



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Assessment year wise and Committee wise records of Students, Teaching, and Non-Teaching staff grievances and Action Taken Report



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

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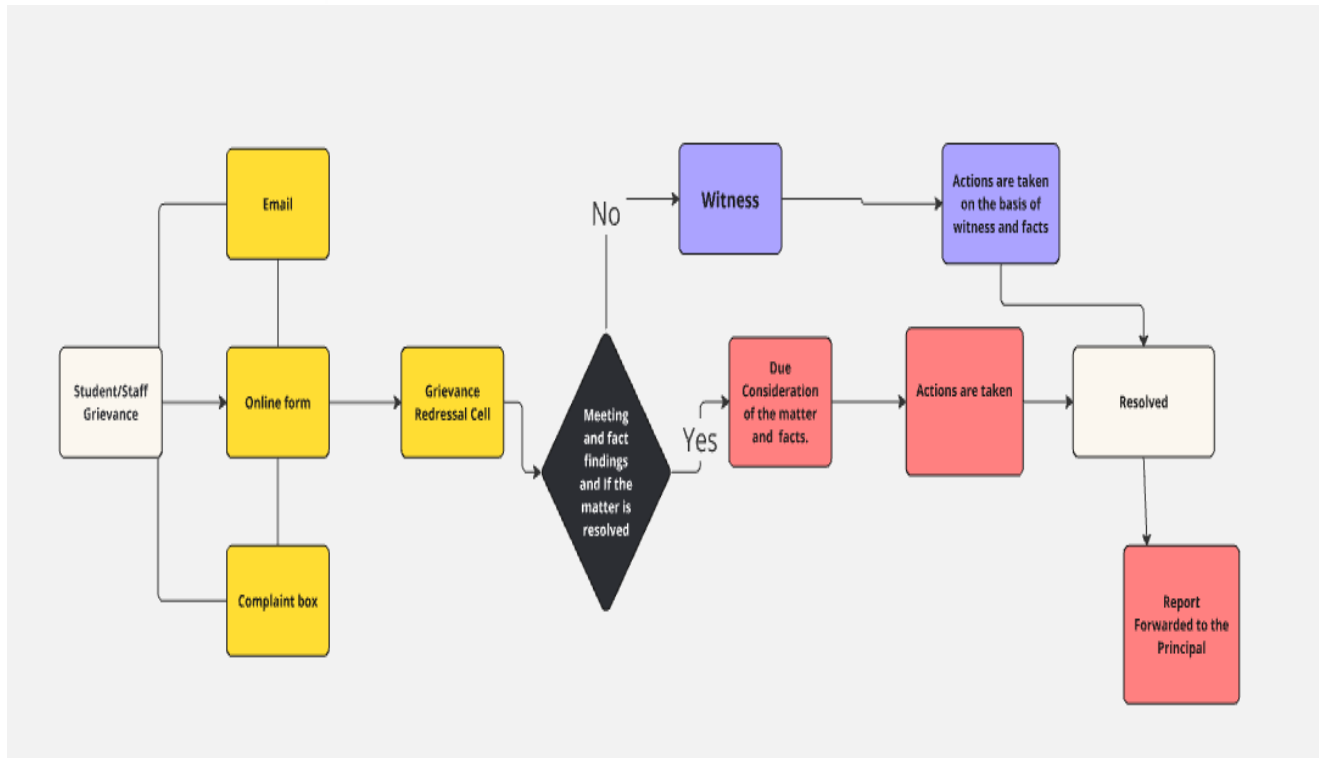


Fig: Grievance Redressal Mechanism



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

GRC Report List (2018-2023)

Academic Year	Grievance received from	Grievances Received	Grievances Forwarded	Grievances Resolved	Pending Grievances	Concerning Committee/ Person in-Charge
2022-2023	Student	2	2	2	0	Building committee
2021-2022	Student	2	2	2	0	Building committee
2019-2020	Student	5	5	5	0	Caretaker
2019-2020	Teacher	1	1	1	0	Caretaker
2019-2020	Non-teaching	1	1	1	0	Caretaker
2018-2019	Student	5	4	4	0	Caretaker
2018-2019	Teacher	1	1	1	0	Finance committee

Students' Grievances: 2022-2023

Sl. No.	Grievances	Date of notice of meeting	Date of meeting	Action taken	Present status
1.	Shortage of sitting space in college canteen	06/01/2023	10/01/2023	Forwarded to the Building committee	Resolved
2.	Absence of proper notice board for general students	06/01/2023	10/01/2023	Forwarded to the Building committee for installation of electronic notice board	Resolved



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Ref. No.....

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Students' Grievances: 2021-2022

Sl. No.	Grievances	Date of notice of meeting	Date of meeting	Action taken	Present status
1.	Lack of maintenance of the playground	14/01/2022	18/01/2022	Forwarded to Building committee	Resolved for that time
2.	No proper maintenance of students' common room	14/01/2022	18/01/2022	Forwarded to Building committee	Resolved

Students' Grievances: 2019-2020

Sl. No.	Grievances	Date of notice of meeting	Date of meeting	Action taken	Present status
1.	Light and fans not working properly in N7	01/02/2020	04/02/2020	The chairperson instructed the assigned Caretaker to follow up the matter with electricians	Resolved
2.	Lack of proper arrangement in the students' parking area	01/02/2020	04/02/2020	Security and maintenance staff were instructed to maintain proper arrangement system	Resolved
3.	Non-functional Sanitary napkin Vending machine	01/02/2020	04/02/2020	Instructed the Caretaker to contact technicians to	Resolved



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	in girls' common room			repair the vending machine	
4.	Non-functional taps in the Toilets at Arts block	01/02/2020	04/02/2020	Caretaker was instructed to contact a contractual plumber for repair	Resolved
5.	Unclean washrooms in Jibanananda Bhavan	01/02/2020	04/02/2020	Instructed the Caretaker to conduct a regular cleaning process	Resolved

Teachers' Grievances: 2019-2020

Sl. No.	Grievances	Date of notice of meeting	Date of meeting	Action taken	Present status
1.	Need proper fans in C003 (English seminar room)	16/12/2019	18/12/2019	Chairperson instructed the Caretaker to follow up the matter with electricians	Resolved

Non Teaching employees' Grievances: 2019-2020

Sl. No.	Grievances	Date of notice of meeting	Date of meeting	Action taken	Present status
1.	Poor internet connectivity in the library	16/12/2019	18/12/2019	Instructed the contractual IT service provider(Dezinet) to restore the internet service	Resolved



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Students' Grievances: 2018-2019

Sl. No.	Grievances	Date of notice	Date of meeting	Action taken	Present status
1.	Non-functional Water Cooler in college canteen	13/02/2019	15/02/2019	Maintenance staff instructed to repair the water cooler	Resolved
2.	Insufficient number of dustbins in college campus	13/02/2019	15/02/2019	It was found to be a false complaint	Resolved
3.	Unclean toilet beside Room N1	13/02/2019	15/02/2019	Instructed the Caretaker to conducts a regular cleaning process	Resolved
4.	Poor condition of the college ground due to water logging.	13/02/2019	15/02/2019	Referred to Finance Committee for approval. Instructed the Caretaker and maintenance staff to take necessary action	Resolved
5.	Non-receipt of ID cards	13/02/2019	15/02/2019	Referred to Bursar (in-charge of ID)	Resolved



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Teachers' Grievances: 2018-19

