



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur
Dist: Paschim Medinipur, West Bengal, PIN- 721305.

Date

Documents to support the information regarding the presence of a live and active mechanism for submission of the grievances of the students

In the following pages documents are provided to justify the information of presence of live and active mechanism for receiving the grievances of the students.

We like to mention that both online and offline grievance submission mechanism are active in our college. There are two online mechanisms: the official email ID of the Kharagpur College Students' Grievances Redressal Cell and the online grievance form. As offline mechanism the students can submit their grievances in the "Complaint Box", to the principal or to the convener / any member of the Students' Grievances Redressal Cell.

We also like to inform that **most of the grievance letters have been submitted through email** to the official email ID of the Kharagpur College Students' Grievances Redressal Cell and **a few grievances letters have been submitted directly by hand** to the Principal / In-charge of morning section though, there is an active link for filling the **"online grievance form"** available in the menu "Student Zone" in the college website.



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Mechanisms for submission of online / offline students' grievances (Continued

Online methods: (Active Link - Online submission of grievances by filling the “online grievance form” available in the college website)

Any student can submit her / his grievances of any kind by clicking the active link available in the college website and filling the online grievance submission form available in college website (<https://www.kharagpurcollege.ac.in>) by clicking on “[Students Grievance Cell](#)” under “Students Zone” or clicking on the link <https://kharagpurcollege.in/grievance/survey.aspx>.

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Online Grievance form

Name of the Student:	<input type="text"/>		
College Roll No:	<input type="text"/>	Gender:	Male <input type="button" value="v"/>
Course Name:	Bengali Hons <input type="button" value="v"/>	Year/Semester:	1ST SEM <input type="button" value="v"/>
Contact No:	<input type="text"/>	E-mail Id:	<input type="text"/>
		Session:	2024-2025 <input type="button" value="v"/>
Date of the Problem or Incident:	<input type="text"/>	Description of the Problem or Incident:	<input type="text"/>
<input checked="" type="checkbox"/> I hereby state that the facts above are true to best of my knowledge and belief.			
<input type="button" value="SUBMIT ONLINE AFFIDAVIT"/>		Enter The Answer below: (15 + 6 =)	
		<input type="text"/>	



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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students of 3rd semester in **November 2019 (Academic Session 2019 - 20)** regarding their grievances related to alleged "fees hike" (Continued to next page...)

The screenshot shows a Gmail inbox with the following content:

fees problem in Kharagpur college (Inbox x)

arnav das <arnavdas199@gmail.com> Sat, 23 Nov 2019, 19:13
to me

honourable sir/ madam
with due respect I, the student of Kharagpur college physics department, 3rd semester would like to request to help for reducing exam fees . it is now become really unaffordable to pay the high amount of fee . even in last yeas 3rd semester's student paid 3005 rupees . this year we are asked to pay 4800 rupees , this is really high amount sir , in others college their fees is not so high sirsir we are from middle class background . this amount is really headache for us sir . If you do something for us sir then we will be grateful to you sir
... thank you so much Sir....

Students Grievance Cell Kharagpur College Sat, 23 Nov 2019, 19:44 ☆
----- Forwarded message ----- From: arnav das <arnavdas199@gmail.com> Date: Sat 23 Nov, 20...

Students Grievance Cell Kharagpur College Mon, 25 Nov 2019, 01:29 ☆
Dear arnav das, Thanks for your mail. We will discuss your matter with our college authority as early as ...

Students Grievance Cell Kharagpur College <... Mon, 25 Nov 2019, 17:17 ☆
to arnav
Dear
arbav das



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P.O. – Inda, Kharagpur

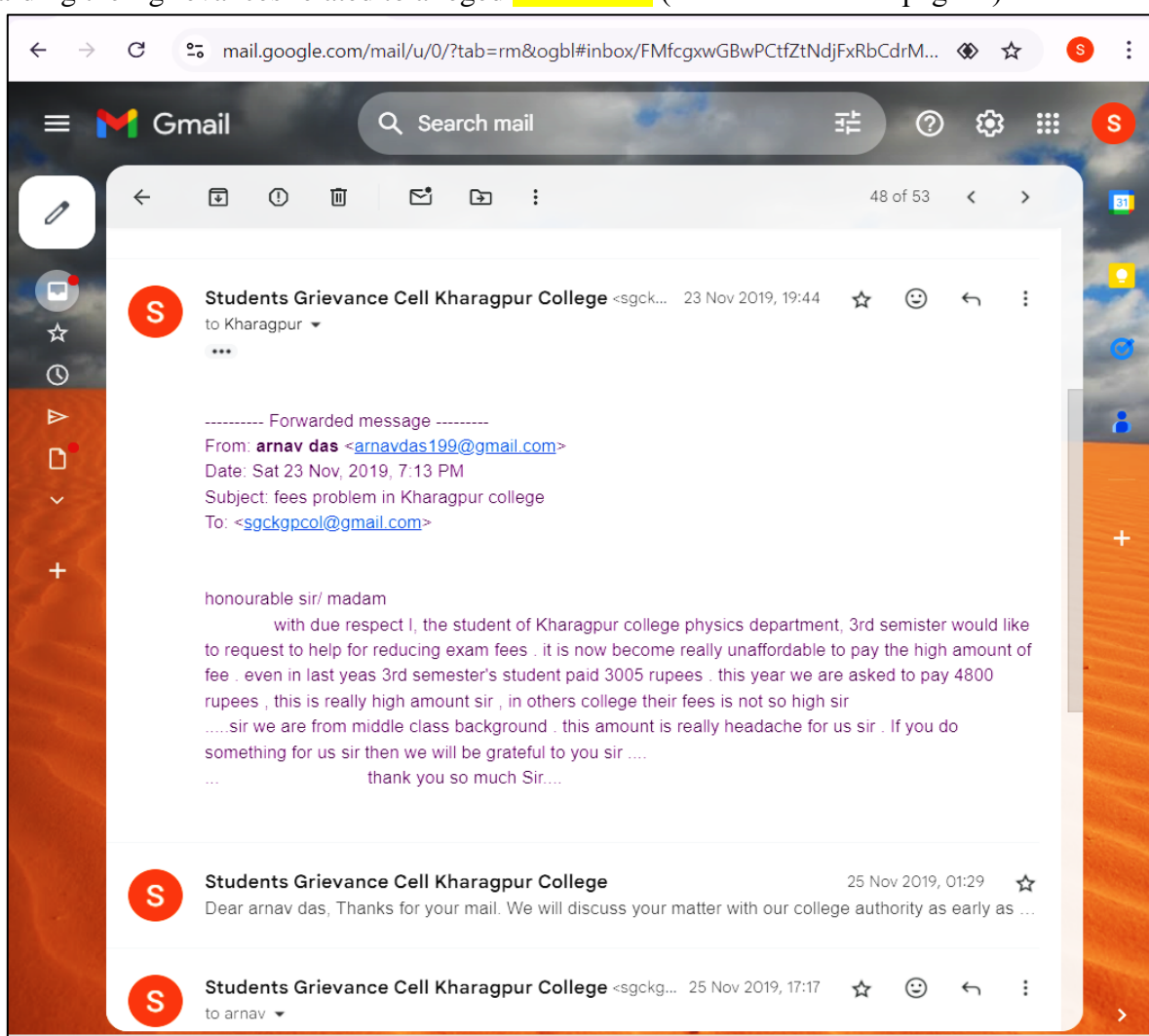
Dist: Paschim Medinipur, West Bengal, PIN- 721305.

