



# Rishi Bankim Chandra College for Women

East Kanthal Para, P.O. – Naihati, Dist – North 24 Parganas,  
Pin – 743165, West Bengal

[www.rbccwomen.org](http://www.rbccwomen.org)

E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

## REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE

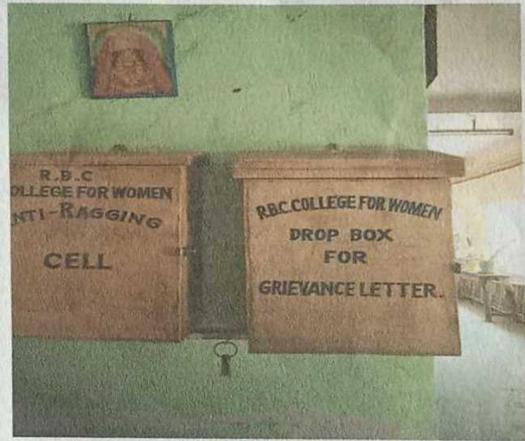
This committee aims at the execution of smooth running of the Institution i.e. our College of Rishi Bankim Chandra College For Women. This requires proper and constructive criticism. Keeping this objective as a necessary curriculum, this Committee of Grievance and Redressal Cell has been formed.

At present we have web-site link for this Committee. But before, we had two boxes for submitting and receiving the complaint letters. This offline system is still active. One box is set up outside the Office Room. Another is at the Ground –Floor of newly built Vidyasagar Bhavan. The setting of the boxes is done in that manner, so that any body who wants to lodge any complain, can easily find the boxes.

Pictures of two boxes are given below:



Outside the Office-Room



At Vidyasagar Bhavan

## MEMBERS OF GRIEVANCE AND REDRESSAL COMMITTEE

SL. NO	Name of the Members
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)
2.	DR. SAMAPTI DHARA (CONVENOR)
3.	PROF. JILKOD MAMUN
4.	DR. GARGI MUKHOPADHYAY
5.	DR. SUDIPTA TARAFDER
6.	PROF. DIPAK BISWAS
7.	N. CHANDRA RAO
8.	ANUPAM HATUI
9.	STUDENTS' REPRESENTATIVE SWASTIKA KAR

*L. Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**  
EAST KANTHALPARA, NAIHATI, NORTH 24 PARGANAS, 743165

Ref. No. ....

Date: .....

**NOTICE**

All Members of the Grievance and Redressal cell are requested to attend the meeting on 24<sup>th</sup> December 2019, at 9.30 am in the Principal's Chamber.

*Lana Mukhopadhyay*

Dr Lana Mukhopadhyay

Principal

*Samapti Dhara*

Samapti Dhara

Convener

Sl. No.	Name of the Members	Signature
1.	<i>Prof</i> Jilkod Mamun	<i>Jilkod Mamun</i> 20-12-19
2.	Dr. Gargi Mukhopadhyay	<i>Gargi</i> 20.12-19
3.	Dr. Sudipta Tarafdar	<i>Sudipta</i> 20/12/19
4.	<i>Prof</i> Dipak Biswas Dr. Samapti Dhara	<i>Dipak Biswas</i> 20.12.19

*Lana Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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**Meeting held on 24<sup>th</sup> December, 2019, conducted by the Grievance and Redressal Cell**

**Members present in the meeting :-**

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	
2.	PROF. JILKOD MAMUN	
3.	DR. SUDIPTA TARAFDER	
4.	PROF. DIPAK BISWAS	
5.	DR. GARGI MUKHOPADHYAY	
6.	DR. SAMAPTI DHARA (CONVENOR)	

The boxes for Grievance letters were opened on the 24<sup>th</sup> of December, 2019 in front of all the members. Three letters were received. Subject matter of the letters are the followings.

1. Not satisfied with the service of the office staff.
2. Cleanliness of the class rooms in the old building, also the college ground and other premises in the college.
3. A grievance letter regarding not getting the facility of Kanyashri.

