



सत्यमेव जयते

GOVERNMENT OF WEST BENGAL

BARASAT GOVERNMENT COLLEGE

NAAC ACREDITED 'A' GRADE & DST-FIST SPONSORED COLLEGE

10, K.N.C. Road, Barasat, Kolkata - 700124, West Bengal, India

Phone: (033) 2552 3365, Fax: (033) 2562 5053, Website: www.bgc.org.in, E-Mail: principal@bgc.org.in

Annual Report of College Students Grievance Redressal Cell

Academic Year: 2019-2020

The College Students Grievance Redressal Cell (CSGRC) of our institution inquired and analysed the nature and pattern of the grievances in a strictly confidential manner with adequate emphasis on procedural fairness. There was a continuous demand to preserve the anonymity of the grievances. So, a grievance box was installed in front of the college office where students can drop their written complaints and suggestions. These boxes are opened frequently and grievances of students are taken up by the committee in a meeting with the principal. The committee tries to resolve the cases as soon as possible. In this year there were four (4) written grievances about the instrument malfunctioning in physics, insufficient light in the class room of geography, dirty class room of geography and cleaning of UG Class room of Physics. These were addressed by the committee immediately and the administration took measures where needed. Apart from those written grievances, there were several verbal communications through the departmental teachers and mentors which were addressed accordingly.

Convenor,
College Students Grievance Redressal Cell
Barasat Government College

Dr. Nirmalendu Das
Associate Professor (WBES)
P. G. Deptt. of Botany
Barasat Govt. College
Barasat - 700 124