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Mechanisms for submission of **online / offline students' grievances (Continued**)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)





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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

The screenshot shows a Gmail inbox with three emails from the Students Grievance Cell Kharagpur College. The first email is a forwarded message from arnav das (arnavdas199@gmail.com) dated Sat, 23 Nov 2019, 19:44. The second email is dated Mon, 25 Nov 2019, 01:29 and contains the following text:

Dear arnav das,

Thanks for your mail. We will discuss your matter with our college authority as early as possible.

- Please let us know the date of your form fillup.
- Also please try to provide us with a snapshot of the receipt of 3rd Sem Form fillup of last year (2018-19) of your subject (You can collect it from any previous year student of your Department and also you can erase the student's name and roll number from the receipt before sending its snapshot to us).

Such a receipt will help us to put your problem properly before the college authority.

Thanking again,

Convener
Students Grievances Redressal Cell
Kharagpur College

The third email is dated Mon, 25 Nov 2019, 17:17 and contains the following text:

Dear arnav das

We talked with our principal about your issue with the document provided by you.



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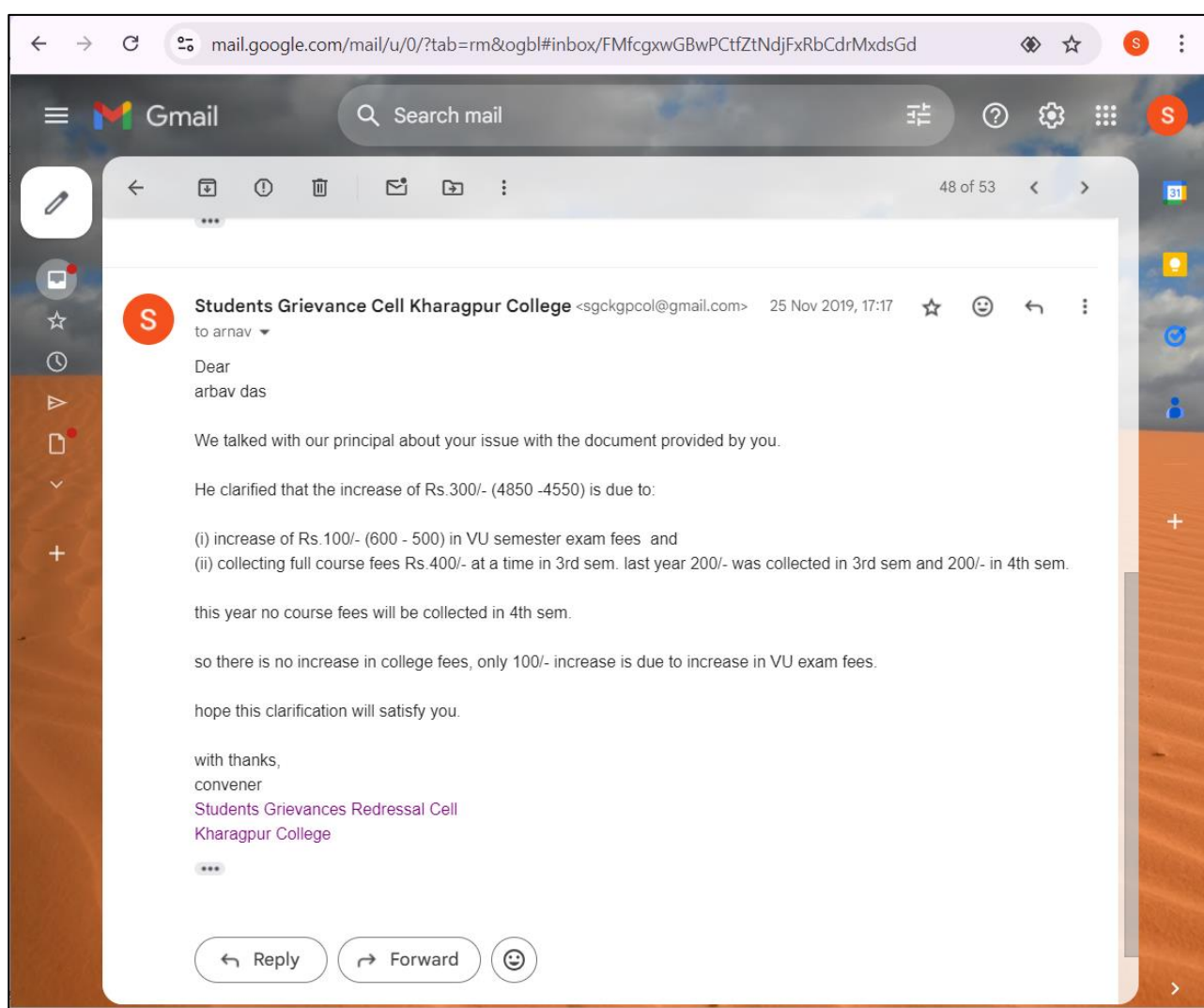
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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)