**Resolution:-**

Our Principal took prompt action. She called on the Head Clerk and drew his attention regarding the letter no. 1.

Principal admitted the necessity of cleanliness and instructed the person in concern in this regard.

The letter about Kanyashri was dropped in March, 2019. Kanyashri was not given to the student due to not matching the income slab of her father. Also, every document regarding Kanyashri is maintained in the office.

Principal

(Dr. Lana Mukhopadhyay)

Convenor

(Samapti Dhara)

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ANNUAL REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE FOR THE SESSION OF JULY 2019 – JUNE 2020

We regret that only one meeting was possible to be held in this session. We organized a meeting on December, 24, 2019.

We got three complaint letters in the boxes. In one letter the complain was targeted towards dissatisfaction with the service of the Office Staffs.

In the second letter, complain was raised on uncleaned classrooms and also the same about the college ground.

The third letter was regarding not getting the facility of Kanyashri.

**Resolution taken:**

The Head Clerk was informed at once about the complain regarding the service of them. Principal admitted about the necessity of cleaning the classroom and the person in concern was instructed in this regard.

After consulting the person dealing with Kanyashri, it was revealed that the student was not eligible for getting Kanyashri due to her financial background.

Since January, 2020, Covid -19 started attack in different areas of India and consequently total Lockdown was announced by the Central Government from the evening of 24 th March 2020. So, only one meeting was held in this session.

*Hukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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ANNUAL REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE FOR THE SESSION OF JULY 2020 TO JUNE 2021

No offline meeting was possible in this session since the total period was under Lock Down.

The Department of Higher Education at Vikash Bhavan under the Government of West Bengal decided to reopen the offline Education from November 16, 2021. The Memo No. is 1058-Edn(CS)/10M-32/2021 Dated 28.10.2021.

An online Link was created in 2020 for the students of the college facing any problem regarding Covid-19 situation. The link is the following: [Rbccwomen.org/covid-feedback-login.aspx](http://Rbccwomen.org/covid-feedback-login.aspx). The link was also directed towards reporting any grievance against any dissatisfaction with the College. But it is the fact that no such grievance was reported in this period.

*Hukhopadhyay*  
Principal  
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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

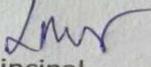
P.O. - Naihati, North 24 Parganas

Date: - 26.04.2022

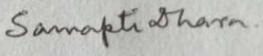
A meeting is called on the 4<sup>th</sup> of May, 2022 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 4<sup>th</sup> of May at 10.00 am in the Principal's Chamber.

**Agenda for the meeting:**

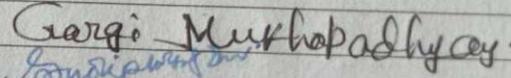
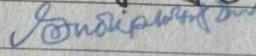
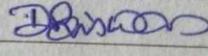
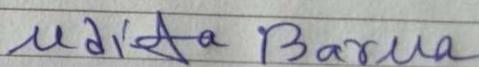
1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

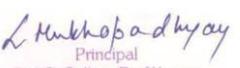
  
Principal

(Dr. Lana Mukhopadhyay)

  
Convenor

(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	STUDENTS REPRESENTATIVE	

  
Principal  
R.B.C. College For Women  
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**Meeting held on the 4th of May, 2022**

**Members present in the meeting:-**

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	<i>Lana Mukhopadhyay</i>
2.	PROF. JILKOD MAMUN	<i>Jil Kod Mamun</i>
3.	DR. SUDIPTA TARAFDER	<i>Sudipta Tarafder</i>
4.	PROF. DIPAK BISWAS	<i>Dipak Biswas</i>
5.	DR. GARGI MUKHOPADHYAY	<i>Gargi Mukhopadhyay</i>
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	<i>Udita Barua</i>
7.	DR. SAMAPTI DHARA (CONVENOR)	<i>Samapti Dhara</i>

Two boxes were opened in front of all the members. In all two letters were received.

