19,
2019-20,2020-21**



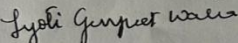
PHONE : 2287-5509 / 2283-5797
RANI BIRLA GIRLS' COLLEGE
38, Shakespeare Sarani
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GOVT. AIDED NAAC ACCREDITED

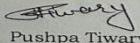
RANI BIRLA GIRLS' COLLEGE

GRIEVANCE REDRESSAL CELL
(2018-19, 2019-20, 2020-21)

TO WHOM IT MAY CONCERN

This is to declare that during years 2018-19, 2019-20, 2020-2021 Grievance Box was opened twice a year at the end of each of the two (2) terms, in June and in December. But since no grievance was received in grievance box no formal meetings were convened.

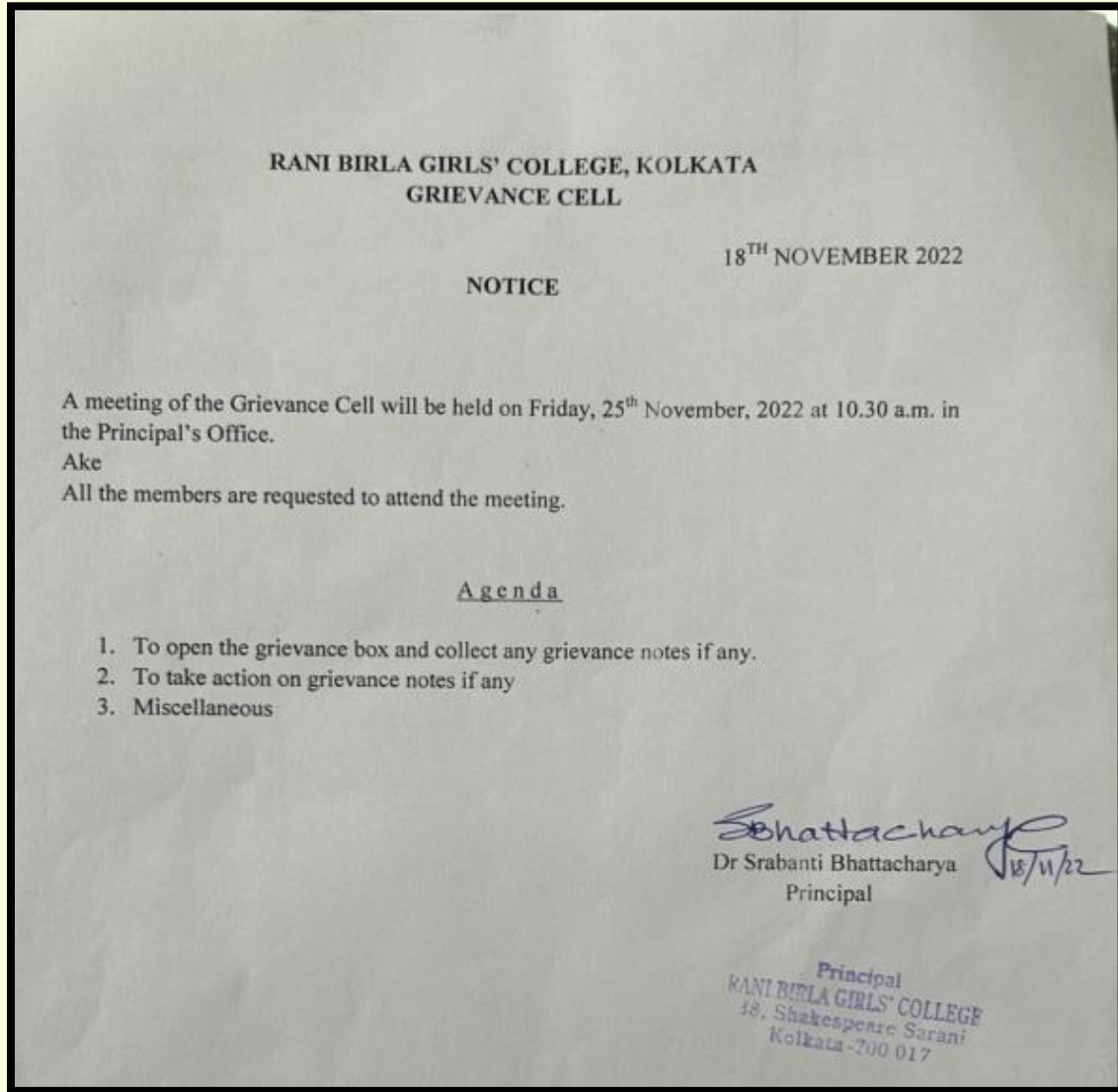

Jyoti Gurpreet Walia
Member


Pushpa Tiwary
Member

GRIVANCE CELL ACTIVITIES OF 2021-22 and 2022-23

MEETING HELD ON 18TH NOVEMBER 2022

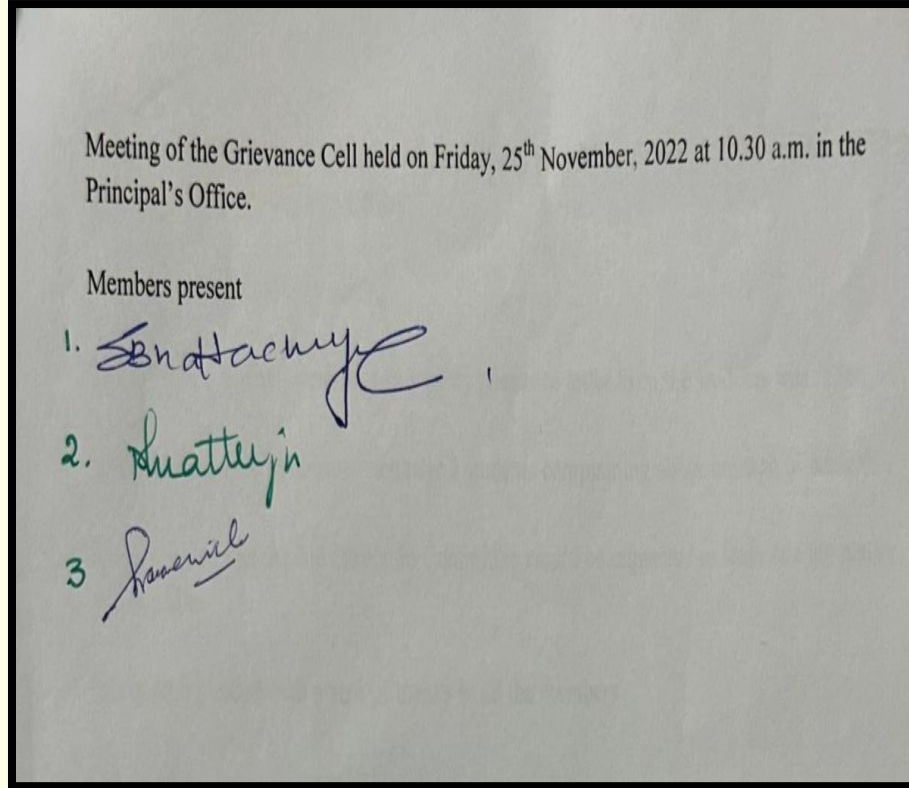
NOTICE



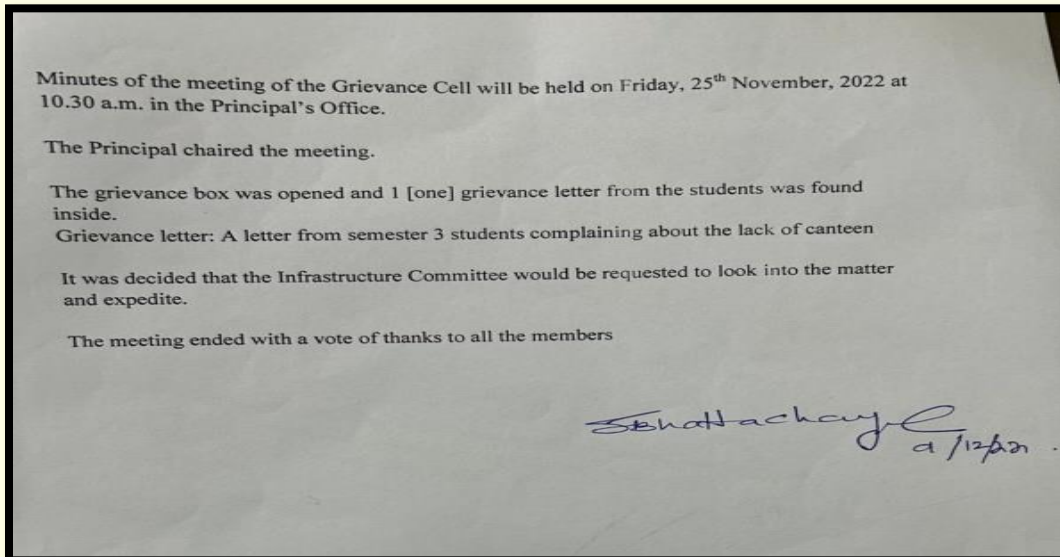
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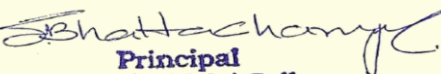
S. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MEMBERS PRESENT

