



सत्यमेव जयते

## GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata – 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekbalpur.com

Ref. No. : .....

Date : .....

### Criterion 5 - Student Support and Progression

#### 5.1 Student Support

*5.1.4 The institution adopts the following for redressal of student grievances including sexualharassment and ragging cases*

- 1.Implementation of guidelines of statutory/regulatory bodies
- 2.Organisation wide awareness and undertakings on policies with zero tolerance
- 3.Mechanisms for submission of online/offline students' grievances
- 4.Timely redressal of the grievances through appropriate committees

Document Attached:

1. Annual report of the committee motioning the activities and number of grievances redressed toprove timely redressal of the grievances

Principal  
Government Girls' General  
Degree College  
Kolkata





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekbalpur.com

Ref. No. : .....

Date : .....

## Annual Reports of Anti Ragging Committee

### **Annual Report 2018-2019:**

The anti-ragging committee is one of the key committees established to provide healthy and sound atmosphere, while pursuing educational aims and objectives.

The anti-ragging committee displayed on college website and also on notice board. In the beginning of the academic session on the orientation day, the Principal along with the subcommittee members addressed to newly admitted students. The parent/guardians along with the newly admitted students signed two separate Affidavits during their college admission which is mandatory. The format of Affidavits were provided by the college authority. They are also displayed in the college website wherefrom the affidavit forms can be downloaded easily. The Parents along with the students were directed to submit a Non-Judicial paper of Rs. 20/- duly attested by the oath commissioner on the declarations of Anti ragging. Policy Statement on Zero Tolerance towards Sexual Harassment and Ragging was displayed in the college website and Notice board. The provision of the anti-ragging circular was described in details and the punishment meant for the offence was highlighted and also displayed at different points in the Campus. Anti-Ragging Cell helpline nos. with the email address are clearly provided in the college website for the convenience of the students. They can directly log in to the site of anti-ragging for lodging any complain. The site address is also displayed in the college website

No single complaint has been received by the subcommittee. However, awareness campaign about ragging is continue in the campus on a regular basis.



# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## ***Annual report 2019-20:***

The anti- ragging committee is plays a crucial role in providing healthy and sound atmosphere, while pursuing educational objectives.

Similar to 2018-2019, the same procedure of anti-ragging affidavit forms were signed by the parents and students. The newly admitted students were clearly made aware of the zero tolerance policy on anti-ragging issues within the college campus and the punishments associated with the ragging activities by the Principal and the concerned subcommittee members on the Orientation Day. The Zero Tolerance Policy towards Sexual Harassment and Ragging was displayed in the college website.

As a result of this no single complaint regarding is received by the committee. However, awareness campaign about ragging is the regular practice in the campus.

## ***Annual report 2020-21:***

The anti- ragging committee plays a pivotal role for maintaining a healthy and sound atmosphere to achieve the educational goals and objectives

The anti-ragging committee displayed the rules to be followed by all the learners strictly against ragging in the college website and also on the college notice board. Similar to other academic sessions in the beginning of the session, the Principal along with the committee members addressed to newly admitted students in online mode. The provision of the anti-nagging circular was described in details in the college website long with the Zero tolerance policy towards sexual harassment and ragging. The punishment meant for the offence was also highlighted.

As a result of no single complaint regarding the above was received by the subcommittee.





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata – 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## ***Annual report 2021-22:***

The anti-ragging committee is entrusted to provide maintain a healthy and peaceful atmosphere for the learners to achieve the academic goals within the college premises

The anti-ragging committee members list is displayed on college website along with the Zero Tolerance policy towards sexual harassment and ragging. On the Orientation day arranged in the online mode because of the pandemic, the Principal along with the subcommittee members addressed to newly admitted students about the strict rules and regulations to be followed under this policy and the punishments associated with it. Parents along with students were directed to submit in online mode the affidavits on anti-ragging declarations which were provided in the college website

As a result no single complaint regarding the same was received by the subcommittee.

## ***Annual report 2022-23:***

The anti-ragging committee takes care of maintaining a peaceful and healthy environment for all associated with the college and to pursue the academic goals in a healthy manner.

