



Basirhat College

Report of the Grievance Redressal Cell

(2017-2022)

Introduction

The Grievance Redressal Cell is a crucial component of any organization, institution, or establishment that strives to ensure a fair and transparent system for addressing concerns and resolving issues. The Grievance Redressal Cell of Basirhat College serves as a platform where individuals can voice their grievances, share their concerns, and seek appropriate redressal. The primary objective of the Grievance Redressal Cell is to promote a conducive and inclusive environment by providing a structured mechanism to address grievances promptly, fairly, and impartially. It acts as a bridge between the stakeholders and the management, facilitating effective communication and problem-solving procedures. Moreover, the Grievance Redressal Cell plays a vital role in upholding the principles of justice, accountability, and fairness, ultimately contributing to the overall well-being and satisfaction of the individuals associated with the organization.

Over the years (2017-22), from addressing grievances and concerns to implementing improvements and providing a supportive environment, every session brings forth unique challenges and opportunities. These sessions serve as a platform for students, faculty, and administrative staff to collaborate and create a harmonious learning atmosphere. With each passing session, the focus remains on enhancing infrastructure, facilities, and academic resources, aiming to foster holistic development and academic excellence. Let us delve into the details of the grievances submitted in each session, highlighting the key issues, actions taken, and the collective efforts undertaken to ensure a fulfilling academic endeavour for all.

Grievance redressal report for the academic session 2017-2018

During the 2017-18 session, several student grievances were reported across various courses and semesters. These grievances encompassed a wide range of issues, including infrastructure problems, canteen-related concerns, and cleanliness issues. The college administration promptly addressed these grievances, taking necessary actions to ensure the well-being and satisfaction of the students.

1. Infrastructure Issues:

- Problem of drinking water: Matter communicated to the head clerk of the college.
- Problem of light and fan: Issue conveyed to the head clerk of the college.
- Dirty classroom: Matter communicated to the head clerk of the college.
- Absence of proper bicycle stand: Proposal placed before the authority for construction of a bicycle stand in the college premises.
- Defective ceiling fan in Room No. 102: Referred to the college's electrician for repairs.

2. Canteen Related Grievances:

- Canteen-related issues: Forwarded to the principal, who instructed the canteen in-charge to resolve the problems.
- No food in the canteen during late working hours: Referred to the Canteen Subcommittee for necessary actions.

3. Cleanliness and Maintenance:

- Cleaning and water leakage in the girls' common room: Principal discussed the issue with the head clerk and assigned work to the sweeper and plumber.
- Unclean and insufficiently supplied toilets: Forwarded to the Principal, who took necessary action by assigning duties to the sweeper and plumber.
- Dirty bathroom and lack of water and light: College in-charge instructed to solve the problem.
- Dirty toilet and inadequate water supply: Head clerk instructed to clean the toilet frequently.

4. Other Grievances:

- Extension of library book issuing facility during vacations: Books issuing facility extended with the requirement of showing admit cards.
- Problems with classroom benches and lighting: Head clerk requested to take appropriate steps to resolve the issue.
- Bicycle parking issues: Instructions on proper parking will be provided to the students.

The college administration promptly addressed the reported grievances by communicating with the relevant authorities, instructing repairs and maintenance, and involving subcommittees to investigate and provide solutions. These actions aimed to create a conducive learning environment and ensure the satisfaction of the students during the 2017-18 session.

Detail of the major grievances submitted and actions taken for the academic session 2017-2018

Session	Name of the Student	Course of Study	Year / Semester	Registration No./Roll No./System ID	Brief Description of the Grievance	Action taken for Redressal
17-18	Purnendu Sarkar	B Com Hons	3rd Yr	1091511100903	Problem of drinking water	The matter has been communicated to the head clerk of the college in time

17-18	Rakesh Das	B Com Gen	3rd year	10920112400036	Problem of light and fan	The problem has been communicated to the head clerk of the college
17-18	Dipendu Das	B Com Hons	3rd year	1091511300897	Dirty classroom	The matter has been communicated to the head clerk of the college
17-18	Samim Ahamed	Botany Hons	1st Year	1091712400065	Absence of proper bicycle stand	Proposal and request for construction of a proper bicycle stand for the students in the college premises has been placed before the authority.
17-18	Debabrata Biswas	B.A.(Part-II)	2017-18	Regn.No. - 1091511300721	Extending the library books issuing facility during vacations	Books issuing facility extended up to the time. Students have to show their admit cards.
17-18	Ankana Mondal	B.A.(Part-III)	2017-18	Regn.No. - 1091521400724	Cleaning and water leakage in girls' common room	Forwarded to the Principal who discussed the issue with the Head Clerk and solved the matter by assigning work to the sweeper and plumber
17-18	Alauddin Gazi	B.A.(Part-I)	2017-18	Regn.No. - 1091512300748	Canteen related issues	Forwarded to the Principal who called and instructed the canteen in-charge to fix up the problems

