



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees Summary of the grievances received and redressed

Name of the Cell	Academic Session	Date of receiving the grievances	Method of submission of grievances	Nature of grievances	Time taken for initiating redressal process	Method of dealing with the grievances	Whether action was taken for redressal of the grievances
Students' Grievances Redressal Cell	2019-20	23-25/11/2029	Online, by email	Increase of fees (grievances submitted by students)	Instant	Communication with students and college authority	Yes
	2020-21	08/07/2020	Online, by email	Increase of fees (grievances submitted by students)	Instant	Online meeting of the cell and communication with the principal and students	Yes
	2021-22	06/07/2021	Online, by email	Change in the method of internal assessment (Grievance letter submitted by student)	Instant	Online meeting of the cell and communication with the H.O.D of the department concerned	Yes
	2022-23	09-12/12/2022	Online, by email	Washroom problem (grievances submitted by 8 students)	Within a week	Physical meeting of the cell held on 15/12/2022 & 20/01/2023, physical inspection, discissions taken for implementation, review.	Yes
		15/12/2022	Offline, letter by hand to the In-charge, Morning Shift	(i) Drinking water supply, (ii) "Insufficient number of books" in the library, (iii) Cleanliness of the open theater (grievances submitted by students)	Within 5 working weeks	Physical meeting of the cell held on 15/12/2022 & 20/01/2023, physical inspection, discissions taken for implementation, review.	Yes
Women's Cell and Internal Complaints Committee	2022-23	03/08/2022	Offline, letter by hand to the Convener, Women's Cell	Non-functioning of Pad vending machine (grievance submitted by 15 students)	Within two months	Physical meeting of the cell held on 05/08/2022	Yes
Anti-ragging cell				No grievances submitted to the cell			



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Timely redressal of the grievances through appropriate committees

Student Grievances Redressal Cell 2018-2019

Notices, Attendances and Resolutions of the meeting on 11/07/2018 to set up the mechanisms and procedures of the Cell.

Kharagpur College Students Grievance Redressal Cell	
Notice	
<p>The first meeting of the Grievance Cell will be held on 11/07/2018 at 12:00 noon in the Principals Chamber to discuss the following agenda.</p> <ol style="list-style-type: none"> To set up a mechanism of informing the students about the contact number/mail ID of the grievance cell and the mechanism of receiving the grievances. To discuss the procedure of redressing the grievances which may come. Miscellaneous. <p>All the members are requested to be present.</p>	
Principal	 Debashish Acharya Convener
Members:	
<ol style="list-style-type: none"> Principal Prof. (Dr.) Tapen Kumar Pal Dr. Binai Krishna Das Prof. Radhanarath Chatterjee Prof. Smit Mandal In-charge Morning Shift Bursar Coordinator, IQAC Prof. Udaya Bhattacharya Prof. Subhanga Singh Prof. Rabhai Chandan Bhunia Dr. Sanjay Chakraborty Dr. Abhijit Pradhan Dr. Subhas Chandra De 	
<p>Minutes of the meeting</p> <p>11/07/2018</p> <p>Board Room.</p>	
<p>Members Present:</p> <ol style="list-style-type: none"> 1. Udaya Bhattacharya. 11/7/18 2. Subhanga Singh. 11/7/18 3. Smit Mandal. 11/07/2018 4. Sanjay Chakraborty. 11/07/2018 5. Tapen Kumar Pal. 11/07/2018 6. Smit Mandal. 11/07/2018 7. Subhanga Singh. 11/7/18 8. Tapen Kumar Pal. 11/7/18 	
<p>Resolution:</p> <ol style="list-style-type: none"> 1. An email address will be created and that will be displayed in the college website along with the in the statement of Student Grievance Cell and also the PR Contact number of the Convener of the Cell. 2. The same will be display in the base screen on the very day of induction programme. 3. Students Grievance of Student to be informed to the members of the cell or Convener in written or through email. 4. A register will be maintained to record for records of the grievance. <p>With the above discussion, meeting ends.</p>	



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

In November 2019 (Academic session 2019-20) the Students' Grievances Redressal Cell received the grievance of 3rd semester students through the official email (ID sgckgpcol@gmail.com) of the Cell. The grievance was regarding the alleged hike of fees to be given at the time of examination form fill-up. The fees include pending tuition fees of 3 months and other fees besides examination fees. Grievance have been submitted just before the date of form fill up. Due to shortage of time, discussion among the members of the cell have been done by phone and with the principal by email and phone. The clarification of the principal regarding the alleged increase of fees, have been informed to the students through email.

Following are the communications through email (continued to next page):

The screenshot shows an email thread in a Gmail interface. The browser tabs include 'To reduce our semester fees', '(48) WhatsApp', and 'Kharagpur College'. The address bar shows the Gmail URL. The email content is as follows:

From: Souvik Das <dassouvikmp5sd3@gmail.com>
To: me
Date: 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

From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
To: Souvik
Date: 25 Nov 2019, 01:37

Dear Souvik Das,

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 send us a snapshot of the receipt of Physics Hons 3rd Sem Form fillup of last year (2018-19). (You can collect it from any previous year student of your Department. 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

From: Souvik Das <dassouvikmp5sd3@gmail.com>
To: me
Date: 25 Nov 2019, 09:52

Honourable sir/madam,



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox with three email threads. The first thread is from Souvik Das to the Students Grievance Cell, dated 25 Nov 2019, 09:52. The second thread is a reply from the Students Grievance Cell to Souvik, dated 25 Nov 2019, 10:48. The third thread is another reply from the Students Grievance Cell to Souvik, dated 25 Nov 2019, 17:11.

Thread 1: Souvik Das to Students Grievance Cell

25 Nov 2019, 09:52

Honourable sir/madam,

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.

Attachment: New Doc 2019-11-25 08.06.11

One attachment • Scanned by Gmail

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Attachment: New Doc 2019-11-...

Thread 2: Students Grievance Cell to Souvik

25 Nov 2019, 10:48

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

Thread 3: Students Grievance Cell to Souvik

25 Nov 2019, 17:11

Dear Souvik Das,

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



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Student Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox 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 contains the following text: "Dear Souvik Das, 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".



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox with the following email threads:

- From: arnav das <arnavdas199@gmail.com>**
 To: me
 Date: Sat, 23 Nov 2019, 19:13
 Subject: fees problem in Kharagpur college
 Content: "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...."
- From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>**
 To: Kharagpur
 Date: Sat, 23 Nov 2019, 19:44
 Content: "----- Forwarded message -----
 From: arnav das <arnavdas199@gmail.com>
 Date: Sat 23 Nov, 2019, 7:13 PM
 Subject: fees problem in Kharagpur college
 To: <sgckgpcol@gmail.com>
 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...."
- From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>**
 To: arnav
 Date: Mon, 25 Nov 2019, 01:29
 Content: "Dear arnav das,
 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."



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox with two emails from the Students Grievance Cell Kharagpur College. The first email, dated 25 Nov 2019, 01:29, is addressed to arnav 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.

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 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 second email, dated 25 Nov 2019, 17:17, is also addressed to arnav and contains the following text:

Dear arnav das

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
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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail interface with an email titled "Query about fees" from manas handa (-handamanas1999@gmail.com) to the Students Grievance Cell Kharagpur College (sgckgpcol@gmail.com). The email is dated Wednesday, 27 Nov 2019, 08:34. The content of the email is as follows:

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 some extra charges that we have to paid in every semester. They are.....

