



Bangabasi Evening College

AFFILIATED TO UNIVERSITY OF CALCUTTA.

RE-ACCREDITED GRADE 'B+' BY NAAC

Address: 19 Rajkumar Chakraborty Sarani (Scott Lane)
Kolkata 700 009, W.B, India

General Grievance

Grievance Registration Form



Bangabasi Evening College

Online Grievances Portal

Registration For General Grievances

Student Login For General Grievances

Registration For Exam Grievances

Student Login For Exam Grievances

Banamali Roy
COORDINATOR IQAC
BANGABASI EVENING COLLEGE

S.Chatterjee
Principal
Bangabasi Evening College
Kolkata - 700 009



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Grievance Login Form



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Online Grievances Portal
Student Login for General Grievances

Student Dashboard

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info@bangabasievening.edu.in



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Online Grievances Portal

Home > My Profile

Grievance

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

Student Details

Name	University Registration No	University Roll No	Course Type	Course	Email	Phone No	Registered Date
MANISH PRASAD GUPTA	143-1111-0632-21		General	BA	MANISH@gmail.com	9883314488	17/06/2024

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Grievance Form

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Grievance

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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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Address: 19 Rajkumar Chakraborty Sarani (Scott Lane)
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Grievance Report

BANGABASI EVENING COLLEGE

General Grievances Report

19 Rajkumar Chakraborty Sarani (Scott Lane) Kolkata 700 009, W.B, India

+919831476335

Sl No.	Name	Registration No	Semester	Grievances
1	DEVRAJ DAS	143-1111-0468-22	3rd Sem	Curriculum is not application based.
2	BABU ROUTH	143-1111-0479-22	3rd Sem	The syllabus of the curriculum is tough.
3	GOLU YADAV	143-1111-0491-22	3rd Sem	Classrooms are not properly ICT based.
4	AKASH MAITY	143-1111-0506-22	3rd Sem	Canteen food is not adequate enough to cater the needs of all students.
5	DIPTANGSHU MALAKAR	143-1111-0516-22	3rd Sem	Students common room is not properly managed.
6	SOMYA DEEP NANDI	143-1111-0533-22	3rd Sem	Library does not possess proper Bengali version upto date books.
7	KUNAL GIRI	143-1111-0581-22	3rd Sem	Toilets are not properly cleaned.
8	ARIF MOLLA	143-1111-0601-22	3rd Sem	Medical facilities are not adequate enough.
9	RAJ KUNWAR SINGH	143-1111-0637-22	3rd Sem	Drinking water purifiers always does not function properly.
10	RUPOM SHOW	143-1111-0653-22	3rd Sem	Standard of canteen food is not up to the mark.
11	LOKNATH HALDER	143-1111-0661-22	3rd Sem	Proper efforts are not made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
12	SHREYAN MANNA	143-1111-0529-21	5th Sem	70% to 80% of the syllabus is covered, hence a lot of portion remains untouched.
13	SUBHAJEET CHAKLADAR	143-1111-0546-21	5th Sem	Often the institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
14	HRITO PROBHO SARKAR	143-1111-0561-21	5th Sem	Teachers often uses ICT tools to teach in the class.
15	ABHISHEK KUMAR PRASAD	143-1111-0574-21	5th Sem	The institution does not provide internet facilities for the students.
16	PUNYAYAN BANERJEE	143-1111-0598-21	5th Sem	Mach need to computer, printer, internet connection in lab
17	SUBHAM DAS	143-1111-0604-21	5th Sem	More books need in library
18	MANISH PRASAD GUPTA	143-1111-0632-21	5th Sem	All departments lab needs to be modernized
19	GANESH MONDAL	143-1111-0640-21	5th Sem	A new union room has to be arranged

Banamali Roy
COORDINATOR IQAC
BANGABASI EVENING COLLEGE

S.Chatterjee
Principal
Bangabasi Evening College
Kolkata - 700 009

Grievance Redressal Sub-Committee

There is a Grievance Redressal Sub-Committee constituted by the following members, who are deputed to monitor the occurrence, modalities and salvation of any unpleasant or repugnant situation or conflict between/amongst teachers, students or Non-Teaching Staff members. Students can lodge their Grievance through the college webpage or mail at info@bangabasievening.edu.in. There is also a Grievance portal in the webpage, by which registered students can lodge their complains.

