

ACTIVITY REPORT OF GRIEVANCE CELL

HALDIA GOVERNMENT COLLEGE



Activity Report for 2018-2019 academic session:

The grievance cell at Haldia Government college was established to address and resolve matters related to various aspects of college campus. In this session the committee analysed the issues and recommended some measures towards ensuring a clean and hygienic environment in the college campus. For this purpose, the grievance cell conducted regular inspections of classrooms, libraries, laboratories, washroom, canteen and playground area. The cell also organized college cleaning programmes. These initiatives aimed to sensitize the students' and teachers' community about the importance of hygiene and cleanliness.

Activity Report for 2019-2020 academic session:

In this session the grievance cell performed some activities to ensure the overall cleanliness, hygiene practices in the college canteen. The cell organized awareness campaigns on food safety and hygiene throughout the campus. The cell also emphasized on vendor evaluation process to improve food quality. The collaborative efforts of the cell, Head of the institution, canteen staff and students have resulted in notable improvements in hygienic food environment in the college campus.

Activity Report for 2020-2021 academic session:

In this session the grievance cell focused on identifying the areas of concern by collecting complaints and feedback from the students, teachers and other stakeholders. It was found that a significant number of students expressed dissatisfaction with the timings of online classes. Many students requested for more flexibility regarding class timings due to internet connectivity problems in remote areas. Based on the feedback findings the cell recommended some measures to improve the convenience of attending online classes. These are: flexibility in timings to minimize the network issues of the students, recorded lectures and improved communication. The committee also arranged some online training session and awareness programmes for all the stakeholders about the importance of grievance redressal cell and its working procedures.



Activity Report for 2021-2022 academic session:


In this session the cell emphasized the importance of collaboration with other bodies to address and resolve the grievances effectively. Depending on the nature of the grievances the cell may involve concerned department and other committee that have specific expertise over the matter. In cases where grievances involve multiple parties' involvement, the grievance cell might collaborate with the other relevant cell such as: ICC, anti-ragging committee to address specific grievances that fall under their jurisdiction. The cell also recommends that effectiveness of such collaboration will depend on the willingness and active cooperation of the involved committees.

1st Activity Report for 2022-2023 academic session:

In this session the grievance cell focused on identifying the areas of concern by collecting complaints and feedback from the students, teachers and other stakeholders. It was found that the complaints and concerns raised by the students and teachers regarding the presence of termites in certain areas of the college campus specially, Education dept, Sociology dept, Anthropology dept, Economics and NCC rooms. The cell further consulted with the competent authority of the college and advised pest control drive to ensure a safe and conducive environment for all members of the college community.

2nd Activity Report for 2022-2023 academic session:

The grievance cell of Haldia government college was entrusted with the responsibility in managing the distribution of NAAC related work among committee members. For this purpose, a fair and equitable distribution schedule was prepared and circulated among committee members. The cell maintained regular communication with the committee members to monitor progress and provide necessary support. The cell plans to conduct a seminar/workshop related to awareness of grievances among the students and other stakeholders of this college.


Officer-in-charge
Haldia Government College
P.O.-Debag, Dist.- Purba Medinipur

Pinaki Deb Mullick