- 1) Development fees are collected under three heades: Development fees, Academic Development fees & Faculty Development fees. Why? Specially for what reason the students pay Faculty development fees ?
- 2) Building fees are collected under two heads : Building fees & Building maintenance fees. Why? Does college builds buildings from students fees?
- 3) There are University Theory Exam fees and University Practical Exam fees. Then what is Semester Exam fees (rs. 250) & Examination printing fees (yearly rs. 340, rs. 170 per semester)? Is it for internal assessment? Then how the internal assessment fees for one student in one semester be as high as rs. 250+ rs. 170 = rs. 420?
- 4) Electricity and fuel charge per year is rs. 350+rs. 290=rs. 640. For 3500 students it is rs. 640 x 3500=rs. 22,40,000/- per year, nearly rs. 1,90,000/- per month! Is it justified?
- 5) What is NAAC fees. From 3500 students NAAC fees collected per year is rs. 3,50,000/- . For 5 year NAAC cycle it is rs. 17,50,000/- .Why student should bear such high amount of NAAC expenditure? Actually NAAC happens not in 5 years but in 9-10 years. So actual burden on students will be much more.
- 6) Also our college offers us two bathrooms. But the condition of those bathrooms are not good..one of the bathroom has collapsed and another one is not in good condition..
- 7) Also we have charged Student Union Fees. But we all know that no Union selection occurred since 3 year..

One attachment • Scanned by Gmail

The attachment is a document titled "Kharagpur College" with a table of fees. The table has columns for "Sl. No.", "Particulars", and "Amount". The rows include: 1. Development fees, 2. Academic Development fees, 3. Faculty Development fees, 4. Building fees, 5. Building maintenance fees, 6. Electricity and fuel charge, 7. NAAC fees, 8. Semester Exam fees, 9. Examination printing fees, 10. Student Union Fees.

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
to manas
Dear manas handa



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail interface with a query about fees. The email content is as follows:

4) Electricity and fuel charge per year is rs. 350+rs. 290=rs. 640. For 3500 students it is rs. 640 x 3500=rs. 22,40,000/- per year, nearly rs. 1,90,000/- per month! Is it justified?

5) What is NAAC fees. From 3500 students NAAC fees collected per year is rs. 3,50,000/-. For 5 year NAAC cycle it is rs. 17,50,000/-. Why student should bear such high amount of NAAC expenditure? Actually NAAC happens not in 5 years but in 9-10 years. So actual burden on students will be much more.

6) Also our college offers us two bathrooms. But the condition of those bathrooms are not good..one of the bathroom has collapsed and another one is not in good condition..

7) Also we have charged Student Union Fees. But we all know that no Union selection occurred since 3 year..

One attachment • Scanned by Gmail

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> 27 Nov 2019, 19:37

to manas

Dear manas handa,

We will reply to your mail after discussion of your queries with college office and college authority.

It will take some time, since you have placed lots of numerical figures regarding fees, expenditures, number of students etc. which require verification.

With thanks,
Convener
Students Grievances Redressal Cell
Kharagpur College.

Buttons: Reply, Forward



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Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail interface with the following content:

Feeds of Midnapore College (Inbox)

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

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 Sheet
- 4th SEM admission
- 3rd SEM form fill up

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

Dear manas handa,

You have requested us to consider the fees of Midnapore College which is 'less than' that of our college. I have discussed this with our Principal.

And based on our discussion I like to inform you the following:

You should keep in mind that different colleges have different resources (number of students: more students means more fees, self financed courses, govt. & other funds for laboratory, library, computers, furnitures etc.) and different financial burdens.

Moreover, if you go through the fees of other colleges, not only a single college like Midnapore College, you may find some of them collecting more fees than our college.

Therefore comparison of fees of our college with that of any other college is illogical.

Hope you will try to understand the matter properly.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

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

Gmail Search mail

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

Dear manas handa,

You have requested us to consider the fees of Midnapore College which is 'less than' that of our college. I have discussed this with our Principal.

And based on our discussion I like to inform you the following:

You should keep in mind that different colleges have different resources (number of students: more students means more fees, self financed courses, govt. & other funds for laboratory, library, computers, furnitures etc.) and different financial burdens.

Moreover, if you go through the fees of other colleges, not only a single college like Midnapore College, you may find some of them collecting more fees than our college.

Therefore comparison of fees of our college with that of any other college is illogical.

Hope you will try to understand the matter properly.

With thanks,

Convener
Students Grievances Redressal Cell
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Reply Forward



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox with the following email threads:

Thread 1:
 From: Subhradeep Sinha <subhradeepsinha1999@gmail.com>
 To: me
 Date: Sun, 24 Nov 2019, 01:03
 Content: "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"

Thread 2:
 From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
 To: Subhradeep
 Date: Mon, 25 Nov 2019, 01:34
 Content: "Dear Subhradeep 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

 On Sun 24 Nov, 2019, 1:03 AM Subhradeep Sinha, <subhradeepsinha1999@gmail.com> wrote:"

Thread 3:
 From: Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
 To: Subhradeep
 Date: Mon, 25 Nov 2019, 17:16
 Content: "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"



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell 2019-2020

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email:

The screenshot shows a Gmail interface with two email messages. The first message is from 'Students Grievance Cell Kharagpur College' to 'Subhradeep' on 25 Nov 2019, 17:16. The email content is as follows:

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

The second message is from 'Subhradeep Sinha' to 'me' on 25 Nov 2019, 17:18, with the content: 'Thank you for your response.'

At the bottom of the email view, there are three buttons: 'You are welcome.', 'Thank you for your response.', and 'Thanks a lot.'. Below these are 'Reply' and 'Forward' buttons.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

In July 2020 (Academic session 2020-21) the Students' Grievances Redressal Cell received the grievance of 3 students through the official email (ID sgckgpcol@gmail.com) of the Cell. The grievance was regarding the alleged hike of fees to be given at the time of examination form fill-up. The fees included pending tuition fees of 3 months and other fees besides examination fees. Grievance have been submitted just before the date of form fill up.

Grievances Redressal Cell instantly convened a meeting **on 08/07/2020** in online mode and discussed the matter and requested the principal to review the fees. Accordingly, the grievances have been forwarded to the principal and the action has been informed to the students.

The **grievance letters and communications through email** are given in the following 11 pages.

The **notice** and the details of the **meeting (Attendance & Resolutions)** are given after the 11 pages of grievance letters.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Following are the communications through email (continued to next page):

Kharagpur college 6th semester fees structure high due to Corona pandemic

Santu Ghosh <ghoshsantu567@gmail.com> to me Wed, 8 Jul 2020, 10:53

Respected sir, I am Santu Ghosh, a student at Kharagpur College, Department of Physics, which is affiliated to Vidyasagar University. I am very depressed and shocked by looking at the fees that our college is demanding. I have attached a copy of the document regarding the fee structure of Kharagpur College for 6th-semester students. I have seen the fee of PG students which I think is reasonable, and I watched the live video of Dean suggesting fee regarding computer processing and certificate generating, to which I totally agree with.

In this pandemic situation, we are going through an acute financial crisis, paying 2000/- rupees at this time is really impossible for me. Moreover, 2000/- rupees seems to be too much for computer processing and certificate generation. Some of my friends had paid the fees in the college website and they told me they got no receipt for fees payment, this is so annoying!!!!

So please look into the matter immediately, and for this, I shall remain thankful to you.

One attachment • Scanned by Gmail

BSc 6th Sem For...

