

LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE
(LBCGRC)
Belurmath, Howrah 711202



(033) 2654-6289

Website: www.lalbabacollege.in
E_mail: grc.lalbaba@gmail.com

A college affiliated to the University of Calcutta

MEETING NOTICE


08/08/2022

A meeting of the Lalbaba College Grievance Redressal Committee (LBCGRC) will be held on the 17th August, 2022 at 1-30 p.m. in the office chamber of the Principal to discuss on the following agenda.

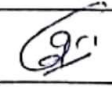
Members are requested to attend the meeting.

AGENDA:

- 1) Confirmation of the last meeting held on 23/11/21;
- 2) To consider the Annual Report of the LBCGRC (21-22);
- 3) Misc.


Principal
Lalbaba College
117, G. T. Road, Belurmath
Howrah - Lalbaba College Grievance
Redressal Committee
&
Principal
LALBABA COLLEGE

Members :

| Sl. No. | Members | Signature |
|---------|------------------------|---|
| 1) | Dr. Chhatradhar Das |  |
| 2) | Prof. Mitali Mukherjee | M. Mukherjee |

Chairperson: Dr. Sanjay Kumar, Principal

Resolutions adopted in the meeting of the Lalbaba College Grievance Redressal Committee held on 17th August, 2022 at 1-30 p.m. in Principal's Office Chamber.

Members present in the meeting:

- 1) Dr. Sanjay Kumar
- 2) Dr. Chhatradhar Das,
- 3) Prof. Mitali Mukherjee


Item No.1 is taken up. The resolution of the last meeting dated 23 November, 2021 was confirmed unanimously.

Item No.2 is taken up: Dr. Chhatradhar Das, member of the committee placed a draft Annual Report for the session 2021-22.

The meeting thoroughly scrutinized the draft Annual Report 2021-22 and resolved unanimously to accept this report. The meeting further resolved to publish Annual Report 2021-22 in the appropriate section of College website.

Item No.3 is taken up: No any matter was discussed in the meeting.

The meeting ended with vote of thanks to the Chair.


Principal
Lalbaba College
117, G. T. Road, Belurmath
Howrah - 711202

Sd/- Sanjay Kumar
President of the Meeting &
Chairman, LBCGRC
Principal
LALBABA COLLEGE

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(LBCGRC)

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**ANNUAL REPORT OF THE ACTIVITIES OF
LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE (2021-22)**

The *Lalbaba College Grievance Redressal Committee* (LBCGRC) was established on 29th September, 2021. First meeting of this committee was held on 5th October, 2021. The meeting discussed about devising an effective mechanism using which the students can appeal for redressing their problems without much delay. Second meeting of this committee was held on 23rd November, 2021. A draft 'Rules and Regulations' was placed in this meeting for discussion. The meeting thoroughly scrutinized the 'Rules and Regulations' and unanimously approved it and recommended for implementation on urgent basis towards redressing the grievances of the students, if any.

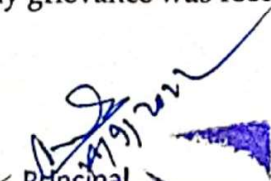
Students are recommended to lodge complaints in on-line mode without any hesitations on the following purposes:-

- (i) Admission (Student enrolment, Fee Payment, Document verification),
- (ii) University Registration (Form submission, Fee Payment, Registration Certificate),
- (iii) Examinations (Form submission, Admit Card, Mark-Sheet),
- (iv) Scholarships (Govt., Non-Govt.),
- (v) Library
- (vi) Classes room teaching
- (vii) Others

The Grievance Redressal Committee aims to look into the complaints lodged by any student and resolve it as per requirement on the basis of the prevailing law/rule/regulation/statute. Students can state their grievance relating to any academic and administrative matter within the campus through online mode or through 'Information/grievance Application Form' which will be available in the office counter of the college. The institution aims at solving the grievances of the students within stipulated time.

On-line mechanism regarding application of grievances through the college website is under process.

No any grievance was received by this committee in any form till date.


