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RAMMOHAN COLLEGE

(Formerly City College W.Dept.)

102/1, Raja Rammohan Sarani, Kolkata – 700009

E-mail : rmc.tic85b@yahoo.in, rmc.principal@gmail.com

Accredited B⁺⁺ Grade by NAAC

Ref.

Date.....20

Supporting documents for 5.1.4 (d)

Proof of implementation of guidelines of statutory/regulatory bodies



S Sanyal
Principal
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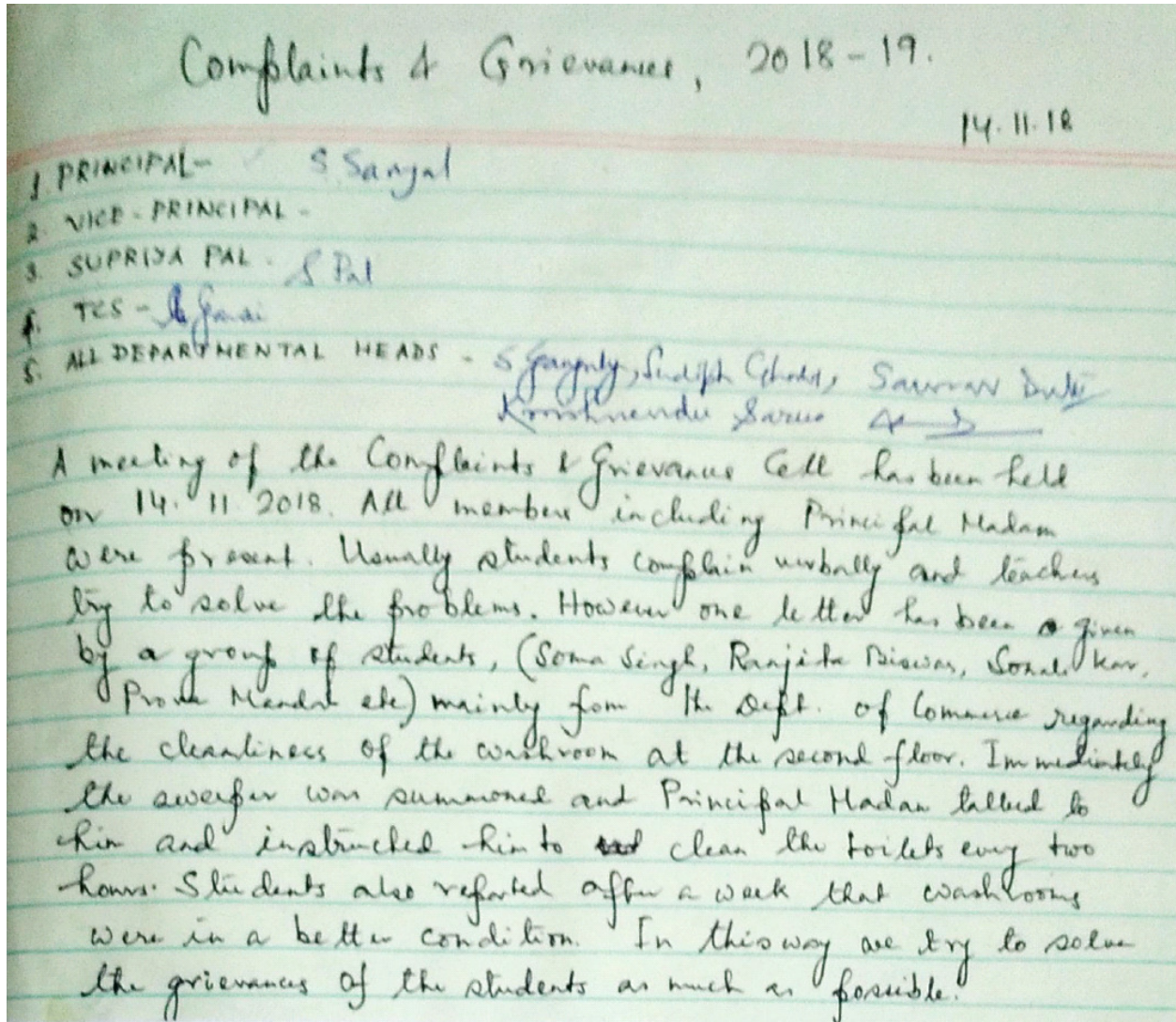
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Scanned copies of minutes of the meetings of Grievance redressal cell year wise



S. Sanjal
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2019-20

Complaints and Grievances Cell - Meeting

Held on 18.09.2019 :

Members present :

1. Principal S. Sanyal
2. TCS - A. Gana
3. HODs - B. Das, C. Das, D. Das
4. Supriya Pal - Superintendent - S. Pal
5. Vice - Principal - M. M.