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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20**
regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

The screenshot shows a Gmail inbox with the following content:

To reduce our semester fees (Inbox x)

Souvik Das <dassouvikmp5sd3@gmail.com> Sun, 24 Nov 2019, 11:40

Respected sir,

with regards , we are the students of kharagpur college ,physics department, 3rd semester would like to request you for reducing semester fees. In the previous year some students are appealed to reduced semester fees, but even after protesting the fees structure is getting higher every semester. we are belonging from middle class family, it's really unaffordable to us. As compered to other colleges our college is demanding much higher fees.

so we are requesting to reduce our fees. so that we can continue our studies without any breakdown. we are expecting you to understand our situation and give us a positive reply as early as possible. If you do something we will be thankful to you.

Your's faithfully
3rd semester student Date-24\11\2019

2

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> Mon, 25 Nov 2019, 10:48

to Souvik

Thanks for your reply and the receipt. it will help us in discussing your problem with authority.

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> Mon, 25 Nov 2019, 17:11

to Souvik



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

The screenshot shows a Gmail interface with the following details:

- Sender:** Souvik Das <dassouvikmp5sd3@gmail.com>
- Recipient:** to me
- Date:** 25 Nov 2019, 09:52
- Subject:** Honourable sir/madam,
- Body:**

Thanks for your reply. Our last date of from fill up is 26/11/2019. We are getting only 4 days to pay 4850.

And this is the receipt of the 3rd semester previous year (2018-19) of physics honours.
- Attachments:**
 - New Doc 2019-11-25 08.06.11
 - One attachment • Scanned by Gmail
 - New Doc 2019-11-...
- Reply:**
 - Sender:** Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
 - Recipient:** to Souvik
 - Date:** 25 Nov 2019, 10:48
 - Subject:** Thanks for your reply and the receipt, it will help us in discussing your problem with authority.



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

The screenshot shows a Gmail interface with two emails from the Students Grievance Cell Kharagpur College. The first email, dated 25 Nov 2019, 10:48, is addressed to Souvik and says: "Thanks for your reply and the receipt. it will help us in discussing your problem with authority." The second email, dated 25 Nov 2019, 17:11, is also addressed to Souvik and provides a detailed response regarding a fee increase. It states that the principal has clarified the increase of Rs. 300/- (4850 - 4550) is due to: (i) increase of Rs. 100/- (600 - 500) in VU semester exam fees and (ii) collecting full course fees Rs. 400/- at a time in 3rd sem. last year 200/- was collected in 3rd sem and 200/- in 4th sem. It further states that this year no course fees will be collected in 4th sem, so there is no increase in college fees, only 100/- increase is due to increase in VU exam fees. The email concludes with "hope this clarification will satisfy you." and is signed by the convener of the Students Grievances Redressal Cell, Kharagpur College.



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

The screenshot shows a Gmail interface with the following content:

From: Sir I have got your email address from Debashis Aich Sir , I'm from physics department. Our problem is our principal sir hike our fees randomly....And that's amount is not just that's 4850/- . We are belongs from middle class family and the fact is other college's semester fees are not like us . Please help us . Thanks

To: Subhradeep Sinha <subhradeepsinha1999@gmail.com>

Date: Sun, 24 Nov 2019, 01:03

From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>

To: Subhradeep

Date: Mon, 25 Nov 2019, 01:34

Dear Shubhradeep Sinha

Thanks for your mail. We will discuss your matter with our college authority as early as possible.

- i) Please let us know the date of your form fillup.
- ii) Also please try to provide us with a snapshot of the receipt of 3rd Sem Physics Hons Form fillup of last year (2018-19) (You can collect it from any previous year physics Hons student and also you can erase the student's name and roll number from the receipt before sending its snapshot to us).

Such a receipt will help us to put your problem properly before the college authority.

Thanking again,

Convener
Students Grievances Redressal Cell
Kharagpur College



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20**
regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

Sir I have got your email address

mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgxwGBwPDNVFxBtfsFLXbhpggWGCM

Gmail Search mail

46 of 53

S **Students Grievance Cell Kharagpur College** <sgckgpcol@gmail.com> 25 Nov 2019, 17:16

to Subhradeep ▾

Dear
Subhradeep Sinha

We talked with our principal about your issue with the document provided by you.