**Complaints in the grievance letters:-**

1. Problem of drinking water. Complaint on cleaning of water tank.
2. Problem of sanitation. Toilets are not cleaned regularly.

**Resolutions:-**

Principal took prompt initiative on both the matters.

It was decided to clean water tank on the next Saturday i.e. the 7<sup>th</sup> of May, 2022.

The sweeper was instructed to clean the toilets twice a day – before and after the college hours.

*Lana Mukhopadhyay*

**Principal**

(Dr. Lana Mukhopadhyay)

*Samapti Dhara*

**Convenor**

(Samapti Dhara)

*Lana Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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ANNUAL REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE FOR THE SESSION OF JULY 2021—JUNE 2022

Two offline meetings were held in this session. The first meeting was organized on 23<sup>rd</sup> February, 2022.

We received five letters.

Complaints were ----

- 1) Irregularity of classes,
- 2) Uncleaned classrooms
- 3) Misbehaviour of Office Staffs

The second meeting was held on May, 2022. In all two letters were received.

Complaints were---

- 1) Questioning about cleaning of the overhead water tank along with problem of drinking water.
- 2) Toilets are not cleaned regularly.

**Resolution taken :**

Principal took necessary action against each of the first three complaints very promptly by discussing with the persons in concern for each case.

It was decided to clean the overhead water tank on the next Saturday, i.e. on the 7<sup>th</sup> of May, 2022.

The sweeper was instructed to clean the toilets twice a day – before and after the college hours.

*Hukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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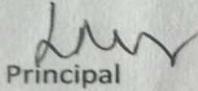
**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

P.O.- Naihati, North 24 Parganas

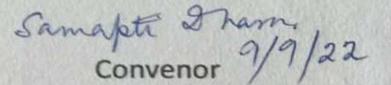
A meeting is called on the 14<sup>th</sup> of September, 2022 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 14<sup>th</sup> September at 10.00 am in the Principal's Chamber.

**Agenda for the meeting:**

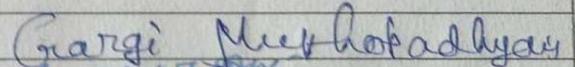
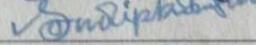
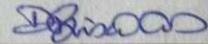
1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

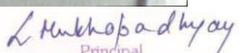
  
Principal

(Lana Mukhopadhyay)

  
Convenor 9/9/22

(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	STUDENTS REPRESENTATIVE	

  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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Meeting held on the 14th of September, 2022

Members present in the meeting :-

SL. NO	NAME OF THE MEMBERS	SIGNATURE
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	
2.	PROF. JILKOD MAMUN	
3.	DR. SUDIPTA TARAFDER	
4.	PROF. DIPAK BISWAS	
5.	DR. GARGI MUKHOPADHYAY	
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	
7.	DR. SAMAPTI DHARA (CONVENOR)	

Two boxes were opened in front of all the members. But no grievance letter was found.

Resolution: -

The next meeting of this committee was decided to be held on December, 2022.

Principal

(Dr. Lana Mukhopadhyay)

Convenor

(Samapti Dhara)

Principal  
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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

P.O. - Naihati, North 24 Parganas

Date: - 28.10.2022

A meeting is called on the 1<sup>st</sup> of November, 2022 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 1<sup>st</sup> of November at 10.00 am in the Principal's Chamber.