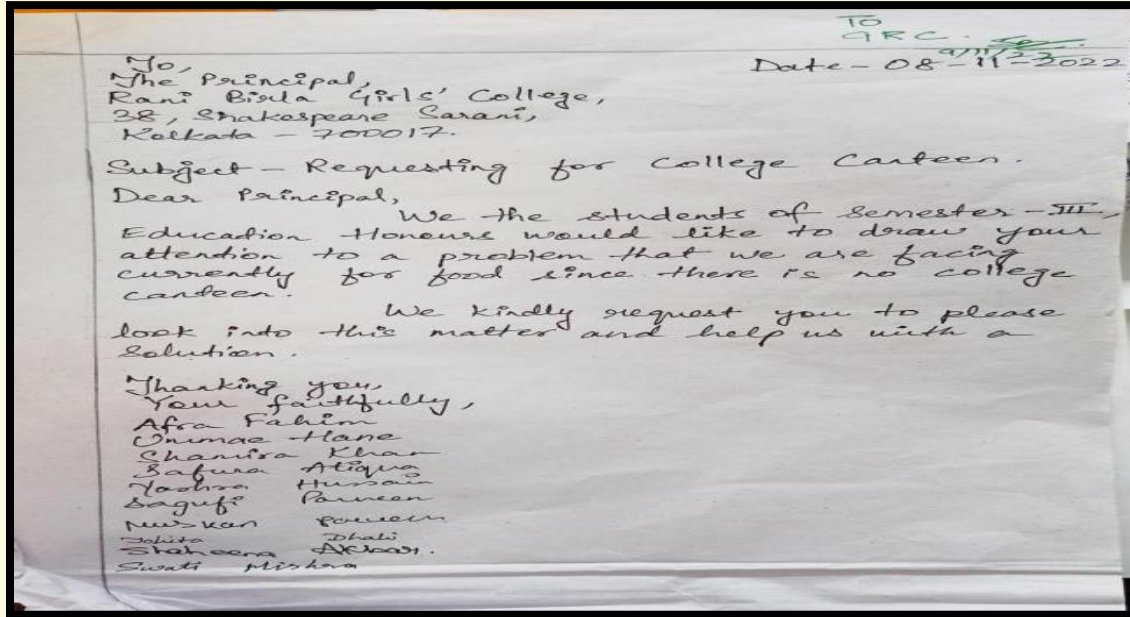


MINUTES OF THE MEETING



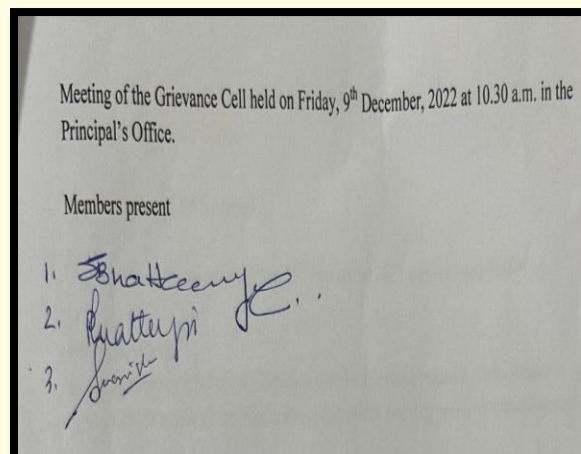
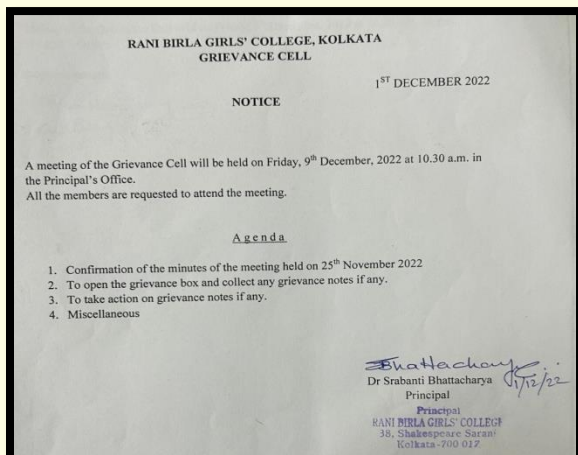
Authenticated

Principal
Rani Birla Girls' College
Kolkata - 700017

GRIEVANCE LETTER



MEETING HELD ON 9TH DECEMBER 2022

NOTICE



Authenticated

S. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MINUTES OF THE MEETING

Minutes of the meeting of the Grievance Cell held on Friday, 9th December, 2022 at 10.30 a.m. in the Principal's Office.

The Principal chaired the meeting.

The minutes of the meeting held on 25th November 2022 was read and confirmed

Business Arising

It was reported by Ms Pampa Chatterjee that the grievance regarding lack of canteen was brought to the notice of the infrastructure committee and they will look into the matter.

The grievance box was opened and 1 [one] grievance letter from the students was found inside.

Grievance letter: A letter from semester 1 students complaining about the lack of infrastructural facilities

It was decided that the Infrastructure Committee would be requested to look into the matter and expedite.

The meeting ended with a vote of thanks to all the members

Bhattacharya
13/2/23

GRIEVANCE FROM STUDENTS PART 1

Date: 16th November, 2022.

To,
The Respected Principal,
Rani Birla Girls' College,
Shakespeare Saxani, Kolkata.

Forwarded
to Grievance Cell
17/11/22

Subject: Request to improve the college infrastructure and facilities.

Dear ma'am,

I, Sarah Rahaman Shaikh of English Department (B.A) Semester I, would like to bring to your notice the immediate need to improve the infrastructural facilities and ambience.

As the class representative of my class, I have received a few complaints on the lack of water coolers and western commode facilities. Apart from this, there is a need to renovate walls and fix the fan of the common room (besides the canteen).

The fans of the college are not cleaned regularly and it would be great if the sitting arrangements of canteen are cleaned too.

The college has great faculty members and the professors are always ready to help and guide us in our academics.

If a few of infrastructural issues could be fixed, the college will be flawless with flourishing future.

It is my humble request to please take the infrastructural conditions into consideration so that the Rani Birla Girls' College can reach its potential. Looking forward to a positive change!

ENCL: Signatures of students from CENBA SEM1 who too requests for the same.