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> to Kharagpur Wed, 8 Jul 2020, 12:58

One attachment • Scanned by Gmail

BSc 6th Sem For...



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail interface with the following details:

- Sender:** Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
- Recipient:** kharagpur
- Date:** 8 Jul 2020, 12:58
- Subject:** Forwarded message -----
- Original Sender:** Santu Ghosh <ghoshsantu567@gmail.com>
- Original Date:** Wed, 8 Jul 2020, 10:53
- Original Subject:** Kharagpur college 6th semester fees structure high due to Corona pandemic
- Original To:** <sgckgpcol@gmail.com>

The body of the email contains the following text:

Respected sir, I am Santu Ghosh, a student at Kharagpur College, Department of Physics, which is affiliated to Vidyasagar University. I am very depressed and shocked by looking at the fees that our college is demanding. I have attached a copy of the document regarding the fee structure of Kharagpur College for 6th-semester students. I have seen the fee of PG students which I think is reasonable, and I watched the live video of Dean suggesting fee regarding computer processing and certificate generating, to which I totally agree with.

In this pandemic situation, we are going through an acute financial crisis, paying 2000/- rupees at this time is really impossible for me. Moreover, 2000/- rupees seems to be too much for computer processing and certificate generation. Some of my friends had paid the fees in the college website and they told me they got no receipt for fees payment, this is so annoying !!!!!

So please look into the matter immediately, and for this, I shall remain thankful to you.

One attachment • Scanned by Gmail

The attachment is a PDF document titled "BSc 6th Sem For..." which is a fee structure document for Kharagpur College.

Reply: Students Grievance Cell Kharagpur College (8 Jul 2020, 13:05)

Dear student, Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority. Students Grievances Redress



KHARAGPUR COLLEGE

KHARAGPUR

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows a Gmail inbox with two emails from the Students Grievance Cell Kharagpur College. The top email is a response to a student, stating that the mail has been forwarded to the Principal and a reply will be provided after feedback from the college authority. The bottom email is a complaint from Santu Ghosh regarding high fees and a lack of receipts for fee payments.

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

8 Jul 2020, 13:05

Dear student,

Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority.

Students Grievances Redressal Cell,
Kharagpur College.

...

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> to Santu

8 Jul 2020, 13:07

Dear student,

Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority.

Students Grievances Redressal Cell,
Kharagpur College.

On Wed, 8 Jul 2020, 10:53 Santu Ghosh, <ghoshsantu567@gmail.com> wrote:

Respected sir, I am Santu Ghosh, a student at Kharagpur College, Department of Physics, which is affiliated to Vidyasagar University. I am very depressed and shocked by looking at the fees that our college is demanding. I have attached a copy of the document regarding the fee structure of Kharagpur College for 6th-semester students. I have seen the fee of PG students which I think is reasonable, and I watched the live video of Dean suggesting fee regarding computer processing and certificate generating, to which I totally agree with.

In this pandemic situation, we are going through an acute financial crisis, paying 2000/- rupees at this time is really impossible for me. Moreover, 2000/- rupees seems to be too much for computer processing and certificate generation. Some of my friends had paid the fees in the college website and they told me they got no receipt for fees payment, this is so annoying !!!!!

So please look into the matter immediately, and for this, I shall remain thankful to you.

Reply Forward



KHARAGPUR COLLEGE

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows an email from Santu Ghosh to the principal of Kharagpur College. The email discusses the student's grievance about the 6th semester fee structure, comparing it to other colleges and mentioning a notice from Pingla Thana Mahavidyalaya. The email includes three attachments: 'Fees 6th sem.pdf', 'Modified fee.pdf', and 'Pingla college_no...'. At the bottom, a red box from the Students Grievance Cell Kharagpur College states: 'Dear student, Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority. Students Grievances Redress'.



KHARAGPUR COLLEGE

KHARAGPUR

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot displays a Gmail interface with the following content:

- Browser Tab:** Kharagpur college 6 sem from f
- Address Bar:** mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgXWjWjBjcVzfBgsFzjdWQLxnWmJH
- Search Bar:** Search mail
- 39 of 53** (indicating page number)
- Email 1:**
 - From:** Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
 - To:** Kharagpur
 - Date:** 8 Jul 2020, 21:08
 - Attachments:** 3 attachments • Scanned by Gmail
 - Fees 6th sem.pdf
 - Modified fee.pdf
 - Pingla college_no...
- Email 2:**
 - From:** Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
 - To:** Kharagpur
 - Date:** 8 Jul 2020, 21:08
 - Body:** Dear student, Your mail has been forwarded to our Principal and we will reply after having feed back from the college authority.
 - Signature:** Students Grievances Redressal Cell, Kharagpur College.
- Email 3:**
 - From:** Students Grievance Cell Kharagpur College
 - To:** Kharagpur
 - Date:** 8 Jul 2020, 21:09
 - Body:** Dear student, Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority. Students Grievances Redress
- Email 4 (Partial):**
 - From:** Santu Ghosh <ghoshsantu567@gmail.com>
 - To:** me
 - Date:** 8 Jul 2020, 21:11
 - Body:** From fill-up last date- 7 to 9 jul /2020
- Response Buttons:** Thank you for your response., Thanks a lot., Thank you for the information.



KHARAGPUR COLLEGE

KHARAGPUR

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

Application regarding excessive fees demand by college

Santanu Manna <sannanna1997@gmail.com>
to me, kharagpurcollege

Wed, 8 Jul 2020, 12:38

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/?fille=scwspnss&extid=zl4F1BF0UTmGcaaC>

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
BSc 6th Sem For...

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

Wed, 8 Jul 2020, 12:58



KHARAGPUR COLLEGE

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

Application regarding excessive x

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

Gmail Search mail

42 of 53

S Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> to Kharagpur 8 Jul 2020, 12:58

2 attachments • Scanned by Gmail

PINGLA THANA MAHAVIDYALAYA

KHARAGPUR COLLEGE

BSc 6th Sem For...

S Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> to Kharagpur 8 Jul 2020, 13:04

Dear student,

Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority.

Students Grievances Redressal Cell,
Kharagpur College.

On Wed, 8 Jul 2020, 12:58 Students Grievance Cell Kharagpur College, <sgckgpcol@gmail.com> wrote:

----- Forwarded message -----

From: **Santanu Manna** <sanmanna1997@gmail.com>

Date: Wed, 8 Jul 2020, 12:38

Subject: Application regarding excessive fees demand by college



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

Application regarding excessive x +

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

Gmail Search mail

42 of 53

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com> 8 Jul 2020, 13:04

to Kharagpur

Dear student,

Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority.

Students Grievances Redressal Cell,
Kharagpur College.

On Wed, 8 Jul 2020, 12:58 Students Grievance Cell Kharagpur College, <sgckgpcol@gmail.com> wrote:

----- Forwarded message -----
From: Santanu Manna <sanmanna1997@gmail.com>
Date: Wed, 8 Jul 2020, 12:38
Subject: Application regarding excessive fees demand by college
To: <sgckgpcol@gmail.com>, <kharagpurcollege@gmail.com>

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/?lite=scwspnss&extid=zi4FIBF0UTmGcaac>

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.