17-18	Redoan Gazi	B.A Hons	3rd year		Canteen related issues	Forwarded to the Principal, he called and informed the canteen in-charge to solve this problem
17-18	Tarun Kumar Saha	B.A Hons	3rd year		Water related issues	Forwarded to the Principal who discussed with the head clerk and solved the issue by assigning duties to the sweeper and plumber
17-18	Jyoti Sarkar	B.Sc. GEOGRAPHY (H)	2nd YEAR	1091721300016	Insufficient light during class and dirty benches	The Head Clerk was requested to check the situation and take appropriate steps to resolve the issue
17-18	Sarif Ali Molla	B.Sc. GEOGRAPHY (H)	2nd YEAR	1091712400592	Irregular cleaning of toilets	The responsible person was instructed to clean the toilets frequently
17-18	Subham Nath	B.Sc. GEOGRAPHY (H)	2nd YEAR	1091711400707	Difficulty in entering college due to improper parking of cycles	Instructions on correctly parking cycles will be provided to the students
17-18	Bithika Das	CBCS BSc	3rd	318211204710	Broken door lock in girls' washroom and dusty classroom	Reports have been submitted to the authority

17-18	Sabnam Sabatini	B.A. (Honours in Philosophy)	3rd Year		Water dispensing machine is out of order. Please repair	Referred to the Principal
17-18	Sudipa Baidya	B.A. (Honours in Philosophy)	3rd Year		Defective ceiling fan in room no. 102. Please do the needful	Referred to our electrician
17-18	Rupali Khatun	B.A. (Honours in Philosophy)	1st Year		No food in canteen during late hours of working days	Referred to Canteen Subcommittee
17-18	Kalyani Halder	B.A. (Honours in Philosophy)	1st Year		No toilet for girls on the second floor. Urgently needed	Referred to Principal
17-18	Foridul Molla	B.A. Honours in Education	3rd year	468	Inadequate quantity of drinking water in the college	Spoken to the head clerk, who assured to take adequate measures
17-18	Riya Ghosh	B.A honours in education	3rd year	469	Dirty college bathroom, no water and light	Forwarded to Principal, who called and informed the college in-charge to solve this problem
17-18	Chumki Roy	B.A Honours in Education	2nd year	540	Dirty toilet, insufficient water, and seating problems in the common room	Informed the college head clerk, who will take necessary action

Grievance redressal report for the academic session 2018-2019

The following is a comprehensive summary of the Grievances submitted in the academic session 2018-2019

1. Infrastructure Issues:

- Lack of space in the cycle stand.
- Absence of gents' toilet in the UGC building.
- Lack of fans in classrooms.
- Need for a larger blackboard.

2. Sanitation and Facilities:

- Dusty classrooms and broken benches.
- Dirty toilets in the main building.
- Problem of drinking water in the building.
- Lack of sufficient dustbins in the college campus for waste disposal.

3. Canteen Related Grievances:

- Canteen-related problems.
- Lack of variety in food, seating, and cleaning problems in the college canteen.
- Unhygienic drinking water facility and the lack of proper drinking water.

4. Classroom and Laboratory Issues:

- Renovation of the girls' common room with adequate toilet facilities.
- Lack of sufficient light in the laboratories.
- Classroom-related issues.
- Noisy fans during class hours.
- Lack of female toilets on the second floor.
- Poor tap water quality and the need for a clean and arranged laboratory.
- Problems with fans, lights, and insufficient benches in classrooms.

The college administration took various actions in response to these grievances, such as communicating with relevant personnel, assigning duties, installing new facilities, instructing staff members, and referring matters to higher authorities for necessary action. These actions aimed to address the specific concerns and improve the overall conditions in the respective categories.

