



GOVERNMENT OF WEST BENGAL

*Office of the Principal*

**ACHARYA BROJENDRA NATH SEAL COLLEGE**

**COOCH BEHAR –736101**

**Ph: 03582 226112**

**Website: <https://abnsealcollege.ac.in>**

## **Annual Reports of Grievance Redressal Committee**

### **Report of Academic Year : 2018-19**

The Grievance Redressal sub-committee of our institution was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal. The members of the sub-committee will meet as needed and take appropriate measures to address the grievances. This year we had four grievances about toilet cleaning, water logging near the college main gate during the monsoon season, repairing of the electric fan in the classroom etc. The committee arranged a meeting immediately after receiving each grievances and communicated with the administration for resolving the issue.

### **Report of Academic Year : 2019-20**

The sub-committee inquires and analyses the nature and pattern of the grievances in a strictly confidential manner with emphasis on procedural fairness. There was a continuous cry 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 three written grievances about the food quality of the canteen, water logging in the way to the canteen and the overgrowing of shrubs in the sports field. These were addressed by the committee immediately and the administration took measures where possible. Apart from those written grievances, there were several verbal communications through the departmental teachers and mentors which were addressed accordingly.

### **Report of Academic Year : 2020-21**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. This year was a little difficult for the entire mankind as the COVID-19 pandemic hit the world. We had to manoeuvre our way to perform day to day professional duties along with the personal ones, due to the prolonged lock-down situation which was entirely unprecedented. This year no grievances were submitted in writing as the college premises was off ground and any mass gathering was forbidden. The entire academic activities were limited in the 'online' arena. For this situation many novel problems were came into view which were previously been left unaccounted. For example, many students were found absent from online classes. On enquiry they hesitantly disclosed their economic inability to recharge their internet connection. The class teachers communicated this problem with teachers' council and the grievance redressal sub-committee. The

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sub-committee had a discussion with the principal and administration disbursed a sum of money to help the needy students.

### **Report of Academic Year : 2021-22**

The college was opened for regular academic work after a long period of lockdown due to COVID-19 pandemic. We are gradually acclimatising with the new rule of maintaining social distancing while doing our regular duties with a human face. Along with the whole world we are trying to get back to our normal academic and administrative work as much as possible maintaining social distance.

The college grievance committee conducted 3 meetings after opening of the college and implemented the following suggestions for the year -2021-22. Students requested to clean up the benches and classrooms as they were closed for a long period of time. They were also appealed to repair the black/white boards as many of them were dilapidated. They have prayed to arrange some benches for the class rooms as some of the benches were broken or unusable. These grievances were communicated to the concerned authority as soon as they were reported. The sub-committee received positive assurance from the administration that these grievances will be addressed.

### **Report of Academic Year : 2022-23**

The functions of the Student Grievance Redressal Sub-Committee are to look into the complaints or suggestions lodged by any students regarding academics, disputes, infrastructure, library, administration, etc. The Student Grievance Redressal Committee is also empowered to look into matters of any kind of harassment or disputes arose among the students of the college. This year the Sub-committee addressed some complains about the ladies' toilets and requirement of enough dustbins in the premises. They requested for Table Tennis Board and some other indoor game equipment for ladies' common room. Students were also appealed for open Wi-Fi connection within the college. This particular appeal was held in consideration. Other grievances were addressed by the administration.

**All the grievances described above have resolved with uttermost care.**

*N. Bhargava*  
**Principal**  
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