Sl. No.	Grievances	Date of notice	Date of meeting	Action taken	Present status
1.	Delay in proper Installation of AC in common staff room	25/09/2018	29/09/2018	Referred to the Finance committee for discussion and approval	Resolved



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VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

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Mechanism for submission of Grievances:

1. Offline



Fig: Grievance Complaint Box



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Offline and Online complaint form



Vivekananda College, Thakurpukur Form for Grievance Redressal for Students/Staff

1. Name:
2. Department:
3. Contact No:
4. E-mail:
3. Class/Semester (for students):
4. Roll No. (for students):
5. Gender: Male/Female/Other (please tick the appropriate option)
6. University Registration No. (for students):
 - i) Whether Grievance related to: (please write "YES" wherever applicable)
 - ii) Academic/Financial /Administrative:
 - iii) Service/facilities/infrastructure/library/amenities
 - iv) Any Other: (please mention)
- v) Whether you are placing this grievance for the first time:
7. Grievance (in details):
 - i) Date of incident/ situation related to grievance:
 - ii) Time:
 - iii) Location:
 - iv) Witnesses if any:
 - v) Details:
8. Signature of student/staff:
- Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....



Vivekananda College, Thakurpukur
Grievance Redressal complaint box



QR Code

- Grievance form link- <https://forms.gle/MBFmkKPZemFYnFkK8>
- Vivekananda College Grievance Redressal Mail: grievances.vc@gmail.com
- Hard copies of redressal forms are available in the office



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Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

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Ref. No.....

Date.....

Important Links

Vivekananda College Grievance Redressal Form for Students/Staff:
<https://forms.gle/MBFmkKPZemFYnFkK8>

Vivekananda College Grievance Redressal Mail: grievances.vc@gmail.com

Home Page of UGC Grievance Redressal- 1. <https://samadhaan.ugc.ac.in/>
2. <https://saksham.ugc.ac.in/Grievanceredressal>

Guidelines of UGC: 1. https://www.ugc.gov.in/pdfnews/0588502_English.pdf
2. https://www.ugc.gov.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf
3. https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf

Composition of College Grievance Redressal Cell (2023)

Sl. No.	Name	Designation	Position
1	Prof. Nabakishore Chanda	Teacher-In-Charge	Chairperson
2	Dr. Atanu Thakur	Bursar	Member
3	Dr. Arvind Pan	IQAC Coordinator	Member
4	Dr. Debashis Kundu	Morning-In-Charge	Member
5	Dr. Prasenjit Mridha	Associate Professor	Member
6	Prof. Sukanya Sanyal	Associate Professor	Member
7	Dr. Debasish Mukherjee	Associate Professor	Member
8	Dr. Meenakshi Mukherjee	Associate Professor	Member
9	Dr. Gunjan Dhar	Assistant Professor	Member
10	Mr. Subhas Jena	Head Clerk Morning	Member



N. Chanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



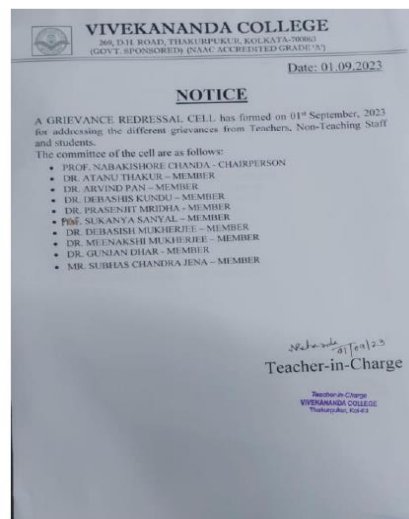
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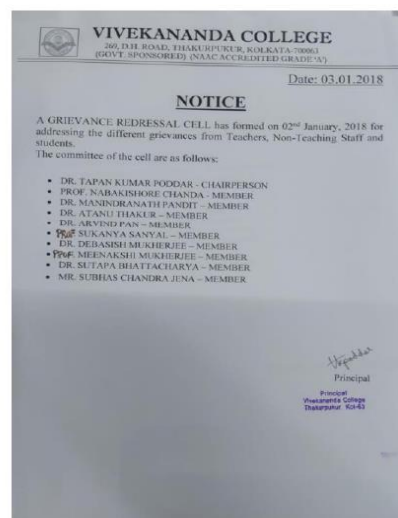
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Date.....

Cell Composition (2023)



Cell Composition (2018-2022)



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VIVEKANANDA COLLEGE


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Ref. No.....

Date.....

General Grievance

Grievance Registration Form



VIVEKANANDA COLLEGE

Grievances Portal

Registration for General Grievances

University Registration No	University Roll No
Enter your name	DOB
Enter your email	Phone number
Course Type	Course

RegistrationLogin

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Ref. No.....

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Grievance Login Form



VIVEKANANDA COLLEGE

Grievances Portal

Student Login for General Grievances

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Ref. No.....

Date.....

Student Dashboard

 vivekanandacollege63@gmail.com



VIVEKANANDA COLLEGE

Grievances Portal

Home > My Profile

Grievance

- > Dashboard
- > General Grievance
- > General Grievance Report
- > Grievance Complaint Box Report
- > Grievance Sexual Harassment Report
- > Grievance Satisfaction Survey
- > Logout

Student Details

Name	University Registration No	University Roll No	Course Type	Course	Email	Phone No	Registered Date
SOUMITA MAITY	544-1211-0020-19	544-1211-0020-19	Honours	Bengali	soumita.maity@gmail.com	9862598652	19/09/2024

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Ref. No.....

Date.....

Grievance Form

vivekanandacollege63@gmail.com



VIVEKANANDA COLLEGE

Grievances Portal

Home > General Grievances

Grievance

- > Dashboard
- > General Grievance
- > General Grievance Report
- > Grievance Complaint Box Report
- > Grievance Sexual Harassment Report
- > Grievance Satisfaction Survey
- > Logout

GIVE YOUR GENERAL GRIEVANCES

1. Grievances / Suggestion

Do you have any suggestion for your college development ?

☐ Yes ☐ No

Session

Submit

2. Complaint Box

3. Reporting Sexual Harassment

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Date.....

Grievance Satisfaction Survey Form



vivekanandacollege63@gmail.com



VIVEKANANDA COLLEGE

Grievances Portal

Home >

Grievance

- > Dashboard
- > General Grievance
- > General Grievance Report
- > Grievance Complaint Box Report
- > Grievance Sexual Harassment Report
- > Grievance Satisfaction Survey
- > Logout

GRIEVANCE SATISFACTION SURVEY

1. Give Your Feedback

--Select Session--

Are you satisfied with the action taken by the college grievance redressal cell on your grievances?

☐ Good ☐ Fair ☐ Average ☐ Poor ☐ Vary Poor

Submit

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Grievance Admin Login

VIVEKANANDA COLLEGE

— ◆ ◆ ◆ —

✔ You must have to login !