Detail of the major grievances submitted and actions taken for the academic session 2018-2019

Sessio n	Name of the Student	Course of Study	Year / Semester	Registration No./Roll No./System ID	Brief Description of the Grievance	Action taken for Redressal
18-19	Sujit Das	English Honours	3rd Year	10916111220461	Lack of Space in cycle stand	A long and big cycle stand was created with enough space.
18-19	Sarmila Mondal	English Honours	3rd Year	1091621301059	Dusty classroom, broken benches	Mr. Parijat (Office) instructed the cleaning person to clean all classrooms regularly and properly.
18-19	Tiasha Pal	English Honours	3rd Year	1091621400052	Disrupted drinking water supply	Forwarded to the Principal who discussed with the head clerk and solved the issue by assigning duties to the sweeper and plumber.
18-19	Suman Ghosh	B Com Gen	3rd year	BCom/16/0012	Dirty toilet of main building	The matter has been communicated to the head clerk of the college.
18-19	Md Abdul Alim Gazi	B Com Hons	3rd year	109171/2400575	Problem of drinking water in our building	The matter has been communicated to the head clerk of the college.
18-19	Raju Baidya	B Com Hons	3rd year	1091711300574	No gents toilet in UGC building	The matter has been communicated to the building committee.
18-19	Kinkar Mondal	B.A.(H)	2018-19	1091811112152	Fan is less. More is better.	New fan installed.
18-19	Riya Mondal	B.A. part 3	2018-19	1091621300833	The blackboard needs to be bigger	New Blackboard installed.

18-19	Banita Roy	B.A.(H) part 2	2018-19	1091621300528	Renovate Girls common room with adequate toilet facility	Forwarded to the Principal, modified within six months.
18-19	Tamal Mondal	Botany Hons	Semester I	1091811102251	Lack of sufficient light in the laboratories	The grievance has been placed before the Principal, and the electrician of the college was sent to the practical laboratories to install an appropriate number of tube lights.
18-19	Shreela Nath	Botany Hons.	Semester I	1091821302250	Lack of sufficient dustbins in the college campus	Sufficient number of waste disposal bins have been installed in the college corridors.
18-19	Rumana Parvin	B.A Hons	3rd SEM		Canteen related problems	Forwarded to the Principal. He called and informed the canteen in-charge to fix this problem.
18-19	Doli Kahar	3rd SEM	3rd SEM		Classroom related issues	Mr. Parijat shall be asked to instruct the cleaning person to clean all classrooms regularly and properly.
18-19	Sanchayita Bhowmick	B.A Hons	3rd year		Electric problem in the college	The Principal informed the electrician to solve the problem.
18-19	PRITI MANDAL	B.Sc. GEOGRAPHY (H)	SEM-1	1091921600287	Most of the time, the toilet flushing device does not work.	The Head Clerk checked the situation and took appropriate steps to ensure that this issue is resolved.
18-19	SAYAN TARAFADAR	B.Sc. GEOGRAPHY (H)	SEM-1	1091911400299	Toilet is not cleaned regularly.	The person in question was told to clean the toilet frequently.
18-19	TANUSHREE DEY	B.Sc. GEOGRAPHY (H)	SEM-1	1091921400291	During the class the fans make a loud noise causing problems.	The Head Clerk checked the situation and took appropriate steps to ensure that this issue is resolved.

18-19	Mousumi Mondal	B.A. (Honours)	1st year		No female toilet on the second floor. Need it immediately.	Referred to the Principal.
18-19	Anikesh Ghosh	Bsc CBCS	3rd	319110603759	Poor tap water quality, need clean and arranged laboratory	Reports have been submitted to the authority.
18-19	Rony Siddique	BSc	3rd	319110603761	Problem in electric switchboard, poor quality of tap water	Reports have been submitted to the authority.
18-19	Barnasree Roy	B.A Honours in Education	3rd year	505	Different types of food not available in the college canteen, seating and cleaning problem	Forwarded to the Principal and informed the canteen in-charge to solve this problem.
18-19	Mou Mondal	B.A Honours in Education	1st sem	1181164	Problems with fans, lights, and not enough benches in classrooms	Informed the Head Clerk, who will take necessary action.
18-19	Soumya Mondal	B.A Honours in Education	2nd year	501	Unhygienic drinking water facility, no proper drinking water	Informed the Head Clerk, who will take action to arrange purified drinking water.

Grievance redressal report for the academic session 2019-2020

The following is a comprehensive summary of the Grievances submitted in the academic session 2019-2020

During the 2019-20 session, several student grievances were reported across different courses and semesters. The grievances varied from infrastructure issues to food quality concerns. The college administration took prompt action to address these grievances and ensure a conducive learning environment for the students.