Examination-oriented Grievances

Students can register their Examination-oriented grievances through Departments (which are reflected in Departmental grievance reports), Grievance Redressal Committee, the Principal's office, and Examination committees, which are resolved in a timely, just, humane manner. Students can apply for a Review of their published Results. The College has a **well-designed mentoring system** and conducts sessions for supporting students

1. Departments and Faculties

Aggrieved students can approach their respective Departments and Faculty members with their Grievances and complaints which are solved in turn by the Departments through deliberation in Departmental meetings.

2. Principal's Office

Students can submit Examination related Grievance applications to the Office. They are solved by the Office staff and Annual reports are also prepared.

3. Examination Committee

The students can approach the Examination Committees with their grievances related to Internal examinations like rescheduling requests, Course combination correction etc.

4. Post Results publication Review system

The students can apply for **Review of their Results**. As and when the University publishes review Notifications, the College circulates the Notices online. The Review Submission is done through online mode in the University portal

5. State Public information Officer

Thus any student with queries related to internal examinations can approach the SPIO with an RTI Application under **section 6(1) of RTI Act, 2005**.

6. Grievance Redressal Committee (GRC)

Any student can lodge a Complaint through Email in a specified format given in the College website. The GRC convenes meetings based on it, involving the student(s) along with the connected parties to immediately solve it. The Departments submit Annual Grievances Reports to the GRC. On the basis of these along with its own activities, the GRC compiles an Annual report.

7. Mentoring Programme

Mentoring sessions are conducted for the UG and PG students where they can express their grievances.

Detailed Report on Examination related Grievances' Redressal mechanisms is as follows.



S. Chatterjee
17.7.18
Principal
Bangabasi Evening College
Kolkata-700 009

Meeting held on 17.7.18 Tuesday

Members present

1. Dr. Sanjib Chattopadhyay (Principal),
2. Dr. Prosenjit Mukherjee (GB Member),
3. Dr. Satyajit Halder,
4. Dr. Shnaoli Seal,
5. Dr. Suparna Banerjee,
6. Dr. Md. Sabdar Rahaman,
7. Dr. Prakash Kr Palit,
8. Sri Ujjal Banerjee (NTS), and
9. Sk Ashik Ali (G.S. Students' Union)

Sanjib 17.7.18

Prosenjit 17.7.18

Shnaoli Seal 17.7.18

Suparna Banerjee 17.7.18

Md. Sabdar Rahaman 17.7.18

Prakash Kr Palit 17.7.18

Annual Reports of Grievance Redressal Committee Report of Academic Year: 2018-19 :

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

1. Students unable to submit exam forms in time: Number of cases 34,
Resolution: The date of form fill-up was extended by the University and 20 of them were able to fill up their forms.
2. Name of the students were not found in the eligible list of candidates, published by the University. Number of cases 13. They were communicated to the University by the Principal. All of them were found not cleared the previous odd or even semester. They were advised to clear their semester first.
3. Students who appeared in the Examinations, but were marked absent. Number of Cases 4. They were asked to communicate with the center-in-charge first, and then the Principal forwarded their applications to the Universities.
4. The students were unsatisfied with their results and applied for review and FSI. Number of cases 123. They were processed and sent to the university.
5. Some students lodged complaints to the Principal for not getting enough classes from the departments. The Number of Cases were 10. The Principal asked the HOD of the respective department to solve the problem by departmental meetings.
6. No RTI was lodged by the students or external agencies.



Sanjib 17.7.18

Principal
Bangabasi Evening College
Kolkata-700 009

Meeting held on 12.8.19 Monday

Members present

1. Dr. Sanjib Chattopadhyay (Principal),
2. Dr. Prosenjit Mukherjee (GB Member),
3. Dr. Satyajit Halder,
4. Dr. Shnaoli Seal,
5. Dr. Suparna Banerjee,
6. Dr. Md. Sabdar Rahaman,
7. Dr. Prakash Kr Palit,
8. Sri Ujjal Banerjee (NTS), and
9. Sk Ashik Ali (G.S. Students' Union)