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Lalbaba College
117, G. T. Road, Belurmah
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Chairperson: Dr. Sanjay Kumar, Principal

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MEETING NOTICE

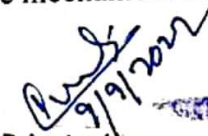
09/09/2022

A meeting of the Lalbaba College Grievance Redressal Committee (LBCGRC) will be held on the 14th September, 2022 at 1-30 p.m. in the chamber of the Principal to discuss on the following agenda.


Members are requested to attend the meeting.

AGENDA:

- 1) Confirmation of the last meeting held on 17/08/22;
- 2) To discuss about the preparation of online mechanism for student grievances
- 3) Misc.


Principal
Lalbaba College
117, G. T. Road, Belurmath
Howrah - 711202
(Dr. Sanjay Kumar)
Chairman
Lalbaba College Grievance
Redressal Committee
&
Principal
LALBABA COLLEGE

Members :

| Sl. No. | Members | Signature |
|---------|------------------------|---|
| 1) | Dr. Chhatradhar Das |  |
| 2) | Prof. Mitali Mukherjee | Mitali Mukherjee |

Chairperson: Dr. Sanjay Kumar, Principal

Resolutions adopted in the meeting of the Lalbaba College Grievance Redressal Committee held on 14th September, 2022 at 1-30 p.m. in Principal's Chamber.

Members present in the meeting:

- 1) Dr. Sanjay Kumar
- 2) Dr. Chhatradhar Das,
- 3) Prof. Mitali Mukherjee


Item No.1 is taken up. The resolution of the last meeting dated 17th August, 2022 was read out and confirmed unanimously.

Item No.2 is taken up : Principal as well as the Chairman of the LBCGRC expressed his motive to prepare an online mechanism for the submission of grievances from the students of Lalbaba College. He requested Dr. Chhatradhar Das, member of the committee for taking an initiative for preparation of such online mechanism following the Rules and Regulations, already prepared by Dr. Das and accepted by the members of the LBCGRC in the previous meeting.

The meeting unanimously resolved that Dr. Chhatradhar Das, member of the committee will take an initiative for preparation of an online mechanism towards redressal of student grievances, if any. The meeting further resolved that M/S Right Brains Technology, who is already responsible for College ERP, may be entrusted for preparing the online modules.

Item No.3 is taken up: No any matter was discussed in the meeting.

The meeting ended with vote of thanks to the Chair.


Principal
Lalbaba College
117, G. T. Road, Belurmath
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Sd/- Sanjay Kumar
President of the Meeting &
Chairman, LBCGRC
Principal
LALBABA COLLEGE

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MEETING NOTICE

01/11/2022

A meeting of the Lalbaba College Grievance Redressal Committee (LBCGRC) will be held on the 5th November, 2022 at 1-30 p.m. in the chamber of the Principal to discuss on the following agenda.

Members are requested to attend the meeting.

AGENDA:

- 1) Confirmation of the last meeting held on 14/09/22;
- 2) To discuss about the proposal for online mechanism for student grievances;
- 3) Misc.

Sanjay Kumar
Principal (Dr. Sanjay Kumar)
Lalbaba College Chairman
117, G. T. Road, Belurmath Lalbaba College Grievance
Howrah - 711202 Redressal Committee
&
Principal
LALBABA COLLEGE

Members :

| Sl. No. | Members | Signature |
|---------|------------------------|-------------------------|
| 1) | Dr. Chhatradhar Das | <i>Chhatradhar Das.</i> |
| 2) | Prof. Mitali Mukherjee | <i>M. Mukherjee</i> |

Chairperson: Dr. Sanjay Kumar, Principal

Resolutions adopted in the meeting of the Lalbaba College Grievance Redressal Committee held on 5th November, 2022 at 1-30 p.m. in Principal's Chamber.

Members present in the meeting:

- 1) **Dr. Sanjay Kumar**
- 2) **Dr. Chhatradhar Das,**
- 3) **Prof. Mitali Mukherjee**

Item No.1 is taken up. The resolution of the last meeting dated 14th September, 2022 was read out and confirmed unanimously.