The rules to be followed by all the enrolled learners strictly against ragging was displayed in the college website and also on the college notice board. Similar to other academic sessions on the Orientation day itself the Principal along with the Anti-ragging subcommittee members addressed to newly admitted students about the zero tolerance policy of the college to sexual harassment and ragging and the punishment associated with similar kinds of offence. Parents along with students were directed to submit the anti-ragging affidavits that were provided in the college website on a Non-Judicial paper of Rs. 20/- duly attested by the oath commissioner.

Therefore, no single complaint regarding is received by the subcommittee. However, awareness campaign about ragging is the regular practice in the campus.

**Number of grievances during this last five years tenure: Nil**





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## Annual Reports of ICC

**The Internal Complaints Committee or ICC** plays a key role to promote a gender-neutral environment. The committee has organized different awareness programmes on sensitization in the last five years. Even during Covid pandemic, the Committee has organized webinars on Gender issues. The Annual Gender Sensitization Plans were prepared by ICC.

### *Annual work reports of ICC for the session 2018-2019:*

**March 2019:** two seminars were held in March 2019 on Gender sensitization programs

ICC was formed in the college following the norms as prescribed by the competent authority (UGC) to handle incidences. This definitely marks participative management of the Institution.

Gender sensitization program on 15<sup>th</sup> March, 2019 was held by ICC .The speaker was Ms. Ratnaboli Ray, Director, Founder & Managing Trustee, Anjali. She mentioned about the necessity of gender awareness among the members of every Institution. There are misconceptions regarding our role, our code of conduct within the Institutional premises. She referred to the Act of 2013 and discussed the increasing relevance in today's world. The session was a vibrant one through interactions, inquiries and suggestive customizations.

Another one-day Gender Sensitization Workshop was organized on 29<sup>th</sup> March, 2019. The speakers were: Dr. Soma Ghosh, Principal, Hiralal Majumdar Memorial College, Dakshineswar; Dr Chandramalli Sengupta, Associate Professor in Bengali, Ashutosh College, Kolkata and Dr. Molly Ghosh, Associate Professor in Political Science, Rashtraguru Surendra Nath College, Barrakpore. The focus was explicitly on 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The sessions were conducted in interactive mode, answering, discussing and explaining different provisions mentioned in the Act.



# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekbalpur.com

Ref. No. : .....

Date : .....

Feedback session was designed to get suggestions from the participants present from colleges, schools and Offices in and around Kolkata. The Workshop was successful in all possible parameters for generating awareness amongst both male and female participants in reference to problems of varied nature faced in actuality. Many constructive suggestions were received which were intended to get addressed in future. A total of 47 faculty and office supporting staff and 31 students participated in the seminar.

## ***Annual work reports of ICC for the session 2019-2020:***

**September 2019:** A students' seminar program was conducted by ICC on 'Women's issues'.

ICC organized a students' presentation program on "Women's Issues" on September 12, 2019. Students from each Department made single or joint presentations. They spoke on topics related to women's issues. There were some excellent presentations followed by an interactive session. The programme had 125 participants across different departments of the college who joined very enthusiastically in the programme.

The I.C.C. from the very beginning kept open its platform for anyone associated with the college, to lodge a complaint on any issues of concern. The issue of gender sensitivity is not confined within classroom only, and the college is extremely sensitive towards addressing any problems faced by the learners and considering the sensitive issues that girls may face. Provision of counseling was kept open though incidences reported was negligible.





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata – 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekbalpur.com

Ref. No. : .....

Date : .....

## *Annual Gender Sensitization Plan for the session 2020-2021:*

- **September, 2020:** The ICC organized a national level webinar on 'Transcending Patriarchal Boundaries – Challenges in the 21<sup>st</sup> Century.' in online mode.
- **February, 2021:** Another webinar was organized by ICC on 'Some concerns and misconceptions about the ICC' in online mode

The academic session 2020-2021 witnessed the effects of **COVID-19 Pandemic**, under which organization of formal events on gender equity and sensitization got seriously affected and was not possible in the college campus. However, the ICC took the initiatives to arrange two seminars within the session 2020-2021 under COVID 19 Pandemic in the online mode at Google meet platform.