Students Grievance Cell Kharagpur College 8 Jul 2020, 13:07

Dear student, Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority. Students Grievances Redress



KHARAGPUR COLLEGE

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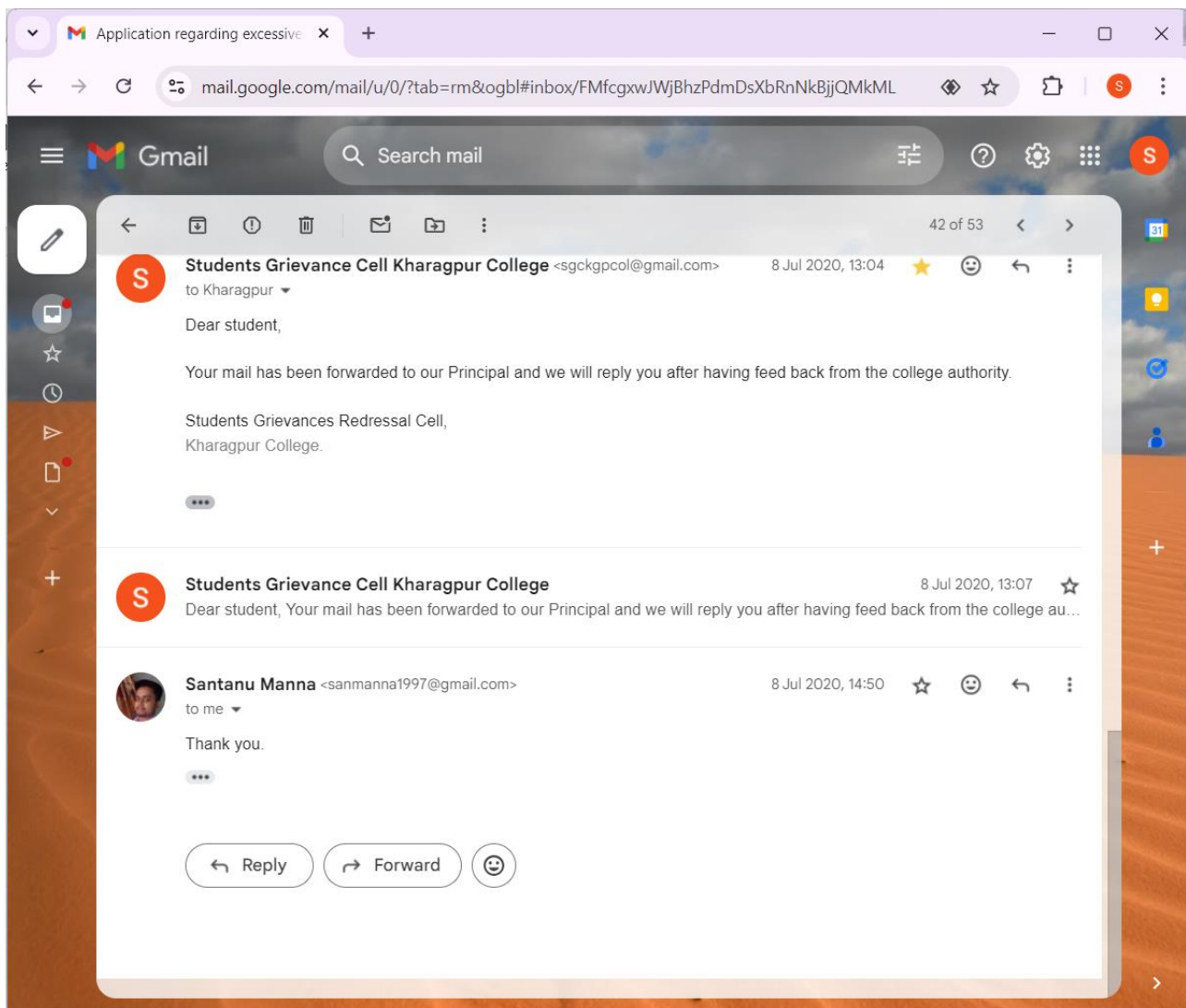
Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):





KHARAGPUR COLLEGE

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P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

The screenshot shows an email from SOVAN JANA to the principal of Kharagpur College. The email discusses the student's grievance about the fee structure for the 6th semester, comparing it to the 5th semester and mentioning a notice from Pingla Thana Mahavidyalaya regarding fee concessions. The student is requesting a reason for the price hike and a concession in view of the current pandemic situation.

Feas 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/1566575836838772/?fite=scwspnss&extid=z14FIBF0UTmGcaaC>). 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 ⌵ 🔄

- পরীক্ষাপত্রের বিক আবেদন করণ বিদ্যাসাগর বিশ্ববিদ্যালয়
- Fee 5th sem.pdf
- Fees 6th sem.pdf
- Pingla college_no...
- Modified fee.pdf



KHARAGPUR COLLEGE

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

Communications through email (continued to next page):

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

Gmail Search mail

40 of 53

Students Grievance Cell Kharagpur College <sgckgpcol@gmail.com>
to SOVAN JANA

Dear student,

Your mail has been forwarded to our Principal and we will reply you after having feed back from the college authority.

Students Grievances Redressal Cell,
Kharagpur College.

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

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/1566575836838772/?lite=swspnss&extid=zl4FIBFOUtmGcaC>) 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