Students of B.A. (Gen) and B.Com (Gen) complained that the rooms allotted for their early morning classes (at 6.30am) were not enough clean. Principal Madam asked the sweeper to do his duty properly before the classes start. The complain was received on 12.09.19 and the grievance was redressed immediately.

Another letter was received by the Cell from 2nd Sem Students about the service of the students' canteen. They complained that the price was too high and the canteen was not enough clean. Principal Madam intervened immediately, a fixed price list was given to the canteen owner to implement immediately and students' canteen was supervised thoroughly by other members. Grievances were addressed immediately.

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2021-22

Complaints and Grievances Cell Meeting held on 9.3.2022:
Teachers Present:

1. Principal - S. Sanjayal
2. Few HODs - Sg. Sushil Ghosh, Mrs. S. D. Das, Mrs. P. B. Das
3. Superintendents - Am.
4. NTPs - T. Chak.
- 5.
- 6.
- 7.

Agenda :- Redressal of letters sent by students:

Few students sent some letters regarding the inconvenience of submitting their scripts online. During 2021-22, working days were 109 which started on 16.11.21. Both the teachers and students were a little bit disorganized as they began used to online classes. However some of our students stay work at distant places even in North Bengal. They had a problem of poor signal and could not send answer scripts at first time. However their problems were forwarded to Examination Sub. Com. and were sorted out within a few days.

STEP 1: Letter sent by students regarding the inconvenience of submission of answer script

STEP 2: A meeting was held on 9.3.2022 regarding the matter.

STEP 3: Immediate action was taken to allow the students to send their answer scripts within next 3 days.

STEP 4: ACTION TAKEN: Portal re opened and students were able to send their answer scripts to respective departments.

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2022 - 2023 (July '22 - June '23) -

Meeting of Grievance Redressal Cell held on 10.11.2022 -
Members present :

1. S Sanyal
2. Samir Das
3. S. Ganguly
4. Mr. ...
5. Mr. ...
6. Jagoda Ray

Agenda: Letter received from few students regarding wash rooms:

A letter has been received from few students on the unhealthy condition of wash rooms both in New and Old buildings for a month.

1. Step 1: the issue was ^{discussed} ~~raised~~ with the sweepers by the HEI.
2. Step 2: the issue was formally raised with a grievance letter on
3. Step 3: It was resolved that grievance investigation should take place and recommendations will be sent to authority by next 7 days.
4. Step 4: a grievance hearing may also take place and report will be sent to competent authority and the aggrieved students within 15 days.
5. Step 5: ACTION TAKEN: Within 7 days all the complaints were investigated physically by the committee and regular supervision was done to tackle the problem.

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Meeting held on : 10.03.2023.

Members present :

1. S. Sanyal
2. S. Ganguly
- 3.
4. Mukherjee
5. Jagoda Rao
6. [Signature]

Agenda : Letter received from the Sem-VI students regarding Text books

Step 1 : Students complained about the unavailability of text books in sufficient no. for lending purpose.

Step 2 : Head of the Institution and other members of Library Sub-Committee had a fruitful discussion with the Librarian regarding the availability of text books for Sem VI students

Step 3 : Immediately Finance Sub-Com. meeting was arranged and Rs. 20,000/- was sanctioned to buy text books for Sem VI students within 7 days.

Step 4 : Books were purchased and immediately accession number and processing was done so that books were available to Sem VI students immediately.

This was the ACTION TAKEN by Grievance Redressal Cell within 7 days of meeting held.

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5-07-2022

REGULATION CONCERNING THE MENACE OF RAGGING IN HEI, 2009.

Rammohan College follows the regulation provided by UGC to form the Anti-ragging committee. Ragging is a serious problem all over India. To root out ragging in all its forms, Rammohan College takes all initiatives by prohibiting ragging, promoting its occurrence by following the provisions of the regulations and punishing those who indulge in ragging as provided for in these regulations and the appropriate law is in force.

