



GOVERNMENT OF WEST BENGAL

*Office of the Principal*

**GOVERNMENT GENERAL DEGREE COLLEGE, NARAYANGARH**

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## **Annual Reports of College Grievance Redressal Committee**

### ***Report of Academic Year: 2021-22***


The Grievance Redressal sub-committee of our institution was formed with the goal of resolving grievances from students, faculties or work-persons of this college. Incumbents may submit their grievances through writing to the Principal via 'Grievance Box' or they can lodge complain through e-mail. The members of the sub-committee will meet as needed and take appropriate measures to address the grievances. The committee was formed in March, 2022 thus there were little time left for this academic year. Still we had four grievances about unavailability of canteen facility, Girls' toilet cleaning, unavailability of Geography books written in vernacular at library, and cleaning of the playground. The committee arranged a meeting immediately after receiving grievances and communicated with the competent authorities for resolving the issue.

### ***Report of Academic Year: 2022-23***

The committee inquires and analyses the nature and pattern of the grievances in a strictly confidential manner with emphasis on procedural fairness. It has been observed that stakeholders in GGDC, Narayangarh prefer written applications over e-mail and thus the grievance box installed in front of the college office come into effect. These boxes are opened frequently and grievances of stakeholders 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 shortage of seats in BA General, delay in scholarship processing and snake infestation in the campus. 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.

### ***Report of Academic Year: 2023-24***

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. The College Grievance Redressal Committee is committed to that cause and pro-active in functioning. Till date, as the academic year is about to end, there was only two grievances from the students, lodged through Grievance box. The first grievance was about the non-issuance of admit card of a B.A. General student of 3<sup>rd</sup> SEM. That issue was taken care of immediately keeping in mind the emergency need of the situation. The other complain was about the quality of drinking water in the college campus. This was raised with the competent authority after a meeting of the CGRC and the same was resolved through thorough overhauling of the water-filters installed at college campus.

  
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