Reply Forward



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

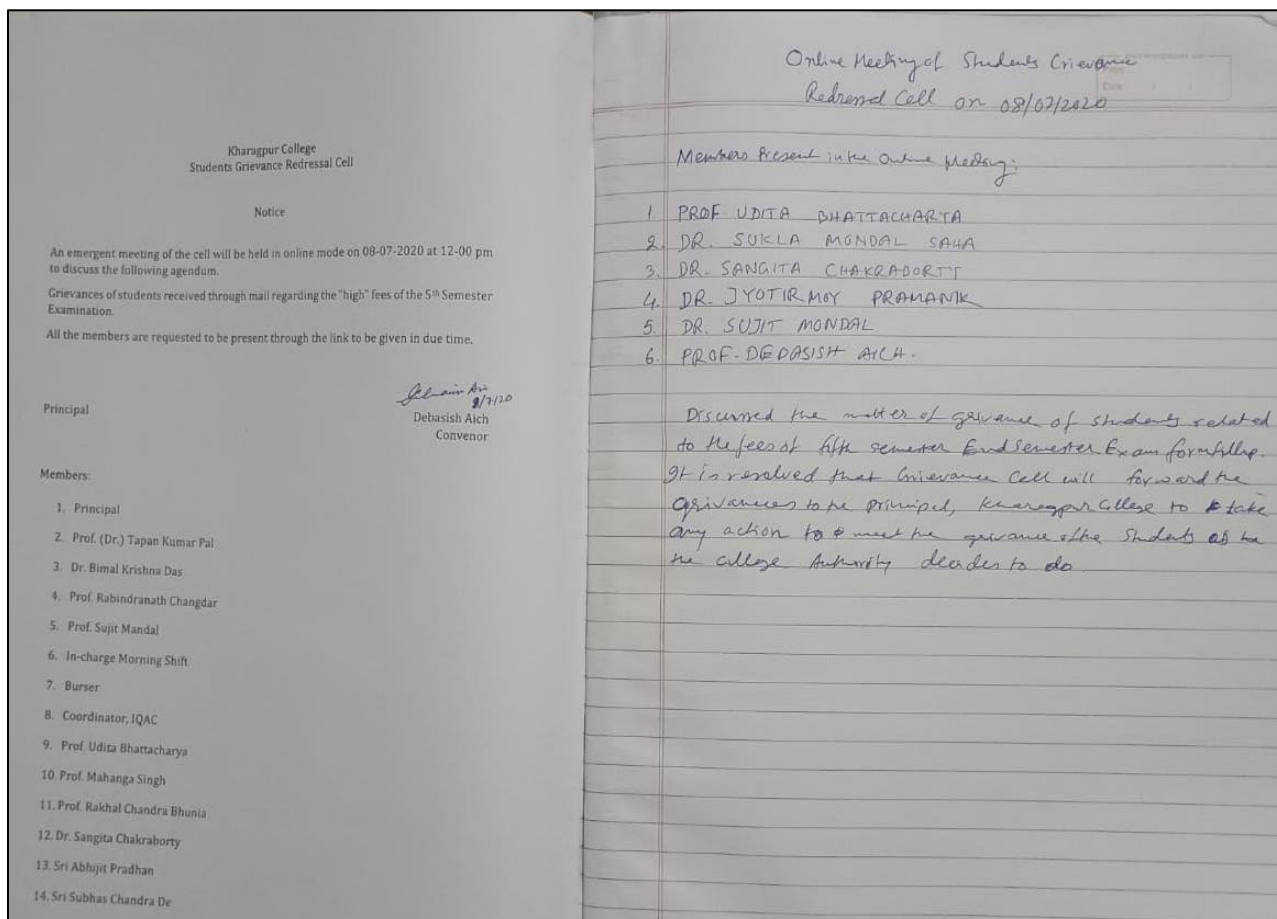
Students Grievances Redressal Cell

2020-2021

Grievance by the student through individual email to sgckgpcol@gmail.com

The details of the meeting

Following is the photocopy of the notice of the meeting and of the pages of the meeting book showing the attendance and resolution of the meeting.





KHARAGPUR COLLEGE

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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2021-2022

Grievance through email to sgckgpcol@gmail.com

A grievance letter of a student was received by the Cell through its official email on 06/07/2021 regarding the change in the procedure of the Internal Assessment. Cell instantly convened a meeting (on 06/07/2021) in online mode and decided to discuss the matter instantly with the principal and the concerned departmental head. The Cell acted accordingly and came to know that the student directly talked to the department also and the department explained the student about the change in the method of the class test and his grievance has been resolved.



KHARAGPUR COLLEGE KHARAGPUR

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Kharagpur College
Students Grievance Redressal Cell
Notice

An emergent meeting of the cell will be held in online mode on 06-07-2021 at 12:00 pm to discuss the following agenda:
Grievance of a student regarding the modalities / marks distribution of the internal examination of his department.
All the members are requested to be present through the link to be given in due time.

Principal
Debashish Acharya
Debashish Acharya
Convener

Members:

1. Principal
2. Prof. (Dr.) Tapan Kumar Pal
3. Dr. Bimal Krishna Das
4. Prof. Rudrindranath Chatterjee
5. Prof. Sujit Mandal
6. In-charge Morning Shift
7. Bursar
8. Coordinator, IQAC
9. Prof. Uditia Bhattacharya
10. Prof. Mahanta Singh
11. Prof. Rakhal Chandra Bhunia
12. Dr. Sangita Chakraborty
13. Sri Abhinav Pradhan
14. Sri Subhas Chandra De

Fwd: Regarding Internal Examination

From: Milan Mondal <milanmondal25@rediffmail.com>
Date: Sat 3 Jul 2021, 11:50
Subject: Regarding Internal Examination
To: "kharagpurcollege@gmail.com"; kharagpur_college@mail.scribd.com; kharagpur_college@mail.scribd.com

2 attachments - Scanned by Gmail

Regarding Internal Examination.docx
499SemesterOnli...

Budget
ONLINE MEETING OF SACRC
On 6/7/21

Members present in the meeting (online mode)

1. DR. JYOTIRAJY PANDAY
2. DR. SANGITA CHAKRABORTY
3. DR. UJITA BHATTACHARYA
4. PROF. DEBASHISH ACHARYA
5. DR. SUJIT MONDAL
6. DR. SUKLA MINNAL SAHA

Discussed the grievance of a student of AICB (Chemistry) who has been raised recently regarding some internal assessment.

Resolved that convenor of the cell will talk to the HOD of the Department regarding the assessment over phone. That was done instantly and the HOD informed that the matter was raised by a student division with the student.



KHARAGPUR COLLEGE

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Students Grievances Redressal Cell

2021-2022

Notice, Attendances and Resolutions of the meetings of the Students Grievances Redressal Cell on 27/05/2022 to discuss about and review the grievances submission mechanism.

Kharagpur College
Students Grievance Redressal Cell
Notice

A meeting of the cell will be held in the Principal's Chamber 27-05-2022 at 12:00 pm to discuss the following agenda:

- Mechanism to inform the new comer students about the cell.
- Miscellaneous.

All the members are requested to be present in due time.

Principal *[Signature]*
Debasish Acharya
Convener

Members:

- Principal
- Prof. (Dr.) Trajan Kumar Pal
- Dr. Bimal Krishna Das – *[Signature]* 27/05/22
- Prof. Rabindranath Chandra – *[Signature]* 27/05/22
- Prof. Sujit Mandal
- In-charge Morning Shift *[Signature]* 27/05/22
- Bursar
- Coordinator, IQAC *[Signature]* 27/05/22
- Prof. Udaya Bhattacharya *[Signature]* 27/05/22
- Prof. Mahanga Singh *[Signature]* 27/05/22
- Prof. Rajhal Chandra Bhunia *[Signature]* 27/05/22
- Dr. Sangita Chakraborty
- Sri Abhijit Pradhan *[Signature]* 27/05/22
- Sri Subhas Chandra De

Meeting of Student Grievance Redressal Cell on 27/05/2022

Members Present

1. *[Signature]*
2. *[Signature]* 27/05/22
3. *[Signature]* 27/05/22
4. U. Bhattacharya 27/05/22
5. M.C.P.
6. *[Signature]* 27/05/22
7. *[Signature]* 27/05/22
8. *[Signature]* 27/05/22

Agenda: 1. How to inform new comer students about the cell in post covid situation.
2. Misc.

Resolution: Discussion of the cell along with other details will be continued display in the college website.
① Information of the cell will be given to the new comers. Students in the induction program of the cell are encouraged to attend and in the induction program of each department.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Student grievances have been submitted in online mode through individual email to the official email ID of the Cell (sgckgpcol@gmail.com) between 09/12/2022 and 12/12/2022. Also, one (offline) letter of grievance signed by 26 students of morning shift have been received on 15/12/2023 through the In-Charge, Morning Shift of the College. The grievances were related to toilet facility, drinking water supply, BA General Course books in the library and cleanliness near the open theater.

After verification of the grievances physically, it was observed that some toilets were closed during repairing work. Near the Zoology department a female toilet was already been built nearly one year ago. The college was opened after Covid 19 lockdown in February 2022 but that toilet was left out of attention. After receipt of the grievance letters, that toilet was opened for use. The toilets under repair also were opened after several days. There was considerable number of books of BA General Course in both Bengali and English language in the library, however, the Cell recommended that the number should be increased.

Meeting of the Cell was held on 15/12/2022 to discuss the grievances and these observations.

In the following 8 pages the letters of grievances submitted by the students through email and that obtained by hand are provided.

In the subsequent pages the photocopy of the notice and proceedings/resolutions of the meeting and the extract of the proceedings / resolutions of the meeting are provided.