Username

Password

[Forgot Password?](#)

LOGIN



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Thakurpukur, Kol-63



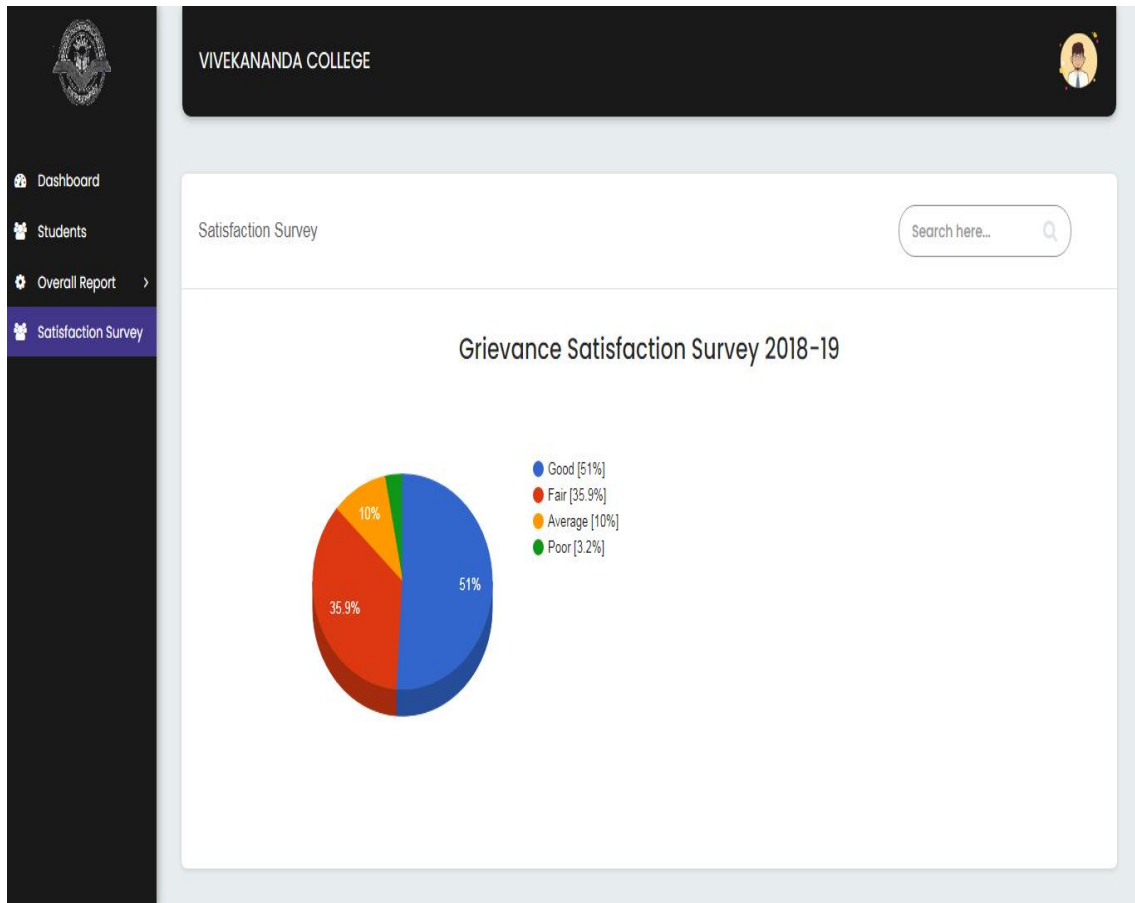
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Grievance Satisfaction Survey Report 2018-19



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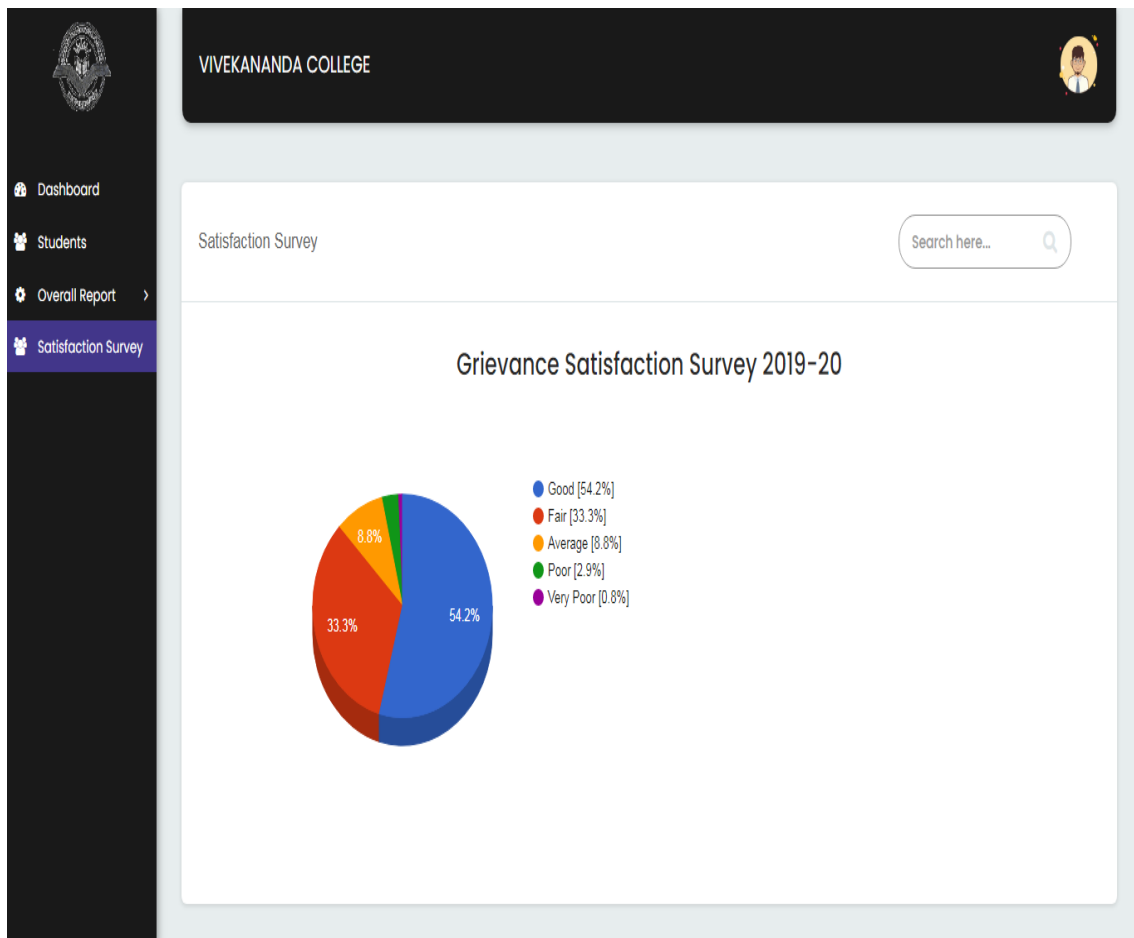
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Grievance Satisfaction Survey Report 2019-20



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Teacher-in-Charge
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Thakurpukur, Kol-63