He clarified that the increase of Rs.300/- (4850 -4550) is due to:

(i) increase of Rs.100/- (600 - 500) in VU semester exam fees and
(ii) collecting full course fees Rs.400/- at a time in 3rd sem. last year 200/- was collected in 3rd sem and 200/- in 4th sem.

this year no course fees will be collected in 4th sem.

so there is no increase in college fees, only 100/- increase is due to increase in VU exam fees.

hope this clarification will satisfy you.

with thanks,
convener
Students Grievances Redressal Cell
Kharagpur College

...

S **Subhradeep Sinha** <subhradeepsinha1999@gmail.com> 25 Nov 2019, 17:18

to me ▾

Thank you for your response.



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

Fees of Midnapore College Inbox x

manas handa <handamanas1999@gmail.com> Tue, 26 Nov 2019, 01:25

to me

honourable sir / madam

With due respect I, on the behalf of the students of Kharagpur College Physics department of 3rd semester , would like to inform you about fees detail of Midnapore College . It is far less than our college fees.

Therefore I request you to kindly look into the matter about the fees discrepancy as shown below.

Thank you so much sir/madam.....

3 attachments • Scanned by Gmail

- Midnapore College Fee Schedule (4th SEM admission)
- 4th SEM admission
- Midnapore College Fee Schedule (3rd SEM form fill up)

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> Wed, 27 Nov 2019, 19:20

to manas

Dear manas handa,



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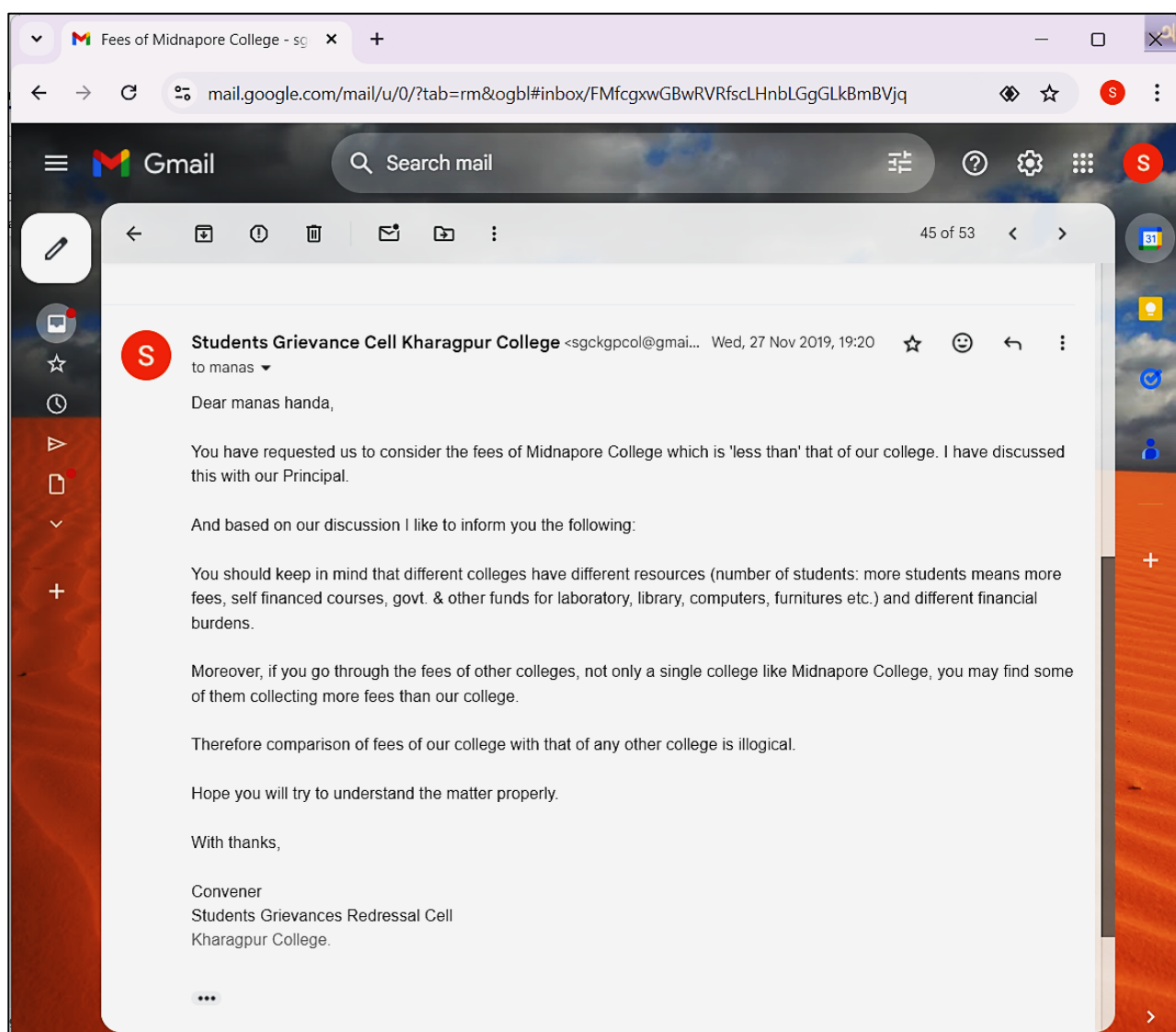
P.O. – Inda, Kharagpur
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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2019 - 20** regarding their grievances related to alleged **"fees hike"**.





