



DUM DUM MOTIJHEEL RABINDRA MAHAVIDYALAYA

Regd. u/s 2(f) and 12B of the U.G.C. Act., NAAC Accredited

[Affiliated to West Bengal State University]

208/B/2, Dum Dum Road, Kolkata 700074

E-mail: ddmrm2020@gmail.com

ISO 9001:2015, ISO 14001:2015 and ISO 50001:2018 Certified Institution

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 the water purifier not working and lack of water in Ladies' Toilet, shortage of space in cycle garage and small class room size. 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 Principal Room 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 water accumulation in collage period during monsoon period, insufficient benches in room no. 31 and insufficient light in reading room. 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.



Arijit Saha
Prof. (Dr.) ARIJIT SAHA
Principal & Secretary
Dum Dum Motijheel
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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 and problems related to online submission of answer scripts. The class teachers communicated this problem with teachers' council and the grievance redressal sub-committee. The 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 COVID19 pandemic. We are gradually acclimatizing 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 one 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 have prayed to arrange more computers in computer lab and more books in library. 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.



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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 insufficient ceiling fan in class room and postponement of internal exam. The sub-committee had a discussion with the principal and the grievances were addressed by the administration.

All the grievances described above have resolved with uttermost care.



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