**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

Principal

(Dr. Lana Mukhopadhyay)

Convenor

(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	Gargi Mukhopadhyay
2.	DR. SUDIPTA TARAFDER	Sudipta Tarafder
3.	PROF. DIPAK BISWAS	Dipak Biswas
4.	PROF. JILKOD MAMUN	Jilkod Mamun
5.	STUDENTS' REPRESENTATIVE	Udita Barua

Principal  
R.B.C. College For Women  
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Meeting held on the 1<sup>st</sup> of November, 2022

Members present in the meeting :-

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	
2.	PROF. JILKOD MAMUN	J Mamun
3.	DR. SUDIPTA TARAFDER	Sudipta Tarafder
4.	PROF. DIPAK BISWAS	Dipak Biswas
5.	DR. GARGI MUKHOPADHYAY	Gargi Mukhopadhyay
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	Udita Barua
7.	DR. SAMAPTI DHARA (CONVENOR)	Samapti Dhara

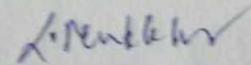
Two grievance letters were found.

Complaints in the grievance letters:-

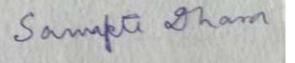
1. Classrooms in the old building are not clean properly.
2. Uncleaned toilet in the old building.

Resolutions:-

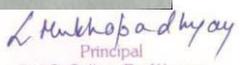
Principal instructed the sweeper in concern to clean the classrooms in the old building properly. She also instructed to clean the students' toilet at least twice a day.

  
Principal

(Dr. Lana Mukhopadhyay)

  
Convenor

(Samapti Dhara)

  
Principal  
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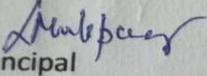
P.O. - Naihati, North 24 Parganas

Date: - 04.01.2023

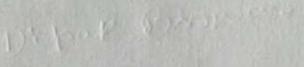
A meeting is called on the 10<sup>th</sup> of January, 2023 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 10<sup>th</sup> of January at 10.00 am in the Principal's Chamber.

**Agenda for the meeting:**

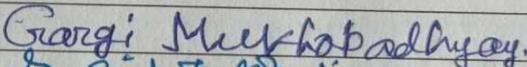
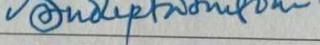
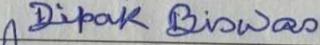
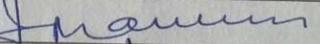
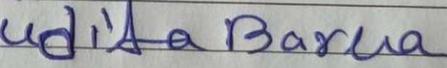
1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

  
Principal

(Dr. Lana Mukhopadhyay)

  
Convener

(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	STUDENTS' REPRESENTATIVE	



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Meeting held on the 10<sup>th</sup> of January , 2023

Members present in the meeting:-

SL. NO	NAME OF THE MEMBERS	SIGNATURE
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	
2.	PROF. JILKOD MAMUN	
3.	DR. SUDIPTA TARAFDER	
4.	PROF. DIPAK BISWAS	
5.	DR. GARGI MUKHOPADHYAY	
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	
7.	DR. SAMAPTI DHARA (CONVENOR)	

Two boxes were opened in front of all the members. But no grievance letter was found.

Principal

(Dr. Lana Mukhopadhyay)

Convenor

(Samapti Dhara)

Principal  
R.B.C. College For Women  
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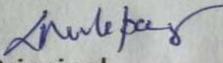
P.O. - Naihati, North 24 Parganas

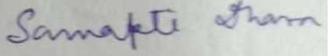
Date: - 09.03.2023

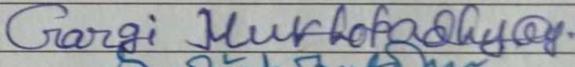
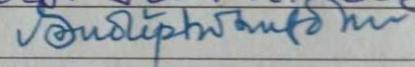
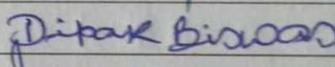
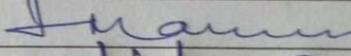
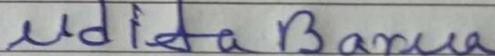
A meeting is called on the 14<sup>th</sup> of March, 2023 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 14<sup>th</sup> of March at 10.00 am in the Principal's Chamber.