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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: **sgckgpcol@gmail.com**)

Some online communications (for example) with students in the **Academic Session 2020 - 21** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)

Fees consider of 6th sem (Inbox x)

SOVAN JANA <janasovan1999@gmail.com>
to me Wed, 8 Jul 2020, 16:17

Respected Principal Sir,
With due respect, I want to say that I am Santanu Manna, a student at Kharagpur College, Department of Physics.

First of all, I am attaching here the fee receipt of the 5th Semester which I paid and fees structure of the 6th semester that the college is demanding. In the 5th semester, Rs 440 and Rs 600 was charged for tuition fee and laboratory fee respectively, but in this semester, in this pandemic situation, college is charging Rs 660 and Rs 900 for tuition fee and laboratory fee. I want a reason for this price hike.

Second, I am attaching the notice regarding the form fillup of the 6th-semester students of Pingla Thana Mahavidyalaya, which shows the fees concession they made. If our college allows that many concessions also, then the amount a student of Physics has to pay is approximately Rs 1330. I have also attached that calculation.

Third, there should not be any semester exam fee as per the Vidyasagar University and its Dean says in a live video, that link is given here (<https://www.facebook.com/100004591122757/posts/1568575836838772/?flike=scwspnss&extid=zl4FIBFOUtmGcaac>.) Many newspapers are saying that Vidyasagar University has reduced the semester fees to 50% for undergraduate students. I am also attaching a news article here. But it seems our college is not allowing any concession.

With due respect, we demand fees concession in view of the current pandemic situation and financial crisis in many families. Also, I beg to the college to share a documented detail of fee structure duly signed by the head of the authority showing how much the college is charging in what purpose in the college official site, such that every student may know for what they are paying.
For this, I shall remain thankful to you.

Your's faithfully
Santanu Manna
6th Semester
Department of physics

5 attachments • Scanned by Gmail

- পরাযাপারের দিক অর্ধেক করলে বিদ্যাসাগর বিশ্ববিদ্যালয়
- Fee 5th sem.pdf
- Fees 6th sem.pdf
- Pingla college_no...
- Modified fee.pdf

Students Grievance Cell Kharagpur College
Forwarded message ----- From: SOVAN JANA <janasovan1999@gmail.com> Date: Wed, 8 Jul 2020, 16:17 Subject: Fees consider of 6th sem To: <sgckgpcol@



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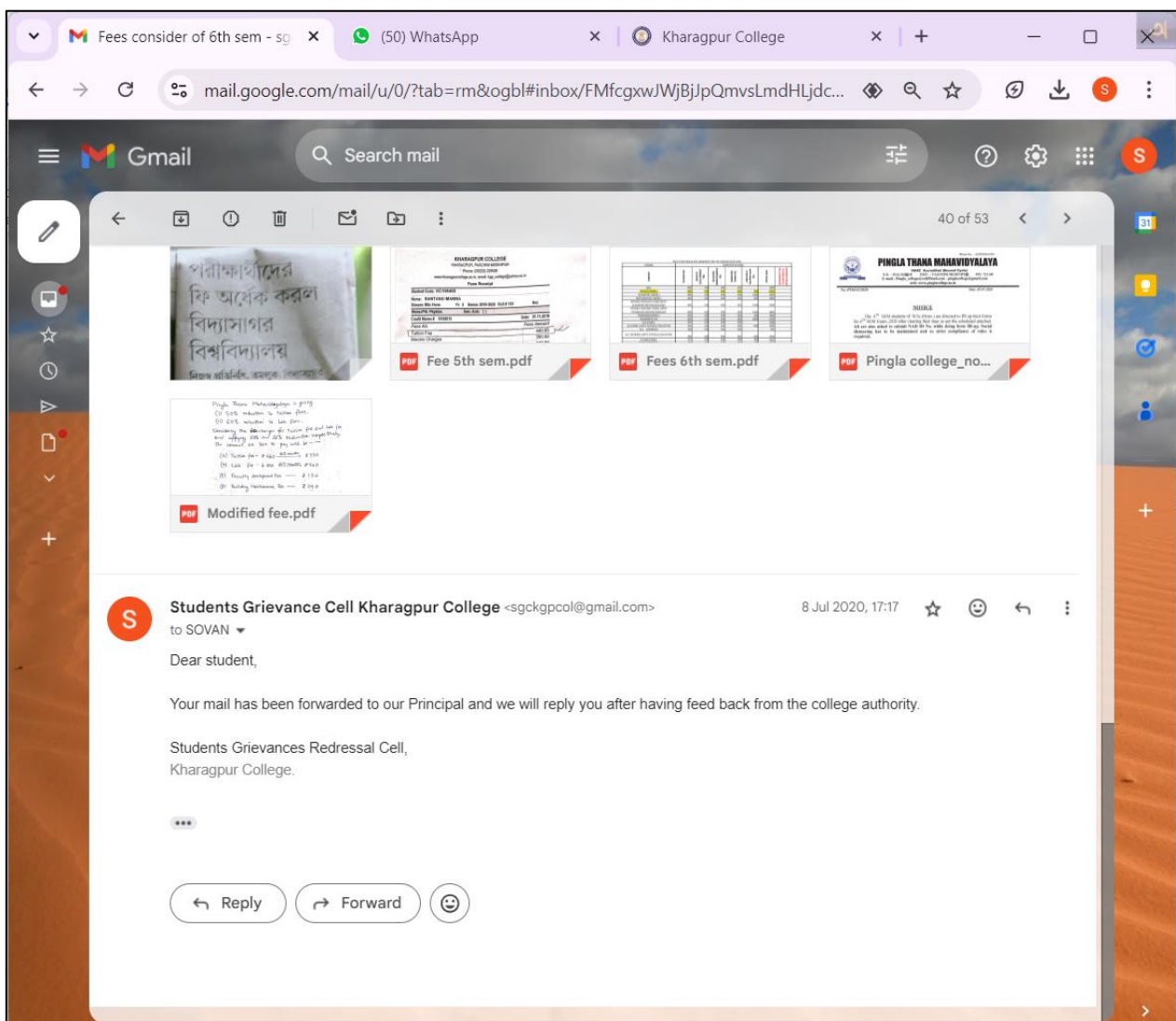
P.O. – Inda, Kharagpur
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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2020 - 21** regarding their grievances related to alleged **"fees hike"** (Continued to next page...)