1. Infrastructure Issues:

- Dirty classrooms: The problem was conveyed to the head clerk of the college.
- Shortage of textbooks in the library: The matter was communicated to the librarian.

- Problem of light and fan in the UGC building: The issue was sent to the head clerk of the college.
- Ceiling fan non-functioning in Room No. 102: Referred to the electrician for necessary repairs.
- Lack of clean and tidy toilets in the Girls' Common Room: Washrooms and toilets were renovated and kept clean.

2. Canteen Related Grievances:

- Poor quality of food in the college canteen: Canteen sub-committee was requested to address the issue.
- Inadequate food availability during late working hours: Referred to the Canteen Subcommittee for immediate action.
- Unhygienic and insufficient drinking water facilities: Head clerk informed, and necessary steps were taken.

3. Other Grievances:

- Previous years' question papers required: Provided in the students' WhatsApp group.
- Unbearable foul smell from toilets adjacent to the Department of Botany: Issue placed before the Principal and maintenance-in-charge.
- Classroom-related issues: Cleaning person instructed to maintain cleanliness regularly.
- Problems with the playground: Principal informed, Physical Education teacher tasked with resolving the issue.

The college administration promptly addressed the reported grievances by taking appropriate actions, including communication with relevant authorities, repairs, renovation, and involving committees to investigate and provide solutions. These actions aimed to ensure a comfortable and conducive learning environment for the students during the 2019-20 session.

Detail of the major grievances submitted and actions taken for the academic session 2019-2020

Session	Name of the Student	Course of Study	Year / Semester	Registration No./Roll No./System ID	Brief Description of the Grievance	Action taken for Redressal
19-20	Dip Das	B.Com Gen	3rd year	1091711400536	Dirty classroom	The problem has been conveyed to the head clerk of the college
19-20	Rajib Mondal	B.Com Hons	3rd year	1091711300582	Shortage of textbooks in the library	The matter has been communicated to the librarian

19-20	Tridiv Mondal	B.Com Hons	3rd year	1091711100578	Problem of light and fan in the UGC building	The matter has been sent to the head clerk of the college
19-20	Susmita Mondal	B.A. Part 3	2019-20	1091721300523	The quality of the food is not good in the Canteen	Necessary action taken, in consultation with Canteen subcommittee
19-20	Gaurav Ghosh	B.A. General	Sem 1	1091911600892	Spoken Sanskrit classes are demanded.	7-day program organized as a group
19-20	Shampa Malik	B.A.(H) Part 3	2019-20	1091721100533	Previous years' question papers required	Given in the students' WhatsApp group
19-20	Megha Paul	Botany Hons.	Semester I	1091921600228	Lack of clean and tidy toilets in the Girls' Common Room	Washrooms and toilets in the Girls' Common Room have been renovated and kept clean and tidy
19-20	Sabina Khatun	Botany Hons	Semester I	1091922600233	Unbearable foul smell from the washrooms and toilets adjacent to the Department of Botany	This issue has been placed before the Principal and the maintenance-in-charge of the college
19-20	Shamvu Sarkar	B.A. Hons	4th SEM		Problem of playground	Forwarded to the Principal; Physical Education teacher informed to fix the problem
19-20	Hasanur Gazi	B.A. Hons	3rd SEM		Classroom-related issues	It was decided to instruct the cleaning person to clean all classrooms regularly and properly
19-20	Attrayee Mukherjee	B.Sc. Geography (H)	SEM-3	1091821402289	Poor quality of food in the college canteen	Canteen sub-committee requested to look into the issue

19-20	Suraksha Mondal	B.A. General	SEM-3	1091811302319	Lack of nutritious and healthy food in college canteen.	Canteen sub-committee requested to look into the issue
19-20	Sahina Parvin	B.A. English (H)	SEM-3	1091822302536	Most of the time there is no water in the toilet.	The concerned person is requested to deal with the issue
19-20	Piu Karmakar	CBCS B.Sc	2019-20	1091821353332	Problem in electric wiring and broken door lock in girls' washroom	Reports have been submitted to the authority
19-20	Abu Bakkar Mollah	CBCS B.Sc	4th	1091812303377	Poor tap water quality and unclean laboratory desks	Reports have been submitted to the authority
19-20	Shilpa Dey	B.A. (Honours in Philosophy)	First Semester	1091921400366	Non-functioning ceiling fan in Room No. 102	Referred to the electrician
19-20	Shilpa Sarkar	B.A. (Honours in Philosophy)	First Semester		Inadequate food availability during late working hours	Referred to the Canteen Subcommittee
19-20	Ruksana Nasrin	B.A. (Honours in Philosophy)	First Semester	1091922500362	No water in the ladies' toilet	Referred to the Building Subcommittee
19-20	Manashi Sardar	B.A. Honours in Education	3rd year	506	Problems with fans, lights, and benches in classrooms	Forwarded to the Principal; Office in-charge informed to solve the problem
19-20	Keya Ghosh	B.A. Honours in Education	3rd year	539	Unhygienic drinking water and lack of proper facilities	Head clerk informed, necessary action to be taken