Thanking You,
Yours Truly,

Sarah Rahaman Shaikh
SARAH RAHAMAN SHAIKH
C-R, ENGA(I)

Authenticated

Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

GRIEVANCE FROM STUDENTS PART 2

Signature of the Students who requests for infrastructural development - (ENGA SEM I) [2022].

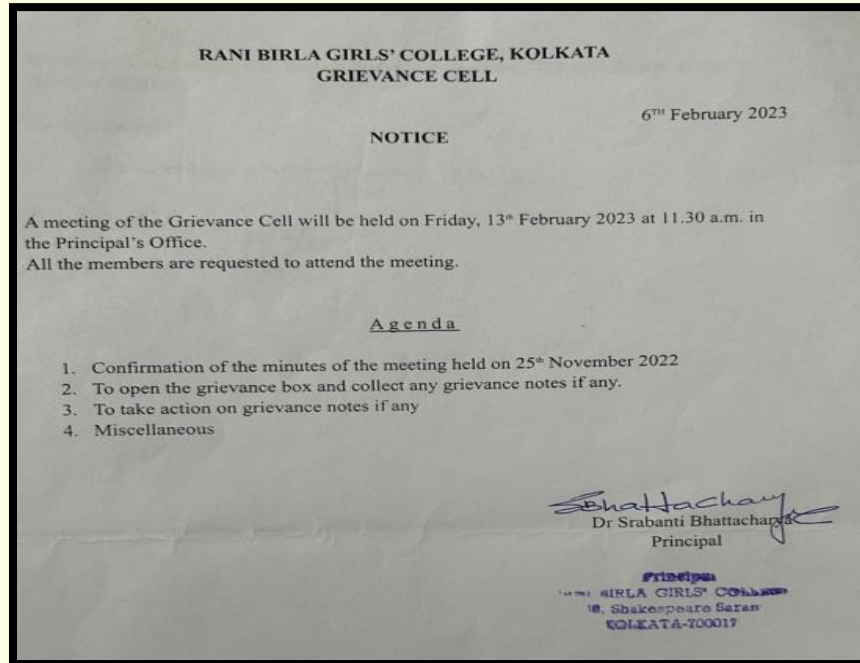
Sr No.	Name with Roll No.	Signature
1.	Qamroona son Mondal (195)	Qamroona Mondal 16/11/22
2.	Alfaha Khatun (92)	Alfaha Khatun 16/11/22
3.	Sarah Rahaman Shaikh (29)	Sarah Rahaman Shaikh 16/11/22
4.	Zoya Khanam (98)	Zoya Khanam 16/11/22
5.	Masrura Akhbar Mahomed (142)	Masrura Akhbar Mahomed 16/11/22
6.	Aqsa Faruqin (101)	Aqsa Faruqin 16/11/22
7.	Shikha Sarkar (113)	Shikha Sarkar 16/11/22
8.	Aasya Pandey (35)	Aasya Pandey 16/11/22

Authenticated

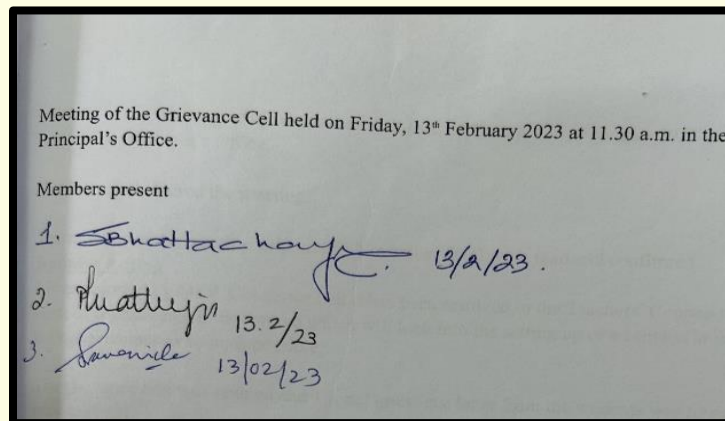
S. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MEETING HELD ON 13TH FEBRUARY 2023

NOTICE



MEMBERS PRESENT



Authenticated
Sr. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MINUTES OF THE MEETING

Minutes of the meeting of the Grievance Cell held on Friday, 13th, February 2023 at 11.30 a.m. in the Principal's Office.