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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2020 - 21** regarding their grievances related to alleged **"fees hike"**.

Application regarding excessive fees demand by college

Santanu Manna <sanmanna1997@gmail.com>
to me, kharagpurcollege

Respected Principal Sir,
I want to say that I am Santanu Manna, a student of your college, Department of Physics, very depressed and shocked by the fees the college demanding which is Rs. 2000/-, and that amount is too high to me and to many others. In this pandemic situation, many families are going through unemployment and financial crisis, and in this tough situation, that Rs 2000/- fees are making the condition worst. We demand fees concession.

Today I watched a video where the Dean of Vidyasagar University is briefing the exam and fee details and told that only computer processing and certificate generating fees will be charged. <https://www.facebook.com/100004591122757/posts/1566575836838772/?fite=scwspnss&extid=zl4FIBF0UTmGcaaC>

I attached here the fee regarding notice of Pingla Thana Mahavidyalaya, which clarifies the concessions made for tuition fees, lab fees, library fees, etc and Rs300 for examination processing charge.

With due respect, I want to ask the Kharagpur College authority if they had made such concessions for us or not, with document regarding detail expenditure, and we want to know how they sum up to Rs 2000/- for the students of Department of Physics.

So please look into the matter and reply as soon as possible. And please reduce the fees, as this is too much for us in the current pandemic situation.

For this, I shall remain thankful to you.

2 attachments - Scanned by Gmail

PINGLA THANA MAHAVIDYALAYA
NOTICE

KHARAGPUR COLLEGE
NOTICE NO. 178

BSc 6th Sem For...



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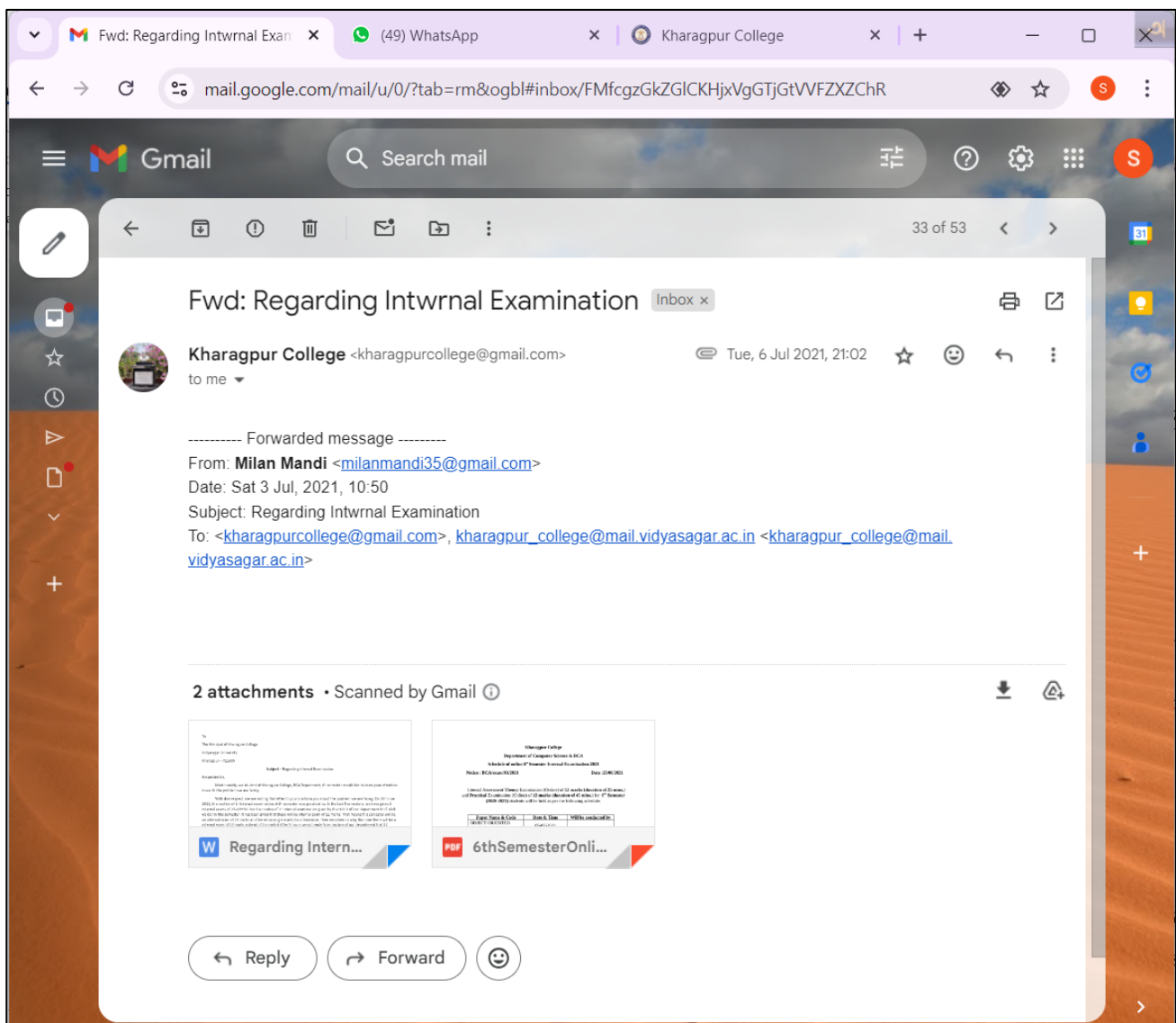
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Mechanisms for submission of **online** / offline students' grievances (Continued

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: **sgckgpcol@gmail.com**)

Online communication with students in the **Academic Session 2021 - 22** regarding their grievances related to **Internal Assessment** (Continued to next page...)