Grievance redressal report for the academic session 2020-2021

The following is a comprehensive summary of the Grievances submitted in the academic session 2020-2021

1. Online Class Related Issues:

- Unable to attend online classes due to poor network.
- Could not submit Internal Project online via Google Form.
- Student met with a bike accident and was severely injured, unable to attend online classes.

2. Infrastructure Issues:

- No ladies toilet in UGC building.
- Fan and lighting problems in classrooms.
- Foul smell from toilets adjacent to the Botany department.

The actions taken for redressal varied depending on the specific grievances. They included uploading study materials, allowing physical submission of projects, advising students to take proper care of themselves, communicating matters to relevant committees, instructing the person in charge to address canteen-related issues, installing lighting fans, improving the drainage system, submitting reports to the authority, providing financial assistance, arranging special personal classes, and informing the office in-charge to solve various problems. These actions aimed to address the concerns raised by the students and provide appropriate solutions or support.

Detail of the major grievances submitted and actions taken for the academic session 2020-2021

Session	Name of the Student	Course of Study	Year / Semester	Registration No./Roll No./System ID	Brief Description of the Grievance	Action taken for Redressal
20-21	Aishwarya Nath	English Honours	SEM 1	1092021600538	Unable to attend online classes due to poor network	Student was assured that the study materials will be uploaded in Google Classroom so that she can view them later at her convenience.
20-21	Pritilata Biswas	B.A. English Honours	SEM 3	1091921100450	Could not submit Internal Project online via Google Form	Student was asked to come to college physically taking precautionary safety measures on a certain date and submit a hard copy of the project in a sealed envelope.

20-21	Ayantika Patra	B.A. English Honours	SEM 5	1091821102510	Student met with a bike accident and was severely injured. Was advised complete bed rest by the doctor, so couldn't attend online classes. Was very depressed.	Student was advised to take proper care of herself and follow the doctor's advice. She will be given full marks for attendance, and her project will also be considered later as it's a special case. She felt much relieved.
20-21	Sujoy Das	B.Com Hons	Sem 6	B Com/18/0011	No ladies toilet in UGC building	This matter has been communicated to the building committee.
20-21	Dipa Sanpui	B.A. Honours	2020-21 (Semester-IV)	1091921600530	Problem of semester books in the Library	All the books of the semester have not been delivered yet. You will get some of them from the library, the rest have been ordered and will be delivered to the college library.
20-21	Tuhin Pal	B.A. General	2020-21 (Semester-VI)	1091811300249	Fan and lighting problems in classrooms	Lighting fans are being installed in all the rooms, and the rest of your room will also be done.
20-21	Shilpa Khanam	Botany Hons	Semester I	1092022600209	Foul smell from toilets adjacent to the Botany department	Request has been made to the authority to improve the drainage system of the toilets adjacent to the department of Botany.
20-21	Roni Mallick	B.Sc. Geography (H)	SEM-1	1092011400306	Unable to participate in online classes due to internet issues	You are strongly encouraged to relocate to a location that provides an internet connection that meets your needs.