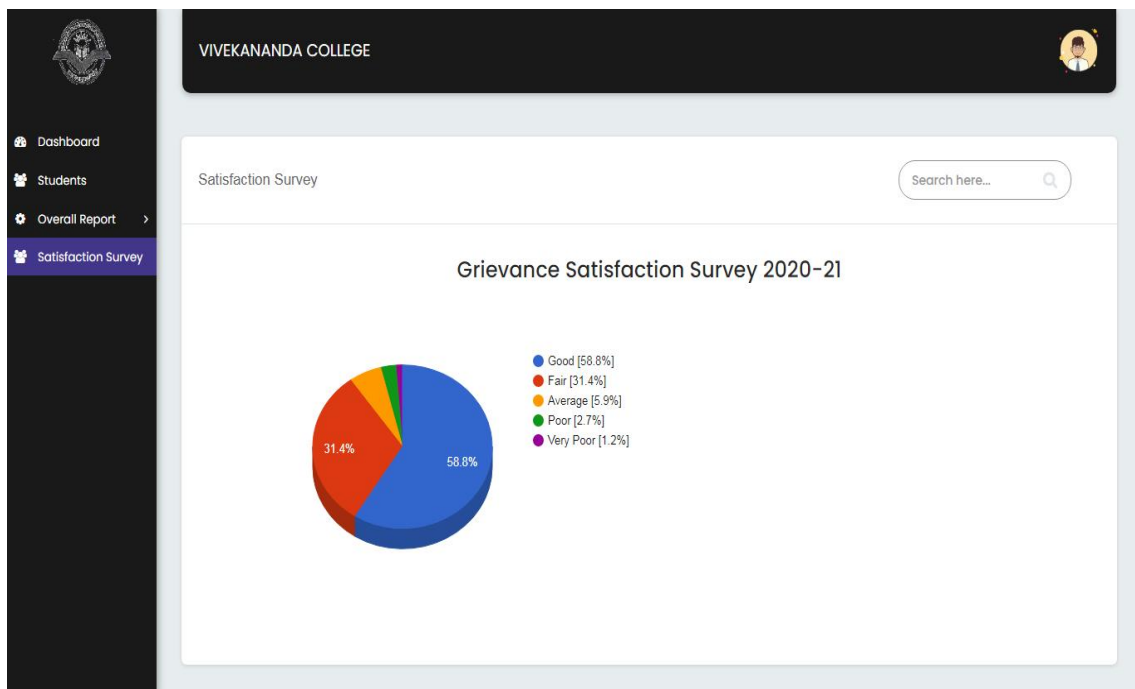
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Date.....

Grievance Satisfaction Survey Report 2020-21



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Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



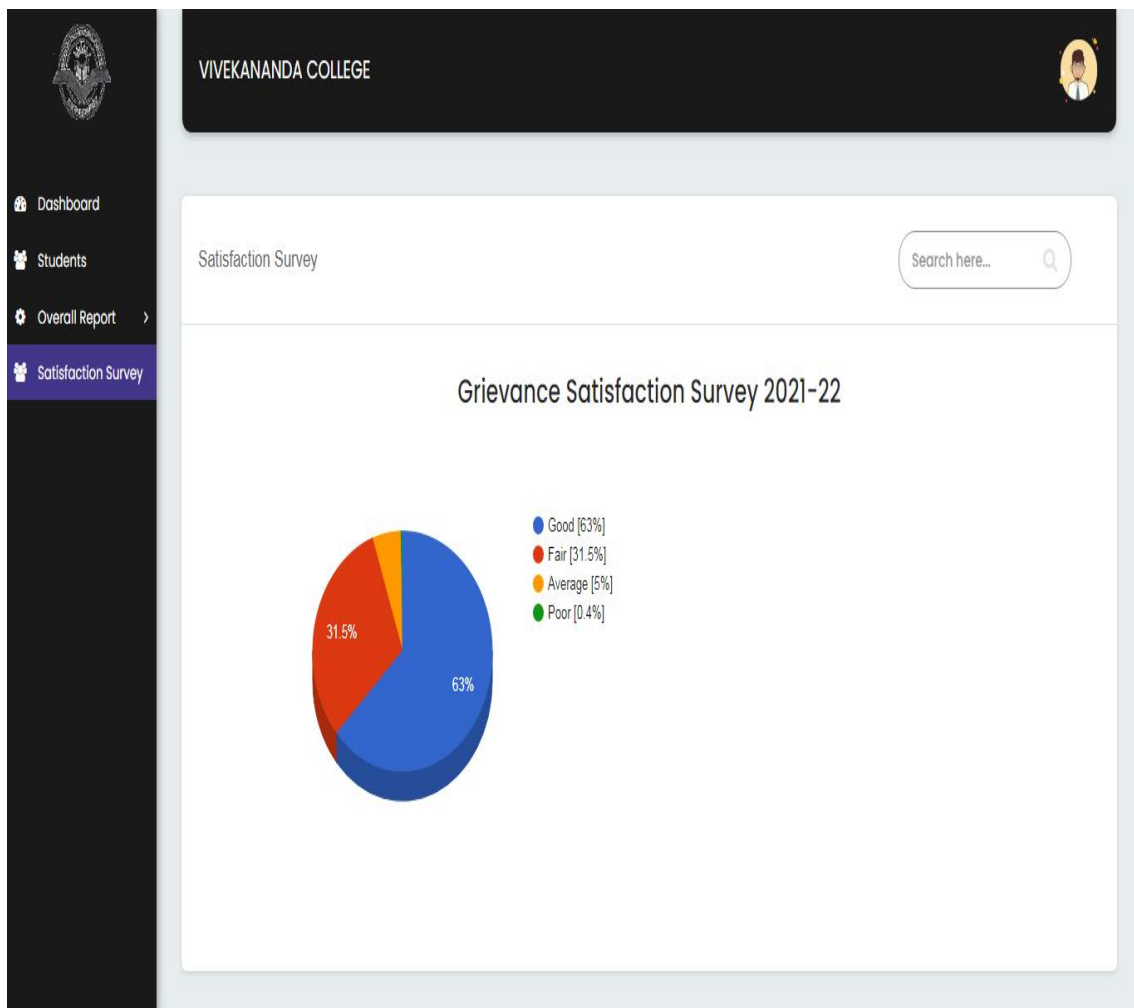
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Grievance Satisfaction Survey Report 2021-22



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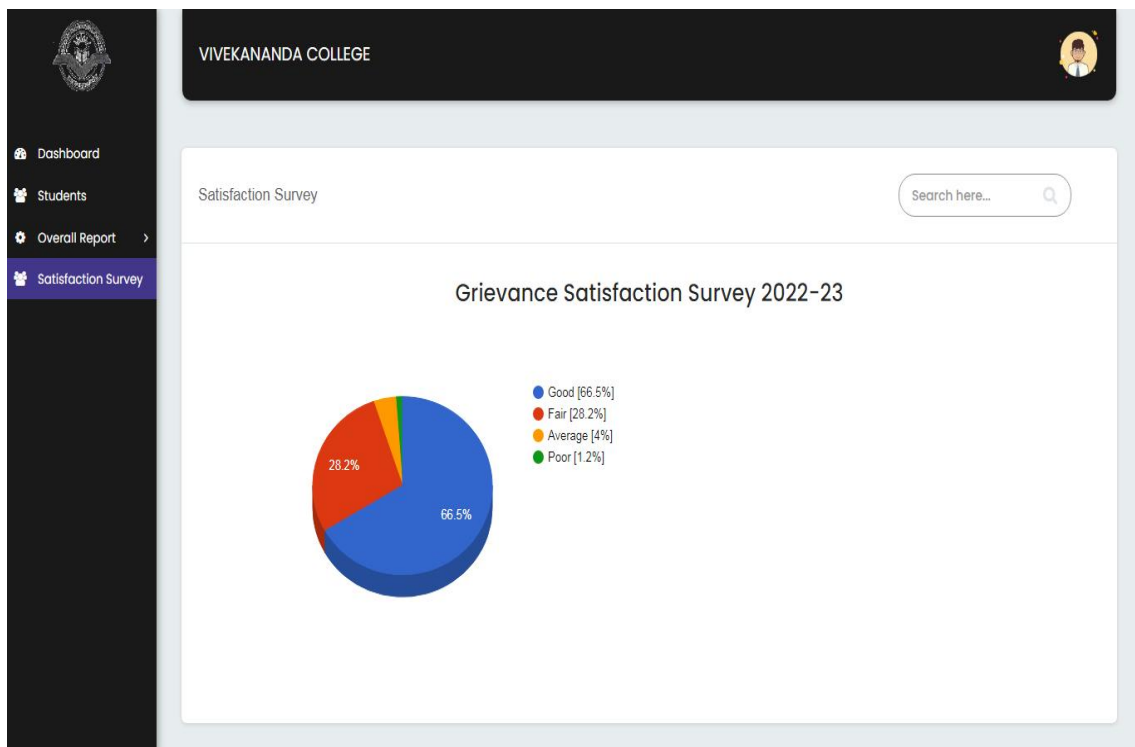
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Grievance Satisfaction Survey Report 2022-23