The Principal chaired the meeting.

The minutes of the meeting held on 25th November 2022 were read and confirmed
Business Arising

It was reported by Ms P. Chatterjee that it has been resolved in the Teachers' Council that a canteen committee will be formed which will look into the setting up of a canteen in the college premises as soon as possible.

The grievance box was opened and 1 [one] grievance letter from the students was found inside.

Grievance letter: A letter from semester 6 student, Esha Taesha Nayak complaining about the lack of clubs for students in the college. She suggested that we start dance club, drama club, art club etc

It was decided that the Teachers' Council would be requested to look into the matter and expedite.

The meeting ended with a vote of thanks to all the members

Shattarjya
13.2.23

Read & Confirmed.
Shattacharya
13/2/23

GRIEVANCE FROM STUDENT

To,
The Principal
Rani Birla Girls' College
38, Shakespeare Sarani
Rd, Elgin, Kolkata - 700017.

To
Grievance Cell
Rani Birla Girls' College
38, Shakespeare Sarani
Rd, Elgin, Kolkata - 700017

[Subject: Request to start clubs in college]

Dear ma'am,

I, Esha Taesha Nayak of Semester VI, Student and class representative writing this letter on behalf of all CR's to request you to please grant us permission to start the clubs in our college. This is based on the interest of the student body, this letter is a proposal to form a variety of clubs which focuses on opportunities and to broaden their knowledge according to their interests.

Students have collectively decided on forming 11 clubs -
(a) Singing Club, (b) Dance Club, (c) Drama Club, (d) Art Club,
(e) Debate and Extempore, (f) Creative Writing, (g) Sports Club,
(h) Fashion & Makeup Club, (i) Nature's Club, (j) Non-fire cooking club, (k) Quiz club.

Enclosures:

Member List
Planned Activities
Club bylaws
Mission statement

I hope that this proposal will be approved.

Please feel free to contact me with any queries.

Thankyou for your consideration.

Regards,

Esha Taesha Nayak
FLSA, Sem VI, CR.
Student Representative
Contact No. - 9830646054

Authenticated

Shattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MEETING HELD ON 30TH MAY 2023

NOTICE

RANI BIRLA GIRLS' COLLEGE, KOLKATA
GRIEVANCE CELL

23rd May 2023

NOTICE

A meeting of the Grievance Cell will be held on Friday, 30th May 2023 at 10.30 a.m. in the Principal's Office.
All the members are requested to attend the meeting.

A g e n d a

1. Confirmation of the minutes of the meeting held on 9th December 2022
2. To report on the action taken on the basis of the grievance letters received from students
3. To open the grievance box and collect any grievance notes if any.
4. To take action on grievance notes if any.
5. Miscellaneous

Bhattacharya
Dr Srabanti Bhattacharya
Principal 23/5/23

Principal
RANI BIRLA GIRLS' COLLEGE
11, Shakespeare Sarani
KOLKATA-700017

MEMBERS PRESENT

Meeting of the Grievance Cell held on Friday, 30th May 2023 at 10.30 a.m. in the Principal's Office.

Members present

1. *Bhattacharya*
2. *Srijal Pramanick*
3. *Chatterjee*

Authenticated

Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MINUTES OF THE MEETING

Minutes of the meeting of the Grievance Cell held on Tuesday 30th May 2023, at 10.30 a.m. in the Principal's Office.

The Principal chaired the meeting.

Item 1

The minutes of the meeting held on 9th December, 2022 was read and confirmed

Item 2

It was reported by Ms Pampa Chatterjee canteen has started functioning since 22nd May 2023 Ms Anjali Pramanik reported that all the aquaguards in the college premise have been repaired and are functioning properly.