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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2022 - 23**
regarding their grievances related to **toilet facility** (Continued to next page...)

mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGrbRZxJMhJzhFNjbtRSqnQDbbf

Gmail Search mail

(no subject) Inbox x

Sheuli Das <sheulidas19@gmail.com> to me 9 Dec 2022, 17:08

To
The Convener
Students Grievances Redressal Cell
Kharagpur College

sub.- Requesting toilet facilities near zoology department

Sir,
I would like to state that my name is Sheuli Das, 5th sem, zoology department, kharagpur College.
I beg to state that due to non-availability of washroom near zoology department, we are facing some problems like wastage of time and affecting lectures. I request you to kindly provide a toilet near zoology department.
kindly look into the matter as soon as possible.

Thank you

yours faithfully
Sheuli Das
5th sem, zoology dept

Received your mail. Thank you for your mail. Your request is approved.

Reply Forward



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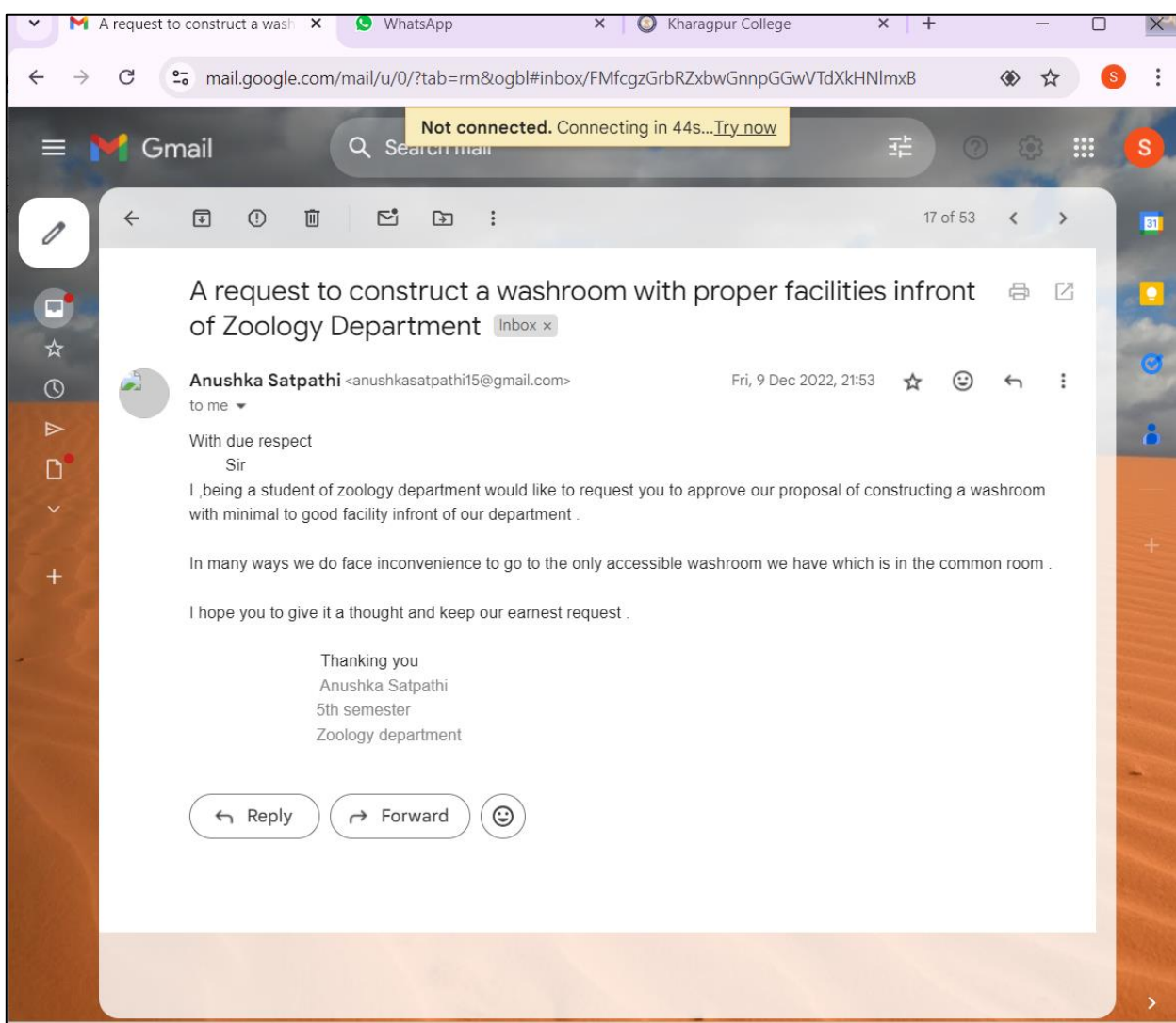
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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2022 - 23**
regarding their grievances related to **toilet facility** (Continued to next page...)