S. Chattopadhyay 12.8.19

Prosenjit 12.8.19

S. Halder 12.8.19
Suparna 12.8.19
Shnaoli 12.8.19
Md. Sabdar 12.8.19

Prakash 12.8.19
Ujjal 12.8.19
Sk Ashik 12.8.19

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 an emphasis on procedural fairness. There was a continuous cry to preserve the anonymity of the grievances. So, a grievance box was installed in front of the college office where students can drop their written complaints and suggestions. These boxes are opened frequently and grievances of students are taken up by the committee in a meeting with the principal. The committee tries to resolve the cases as soon as possible. In this year there were three written grievances about the food quality of the canteen, water logging on the way to the canteen and the overgrowing of shrubs in the sports field. These were addressed by the committee immediately and the administration took measures where possible. Apart from those written grievances, there were several verbal communications through the departmental teachers and mentors which were addressed accordingly.

1. Students unable to submit exam forms in time: Number of cases 125 due to corona crisis .
Resolution: The date of form fill-up was extended by the University and all of them were able to fill up their forms. Several drop outs were also allowed by the university. There was provision for online examination by the college.
2. Name of the students were not found in the eligible list of candidates, published by the University. The number of cases were 350. They were communicated to the University by the Principal. All of them were found not cleared the previous odd or even semester. They were advised to clear their semester first. They were allowed to sit in the examination.
3. Students who appeared in the Examinations, but were marked absent. Number of Cases 125. They were found to have emailed their answer scripts in wrong addressed. They were asked to communicate with the respective HODs of the colleges to solve the problem.
4. The students were unsatisfied with their results and applied for review and FSI. Number of cases nearly 100. The university did not allow any review or scrutiny for the year.
5. Some students lodged complaints to the Principal for not getting enough classes from the departments. The Number of Cases were 6. The Principal asked the HOD of the respective department to solve the problem by departmental meetings.
6. No RTI was lodged by the students or external agencies.

S. Chattopadhyay
12-8-19

Principal
Bangabasi Evening College
Kolkata-700 009

Meeting held on 12.8.20 Wednesday
Members present

S. Chattopadhyay 12.8.20

1. Dr. Sanjib Chattopadhyay (Principal),
2. Dr. Prosenjit Mukherjee (GB Member), *12.8.20*
3. Dr. Satyajit Halder, *12.8.20*
4. Dr. Shnaoli Seal, *12.8.20*
5. Dr. Suparna Banerjee, *12.8.20*
6. Dr. Md. Sabdar Rahaman, *12.8.20*
7. Dr. Prakash Kr Palit, *12.8.20*
8. Sri Ujjal Banerjee (NTS), and *12.8.20*
9. Sk Ashik Ali (G.S. Students' Union)

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 were off ground and any mass gathering was forbidden. The entire academic activities were limited in the 'online' arena. In this situation, many novel problems came into view which were previously been left unaccounted. For example, many students were found absent from online classes. On inquiry, they hesitantly disclosed their economic inability to recharge their internet connection. The class teachers communicated this problem with the teachers' council and the grievance redressal sub-committee. The sub-committee discussed with the principal and the administration disbursed a sum of money to help the needy students. 1.

Students unable to submit exam forms in time: Number of cases 32,

Resolution: The date of form fill-up was extended by the University and all of them were able to fill up their forms.

2. Name of the students were not found in the eligible list of candidates, published by the University. Number of cases 11. They were communicated to the University by the Principal. All of them were found not cleared the previous odd or even semester. They were advised to clear their semester first.

3. Students who appeared in the Examinations, but were marked absent. Number of Cases 1. They were asked to communicate with the center-in-charge first, and then the Principal forwarded their applications to the Universities.

4. The students were unsatisfied with their results and applied for review and FSI. Number of cases 122. They were processed and sent to the university.

5. Some students lodged complaints to the Principal for not getting enough classes from the departments. The Number of Cases were 6. The Principal asked the HOD of the respective department to solve the problem by departmental meetings.

