

MINUTES BOOK

**COLLEGIATE STUDENT GRIEVANCE
REDRESSAL COMMITTEE**

KURSEONG COLLEGE
FROM- 2017

KURSEONG COLLEGE

KURSEONG - 734203, DIST. DARJEELING

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Ref No.

Date.....

Declaration

The students Grievances of the College was being addressed by the Principal on a case to case basis during the period 2017-2020. After the constitution of the Collegiate Student Grievance Redressal Committee (CSGRC) on 12th March 2020, the grievances are being addressed by the said committee.

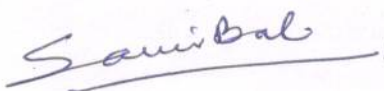
Samir Bal

(DR. SAMIR BAL)

PRINCIPAL
KURSEONG COLLEGE
KURSEONG

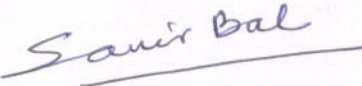
**Action Taken Report
Student Grievance
Kurseong College
2017-18**

Date of receipt of complaint	Subject	Action Taken
11/08/2017	Poor food quality in the College Canteen	Matter forwarded to canteen committee and the issue was resolved by the later.
17/11/2017	Dirty Students' Toilet	Instructed the concerned staff to look into the matter.
17/11/2017	Difficulty in accessing the reading room of library	The grievance discussed with the Assistant Librarian and resolved.
07/03/2018	Irregular classes in Political Science Classes	Matter was immediately forwarded to the concerned HoD and resolved.
12/03/2018	Irregular classes of 1 st Semester B.A.	Concerned teacher contacted and the matter resolved.


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**Action Taken Report
Student Grievance
Kurseong College
2018-19**

Date of receipt of complaint	Subject	Action Taken
23/09/2018	Problem regarding Geography Practical Laboratory	Matter was discussed with the concerned department and resolved.
26/03/2019	Three anonymous complaints regarding irregular AECC classes of 2 nd semester B.A.	Concerned teacher was summoned and the matter was resolved.


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Action Taken Report
Student Grievance
Kurseong College
2019-20

Date of receipt of complaint	Subject	Action Taken
23/07/2019	Poor hygiene of girls washroom	Matter resolved immediately by instructing the concerned person for maintaining cleanliness.
02/08/2019	Poor black board quality in B.A. 3 rd semester room	Matter resolved by replacing the blackboard on 5 th august 2019.
23/09/2019	Requirement for teacher faculty in Chemistry Department by students.	Matter resolved temporarily by requesting Dr. Prawin Sharma to take extra classes until the appoint of full-time teacher.

Sauri Bal
PRINCIPAL
KURSEONG COLLEGE
KURSEONG

Collegiate Student Grievance Redressal Committee : 2020-22

In accordance with the University Grants Commission (Grievance Redressal) Regulations, 2012, the Collegiate Student Grievance Redressal Committee (CSGRC) of the College was constituted in the Annual General Meeting of the Teachers' Council held on 12th March 2020 with the following members.

Serial. No.	Name	Designation
1	Dr. Samir Bal, Principal	Chairperson
2	Mrs. Tara Lohar, Associate Professor & Head, Dept. of Nepali	Member
3	Dr. Srijana Rai Associate Professor & Head, Dept. of Economics	Member
4	Dr. Joydeep Bhattacharyya Associate Professor & Head, Dept. of English	Member

Samir Bal
PRINCIPAL
KURSEONG COLLEGE
KURSEONG

Action Taken Report
Collegiate Student Grievance Redressal Committee
Kurseong College
2020-21

Date of receipt of complaint	Subject	Action Taken
NA	NIL	NA

Sanjay Bab

PRINCIPAL
KURSEONG COLLEGE
KURSEONG

भारत का राजपत्र
The Gazette of India



असाधारण

EXTRAORDINARY

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PART III—Section 4

प्राधिकार से प्रकाशित

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विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 6 मई, 2019

फा. सं. 14-4/2012 (सीपीपी-II).—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 का अधिक्रमण करते हुए विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित विनियम बनाता है, नामतः—

1. संक्षिप्त नाम, विनियोग और प्रारंभ :

(क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 कहा जाएगा।

(ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केन्द्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित अथवा निगमित किया गया हो, और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता प्राप्त सभी संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

(ग) यह विनियम, भासकीय राजपत्र में प्रकाशित होने की तिथि से प्रभावी होंगे।

2. उद्देश्य:

किसी संस्थान में पहले से नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश चाहने वाले छात्रों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना और इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा: जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो:

(क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;

(ख) "पीड़ित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंध किसी मामले में कोई शिकायत हो।

NOTICE

Dated: 27th Nov,2021

A meeting of the Collegiate Student Grievance Redressal Committee will be held on 30th November 2021 at 2pm in the Principal's chamber to discuss the given agenda.