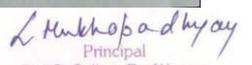
**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

  
Principal  
(Dr. Lana Mukhopadhyay)

  
Convenor  
(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	STUDENTS' REPRESENTATIVE	

  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



**Rishi Bankim Chandra College for Women**  
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**Pin - 743165, West Bengal**

[www.rbccwomen.org](http://www.rbccwomen.org)

E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

Meeting held on the 14<sup>th</sup> March, 2023

Members present in the meeting :-

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	
2.	PROF. JILKOD MAMUN	J Mamun
3.	DR. SUDIPTA TARAFDER	Sudipta Tarafder
4.	PROF. DIPAK BISWAS	Dipak Biswas
5.	DR. GARGI MUKHOPADHYAY	Gargi Mukhopadhyay
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	Udita Barua
7.	DR. SAMAPTI DHARA (CONVENOR)	Samapti Dhara

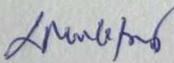
Two grievance letters were found.

Complaints in the grievance letters:-

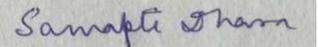
1. Have no space for spending time for the students during off periods.
2. Insufficient sitting arrangement in the General classes in the old building.

Resolutions:-

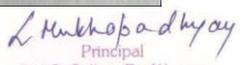
Principal Madam agreed with both the problems. New classrooms have already been constructed in the 4<sup>th</sup> floor of Vidya Sagar Bhavan. Now these are used as classroom.

  
Principal

(Dr. Lana Mukhopadhyay)

  
Convenor

(Samapti Dhara)

  
Principal  
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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

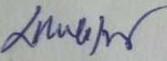
P.O. - Naihati, North 24 Parganas

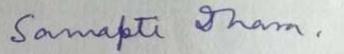
Date: - 05.05.2023

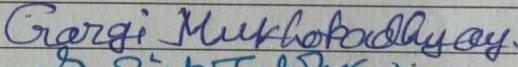
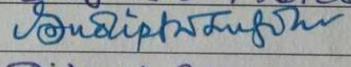
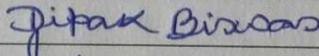
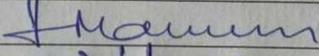
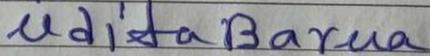
A meeting is called on the 10<sup>th</sup> of May, 2023 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 10<sup>th</sup> of May at 10.00 am in the Principal's Chamber.

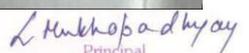
**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

  
Principal  
(Dr. Lana Mukhopadhyay)

  
Convenor  
(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	STUDENTS' REPRESENTATIVE	

  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

**Meeting held on the 10<sup>th</sup> May, 2023**

**Members present in the meeting :-**

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	<i>Lana Mukhopadhyay</i>
2.	PROF. JILKOD MAMUN	<i>Jilkod Mamun</i>
3.	DR. SUDIPTA TARAFDER	<i>Sudipta Tarafder</i>
4.	PROF. DIPAK BISWAS	<i>Dipak Biswas</i>
5.	DR. GARGI MUKHOPADHYAY	<i>Gargi Mukhopadhyay</i>
6.	STUDENTS' REPRESENTATIVE (UDITA BARUA)	<i>Udita Barua</i>
7.	DR. SAMAPTI DHARA (CONVENOR)	<i>Samapti Dhara</i>

One grievance letter was found.

**Complaints in the grievance letters:-**

Students in the 1<sup>st</sup> Semester requested for more use of ICT classes.

**Resolutions:-**

Principal Madam advised teachers to take more classes in the ICT room.

*Lana Mukhopadhyay*  
Principal

(Dr. Lana Mukhopadhyay)

*Samapti Dhara*  
Convenor

(Samapti Dhara)

*Lana Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



# Rishi Bankim Chandra College for Women

East Kanthal Para, P.O. – Naihati, Dist – North 24 Parganas,  
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## ANNUAL REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE FOR THE SESSION OF JULY 2022—JUNE 2023

We met five times in this session for receiving complaint letters.