6. No RTI was lodged by the students or external agencies.



S. Chattopadhyay 12.8.20

Principal
Bangabasi Evening College
Kolkata-700 009

Meeting held on 26.7.21 Monday

Members present

1. Dr. Sanjib Chattopadhyay (Principal),
2. Dr. Prosenjit Mukherjee (GB Member),
3. Dr. Satyajit Halder,
4. Dr. Shnaoli Seal,
5. Dr. Suparna Banerjee,
6. Dr. Md. Sabdar Rahaman,
7. Dr. Prakash Kr Palit,
8. Sri Ashok Kr Acharya (NTS), and
9. Sk Ashik Ali (G.S. Students' Union)

Report of Academic Year : 2021-22

The college was opened for regular academic work after a long period of lockdown due to the COVID-19 pandemic. We are gradually acclimatizing to the new rule of maintaining social distancing while doing our regular duties with a human face. Along with the whole world, we are trying to get back to our normal academic and administrative work as much as possible maintaining social distance. The college grievance committee conducted 3 meetings after the 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. They also appealed to repair the black/white boards as many of them were dilapidated. They have prayed to arrange some benches for the classrooms as some of the benches were broken or unusable. These grievances were communicated to the concerned authority as soon as they were reported. The sub-committee received positive assurance from the administration that these grievances will be addressed.

1. Students unable to submit exam forms in time: Number of cases 25,
Resolution: The date of form fill-up was extended by the University and 15 of them were able to fill up their forms.
2. Name of the students were not found in the eligible list of candidates, published by the University. Number of cases 10. They were communicated to the University by the Principal. All of them were found not cleared the previous odd or even semester. They were advised to clear their semester first.
3. Students who appeared in the Examinations, but were marked absent. Number of Cases 1. They were asked to communicate with the center-in-charge first, and then the Principal forwarded their applications to the Universities.
4. The students were unsatisfied with their results and applied for review and FSI. Number of cases 130. They were processed and sent to the university.
5. Some students lodged complaints to the Principal for not getting enough classes from the departments. The Number of Cases were 3. The Principal asked the HOD of the respective department to solve the problem by departmental meetings.
6. No RTI was lodged by the students or external agencies.



Principal
Bangabasi Evening College
Kolkata-700 009

Meeting held on 2.8.22 Tuesday

Members present

1. Dr. Sanjib Chattopadhyay (Principal), *Sanjib 2.8.22*
2. Dr. Prosenjit Mukherjee (GB Member), *Prosenjit 2.8.22*
3. Dr. Satyajit Halder, *Satyajit 2.8.22*
4. Dr. Shnaoli Seal, *Shnaoli 2.8.22*
5. Dr. Suparna Banerjee, *Suparna 2.8.22*
6. Dr. Md. Sabdar Rahaman, *Sabdar 2.8.22*
7. Dr. Prakash Kr Palit, *Prakash 2.8.22*
8. Sri Goutam Das (NTS), and *Goutam 2.8.22*
9. Sri Swarup Das (G.S. Students' Union) *Swarup Das 2/8/22*

Report of Academic Year : 2022-23

The functions of the Student Grievance Redressal Sub-Committee are to look into the complaints or suggestions lodged by any students regarding academics, disputes, infrastructure, library, administration, etc. The Student Grievance Redressal Committee is also empowered to look into matters of any kind of harassment or disputes arose among the students of the college. This year the Sub-committee addressed some complains about the ladies' toilets and requirement of enough dustbins on the premises. They requested for Table Tennis Board and some other indoor game equipment for the ladies' common room. Students were also appealed for open Wi-Fi connection within the college. This particular appeal was held in consideration. Other grievances were addressed by the administration. 1. Students unable to submit exam forms in time: Number of

cases 20,
Resolution: The date of form fill-up was extended by the University and 18 of them were able to fill up their forms.

2. Name of the students were not found in the eligible list of candidates, published by the University. Number of cases 45. They were communicated to the University by the Principal. Most of them were found not cleared the previous odd or even semester. They were advised to clear their semester first. Few were allowed by the university as eligible candidates.

3. Students who appeared in the Examinations, but were marked absent. Number of Cases 3. They were asked to communicate with the center-in-charge first, and then the Principal forwarded their applications to the Universities.

4. The students were unsatisfied with their results and applied for review and FSI. Number of cases 210. They were processed and sent to the university.

5. Some students lodged complaints to the Principal for not getting enough classes from the departments. The Number of Cases were 4. The Principal asked the HOD of the respective department to solve the problem by departmental meetings.