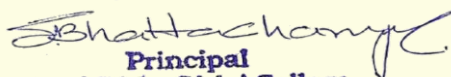
Regarding the coolers and the bathroom, the work are still pending due to non submission of initial inspection report by concerned technicians

Item 3

The grievance box was opened no grievance letter from the students was found inside.

With no other matter pending the meeting ended with a vote of thanks to all the members.

Authenticated


Principal
Rani Birla Girls' College
Kolkata - 700017

MEETING HELD ON 1ST SEPTEMBER 2023

RANI BIRLA GIRLS' COLLEGE
38, SHAKESPEARE SARANI
KOLKATA - 17

152 / NOTICE / PRIN / 2023

DATE: 18.08.2023

NOTICE

GRIEVANCE REDRESSAL CELL

A meeting of the Grievance Redressal Cell (statutory cell) will be held on ~~29.08.2023~~ ^{01.09.2023} ^{hr} at 1.30 pm in the Principal's Office.

All members of Grievance Redressal Cell are requested to attend the meeting.

Agenda:

1. To discuss the formulation of Grievance Redressal policies and its implementation in Rani Birla Girls' College.
2. Miscellaneous.

Kamalika Paul
(Kamalika Paul)
Convener
Grievance Redressal Cell

Sr. Bhattacharya
(Dr. Srabanti Bhattacharya)
Principal

Members present in the meeting held on 01/09/2023:

1. *Sr. Bhattacharya* 1/9/23
2. *Mr. a/a/23*
3. *Pr. a/a/23*
Mamab Mondal 01.09.23
- 4.
5. *Dr. 1/9/23*

Authenticated

Sr. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017

MINUTES OF THE MEETING AND MEMBER PRESENT

Minutes of the meeting held on 01.09.2023

The meeting was held for the formulation of creation of Grievance Redressal Policies and its implementation in Rani Birla Girls' College.

Agenda 1.

- Principal proposed the creation of a flex, mentioning the details of policies regarding Grievance Redressal, in a specific format (in a bullet format), meant to be displayed in college premise and also in college website, for the students' understanding.
- The following decisions were unanimously taken:
 - It was suggested that the name and contact details of the members of the committee to be given as helpline numbers so that students can reach out.
 - It was also suggested that an email id should be created to register complaints to the Grievance Redressal cell.
 - It was suggested that College shall adhere to the University Grants Commission's (UGC) Guidelines for Redressal of Grievances of Students, 2023 (notification date: April 11, 2023).
 - Students can lodge their grievances and their suggestions in writing-physically / via online mode.
 - On receipt of complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee.
 - The committee shall acknowledge and confirm the complaint within 15 days of receipt of the complaint.
 - The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
 - An aggrieved student may appear either in person or authorize a representative to present the case.
 - The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents where ever needed.
 - The Grievance Cell will assure that the grievance has been properly resolved in a stipulated time limit provided by the cell.
 - Students can register their compliance through this email: RbgcGrievanceRedressalCell@gmail.com
 - Various Methods of Lodging Complaint:
 - 1. Drop Box (in front of Library – in a given format)
 - 2. Email (RbgcGrievanceRedressalCell@gmail.com)
 - 3. Online Form available on College Website
 - Students must provide proof of complaints along with the written complaint.
 - Anonymous complaints will not be considered.

- Time interval for the committee to meet was decided as 3 months, unless any complaint of serious matter that needs that needs immediate attention was lodged.
- It was decided that the complaints will be unanimously decided by the members of the cell and if unresolved will be taken up to the head of the organization.
- It was proposed that an orientation program with the Semester 1 students to be conducted.

Kamalika Paul
(Kamalika Paul)

Convener of Grievance Redressal Cell

- 1.
2. *Swamy*
3. *Marab Mandal*
4. *Darshita Paul. 09.09.2023*
5. *S. C. up. 01/9/23*

Read & Confirmed
S. Bhattacharya
9/9/23

Authenticated

S. Bhattacharya
Principal
Rani Birla Girls' College
Kolkata - 700017