In the first meeting held on September 14, 2022, no letter was found.

In the second meeting of 1<sup>st</sup> November, 2022, we received two letters. Again the complain was regarding dirty classroom, especially in the old building. Another letter was again against uncleaned toilets in the old building.

The third meeting was held on the 10<sup>th</sup> of January, 2023. Two boxes were opened. But we received no complaint letters.

The fourth meeting was held on the 13<sup>th</sup> of March, 2023. We received two letters. Complaints were – that they have no space for spending time during off periods. Secondly, complain in another letter was pointed on the insufficient sitting arrangement in the class rooms, especially in the old buildings.

The fourth meeting was held on the 10<sup>th</sup> of May, 2023. Only one letter was received requesting for more classes in the ICT Room.

### Resolution taken :

The sweeper was again called on and instructed to clean the classrooms in the old building properly and also told to clean the students' toilets at least twice a day.

Regarding the complaints received on the 13<sup>th</sup> of March, 2023, Principal agreed with the problems. Construction of new classrooms are already in progress on the 4<sup>th</sup> floor of Vidyasagar Bhavan and this will solve the space problem definitely at least in comparison to the present situation.

Since the Lockdown period, we have web-site link. The first one was created for keeping contact with college regarding any alarming situation with Covid-19. This was also used for Grievance cell.

At present, we have web-site link for Grievance Cell. This link is also connected with other three committees associated with any negative situation evolved within College premises i.e. Anti-ragging Cell, Anti-sexual harassment Cell and Feed-back cell. The link is shown below.

[https://docs.google.com/forms/d/e/1FAIpQLSdcL2kSe1RDXCc\\_sj0sRKQRjQYo2YJIEL\\_W10Gqw5tY5K7Esg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdcL2kSe1RDXCc_sj0sRKQRjQYo2YJIEL_W10Gqw5tY5K7Esg/viewform)

*Hukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

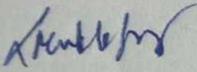
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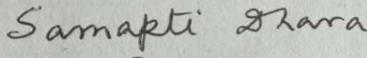
Date: - 12.09.2023

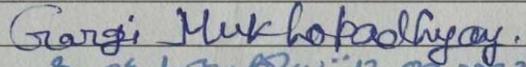
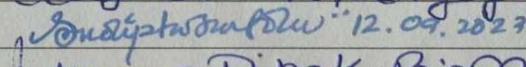
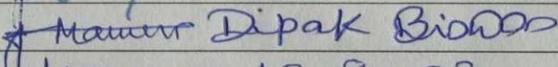
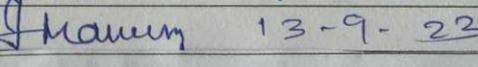
A meeting is called on the 13<sup>th</sup> of September, 2023 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 13<sup>th</sup> of September at 9.30 am in the Principal's Chamber.

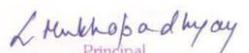
**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

  
Principal  
(Dr. Lana Mukhopadhyay)

  
Convenor  
(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	 12.09.2023
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	 13-9-23
5.	STUDENTS REPRESENTATIVE	

  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

Resolution

- With reference to the letter vide no.
1. Students <sup>Formation of</sup> Grievance Redressal Committee (S&RC).
  2. Appointment of ~~an~~ Ombudperson from local administration.
  3. A Sexual harassment, Ragging and Internal Complaint Cell (ICC), are the three important compartment of Grievance Cell.
  4. An ~~an~~ Ombudperson will be appointed within 30<sup>th</sup> September in connection with the letter no. F.1-13/2022 (CPP-11) dtd. 12<sup>th</sup> April 2023, by Secretary, UGC.
  5. Boxes for grievance letters were opened on the 13<sup>th</sup> of September, 2023. But no grievance letter was found.