KHARAGPUR COLLEGE

KHARAGPUR

P.O. – Inda, Kharagpur

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

Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

The screenshot shows a Gmail inbox with the following details:

- Browser: Chrome, URL: mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGrbRZwxmTbXmIPHpsDPPPGJ...
- Search: Search mail
- 22 of 53 emails
- From: Subhayu Kuila <subhayu1703@gmail.com>
- To: me
- Date: Fri, 9 Dec 2022, 13:32
- Subject: We need a well maintained urinal and latrine ,near our department. Subhayu Kuila,department-Physics, semester-3
- Buttons: Reply, Forward, Emojis

The screenshot shows a Gmail inbox with the following details:

- Browser: Chrome, URL: mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGrbRZxJMhZhfNjbtRSqnQDbbf
- Search: Search mail
- 18 of 53 emails
- From: Sheuli Das <sheulidas19@gmail.com>
- To: The Convener, Students Grievances Redressal Cell, Kharagpur College
- Date: Fri, 9 Dec 2022, 17:08
- Subject: (no subject)
- Content:

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
- Buttons: Received your mail., Thank you for your mail., Your request is approved., Reply, Forward, Emojis



KHARAGPUR COLLEGE

KHARAGPUR

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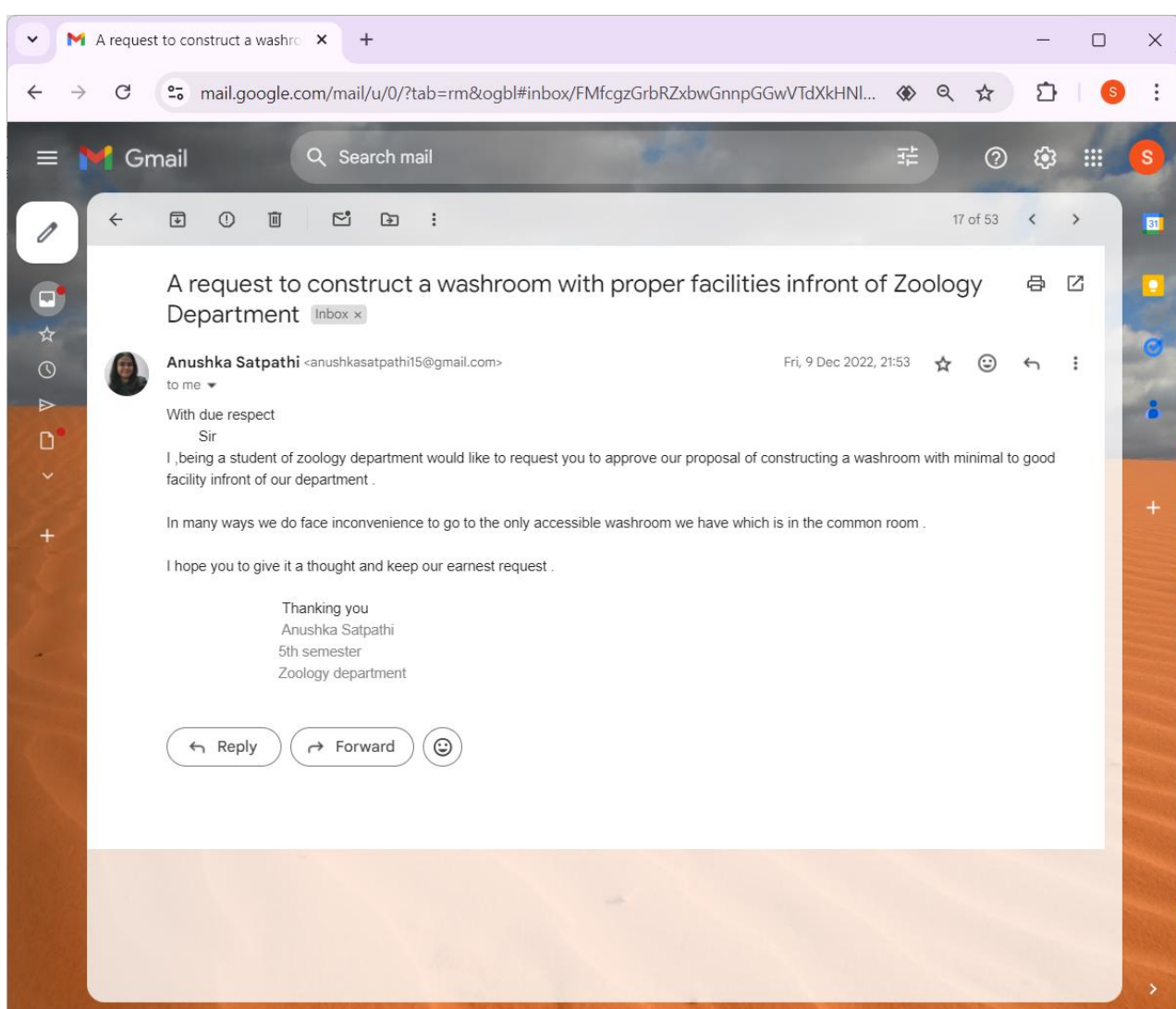
Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in the Academic year 2022-2023 (Continued to next page)





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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (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

↶ Reply ↷ Forward 😊



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

(no subject) Inbox x

Arpita Bera <arpita.bera4903@gmail.com> Mon, 12 Dec 2022, 10:51 ☆ 😊 ↶ ⋮
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 Arpita Bera 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
Arpita Bera

Date:- 11/12/2022

↶ Reply ↷ Forward 😊



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

(no subject) Inbox x

Silpa Sahoo <silpasahoo02@gmail.com> Mon, 12 Dec 2022, 10:54 ☆ 😊 ↶ ⋮
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 Silpa 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
Silpa Sahoo

Date:- 11/12/2022

← Reply → Forward 😊



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

(no subject) Inbox x

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

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 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

← Reply → Forward 😊



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

(no subject) Inbox x

Debanjan Pari <debanjan03chem@gmail.com> Mon, 12 Dec 2022, 22:39 ☆ 😊 ↶ ⋮

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 Debanjan Pari 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
Debanjan

faithfully
Pari

Date:- 11/12/2022

← Reply → Forward 😊



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Letters of grievances in Academic year 2022-2023 (Continued to next page)

খানাপত্র,
প্রধান শিক্ষকের মহোদয়,

Date: 8.12.22

আমরা B.A. General 5th Semester-র পরীক্ষার
অনুষ্ঠানকালীন সময়ে আমাদের কলেজের লাইব্রেরিতে
জমিদার স্ট্রাকচারের কারণে কাজ করতে পারিনি, এর জন্য
আমাদের পক্ষ থেকে অনেক অনুরোধ করা হয়েছে, দুঃখের
অনুরোধে জমিদার স্ট্রাকচারের প্রস্তুতি করা হোক, লাইব্রেরিতে
অন্যান্য প্রয়োজনীয় বই রাখা, যুক্তি মূলক পরিবেশের সৃষ্টি করে
অন্যান্য প্রয়োজনীয় পরিষদে প্রয়োজনীয় কাজ করা হোক।

Prakash Jana	Basanti Monik	Tulika Singh
Nibaton Dinda	10:200 goldeo	Sonali Mana
Soumya Roy	S.K. Prasad	Robin Mukherji
Garima Mahato	Abhisit DAS	Suzaj Das
Dipam Paul	Pouya Roy	Ripu Dutta
Mahabir Singh Pathi	Sh. Sanabuddh	Neha Chakrabarty
Received on 15.12.22	Sh. Subair	Md. Neshar Ahmad Ansari
		Pradip Kumar Singh
		Ro V. Kumar
		Prasun Maity
		Priyanka Bera
		Achao Das Mahapatra
		Sahobaj Khan