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Teacher-in-Charge
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VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

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List of Grievances & Records 2018-2023

(Includes Assessment Year wise (AY) Students', Teachers' and Non-teaching employees' Grievances and Records)

Students' Grievances: 2022-2023

To
The Principal
Vivekananda College, Thakurpukur

Respected Sir,

We are writing to you to bring your kind attention towards the fact that the space of our college canteen for students is very small. The canteen is too small to accommodate 30 students together at a time.

We would like to request you to look into the matter and do the needful.

Yours faithfully

Bikram Biswas 12/12/2022
CG/M/21-22/70
544-1111-0059-21
21544-22-0035



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

To
The Principal
Vivekananda College
Thakurpukur, Kolkata - 63

Respected Sir,

I am writing this letter draw
to your kind attention the fact that there
is no proper notice board in our College for
which we do not get all the notice in proper time.
So it is earnestly requested to install
a notice board as early as possible.

Yours Faithfully

Nilavo Dey 14/12/22

CH/M/21-22/104

544-1111-0599-21

211544-21-0047



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Redressal Mechanism and Meeting Record: 2022-2023 (Students)



VIVEKANANDA COLLEGE
269, DIAMOND HARBOUR ROAD, THAKURPUKUR, KOLKATA-700 063
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Notice

A Grievance redressal Cell meeting is scheduled on 10.1.23. All the committee members are requested to attend the meeting at 4.00 pm in the Principal's room. The following will be the agenda of the meeting:

- 1. Review the previous grievances registered from the students and staff.
- 2. Discussion on the latest grievances of the students and staff.

Dr. Tapen Kumar Faldar
Dr. Tapen Kumar Faldar
Principal

Chairperson of Grievance Redressal Cell

The form contains the following sections:

- Header:** VIVEKANANDA COLLEGE, (GOVT. SPONSORED, NAAC ACCREDITED GRADE 'A')
- For No.:** _____ **Date:** _____
- Minutes of Meeting held on:** 10th January 2023 at 4.00 pm in the Principal's room.
- The Grievance Redressal Cell members:**
 - Dr. Tapen Kumar Faldar (Chairman)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
 - Dr. Anurag Kumar (Member)
- Agenda of the meeting:**
 - 1. Review the previous grievances registered from the students and staff.
 - 2. Discussion on the latest grievances of the students and staff.
- Resolution:** The committee decided to take the following action on the grievances registered from the students and staff.
- Remarks:** The committee decided to take the following action on the grievances registered from the students and staff.
- Signature of the Chairperson:** _____
- Signature of the Members:** _____

Action Taken Report (2022-2023)



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Grievance Redressal Cell ACTION TAKEN REPORT

Date: 15/01/2023

Meeting of members of Grievance Redressal Cell (GRC) was called on 10/01/2023 at 4:00 pm under the Chairmanship of Principal Dr. TAPAN KUMAR PODDAR at Principal's office. As per the discussions conducted and the approved minutes in the said meeting actions were taken as mentioned below:

- The policy and procedure of the GRC were prepared and distributed to all members of the cell. After thorough review, it was decided to upload the document on the college website. The policy and procedure adhere to the established rules and regulations.
- It was decided to take immediate cognizance of any future grievances received from students and staff.
- The decisions regarding the canteen and electronic notice board made during the meeting were communicated to the students.

Dr. Tapan Kumar Poddar
15/1/23

Dr. Tapan Kumar Poddar

Principal & Chairperson, Grievance Redressal Cell

269, DIAMOND HARBOUR ROAD, THAKURPUKUR, KOLKATA-700 063
Website : www.vckolkata63.org • email : vivekanandacollege63@gmail.com



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

NOTICE

Date: 27.05.2023

Students and staff are hereby notified that the Grievance Redressal Cell has implemented an Online System accessible via the email address grievances.vc@gmail.com and an online form at <https://forms.gle/MBFmkKPZemFYnFkK8>. The previous system, involving the physical collection of written complaints in the Complaint Box, and hard copies of redressal forms will remain available in the office.

T. Poddar
Principal
Vivekananda College
Thakurpukur Kol-63

Dr. Tapan Kumar Poddar
Principal
&
Chairperson of Grievance Redressal Cell



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Students Grievances 2021-2022

Students' Grievances: 2021-2022

To
The Principal
Vivekananda College
Thakurpukur Kol-63

Respected Sir,

On behalf of the students, I would like to lodge a complaint that our playground is not in proper condition for playing any game during the rainy season. The playground becomes slippery and, so we can't use the ground for playing games. This makes students

It is therefore requested to look into the matter and solve the problem at the earliest.

Yours faithfully,

Basim Mondal
08/05/21-21/05/21
98A-1112-0891-12
915445210222



To
The Principal
Vivekananda College, Thakurpukur,

Respected Sir,

As a student representative of the college, I have observed that the current condition of the students' common room is not suitable for providing the optimal environment for students and about information among students. The room has been converted into a place where students are to remain during classes.

Unfortunately, the common room is in need of renovation and maintenance to better meet the growing needs of the student body.

Therefore, I respectfully request your intervention in facilitating renovation work for students' common room.

Yours faithfully,
Basim Mondal - 08/05/21
98A-1112-0891-12
915445210222
98A-1112-0891-12



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Meeting Record and Action Taken Report (2021-2022)

 **VIVEKANANDA COLLEGE**
305, D-11 ROAD, THAKURPUKUR, KOLKATA-700131
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Notice

A Grievance redressal Cell meeting is scheduled on 18.1.22. All the committee members are requested to attend the meeting at 3.00 pm in the Principal's room. The following will be the agenda of the meeting:

- a) Review on the previous grievances registered from the students and staff
- b) Discussion on the latest grievances of the students and staff
- c) To discuss and approve the methods of redressal and appropriate action to be taken in the matter.


Dr. Tapas Kumar Paul
Principal
&
Chairperson of Grievance Redressal Cell



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



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VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Reference Document 4.01 ACTION TAKEN REPORT

Date: 18/03/2022

Minutes of meeting of Reference Document 4.01 dated on 18/03/2022 at 3:00 pm under the Chairmanship of Principal Dr. Tapas Kumar Poddar in Reference to Action: The plan for the document is enclosed and the approved action is the next meeting session (April 2022) will be taken.

- The action and procedure of the document prepared and distributed to all members of the college staff through notice. It was decided to update the document on the college website. The action and procedure will be completed by the next meeting session and report.
- In response to the guidelines, it has been decided that there is a need for the academic members of the program and the faculty members to be involved. A team, consisting of members of the program and the faculty members, will be assigned to prepare the program and the next meeting session. It was decided to consult with the faculty members to discuss their views on the college curriculum and the additional teaching of English.
- The decision regarding the program and the next meeting session will be taken during the next meeting session on the college.