Members present.

1. Mukhopadhyay 13/09/2023
2. Sikod Nandan 13-9-23
3. Sampti Ghara
4. Dipak Biswas 13.9.23
5. Indipta Mukherjee 13.09.2023

*Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

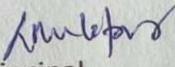
P.O. - Naihati, North 24 Parganas

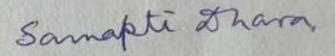
Date: - 06.12.2023

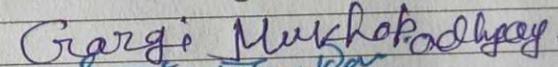
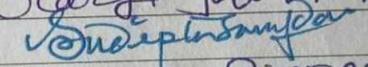
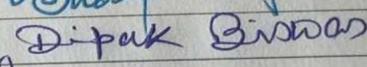
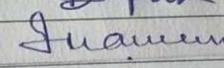
A meeting is called on the 12<sup>th</sup> of December, 2023 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 12<sup>th</sup> of December at 10.00 am in the Principal's Chamber.

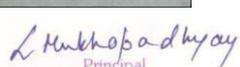
**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

  
Principal  
(Dr. Lana Mukhopadhyay)

  
Convenor  
(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	
2.	DR. SUDIPTA TARAFDER	
3.	PROF. DIPAK BISWAS	
4.	PROF. JILKOD MAMUN	
5.	N. CHANDRA RAO	
6.	ANUPAM HATUI	
7.	STUDENTS' REPRESENTATIVE SWASTIKA KAR	

  
Principal  
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E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

Meeting held on the 12<sup>th</sup> December, 2023

Members present in the meeting :-

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	<i>Lana Mukhopadhyay</i>
2.	PROF. JILKOD MAMUN	<i>Jilkod Mamun</i>
3.	DR. SUDIPTA TARAFDER	<i>Sudipta Tarafder</i>
4.	PROF. DIPAK BISWAS	<i>Dipak Biswas</i>
5.	DR. GARGI MUKHOPADHYAY	<i>Gargi Mukhopadhyay</i>
6.	STUDENTS' REPRESENTATIVE SWASTIKA KAR	
7.	DR. SAMAPTI DHARA (CONVENOR)	<i>Samapti Dhara</i>
8.	N. CHANDRA RAO	
9.	ANUPAM HATUI	

Minutes in connection with the preceding meeting on the 13<sup>th</sup> of September, 2023

Resolution was taken in the meeting to appoint B.D.O as Ombud person in Grievance and Redressal Committee within 30<sup>th</sup> September, 2023, as directed by the letter no. F.1-13/2022 (CPP-11) dtd. 12<sup>th</sup> April, 2023, by Secretary, UGC.

We would like to state that BDO of Barrackpore-I Block has been appointed as OMBUD PERSON in Grievance and Redressal Committee within the stipulated date of 30<sup>th</sup> September, 2023.

We opened the boxes and received one complaint letter.

Complaints in the grievance letter:-

A student in Semester-3 complained on the availability of current book in the library.

Resolutions:-

Principal consulted the Librarian in this aspect. She replied that the books are waiting for accession. But in case of less no. of copy, books are not issued and students are asked to xerox or take snaps of the books. Madam instructed to buy more copies of required books.

Principal

*Lana Mukhopadhyay*  
(Dr. Lana Mukhopadhyay)

*Samapti Dhara*  
Convenor

(Samapti Dhara)

*Lana Mukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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**RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**

P.O. - Naihati, North 24 Parganas

Date: - 02.03.2024

A meeting is called on the 5<sup>th</sup> of March, 2024 from the Grievance and Redressal Cell Committee. All members are requested to attend the meeting on the 5<sup>th</sup> of March at 10.00 am in the Principal's Chamber.