20-21	Suraiya Parvin	B.Sc. Geography (H)	SEM-1	1092022400257	Unable to participate in online classes due to device issue	It is strongly recommended that you make use of a device belonging to your parents, friends, or relatives when attending your online lessons.
20-21	Sabikun Nahar	B.Sc. Geography (H)	SEM-1	1092022500298	Unable to participate in online classes due to internet issues	You are strongly encouraged to relocate to a location that provides an internet connection that meets your needs.
20-21	Sabnur Yasmin	B.A. (Honours in Philosophy)	Third Semester	1091922500352	Unable to attend online classes due to tuition for family	Teachers personally called her in the evening when she used to be free.
20-21	Jayeeta Basu	B.A. (Honours in Philosophy)	Third Semester	1091921400351	Irregular attendance due to financial crisis	Provided financial assistance from the departmental fund (contributed by departmental teachers)
20-21	Aishi Kundu	B.A. General	Fourth Semester		Unable to attend some classes due to poor network	Provided assistance through phone
20-21	Mahuya Mondal	B.Sc CBCS	1st	1092021600197	Electrical wiring issues, broken door lock in girls' washroom	Reports have been submitted to the authority.
20-21	Azharuddin Molla	B.A Honours in Education	3rd sem	1180822	Unhygienic toilets, lack of sufficient water	Forwarded to the principal, and he informed the in-charge to solve this problem.

Grievance redressal report for the academic session 2021-2022

The following is a comprehensive summary of the Grievances submitted in the academic session 2021-2022

1. Problems Related to Online Classes:

- Many students faced problems related to mobile network.

- Answer Script submission issues via Google Forms and WhatsApp.

2. Infrastructure Issues:

- No proper door lock in ladies' common room, water problems
- Fans not working, damaged fans, unclear view of the board
- Broken and damaged benches, unclear blackboard
- Lack of surveillance in the cycle garage
- Dirty gents' toilet
- Dirty classrooms

3. Facilities and Amenities:

- Problem of drinking water in the Commerce department
- Problem of drinking water
- Lack of sports equipment
- Lack of a common room
- Difficulty in movement due to stray parking
- Lack of an ideal canteen

4. Maintenance and Cleanliness:

- Odor and cleanliness issues in female toilets
- Non-functional flushing device and urine leakage in toilets
- Dust and dirt on benches and desks
- Unclean toilets, non-working switchboard
- Non-functional electric switchboards, poor tap water quality
- Unclean and insufficient toilet facilities

5. Academic and Administrative:

- Library-related problems
- Canteen-related problems

- Common room problems
- Difficulty attending college due to increased transport fare
- Absence of canteen facilities

Several actions were taken to address the grievances reported during the 21-22 session. The college authorities were promptly informed about the issues, and appropriate steps were taken to resolve them. For infrastructure issues, such as the lack of proper door locks in the ladies' common room, water problems, damaged fans, broken benches, and dirty classrooms, the respective concerns were communicated to the relevant authorities. Similarly, the problems related to the cycle garage, gents' toilet, and common rooms were forwarded to the head clerk or welfare committee for necessary action. The requests for improving facilities, like providing sports equipment, constructing a common room, and establishing an ideal canteen, were taken up with the principal and respective subcommittees. Maintenance and cleanliness issues, such as odor and cleanliness problems in toilets, non-functional flushing devices, and dust on benches and desks, were addressed by directing the responsible individuals to clean and fix the facilities. Academic and administrative concerns, like library and canteen-related issues, as well as difficulties in attending college due to transportation fare and lack of canteen facilities, were brought to the attention of the principal, who then communicated with the relevant personnel to initiate appropriate actions. The college administration showed a proactive approach in resolving the grievances and ensuring a conducive learning environment for the students.

Detail of the major grievances submitted and actions taken for the academic session 2021-2022

Session	Name of the student	Course of study	Year / Semester	Registration no./Roll No./ System ID	Brief description of the grievance	Action taken for Redressal
21-22	Pritha Nath	English Honours	21-22	1092121600309	No proper door lock in ladies common room, water problems	Informed college authorities to fix the door lock and solve water problems.
21-22	Supreeti Sarkar	English Honours	21-22	1092121600334	Non-functional fans, obstructed view of the board	Informed Mr. Parijat (office) to install new fans and clean the board for a clear view.
21-22	Priyanka Sardar	English Honours	21_22	1092121600322	Broken benches, unclear blackboard	Informed college authorities to provide good condition benches and ensure a clean blackboard.
21-22	Adrish Debnath	B.Com Gen	Sem 3	1092111400457	Lack of surveillance in the cycle garage	Sent the problem to the welfare committee.
21-22	Subhojit Santa	B.Com Hons	3rd Sem	1092111100036	Request for reducing semester admission fee	Request has been communicated to the admission committee.
21-22	Subhojit Golder	B.Com Hons	2nd Sem	1092111400027	Dirty gents' toilet	The matter has been sent to the head clerk of the college.
21-22	Aurijit Hembram	B.Com Hons	1st Sem	ON2220004136	Dirty classroom	The matter has been sent to the head clerk of the college.