Dr. Tapas Kumar Poddar

Principal & Chairperson, Reference Document 4.01



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83



VIVEKANANDA COLLEGE



(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Students Grievances 2019-2020

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Biswajit Mondal
2. Department: B.A (Hons.)
3. Contact No: 9582079367
4. E-mail: vivekanandacollege@gmail.com
5. Class/Semester (for students): 1st Sem
6. Roll No. (for students): AK/19-20/263
7. Gender: Male (For students/Other please tick the appropriate option)
8. University Registration No. (for students):
9. Whether Grievance related to (please write "YES" wherever applicable):
(i) Academic/Financial Administration
(ii) Service/Facilities/Infrastructure/Library/Attendance
(iii) Any Other (please mention):
10. Whether you are placing this grievance for the first time: YES
11. Grievance (in details): Left 1st Sem exam writing
12. Date of incident/ situation related to grievance: 04/05/20
13. Time: 12:30 PM
14. Location: RJ 7 Library Block
15. Witnesses (if any):
16. Details:
17. Signature of student/staff: Biswajit Mondal
Remarks (to be given by the Grievance Redressal Cell):



Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: RICK MUKHERJEE
2. Department: B.A (Hons)
3. Contact No: 9123949926
4. E-mail: mukherjee.rick@gmail.com
5. Class/Semester (for students): 1st
6. Roll No. (for students): AK/19-20/32
7. Gender: Male (For students/Other please tick the appropriate option)
8. University Registration No. (for students):
9. Whether Grievance related to (please write "YES" wherever applicable):
(i) Academic/Financial Administration
(ii) Service/Facilities/Infrastructure/Library/Attendance
(iii) Any Other (please mention):
10. Whether you are placing this grievance for the first time: yes
11. Grievance (in details): Discontinued cycle stand Area.
12. Date of incident/ situation related to grievance: 26/05/20
13. Time: 3:45 PM
14. Location: College cycle stand
15. Witnesses (if any):
16. Details:
17. Signature of student/staff: Rick Mukherjee
Remarks (to be given by the Grievance Redressal Cell):





Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63




VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')


Ref. No.....

Date.....

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: ANUPAM DAS
2. Department: BA (Hons)
3. Contact No: 9055075399
4. Email: anupam2012@vivekananda-college.edu.in
5. Class/Semester (for students): 5th
6. Roll No. (for students): AN/015-20/285
7. Gender: Male (Other options tick the appropriate option)
8. University Registration No. (for students):
(i) Whether Grievance related to: (please write "YES" wherever applicable)
(a) Academic/Financial (Administrative)
(b) Service/Institutional Infrastructure/Library/Computerisation
(c) Any Other (please mention):
(v) Whether you are placing this grievance for the first time: Yes
9. Grievance (in details): Dispute of ownership with vending machine
(i) Date of incident/situation related to grievance: 28/12/20
(ii) Time: 2:30 PM
(iii) Location: College's Compound & Canteen
(iv) Witnesses (if any):
(v) Details:
10. Signature of student/staff: Anupam Das
Remarks (to be given by the Grievance Redressal Cell):


Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Anupam Das
2. Department: BA (Hons)
3. Contact No: 9055075399
4. Email: anupam2012@vivekananda-college.edu.in
5. Class/Semester (for students): 5th
6. Roll No. (for students): AN/015-20/285
7. Gender: Male (Other options tick the appropriate option)
8. University Registration No. (for students):
(i) Whether Grievance related to: (please write "YES" wherever applicable)
(a) Academic/Financial (Administrative)
(b) Service/Institutional Infrastructure/Library/Computerisation
(c) Any Other (please mention):
(v) Whether you are placing this grievance for the first time: Yes
9. Grievance (in details): Dispute of ownership with vending machine
(i) Date of incident/situation related to grievance: 28/12/20
(ii) Time: 1:15 PM
(iii) Location: College's Compound
(iv) Witnesses (if any):
(v) Details:
10. Signature of student/staff: Anupam Das
Remarks (to be given by the Grievance Redressal Cell):




Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63





VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....


Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Aravind Singh
2. Department: B.A. (General)
3. Contact No: 9830094939
4. Email: aravindsingh1998@gmail.com
5. Class/Semester (for students): 3rd Sem
6. Roll No. (for students): NA/19-20/4
7. Gender: Male (for students) (tick the appropriate option)
8. University Registration No. (for students):
(i) Whether Grievance related to (please write "YES" wherever applicable)
(a) Academic/Examination/Admission etc.
(b) Service/Staff/Infrastructure/Library/Security etc.
(c) Any Other (please mention):
9. Whether you are placing this grievance for the first time: YES
10. Grievance (in detail): Not a Grievance
11. Date of incident/situation related to grievance: NA
12. Time: NA
13. Location: NA
14. Witnesses if any:
15. Details:
16. Signature of student/Staff: Aravind Singh
Remarks (to be given by the Grievance Redressal Cell):

Signature of the Chairperson:
Dr. Tapan Kumar Poddar
Principal
&
Chairperson, Grievance Redressal Cell



VIVEKANANDA COLLEGE
269, D.H. ROAD, THAKURPUKUR, KOLKATA-700063
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Notice

Date: 04.02.2020

Time: 3:00 PM

Venue: Principal's Room

All Grievance Redressal Cell Committee Members are requested to attend the meeting.

Agenda:

1. Review of previously registered grievances from students.
2. Discussion on the latest grievances raised by students.
3. Deliberation and approval of redressal methods and appropriate actions for the grievances.

Dr. Tapan Kumar Poddar
Principal

&
Chairperson, Grievance Redressal Cell



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



Date.....

[illegible]

Discussion

[illegible]

Principal: Dr. Christopher J. Smith, Environmental Management Center






VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Teachers' Grievances 2019-2020


Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Anuradha Mukherjee

2. Department: English

3. Contact No: 9836123252

4. E-mail: Anuradha@gmail.com

5. Class/Semester (for students):

6. Roll No. (for students):

7. Gender: Male ☒ Female ☐ Other (please tick the appropriate options)

8. University Registration No. (for students):

9. Whether Grievance related to: (please write "YES" wherever applicable)

i) Academic/Financial/Administrative: YES

ii) Service facilities/infrastructure/library/amenities

iii) Any Other: (please mention)

10. Whether you are placing this grievance for the first time: Yes

11. Grievance (in details): COD (English course book) made paper for

12. Date of incident/ situation related to grievance:

i) Time: 5/11/2019


ii) Location: Vivekananda College

iii) Witnesses if any:

iv) Details:

13. Signature of student/staff: Anuradha Mukherjee

Remarks: (to be given by the Grievance Redressal Cell)


Signature of the Chairperson
Thakurpukur
Vivekananda College
Thakurpukur, Kolkata



Anuradha
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kolkata




VIVEKANANDA COLLEGE


(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Non-Teaching employees' Grievances 2019-2020


Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Sumita Sentra
2. Department: Library
3. Contact No: 7902231120
4. E-mail: sumitarbnd@gmail.com
5. Class/Semester (for students):
6. Roll No. (for students):
7. Gender: Male/Female/Other (please tick the appropriate option)
8. University Registration No. (for students):
9. (i) Whether Grievance related to: (please write "YES" wherever applicable)
(ii) Academic/Financial /Administrative:
(iii) ~~Service~~ facilities/infrastructure/library/amenities:
(iv) Any Other: (please mention)
10. (v) Whether you are placing this grievance for the first time: No
11. Grievance (in details): Discontinued Internet connectivity is faced by the Library staff.
12. (i) Date of incident/ situation related to grievance:
(ii) Time: 2:30 PM
(iii) Location: Library
(iv) Witnesses if any:
13. (v) Details: For doing housekeeping work in library we need proper internet connection.
14. Signature of student/staff: Sumita Sentra 22/02/2020
Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson
PRINCIPAL
Vivekananda College
Thakurpukur, Kol-63



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Redressal Mechanism and Meeting Record (2019-2020)



VIVEKANANDA COLLEGE
269, D.H. ROAD, THAKURPUKUR, KOLKATA-700063
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Notice

Date: 18.12.2019

Time: 3:00 PM

Venue: Principal's Room

All members of the Grievance Redressal Cell Committee are requested to attend the meeting.