**Agenda for the meeting:**

1. Opening the boxes.
2. Discussion on grievance letters and Resolution.

*(Signature)*

Principal

(Dr. Lana Mukhopadhyay)

*(Signature)*

Convenor

(Dr. Samapti Dhara)

SL. NO	Name of the Members	Signature
1.	DR. GARGI MUKHOPADHYAY	<i>Gargi Mukhopadhyay</i>
2.	DR. SUDIPTA TARAFDER	<i>Sudipta Tarafder</i>
3.	PROF. DIPAK BISWAS	<i>Dipak Biswas</i>
4.	PROF. JILKOD MAMUN	<i>Jilkod Mamun</i>
5.	N. CHANDRA RAO	
6.	ANUPAM HATUI	
7.	STUDENTS' REPRESENTATIVE SWASTIKA KAR	

*(Signature)*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas



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E-mail: [rbccwomen@gmail.com](mailto:rbccwomen@gmail.com)

Meeting held on the 5<sup>th</sup> March, 2023

Members present in the meeting :-

SL. NO	Name of the Members	Signature
1.	DR. LANA MUKHOPADHYAY (PRINCIPAL)	<i>L. Mukhopadhyay</i>
2.	PROF. JILKOD MAMUN	<i>J. Mamun</i>
3.	DR. SUDIPTA TARAFDER	<i>Sudipta Tarafder</i> 5/3/23
4.	PROF. DIPAK BISWAS	<i>Dipak Biswas</i>
5.	DR. GARGI MUKHOPADHYAY	<i>Gargi Mukhopadhyay</i>
6.	STUDENTS' REPRESENTATIVE SWASTIKA KAR	
7.	DR. SAMAPTI DHARA (CONVENOR)	<i>Samapti Dhara</i>
8.	N. CHANDRA RAO	
9.	ANUPAM HATUI	

We received three letters in the boxes.

Complaints in the grievance letters:-

Of the three letters, two letters consisted of same complains. Both the students remaining in Sem – 1 complained about overlapping classes of Geography and Political Science at the same time period. They have both of the subjects and they have to sacrifice one subject repeatedly in this circumstances. So they requested Principal Madam for the solution of this problem.

Another letter came from a student in Semester-vi. She complained that the lock on the door of the toilet was broken. Also, it's at all usable due to very bad smell and uncleaned condition.

Resolutions:-

Principal Madam called on the Convenor of the Routine Committee and discussed the matter. The issue is till now unsolved.

Carpenter is called on for repairing the door lock and swipper again is instructed to clean toilet thrice a day.

Principal

*L. Mukhopadhyay*  
(Dr. Lana Mukhopadhyay)

*Samapti Dhara*  
Convenor

(Samapti Dhara)

*L. Mukhopadhyay*  
Principal  
R.B.C. College For Women  
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**ANNUAL REPORT OF GRIEVANCE AND REDRESSAL COMMITTEE, JULY-2023 –  
JUNE 2024**

We met three times in this session for receiving complaint letters.

The first meeting was held on 13<sup>th</sup> September, 2023. The prime objective for this meeting was for the appointment of an OMBUD PERSON in Grievance and Redressal Committee as per the direction of the Secretary of UGC. It was decided to appoint B.D.O. of Barrackpore-I as OMBUD PERSON within 30<sup>th</sup> September, 2023.

We couldn't find any complaint letter in the boxes in this time.

We received only one letter in the meeting held on 12<sup>th</sup> December, 2023. It was regarding the unavailability of prescribed books in the Library.

Principal Madam took necessary action .

We received three letters regarding two different problems in the last meeting held on 5<sup>th</sup> March, 2024.

Two letters were regarding overlapping of classes under NEP syllabus.

Student complained about the broken lock and uncleaned condition of toilet.

We must mention that no grievance letter was received in our website link which is already mentioned in other report.

*Samapli Ghara*  
Convener.

*Hukhopadhyay*  
Principal  
R.B.C. College For Women  
Naihati, North 24 Parganas