However, ragging is not a serious problem at Rammohan College or its hostel, since its inception. But each year a workshop is organised at the beginning of the new session where both the fresh and senior students are asked to participate in the workshop. Anti Ragging Cell is formed for each three years which comprises of:

1. Ex-officio Principal - Sr. Soudal Sanyal
2. IC, Ambhat Strat Police Station
3. Dr. Salim Das Majumdar - Senior Faculty Member
4. Prof. Jayankisen - Sr. Faculty Member
5. Mr. Chandan Maity - Parents' representative
6. Sri Indib Chakravarty - NTS.
7. Students - a) Fresh - b) Senior -

There is also one Anti Ragging Squad which is nominated by the Anti Ragging Committee where members from different components are included.

* Psychological counselling and orientation are regularly organised especially in first 3 months of new admission.

** Anonymous random surveys are done often by different anti ragging squad members.

ANTI RAGGING SQUAD:

1. Sr. Dr. Krishanand Sarker - IQAC Coordinator
2. Sr. Kavitar Dutta Chowdhury - Teachers' Representative to G.B.
3. Sr. Sanivar Mandal "
4. Sr. Asheek Jami "

P.T.O. →



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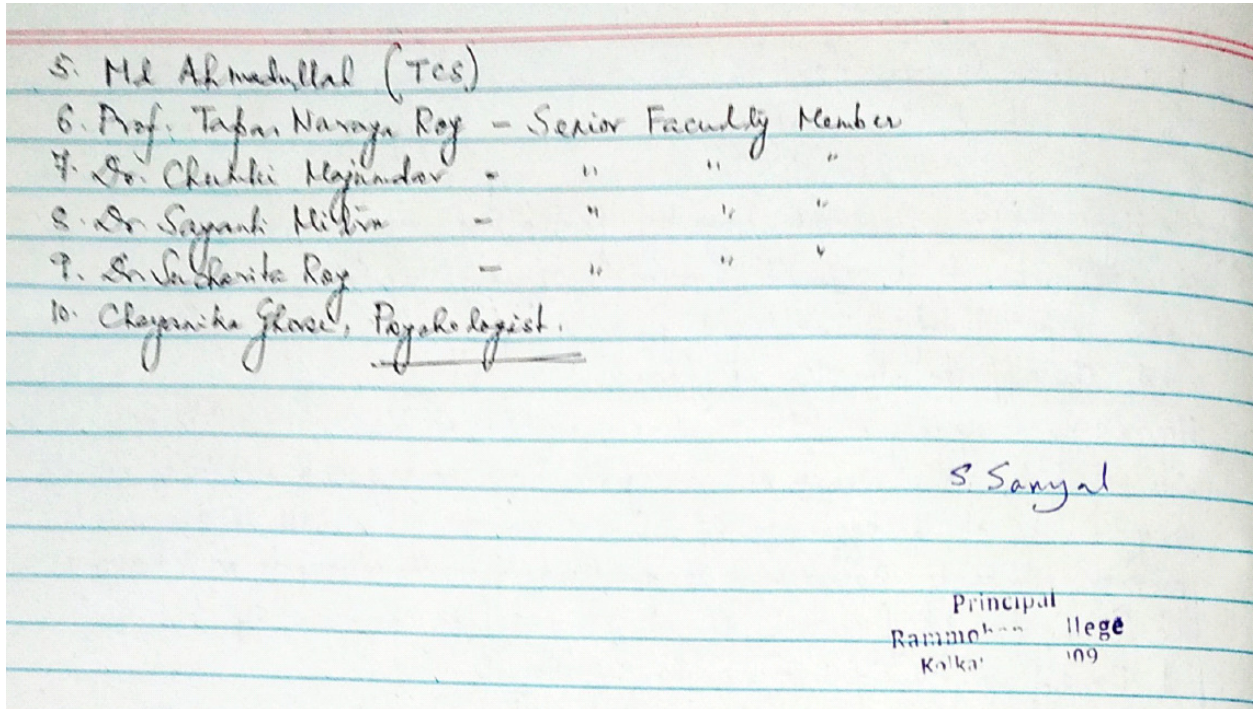
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