Agenda: Complaints Lodged by Teachers

1. Discontinuation of internet connectivity in the library affecting library activities.
2. Need for fan installation in Room No: C003 (English Seminar Room).

H. Poddar
18/12/19

Dr. Tapan Kumar Poddar
Principal

&

Chairperson of Grievance Redressal Cell



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



Date.....



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63




VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Action Taken Report (2019-2020)

 **VIVEKANANDA COLLEGE**
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

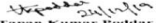
Ref. No..... Date.....

Grievance Redressal Cell
ACTION TAKEN REPORT

24/12/2019 Date:

Based on the discussions and resolutions from the Grievance Redressal Cell meeting held on 18/12/2019, the following actions have been taken:

1. The IT service provider was immediately contacted and tasked with restoring internet connectivity in the library. The issue was resolved, and internet services were restored on December 20, 2019, ensuring normal library activities could resume without interruption.
2. The electrician was promptly instructed to install a fan in Room No. C003 by December 22, 2019. The fan installation was completed as scheduled, enhancing comfort levels and supporting effective teaching practices in the classroom.


Dr. Tapas Kumar Poddar
Principal & Chairperson, Grievance Redressal Cell

269, DIAMOND HARBOUR ROAD, THAKURPUKUR, KOLKATA-700 063
Website : www.vckolkata63.org • email : vivekanandacollege63@gmail.com




Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Students Grievances: 2018-19

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: ARNAB MUKHERJEE
2. Department: B.A. (General)
3. Contact No: 9830407807
4. E-mail: arnabmukherjee433@gmail.com
5. Class/Semester (for students): 2nd Sem
6. Roll No. (for students): 16/12/18-17/230
7. Gender: Male Female Other (please tick the appropriate option) M
8. University Registration No. (for students): 544-1111-1101-18

i) Whether Grievance related to: (please write "YES" wherever applicable)
ii) Academic/Financial / Administrative:
iii) Service/facilities/infrastructure/library/amenities
iv) Any Other: (please mention)
Cold water service is not good.
v) Whether you are placing this grievance for the first time: Yes

7. Grievance (in details):
i) Date of incident/ situation related to grievance: 5/02/18
ii) Time: 12.20 P.M
iii) Location: College canteen
iv) Witnesses if any:
v) Details:

8. Signature of student/staff: Arnab Mukherjee
Remarks: (to be given by the Grievance Redressal Cell)
As per above
Signature of the Chairperson: L. K. Poddar
PRINCIPAL
Vivekananda College
Thakurpukur, Kol-63



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Pallab Sanyal
2. Department: B.A. (6)
3. Contact No: 9063625466
4. E-mail: Pallab_Sanyal62@gmail.com
5. Class/Semester (for students): 2nd Sem.
6. Roll No. (for students): AG1012-101212
7. Gender: ☒ Male / ☐ Female / Other (please tick the appropriate option)
8. University Registration No. (for students): 5181-5189-5182-18
9. Whether Grievance related to: please write "YES" wherever applicable:
(i) Academic / Financial / Administrative
(ii) ☒ Service / Facilities / Infrastructure / Library / Amenities
(iii) Any Other (please mention):
Loss number of hostel
10. Whether you are placing this grievance for the first time: Yes
11. Grievance (in details):
(i) Date of incident / situation related to grievance: 7/4/18
(ii) Time: 2:00 PM
(iii) Location: College campus
(iv) Witnesses if any:
(v) Details:
12. Signature of student/staff: Pallab
Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson: Upender
Chairperson
Vivekananda College
Thakurpukur, Kolkata



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kolkata






VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....


Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Aman Singh
2. Department: B.Com (General)
3. Contact No: 9874531466
4. E-mail: aman Singh 369248@gmail.com
5. Class/Semester (for students): Sem.
6. Roll No. (for students): CG/04-UC/18-19/159
7. Gender: Male/Female/Other (please tick the appropriate option)
8. University Registration No. (for students): 504-111-1419-18
9. Whether Grievance related to: (please write "YES" wherever applicable)
i) Academic/Financial/Administrative:
ii) Service/facilities/infrastructure/library/amenities:
iii) Any Other: (please mention)
The toilet beside NI was dirty.
iv) Whether you are placing this grievance for the first time: Yes
10. Grievance (in details):
i) Date of incident/ situation related to grievance: 29/01/2018
ii) Time: 11:00 A.M.
iii) Location: Commerce Block of Vivekananda College.
iv) Witnesses if any:
v) Details:
11. Signature of student/staff: 
Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson
PRINCIPAL
Vivekananda College
Thakurpukur, Kolkata-700 063



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kolkata-700 063




VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Subham Ghosal
2. Department: B. com (h)
3. Contact No: 7003281376
4. E-mail: Subham.ghosal23@gmail.com
5. Class Semester (for students): 2
6. Roll No. (for students): 23/04-VC/17-18/293
7. Gender: ☒ Male ☐ Female ☐ Other (please tick the appropriate option)
8. University Registration No. (for students):
9. Whether Grievance related to: (please write "YES" wherever applicable)
(i) Academic/Financial / Administrative: ☒
(ii) Service facilities/ infrastructure/library amenities: ☒
(iii) Any Other: (Please mention)
The college ground was not good.
(iv) Whether you are placing this grievance for the first time: yes
10. Grievance (in details):
(i) Date of incident/ situation related to grievance: 08/12/18
(ii) Time: 1:05 PM
(iii) Location: College ground
(iv) Witnesses if any:
(v) Details:
11. Signature of student/staff: Subham Ghosal
Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson: [Signature]
PRINCIPAL
Vivekananda College
Thakurpukur, KOL 700 063



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-700 063




VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Students/Staff

1. Name: Sanket Nishu
2. Department: B.com (a)
3. Contact No: 7003248860
4. E-mail: Sanket9435000@gmail.com
5. Class/Semester (for students): 2 semester
6. Roll No. (for students): C6104-X/18-19/201
7. Gender: ☒ Male ☐ Female ☐ Other (please tick the appropriate option)
8. University Registration No. (for students): 544-1111-1619-18
9. i) Whether Grievance related to: (please write "YES" wherever applicable)
ii) Academic/Financial /Administrative:
iii) Service facilities (infrastructure/library/amenities)
iv) Any Other (please mention):
Did not get 100 marks
10. v) Whether you are placing this grievance for the first time: YES
11. Grievance (in detail):
i) Date of incident/ situation related to grievance: 08/02/19
ii) Time: 2:00 PM
iii) Location: College administrative Building
iv) Witnesses if any:
v) Details:
12. Signature of student/staff: Sanket Nishu
Remarks: (to be given by the Grievance Redressal Cell)

Signature of the Chairperson
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Redressal Mechanism and Meeting Record (2018-2019)

Notice

Date: 15.02.2019
Time: 3:00 PM
Venue: Principal's Room

All Grievance Redressal Cell Committee members are requested to attend the meeting.

