



CHHATNA CHANDIDAS MAHAVIDYALAYA

(Affiliated to Bankura University)

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Ref. No. :

Date.....

CONTENTS OF GRIEVANCE REDRESSALCELL

Sl.	Date of notice	Date & time of meeting	Online/offline	Agenda
1	03.04.2020	10.04.2020 14:00	Online	<ol style="list-style-type: none">1. To identify, address and resolve any issues or complaints raised by individuals/students within the organization.2. To provide an organized platform for students to express their grievances and ensure that appropriate measures are taken to redress them effectively.3. To uphold fairness and transparency in the resolution process, ensuring that all parties involved are treated impartially and with respect.4. Effective communication between students, faculty & staff members and other concerned stakeholders which open dialogue and the timely resolution of issues.5. To identify recurring issues and implement preventive measures or improvements to mitigate future grievances,



				contributing to the overall enhancement of academic processes. 6. To keep a congenial teaching-learning atmosphere in the college among staff and students
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Ref: CCMV/GRC/Notice/01
Date: 03/04/2020

Notice for the **First Meeting** of the **Grievance Redressal Cell**, Chhatna Chandidas Mahavidyalaya

All the respected members of the Grievance Redressal Cell, Chhatna Chandidas Mahavidyalaya, are hereby notified that the **First Meeting** of Grievance Redressal Cell is scheduled to be held **online** on **10.04.2020** at **14:00** hours to discuss the following agenda:

1. To identify, address and resolve any issues or complaints raised by individuals/students within the organization.
2. To provide an organized platform for students to express their grievances and ensure that appropriate measures are taken to redress them effectively.
3. To uphold fairness and transparency in the resolution process, ensuring that all parties involved are treated impartially and with respect.
4. Effective communication between students, faculty & staff members and other concerned stakeholders which open dialogue and the timely resolution of issues.
5. To identify recurring issues and implement preventive measures or improvements to mitigate future grievances, contributing to the overall enhancement of academic processes.
6. To keep a congenial teaching- learning atmosphere in the college among staff and students
 - Each of the members is solicited to participate and contribute his or her valuable suggestions.

Dipanjay Mukherjee
Convener

Date: 03-04-2020

Link will provide before 30min of commencement of meeting

Copy Forwarded to:

Dr. Shyamal Santra, GB President

Mr. Sujay Sain, Teacher-in-Charge

Mr. Nilanjan Chaki, Assistant professor in History

Mrs. Tapati Chatterjee, (Department of History)

Dr. Rajendraprasad Mondal, (GB member)

Mr. Prasanta Kumbhakar, IQAC Co-ordinator

Mr. Dipanjay Mukherjee, Assistant professor in English (Convener)

Dipanjay Mukherjee



Ref : CCMV/GRC/Meeting/01
Date : 10/04/2020

Minutes of the Grievance Redressal Cell Meeting held online on
10.04.2020 at 14:00

Venue: G-meet

In the first Governing Body meeting, the GB recommended to form a few sub-committees for the smooth functioning of the college (GB/CCMV/01/2019 Dt. 28/11/2019) and the Teachers' council meeting dated 12/12/2019 recommended and proposed the formation of the Grievance Redressal cell (as per UGC recommendation) and Grievance Redressal Cell Approved by the GB (GB/CCMV/02/2020) dated 10/10/2020. Dr. Dolon Ray communicated to the members of the Teachers' council about the importance of Grievance Redressal Cell and proposed the names of members of the committee :-

1. Nilanjan Chaki (Assistant Professor, Department of History)
2. Dr. Sujay Sain (Assistant Professor, Department of Sociology) (HOI)
3. Mrs. Tapati Chatterjee (Department of History)
4. Mr. Dipanjoy Mukherjee (Assistant Professor, Department of English) (Convenor)

It was resolved unanimously that the Grievance Redressal Cell will work tirelessly to identify and address the grievances received from every individual or stakeholder of the Institute, to form an organized way to resolve the grievances of the students and to maintain a congenial teaching learning atmosphere in the college among staff and students.

- The members of the newly formed Grievance Redressal Cell discussed the significance of the formation of the Cell, the active members of which will identify, address and resolve any issues or complaints raised by individuals/students within the organization. It was resolved that an organized platform will be provided for students to express their grievances and it was also ensured that appropriate measures will be taken to redress them effectively. The Convenor informed all the present members



and the stakeholders about the installation of two Grievance Redressal Boxes on the corridor so that students can submit their grievances for solution or redressal.

- It was decided that an organized platform will be provided for students to ventilate their grievances and ensure that appropriate measures are taken to redress them effectively. An Email Id was created as grievance redressal email id: dmchhatnacollege@gmail.com; moreover students can send sms/ messages to a particular mobile no. 9614380901 to report their grievances for quick and smooth redressal.
- It was resolved that transparency will be maintained in the resolution process, ensuring that all parties involved are treated impartially and with respect. Stress was given on effective communication between students, faculty & staff members and other concerned stakeholders.
- It was resolved that the sensitive issues will be identified so that preventive measures can be implemented to mitigate future grievances
- It was decided unanimously that the Grievance Redressal Cell will try to redress the complaints and grievances communicated to the Women's Cell and to the Anti-Ragging Cell.

The Grievance Redressal Cell Convenor informed that no grievance has yet been reported and brought the meeting to an end by offering a vote of thanks to the present members.

Members/ Stakeholders Present

Dr. Shyamal Santra, GB President

Mr. Sujay Sain, Teacher-in-Charge *Sujay Sain*

Mr. Nilanjan Chaki, Assistant professor in History *Nilanjan Chaki*

Mrs. Tapati Chatterjee, (Department of History) *Tapati Chatterjee*

Dr. Rajendraprasad Mondal, (GB member) *R. Mondal*

Mr. Prasanta Kumbhakar, IQAC Co-ordinator *P. Kumbhakar*

Mr. Dipanjoy Mukherjee, Assistant professor in English (Convener) - *Dipanjoy Mukherjee*