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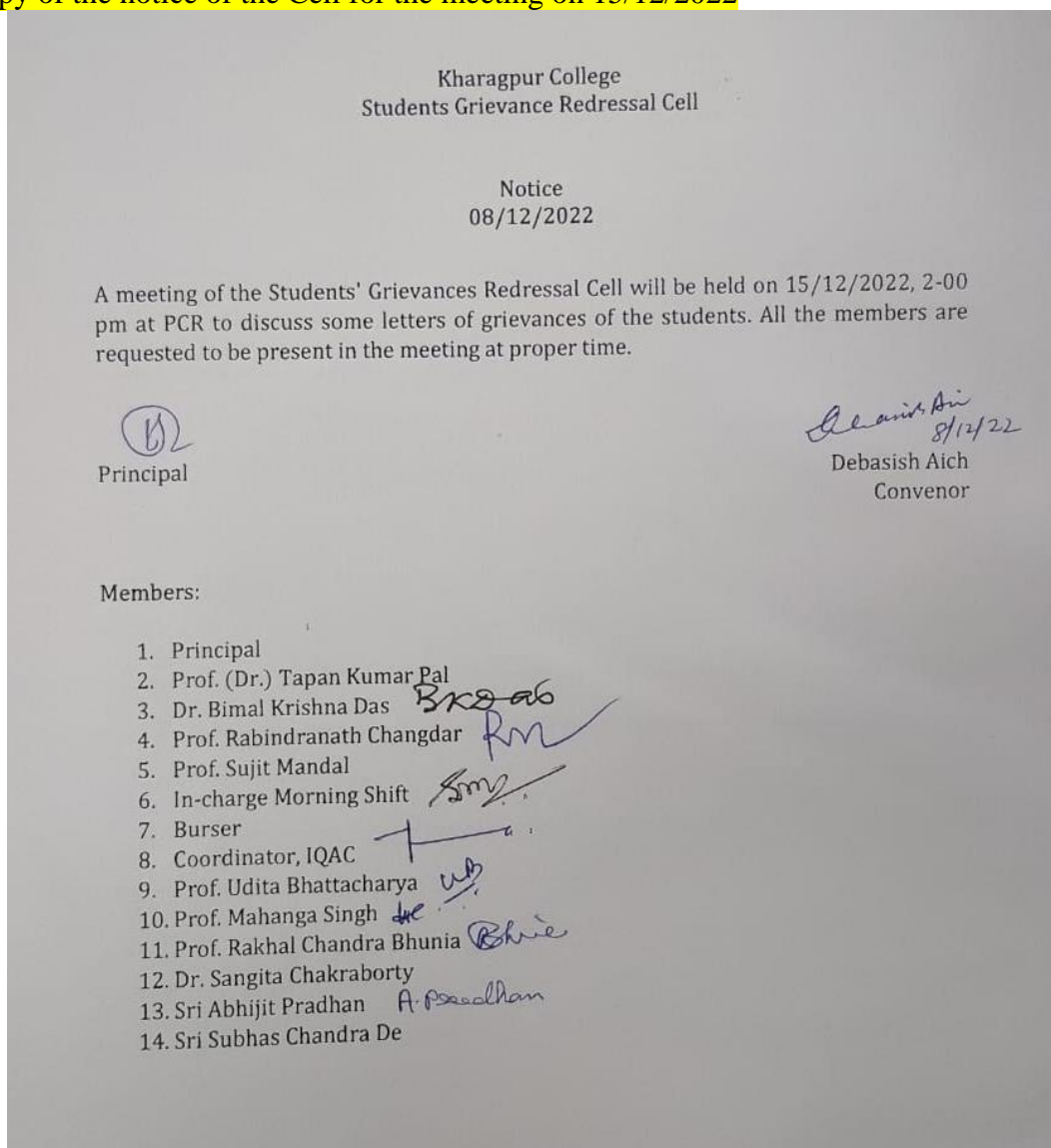
Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Photocopy of the notice of the Cell for the meeting on 15/12/2022





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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Photocopy of the proceedings and resolutions of the meeting of the Cell held on 15/12/2022.

Meeting of the S.G.R. Cell
on 15/12/22

pioneerpaper.co
Page :
Date : / /

Members present

- 1.
2. BK Das 15/12/2022
3. ~~Sroy~~ 15/12/2022
4. ~~Rm~~ 15.12.22
5. ~~Devin Sir~~ 15/12/22
6. A. Prasadha 15/12/22
7. ~~Bhunia~~ 15/12/22
8. ~~T~~ 15/12/22
9. Uditi Bhattacharya 15/12/22

Discussed the grievances informed through letters of the students.
These can be categorized as:

- ① To repair/construct toilets at different ^{locations} positions of the campus
- ② To repair the water supply system of Library
- ③ To increase books of BA General Course ^{in English & Bengali} in Library ^{in Indian}
- ④ To clean the environment surrounding of open theatre

Resolved that principal Sir will take proper steps to meet the grievances.

- ① Some toilets have already been built and others have been repaired. These will be opened for use soon.
- ② Books of BA. General Course will be increased in the library as early as possible.
- ③ water supply system in the library has been already repaired.
- ④ student will be informed about the steps.

Toilets:



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Extract of the proceedings and resolutions of the meeting of the Cell held on 15/12/2022.

Members Present

1. Bimal Krishna Das
2. Sukla Mandal Saha
3. Rabindranath Changdar
4. Debasish Aich
5. Abhijit Pradhan
6. Rakhil Chandra Bhunia
7. Jyotirmoy Pramanik
8. Uditā Bhattacharya

Discussed the grievances informed through letters of the student. These can be categorized as:

- 1) To repair / construct toilets at different locations of the campus.
- 2) To repair the water supply system of library.
- 3) To increase books of BA General Course in English and Bengali medium.
- 4) To clean the surroundings of open theater.

Resolved that the principal will take proper steps to meet the grievances.

- 1) Some toilets have already been built and other have been repaired. These will be opened for use soon.
- 2) Books of BA General Course will be increased in the library as early as possible.
- 3) Water supply system in the library has been already repaired.
- 4) Students will be informed about the steps.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

The letters of grievances submitted by the students between 09/12/2022 and 15/12/2022 in online and offline mode were discussed and some discussions have been taken in the meeting of the Cell on 15/12/2023. Those letters of grievances and the compliance of the resolutions of the meeting held on 15/12/2023 have been considered in a **meeting of the Cell on 20/01/2023**. It was reported that the discussions taken in the meeting held on 15/12/2023 were implemented. However, physical verification of the cell suggested that the drinking water purifier mentioned in the grievance letter of 15/12/2022, which was repaired already, requires minor repair again. And the LED light near the drinking water purifier should be checked or replaced since it was not functioning properly.

The photocopies of the notice of the meeting held on 20/01/2023 and the proceedings & resolutions of the meeting are given in the following two pages.