Agenda:

Students' Complaints:

1. Insufficient number of dustbins around the campus
2. Non-receival of ID cards
3. Dirty toilet (beside room N1)
4. Deteriorating condition of the college playground
5. Poor service in the college canteen

Dr. Tapan Kumar Poddar
15/2/19
Dr. Tapan Kumar Poddar
Principal

&
Chairperson, Grievance Redressal Cell



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-83




VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

 **VIVEKANANDA COLLEGE**
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No..... Date.....

Minutes of the meeting held on, 15th February, 2019 at 3.00pm in the Principal's room

The following members were present:

DR. TAPAN KUMAR PODDAR-CHAIRPERSON

PROF. SABARISHWEE CHANDRA-MEMBER *Nichanda*

DR. ATARETULHAIR-MEMBER *Kor*

DR. AJAYDIPAM-MEMBER *Bali*

PROF. SUKANTA SANYAL-MEMBER *S. Sanyal*

DR. DEBASISH MUKHERJEE-MEMBER *Debasish Mukherjee*

PROF. SUBINASH MUKHERJEE-MEMBER *Subinash Mukherjee*

MR. TUKAR CHANDRA JENA-MEMBER *Chena*

A meeting of Grievance Redressal Cell (GRC) was held on 15/02/2019 at 7.00 pm in Principal's office under the chairmanship of Principal Dr. TAPAN KUMAR PODDAR. The member DR. ATARETULHAIR read the minutes and solicited report of earlier meeting. The following points were discussed in the meeting.

- 1) The committee discussed the strategy of cleanliness on the campus, leading to sharing and cleanliness issues. It was resolved to install additional dustbins at strategic locations around the campus. The maintenance department will identify key areas and install the required number of dustbins by March 1, 2019.
- 2) Dr. Anura Thakur, a member of the committee, investigated the issue and found that several students had not renewed their ID cards, causing significant inconvenience. Chairperson Dr. Tapan Kumar Poddar informed the committee that the administration office would expedite the issuance process. All pending ID cards will be distributed to the students by February 25, 2019.
- 3) Based on the students' complaint, the toilet beside room N1 is consistently dirty, creating an unsanitary environment. The committee decided that the cleaning staff would be instructed to increase the frequency of cleaning for the toilet beside room N1. A thorough cleaning schedule will be implemented for all restrooms starting immediately.
- 4) The condition of the college playground has deteriorated due to intensive rain, affecting its usability for students. The committee decided to inform the gardener and the playground caretaker to renovate the playground. Necessary repairs and maintenance work will begin by March 5, 2019 through Finance committee approval, and is expected to be completed within two weeks.
- 5) A complaint was received regarding the poor service and quality of food in the college canteen. After proper investigation, it was found that the complaint was false. Despite the false complaint, it was decided to conduct a meeting with the canteen committee.

Nichanda
Principal
Vivekananda College
Thakurpukur, Kolkata

259, DIAMOND HARBOUR ROAD, THAKURPUKUR, KOLKATA-700 063.
Website : www.vckolkata63.org • email : vivekanandacollege63@gmail.com



Nichanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kolkata



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Teachers' Grievances: 2018-2019

Vivekananda College, Thakurpukur
Form for Grievance Redressal for Teaching Staff

1. Name: Dr. Gurjun Datta, Asst. Professor

2. Department: Zoology

3. Contact No: 9433866829

4. Email: gurjun.tumbi@gmail.com

5. Class/Section (for students):

6. Roll No. (for students):

7. Gender: Male/Female/Other (please tick the appropriate option) Female

8. University Registration No. (for students):

9. Whether Grievance related to: (please write "YES" wherever applicable) Yes

(i) Academic/Financial /Administrative

(ii) Service Facilities/Infrastructure/Library/Attendance

(iii) Any Other (please mention):

10. Whether you are placing this grievance for the first time: Yes

11. Grievance (in details):

12. Date of incident/ situation related to grievance: 25th Sept 2018

13. Location:

14. Witnesses if any:

15. Details: Installation of A/C in common staff room in the room staff and inconvenience caused by the system.

16. Signature of complainant: Gurjun Datta

Remarks (to be given by the Grievance Redressal Cell):

Signature of the Chairperson: [Signature]

VIVEKANANDA COLLEGE
269, D.H. ROAD, THAKURPUKUR, KOLKATA-700063
(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Notice

Date: 29.09.2018
Time: 3:00 PM
Venue: Principal's Room

All Grievance Redressal Cell Committee Members are requested to attend the meeting.

Agenda:

Complaint Lodged by a Teacher-Installation of an air conditioner in the main staff room to alleviate oppressive heat during summer days.

Dr. Tapan Kumar Poddar
Principal

&
Chairperson, Grievance Redressal Cell



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

(GOVT. SPONSORED) (NAAC ACCREDITED GRADE 'A')

Ref. No.....

Date.....

Action Taken Report (2018-2019)




Notice

Date: 29.09.2018
Time: 3:00 PM
Venue: Principal's Room

All Grievance Redressal Cell Committee Members are requested to attend the meeting.

Agenda:

Complaint Lodged by a Teacher-Installation of an air conditioner in the main staff room to alleviate oppressive heat during summer days.


Dr. Tapan Kumar Poddar
Principal

&
Chairperson, Grievance Redressal Cell




Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



VIVEKANANDA COLLEGE

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Date.....

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Ref. No. _____ Date _____

Minutes of the meeting held on, 25th September, 2018 at 3.00pm in the Principal's room

The following members were present:

DR. TAPAN KUMAR PODDAR-CHAIRPERSON
 PROF. NABAKINCHER CHANDA-MEMBER *Shikha*
 DR. ATANU THAKUR-MEMBER *Atan*
 DR. ARINDAM PANDEY-MEMBER *Arindam*
 PROF. SURANTA SANYAL-MEMBER *S. Sanyal*
 DR. DEBANSU MUKHERJEE-MEMBER *Debansu*
 PROF. MEENAKSHI MUKHERJEE-MEMBER *Meenakshi Mukherjee*
 MR. SUBHAS CHANDRA JENA-MEMBER *Chena*

A meeting of Grievance Redressal Cell (GRC) was held on 25/09/2018 at 3.00 pm in Principal's office under the chairmanship of Principal Dr. TAPAN KUMAR PODDAR. The member DR. ATANU THAKUR read the minutes and action taken report of earlier meeting. The following point was discussed in the meeting.

- The members discussed the need for an air conditioner in the main staff room to alleviate oppressive heat during summer days. The members discussed the discomfort faced by the staff due to the high temperature during the summer. It was highlighted that an air conditioned environment would significantly improve the working conditions and overall well-being of the teachers.

It was resolved that the installation of an air conditioner in the main staff room is necessary. The Principal informed the committee that this matter had already been discussed with the Finance Committee. The Finance Committee will be informed to proceed with the purchase and installation of the air conditioner on an emergency basis.

Principal
 TAPAN KUMAR PODDAR
 25/09/2018

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