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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students' Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2022 - 23** regarding their grievances related to **toilet facility** (Continued to next page...)

(no subject) Inbox x

Ritwika Sahoo <sahooritwika970@gmail.com> Mon, 12 Dec 2022, 10:50 ☆ 😊 ↩ ⋮

to me ▾

To
The Convener
Students Grievances Redressal Cell
Kharagpur College

Sub:- Requesting toilet facility

Respected Sir/ Madam,

I would like to state that my name is Ritwika Sahoo and study in B.Sc in Chemistry of your college.

I beg to state that due to the non-availability of washrooms in our department area we have to go outside the department area every time. Which is unhygienic. Also, in return, consumes a lot of time leading to a wastage of time and affecting lectures.

I request you to kindly provide a toilet facility in the department area itself so that we need not go outside every time .

Kindly, consider this as a genuine request and provide a positive response as early as possible.

Thanking You...

Yours faithfully
Ritwika Sahoo

Date:- 11/12/2022



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Mechanisms for submission of online / offline students' grievances (Continued)

Online methods (Letters of complaint / **grievance emailed to the email ID** of the Students'
Grievances Redressal Cell: sgckgpcol@gmail.com)

Some online communications (for example) with students in the **Academic Session 2022 - 23**
regarding their grievances related to **toilet facility** (Continued to next page...)

(no subject) Inbox x

Satyajit Nayek <satyajit2002nayek@gmail.com> Mon, 12 Dec 2022, 12:11 ☆ 😊 ↶ ⋮

To
The Convener
Students Grievances Redressal Cell
Kharagpur College

Sub:- Requesting toilet facility

Respected Sir/ Madam,

I would like to state that my name is Satyajit Nayek and study in B.Sc in Chemistry of your college.

I beg to state that due to the non-availability of washrooms in our department area we have to go outside the department area every time. Which is unhygienic. Also, in return, consumes a lot of time leading to a wastage of time and affecting lectures.

I request you to kindly provide a toilet facility in the department area itself so that we need not go outside every time .

Kindly, consider this as a genuine request and provide a positive response as early as possible.

Thanking You...

Yours faithfully
Satyajit Nayek

Date:- 11/12/2022



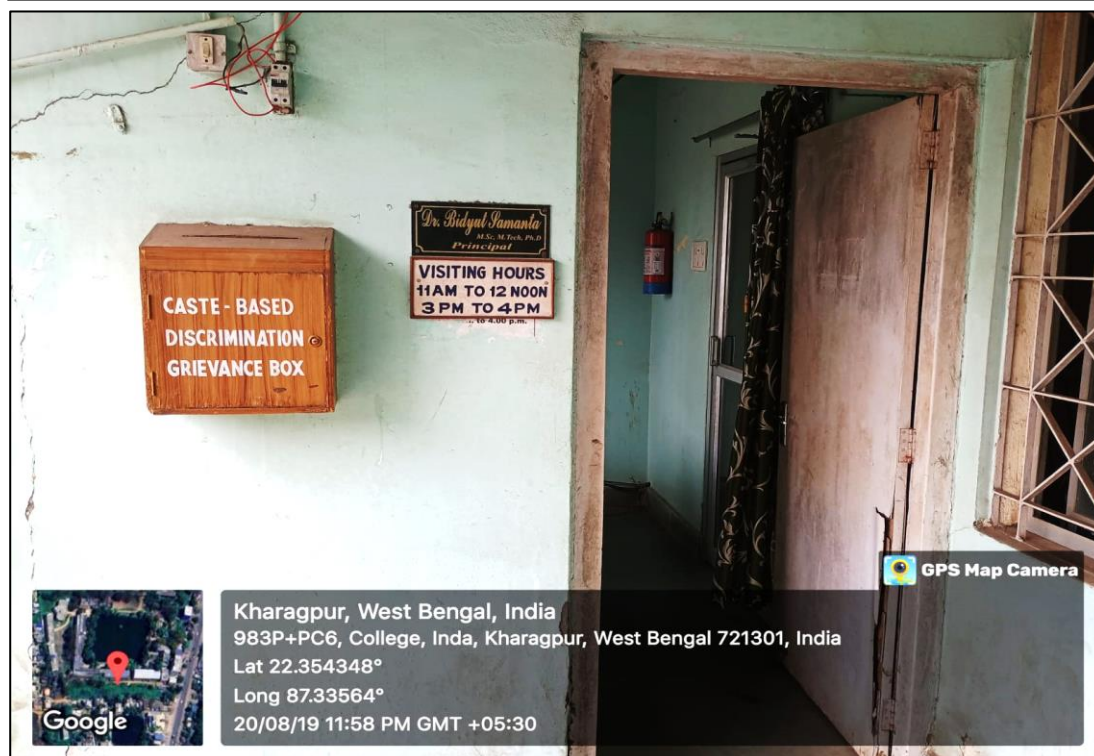
KHARAGPUR COLLEGE KHARAGPUR

P.O. – Inda, Kharagpur
Dist: Paschim Medinipur, West Bengal, PIN- 721305.

Date

Mechanisms for submission of online / **offline** students' grievances

Offline Methods (Complaint Box)





KHARAGPUR COLLEGE KHARAGPUR

P.O. – Inda, Kharagpur

Dist: Paschim Medinipur, West Bengal, PIN- 721305.

Date

Mechanisms for submission of online / **offline** students' grievances (Continued

Offline Methods (**Letters of complaint / grievance submitted by hand**)

A letter submitted directly by the students to the grievance cell through the Morning in-charge in the **Academic Year 2022 – 23.**