The first webinar of national level was held on September 2020 on 'Transcending Patriarchal Boundaries – Challenges in the 21<sup>st</sup> Century' in online mode. The webinar was arranged in collaboration with West Bengal State University and Hiralal Majumdar College for Women.

The chairperson was Dr. Nabanita Chatterjee an external expert from the ICC, Hiralal Majumdar College for Women. The speakers were Justice Sanchita Sarkar, Additional District & Session Judge, Judge Special Bench, Bankshall Court, Kolkata, Dr. Sudeshna Mukherjee Associate Professor, Bangalore University and Dr. Madhumita Sen, Associate Professor of Sociology and ICC coordinator Government Girls' General Degree College.

The second webinar was held on February 13, 2021 organized by ICC & Dept. of Women's Studies, Hiralal Mazumdar Memorial College for Women in collaboration with ICC, Government Girls' General Degree College, and Kolkata. The topic was 'Some concerns and misconceptions about the ICC'. This was also conducted in the online mode using Google meet platform.

The college was extremely sensitive towards resolving any practical problems faced by the girl students





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## ***Annual Gender' Sensitization Plan for the Session 2021-2022:***

The I.C.C. kept open its forum for any stakeholder in the college, to lodge a complaint on any issues of concern. The issue of gender sensitivity is not confined within classroom only. The college is extremely sensitive towards practical problems faced by the girl students and keeping in mind the typicality of sensitive issues that girls may face provision of counseling was kept open though incidences reported have been nil.

## ***Annual Gender' Sensitization Plan for the Session 2022-2023:***

- February 2023 Organization of a Talk on As per the VISHAKHA guidelines the role of ICC in protecting Women's right and dignity
- March, 2023 (March, 8 2023) Observation of International Women's Day

The Internal Complaints Committee of Government Girls' General Degree College organized a seminar on February 28, 2023. The topic of the seminar was "As per Vishakha Guidelines, the role of Internal Complaints Cell in protecting women's Right and Dignity". The resource person was Dr. Nandini Bhattacharya, Associate Professor of History, Calcutta Girl's College.

The speaker highlighted the different guidelines clearly as stated in Vishakha Guidelines and pointed out the importance of ICC in an educational institute for protecting women's dignity. A total of 46 students from Different departments and twenty six teaching staffs from our own college and neighbouring colleges attended the program.

Furthermore, the I.C.C. kept open its forum for anyone associated with the college, to lodge a complaint on any issues of concern. Nevertheless, the issue of gender sensitivity is not confined within classroom only, and the college is extremely sensitive towards addressing any problems faced by the learners and considering the sensitive issues that girls may face. Provision of counseling was kept open though incidences reported have been negligible.

**Number of grievances during this tenure: Nil**





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## Annual Reports of Grievance Redressal Committee

### Report of Academic Year: 2018-19

Our institution's Grievance Redressal subcommittee was established with the intention of handling complaints from students. Students can write to the Principal with their grievances. The subcommittee's members will convene as needed and take the necessary action to resolve the complaints. This year, there were two complaints regarding hostel facility and inadequate books as per CBCS system in the central library. As soon as the committee received each grievance, it called a meeting and spoke with the administration to resolve the matter.

#### Resolution status for the Academic Session 2018-19

No. of meetings	Grievance nature	Redressed status
2	Infra-structural (Hostel)	Resolved and forwarded to concerned committee
	Academic (Library)	

Countersigned by

.....  
(Officer-in Charge)

Officer-in-Charge  
Government Girls General  
Degree College  
Kolkata

.....  
(Convenor, IOAC)

Co-ordinator  
IOAC

Signed by

..... 25/07/2019  
(Convenor, Grievance cell)





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekbalpur.com

Ref. No. : .....

Date : .....

## Report of Academic Year: 2019-20

The committee works to find a quick solution to the complaints. Five written complaints regarding the issue of non-returning books on time in central library, non-availability of text books of geography in Bengali version, long time absence of one of the history teaches in department, absence of Hindi Teacher, mal functioning of most of the cisterns in girls' toilet were received by the grievance cell. One verbal complaint was received regarding wrong calculation of HRA component of the teachers' salary. The committee took swift action to remedy these, and the administration did everything it could to help.