6. No RTI was lodged by the students or external agencies.



Sanjib Chattopadhyay
2-8-22
Principal
Bangabasi Evening College
Kolkata-700 009

There were also some other grievances submitted through the Grievance Portal of the college mainly by the 3rd and 5th semester students, these were as follows:

1. The curriculum is not application-based.

Response: The Principal and the other committee members addressed that as the University team itself frame, modulate, and distribute the syllabus, the college has got nothing to do, except it may raise question in the senate and syndicate meetings.

2. The syllabus of the curriculum is tough.

Response: The Principal and the other committee members observed that as the University team have drafted the CBCS and CCF syllabus as per UGC guideline they have got a very little chance to express their opinion. However, there must be a discussion among the august committee members of the UGC team, who have decided to change the syllabus of the entire country

3. Classrooms are not properly ICT-based

Response: The Principal and the other committee members addressed that six class rooms were modified into Semi ICT based structure from RUSA 2.0 Grant. Other rooms will also be renovated soon. One medium sized Computer Room has been constructed from the RUSA 2,0 Grant. Hence, the dearth of ICT room will not remain in future.

4. Canteen food is not adequate to cater to the needs of all students.

Response: The Principal and the other committee members replied that the canteen runs by subsidy of the college. Once the vendor has been appointed for a particular period cannot be fired at the middle of the contract without the consent of the GS of the Students' Union/Council of the three companion colleges.

5. Students' common room is not properly managed.

Response: The Principal and the other committee members agreed that there must be a meeting among the principals of the three companion colleges with the GS of the Students Union.

6. The Library does not possess a proper Bengali version of up-to-date books.

Response: The Principal and the other committee members agreed that though more than 1500 textbooks were purchased through RUSA 2.0 Grant, but most of them were written in English. Bengali versions of the books will be purchased as soon as possible if they are available in the market.

7. Toilets are not properly cleaned.

Response: The Principal and the other committee members unanimously decided to try their best to eliminate the problem. However, Cleaning of toilets is under the joint responsibilities of the three companion colleges. Bangabasi Evening college has kept two casual sweepers of its own to perform their work.

8. Medical facilities are not adequate enough.

Response: The Principal and the other committee members contested that the college has taken proper step in vaccination program in corona. It cleans the campus with bleaching powder to check mosquito population.



S. Chakraborty
2.8.22
Principal
Bangabasi Evening College
Kolkata-700 009

9. Drinking water purifiers always does not function properly.

Response: The Principal and the other committee members assured that the college has pure cold drinking water supply provision in every floor. It will take more concrete steps to supply pure water in the future.

10. The standard of canteen food is not up to the mark.

The Principal and the other committee members replied that the canteen runs by subsidy of the college. Once the vendor has been appointed for a particular period, if such observation is found in most of the students, the contract will be cancelled.

11. Proper efforts are not made by the institute/ teachers to inculcate soft skills, life skills, and employability skills to prepare you for the world of work.

Response: The Principal and the other committee members stated that that the college has arranged job fair several times. It has also arranged competitive examination training every year,

12. 70% to 80% of the syllabus is covered, hence many portions remain untouched.

Response: The Principal and the other committee members assured that the college will look into the matter.

13. Often the institute takes an active interest in promoting internship, student exchange, and field visit opportunities for students.

Response: The Principal and the other committee members ensured that the college would take necessary steps in the future.

14. Teachers often use ICT tools to teach in the class.

Response: It is done as per instruction of the UGC

15. The institution does not provide internet facilities for the students.

Response: The institution has invested in 40 optical Fibre networks (single user broadband service) with speeds of 11 networks dedicated foe Evening College of total 940 mbps.

16. Much needs to computer, printer, and internet connection in the lab

Response: It will be arranged very soon.

17. More books need in the library

Response: After RUSA2.0 some books are being purchased every year.

18. All departments' lab needs to be modernized

Response: These will be modified very soon.




2.8.22
Principal
Bangabasi Evening College
Kolkata-700 009

19. A new union room has to be arranged

Response: There is a scarcity of rooms. There are already three union rooms for the three colleges. It will be possible after the formation of a new campus.



S. Chatterjee
2.8.22

Principal
Bangabasi Evening College
Kolkata-700 009