KHARAGPUR COLLEGE

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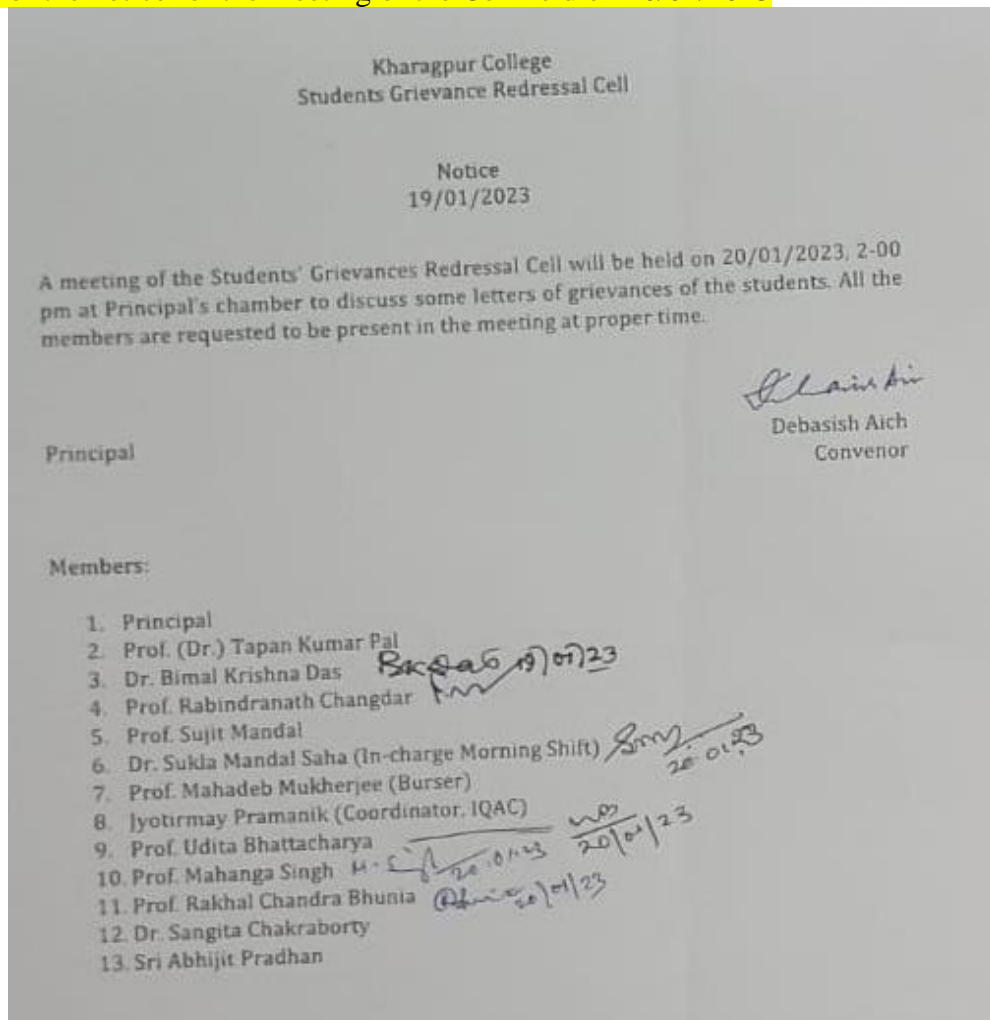
Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Photocopy of the notice for the meeting of the Cell held on 20/01/2023





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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Students Grievances Redressal Cell

2022-2023

Grievance through online mode (individual email to sgckgpcol@gmail.com) and offline mode (letter handed over to the In-charge Morning Shift)

Photocopy of the proceedings & resolution of the meeting of the Cell held on 20/01/2023.

Meeting of the Students Grievance Redressal Cell on 20/01/2023

Page: _____
Date: / /

Members Present

- 1.
2. Uditā Bhattacharya, 20/01/23
3. ~~Pr~~ 20.1.23
4. Ranihal chandra Bhusine 20/01/23
5. ~~Sony~~ 20.01.23
6. ~~BK~~ 20.01.23
7. ~~Delamir~~ 20/1/23
8. H. C. ~~g~~
- 9.
- 10.

Reported that all the tasks taken in the meeting on 15/12/22 have been completed.

A letter, dated (received by Principal) 15/12/2022, of students regarding problem in water purifier of Central library has been discussed. Resolution:

- ① Light & water supply will be restored as early as possible.
- ② Convener will request the Principal to take steps.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Women's Cell

2022-2023

Grievance through offline mode (letter handed over to the convener, Women's Cell)

On 03/08/2022 a grievance letter signed by 15 female students was received by the convener, Women's Cell. The grievance was related to the nonfunctioning of the pad vending machine of the Girls' Common Room.

The Cell instantly issued a notice for a meeting of the Cell which was held on 05/08/2022. The Cell resolved in the meeting to request the principal to install a new Pad Vending Machine. After request of the Women's Cell, the principal arranged to install a new pad vending machine in the Girls' Common Room. The pad vending machine was installed within about two months.

The photocopies of the grievance letter, notice, proceedings & resolution of the meeting of the Women's cell are given in the following 3 pages.



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Women's Cell

2022-2023

Grievance through offline mode (letter handed over to the convener, Women's Cell)

Photocopy of the Grievance Letter received by the Women's Cell on 03/08/2022.

<p>To The Convener, Women Cell, Kharagpur College</p>	<p>Date: 03.08.2022</p>
<p>Subject: Application Letter Regarding Non-Functional Pad Vending Machine</p>	
<p>We are writing this letter to call your attention that the pad vending machine located in "the ladies' common room on the ground floor" has not been functioning properly. So we kindly request you to take immediate action to inspect and repair the machine as early as possible, so that it can be restored to full working order.</p>	
<p>Thank you for your prompt attention to this matter.</p>	
<p>Sincerely,</p>	
<p>(1) Mustana Khatun Police (2) Bushni Soren Police (3) Manasa Kisku Police (4) Pimki Tudu Police. (5) Anpita Pal English (6) Soumiti chatterjee English (7) Anushtee Mathu -sara (8) Manika Karan -sara (9) Ankita Barman -sara (10) Sneha Maji - Philosophy</p>	
<p>11. Sneha Kapat - Philosophy 12. Laboni Basuli - Philosophy 13. Baisakhi Palmal - Philosophy 14. Rashmi Thakur - Philosophy 15. Riya Das - political Science</p>	



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Women's Cell

2022-2023

Grievance through offline mode (letter handed over to the convener, Women's Cell)

Photocopy of the Notice of the Women's Cell dated 03/08/2022 for meeting on 05/08/2022.

Notice

Women Cell

Kharagpur College

A meeting of the Women Cell, Kharagpur College, will be held on 05.08.22 at 1:00 pm in the PCR. All the members of Women Cell are requested to attend the meeting positively.

Agenda:

1. Discussion about the non-functional pad vending machine located in girls' common room, complain received from our girls' students.

Salukdar
3/8/22
Convener
Women Cell
Kharagpur College

Members Present:

1. Poulomi Talukdar
2. Rekha Das
3. Mousumi Chakrabarti
4. Debjani Majumdar
5. Ruheli Samant



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Timely redressal of the grievances through appropriate committees (Continued to next page ...)

Women's Cell

2022-2023

Grievance through offline mode (letter handed over to the convener, Women's Cell)

Photocopy of the proceedings & resolution of the meeting of the Women's Cell dated held on 05/08/2022.

Resolution of Meeting dated on 05.08.22

Women Cell

On 03.08.22 after receiving complaints from some of our girl students regarding non-functioning pad vending machines in girls' common room, a meeting was held with the members of women's cell at PCR on 05.08.22 where we discussed the matter and decided to place this issue to our Principal. We request him to resolve this issue as soon as possible. Moreover, we will propose to the Principal to install new machines in the girls' common room so that the students do not face any difficulties related to pad vending machine.

Laludhar
Convener
Women's Cell
Kharagpur College