### Resolution status for the Academic Session 2019-20

No. of meetings	Grievance nature	Redressed status
4	Academic (Library)	Resolved and forwarded to concerned committee
	Academic (Dept. of History)	
	Academic (Dept. of Hindi)	
	Infra-structure (Wash room)	
	Office	

Signed by

*[Signature]*  
25/06/2020  
(Convener, Grievance cell)

*[Signature]*





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## Report of Academic Year: 2020-21

The Grievance Cell's goal is to foster an attitude of responsiveness and accountability among all parties involved in order to preserve the institute's peaceful learning environment. Since the COVID-19 pandemic struck the planet this year, things were a little challenging for everyone. We had to find a solution to handle both our personal and professional responsibilities on a daily basis because of the unusually prolonged lock-down. This year, no written grievances were filed. The entirety of the academic programme was restricted to the "online" environment. For instance, several absentees from online classes were discovered. When questioned, they expressed their poor financial condition to buy personal smart phone. Purchase of net data is also created problem to them. From the teacher's end it appeared to be quite difficult to conduct on line practical classes.

### Resolution status for the Academic Session 2020-21

No. of meetings	Grievance nature	Redressed status
1	Academic (Science paper)	Resolved and forwarded to concerned committee
	Non-Academic	

*Jyoti*  
26/06/2021

Principal  
Government Girls' General  
Degree College  
Kolkata





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata – 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....

## Report of Academic Year: 2021-22

The college reopened for regular classes following an extended lockdown caused by the COVID-19 pandemic. The college grievance committee conducted 3 meetings after opening of the college and implemented the following suggestions for the year -2021-22. Some students expressed their dissatisfaction regarding the quality of the food they got from canteen. Teachers complained about lack of seriousness of few students regarding obeying proper COVID protocol. Improper sanitization after some government camps caused anxiety to the teachers and students. As soon as these complaints were reported, they were shared with the relevant authority. The administration gave the subcommittee a clear guarantee that these complaints would be taken seriously.

### Resolution status for the Academic Session 2021-22

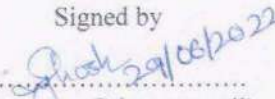
No. of meetings	Grievance nature	Redressal status
3	Infra-structural (Canteen)	Resolved and forwarded to concerned committee
	Non-Academic	
	Non-Academic	
	Non-Academic	

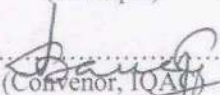
Countersigned by

  
.....  
(Principal)

Principal  
Government Girls' General  
Degree College  
Kolkata

Signed by

  
.....  
(Convenor, Grievance cell)

  
.....  
(Convenor, IOAC)

Co-ordinator  
IOAC





# GOVERNMENT GIRLS' GENERAL DEGREE COLLEGE

7, Mayurbhanj Road, Kolkata - 700023  
Telephone No. : 033-2448-1160, 033-2448-1171  
E-mail: gggdc.coll@gmail.com  
Website: www.govtgirlsekalpur.com

Ref. No. : .....

Date : .....


## Report of Academic Year: 2022-23


The functions of the Student Grievance Redressal Cell are to look into the complaints or suggestions lodged by any students regarding academics, disputes, infrastructure, library, administration, etc. This year the sub-committee addressed some complains about the expiry of fire extinguishers, non-availability of drinking water in the ground floor, improper maintenance of refrigerators at staff room, lack of proper cleaning of male washrooms, irregular canteen service and uncomfortable condition during class time at top floor in summer months. All grievances were addressed by the administration.

### Resolution status for the Academic Session 2022-23


No. of meetings	Grievance nature	Redressal status
3	Infra-structural (Chemistry department)	Resolved and forwarded to concerned committee
	Infra-structural (Drinking water)	
	Infra-structural (Staff room)	
	Infra-structural (Male wash room)	
	Infra-structural (Canteen)	
	Infra-structural (Education and Commerce departments)	

Countersigned by

  
.....  
(Principal) **Principal  
Government Girls' General  
Degree College  
Kolkata**

  
.....  
(Convenor, IOAC) **Co-ordinator  
IOAC**

Signed by

  
.....  
(Convenor, Grievance cell) 26/06/2023

All the grievances described above have resolved with uttermost care.