Item No.2 is taken up : Dr. Sanjay Kumar, Principal as well as the Chairman of the LBCGRC stated that as per the resolution of the previous meeting, Dr. Chhatradhar Das was entrusted for preparing an online mechanism for the submission of grievances from the students of Lalbaba College with the help of M/S Right Brains Technology. He requested Dr. Das to express his work progress on this issue.

Dr. Chhatradhar Das, member of the committee was then demonstrated the online mechanism prepared for college student. A detail presentation was given by Dr. Das where he adopted a general idea for generating the issue of grievances from a student. He pointed out that the software is prepared on the basis of the fallacy that if student seeking information from college office and is rejected and/or unsatisfied, only then the grievance on the issue is generated. So Information Management is highly important for the mechanism of grievance redressal system.

After a detailed discussion, the meeting highly appreciated the effort of Dr. Chhatradhar Das in respect of preparing the software for online grievance redressal mechanism and unanimously resolved that henceforth, the said software will be used for the Information Management purposes. It is also resolved that Dr. Das will present the software in a seminar before the respective departments for their suggestion, if any, and then it will be ready for application. It is further resolved that this committee will organize an awareness Programme to the students of the college every year.

Item No.3 is taken up: No any matter was discussed in the meeting.

The meeting ended with vote of thanks to the Chair.


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Sd/- Sanjay Kumar
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MEETING NOTICE


01/03/2023

A meeting of the Lalbaba College Grievance Redressal Committee (LBCGRC) will be held on the **5th March, 2023** at 1-30 p.m. in the chamber of the Principal to discuss on the following agenda.

Members are requested to attend the meeting.


AGENDA:

- 1) Confirmation of the last meeting held on 05/11/22;
- 2) To discuss about the grievance redressal mechanism;
- 3) Misc.


Principal
Lalbaba College
117, G. T. Road, Belurmath
Howrah - 711202

(Dr. Sanjay Kumar)
Chairman
Lalbaba College Grievance
Redressal Committee
&
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Members :

| Sl. No. | Members | Signature |
|---------|------------------------|---|
| 1) | Dr. Chhatradhar Das |  |
| 2) | Prof. Mitali Mukherjee | Mitali Mukherjee - |

Chairperson: Dr. Sanjay Kumar, Principal

Resolutions adopted in the meeting of the Lalbaba College Grievance Redressal Committee held on 5th March, 2023 at 1-30 p.m. in Principal's Chamber.

Members present in the meeting:

- 1) **Dr. Sanjay Kumar**
- 2) **Dr. Chhatradhar Das,**
- 3) **Prof. Mitali Mukherjee**

Item No.1 is taken up. The resolution of the last meeting dated 5th November, 2022 was read out and confirmed unanimously.

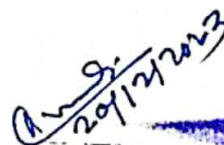
Item No.2 is taken up : Dr. Sanjay Kumar, Principal as well as the Chairman of the LBCGRC stated that a grievance redressal mechanism is already prepared by the M/S Right Brains Technology with the supervision of Dr. Chhatradhar Das, member of this committee. He requested Dr. Das to give a report on the advancement of grievance redressal mechanism.

Dr. Das stated that the Internal Quality Assurance Cell (IQAC) was conducted an Administrative Training Programme on Information Management System (IMS) where all non-teaching staff, all In-Charges of the different departments along with all IQAC members were participated. He also expressed that the main theme of that programme was Grievance Redressal mechanism, which is a vital part of Information Management System. He pointed out that the members present in the programme suggested to include grievance relating to sexual harassment within this mechanism. Thus, the software is to be modified further.

After a detailed discussion, the meeting highly appreciated the effort of Dr. Chhatradhar Das in respect of preparing the software for online grievance redressal mechanism and unanimously resolved that the software is to be modified further to include the grievances related to sexual harassment within this mechanism. It is further resolved that this committee will organize an awareness Programme to the students of the college, after finalizing the software, every year.

Item No.3 is taken up: No any matter was discussed in the meeting.

The meeting ended with vote of thanks to the Chair.


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Sd/- Sanjay Kumar
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