21-22	Nuruddin Biswas	B.Com Hons	3rd Sem	1092112403121	Drinking water problem in the Commerce department	The problem has been communicated to the head clerk of the college.
21-22	Unmesh Debnath	B.Com Gen	4th Sem	10921111600456	Drinking water problem	The matter has been sent to the head clerk of the college.
21-22	Pradip Das	B.A General	2021-22 (Sem-VI)	1091911400903	Lack of sports equipment	Spoken to the principal, and sports equipment will be provided soon.
21-22	Debprasad Mondal	B.A Honours	2021-22 (Sem-V)	1091811102163	Common room problem	Decision to make a common room in the college will be worked out soon.
21-22	Adwiti Hore	B.A Honours	2021-22 (Sem-V)	1091921600530	Ladies common room problem	Decision to make a common room in the college will be worked out soon.
21-22	Shamim Ahmed	Botany Hons	Semester III	1092012500210	Difficulty in movement in college corridors due to stray parking	Constant requests made for a dedicated motorbike and bicycle stand in the college campus.
21-22	Shilpa Khanam	Botany Hons.	Semester III	1092022600209	Lack of an ideal canteen	Constant requests made for an ideal canteen facility in the college campus.
21-22	Soumi Sarkar	B.A Hons	4th SEM		Library-related problems	Discussed with the principal and assured action will be taken.
21-22	Arjyama Roy	B.A Hons	3rd SEM		Canteen-related problems	Forwarded to the principal, who will inform the canteen in-charge to address the issues.
21-22	Liza Alam Tarin	B.A Hons	3rd SEM		Common room problems	Discussed with the principal and assured action will be taken.
21-22	Sunita Sardar	B.Sc. Geography	SEM-3	1092021600284	Unpleasant odor in female toilets	Directed the person in charge to clean the toilets frequently.
21-22	Riya Nath	B.Sc. Geography (H)	SEM-3	1092021400262	Non-functional flushing device, urine leakage and odor	Directed the person in charge to fix the flushing device and address the issues.
21-22	Nilanjan Das	B.Sc. Geography (H)	SEM-3	1092011600269	Dust and dirt on benches and desks	Requested the Head Clerk to address the situation and take appropriate action.
21-22	Mousumi Ghosh	B.A. (Honours in Philosophy)	Second Semester	1092121403115	Absence of canteen facilities	Referred to the canteen subcommittee.
21-22	Sudip Roy	B.A. (Honours in Philosophy)	Second Semester		Inability to attend college regularly due to increased transport fare	Special coaching arranged in and off the college (through phone).
21-22	Eshita Dutta	B.A. (Honours in Philosophy)	Second Semester		Absence of canteen facility	Referred to the Canteen Subcommittee.

21-22	Swarnava Sadhukhan	B.Sc. Bio General	III	1092011102503	Unclean toilets, non-working switchboard	Reports have been submitted to the authority.
21-22	Koushik Baidya	B.Sc.	Sem-IV	1092011400201	Non-functional electric switchboards, poor tap water quality	Reports have been submitted to the authority.
21-22	Shreya Mitra	B.A Honours in Education	4th sem	1092021400090	Unclean and insufficient toilet facilities	Forwarded to the principal, who informed the head clerk to take necessary action.
21-22	Pantha Biswas	B.A Honours in Education	2nd semester	1092111600280	Dirty and water scarcity in the toilets	Forwarded to the principal, who informed the college in-charge to address the problem.
21-22	Sangita Mondal	B.A Honours in Education	2nd Semester	1180183	Lack of variety in college canteen and poorly structured canteen	Forwarded to the principal, who informed the canteen in-charge to take necessary action.

The Grievance Redressal Cell's success stemmed from its proactive establishment, creating an environment of open communication and trust. The cell's efficient processes facilitated the prompt and documented resolution of grievances, with multiple channels for complaint submission ensuring accessibility. Transparency was upheld through regular updates to complainants, building confidence and accountability. Tangible actions were taken to address grievances, such as repairs, infrastructure improvements, resource provisions, and policy changes. The cell's effectiveness was gauged through feedback mechanisms, allowing continuous improvement and ensuring satisfaction among individuals who sought its services. Overall, the Grievance Redressal Cell's ability to address grievances promptly, transparently, and effectively fostered a harmonious and productive organizational achievement.