Agenda-

1. To put up grievance received in complaint box regarding poor hygiene of girls' washroom.
2. AOB.



Dr. Samir Bal
Principal/Chairperson
CSGRC

A meeting of the Collegiate Student Grievance Redressal Committee was held on 30th Nov 2021 to discuss the given agenda.

Agenda:-

- 1) To put up the grievance received in complaint box regarding poor hygiene of girls' washroom.
- 2) AOB.

The following members were present:-

(1) DR. SAMIR BAL

Samir Bal.

(2) DR. SRIJANA RAI

Srijana Rai.

3) Dr. Jagdeep Sarmacharya

Jagdeep Sarmacharya.

4) Kemal Dinkari (Student Invitee)

Kemal Dinkari.

Resolutions

- (1) The chairperson, Dr. Samir Bal read out the complaint received through the complaint box from the 5th semester students (girls) regarding the poor hygiene of girls' washroom. The House summoned the Safai Karmachari and informed him about the complaint. He was asked to maintain proper hygiene and cleanliness in the girls' washroom. The House further resolved to instruct one lady staff to check the girls' washroom and report to the Principal every four days.

(2) There being no other agenda, the meeting ended with thanks to and from the chair.

Sami Bab

NOTICE

Dated: 16th March, 2022

A meeting of the Collegiate Student Grievance Redressal Committee will be held on 18th March 2022 at 2pm in the Principal's chamber to discuss the given agenda.

Agenda-

1. To put up grievance received from students of M.A. Nepali regarding inadequate books, dirty toilet, lack of dustbins and infrastructure in classroom.

2. AOB.

Samir Bal

Dr. Samir Bal
Principal/Chairperson
CSGRC

A meeting of the Collegiate Student Grievance Redressal Committee was held on 18th March 2022 to discuss the given agenda.

Agenda: -

(1) To put up grievance received from M.A. (Nepali) students regarding inadequate books, dirty toilet, lack of dustbins in classroom, infrastructure.

(2) AOB.

The following members were present: -

- 1) SAMIRA BAL Sami bal
2. Kunal Sinchuri (Student In-charge) Sinchuri
- (3) DR. SRIJANA RAI Srijana
- 4) DR. Jyoti Bhandari Jyoti

Resolutions

(1) The chairperson, Dr. Samir Bal informed the House regarding the grievances received from the M.A. (Nepali) 2nd semester students regarding the following issues:

(i) Books not issued in the afternoon by the library.

(ii) Girls' toilet door not locked from inside.

(iii) Demand for more books for M.A. (Nepali) students to be purchased by the library.

(iv) Dustbins in M.A. classrooms.

(v) To install photographs of Nepali poets, writers in the M.A. classroom.

(vi) To put curtains in the M.A. classrooms.

After careful consideration and discussion of the grievances, the House unanimously resolved to undertake the following measures -

(i) With the help of the library staff the books will be issued to M.A. students in the afternoon also.

(ii) The girls' toilet doors to be fixed.

(iii) For purchase of new books, the library sub-committee will be informed.

(iv) Dustbins to be provided in the M.A. classrooms.

(v) Photographs of Nepali poets, writers etc. to be installed later.

(vi) Curtains for M.A. classroom to be ordered.

(2) There being no other agenda, the meeting ended with thanks to and from the chair.

Sawant

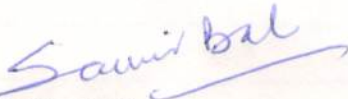
NOTICE

Dated: 5th April, 2022

An emergent meeting of the Collegiate Student Grievance Redressal Committee will be held today i.e., 5th April, 2022 at 3pm in the Principal's chamber to discuss the given agenda.

Agenda-

1. To put up grievance received from students regarding inability to access Library reading room and misbehaviour of Library staff (reading room in-charge).


Dr. Samir Bal
Principal/Chairperson
CSGRC

An emergent meeting of the Collegiate Student Grievance Redressal Committee was held on 5th April 2022 to discuss the given agenda.

Agenda: -

- (1) To put up the complaint against library staff.
- (2) AOB.

The following members were present.

(1) SAMIR BAL

Samir Bal

(2) DR. SREJANA RAI

Srijana R.

(3) DR. SAMIKSHA SOBA (Invitee - Asst Librarian)

Dr. Soba

(4) Dr. Jyoti Singh (Teacher)

(5) Kunal Sinha (Student Invitee)

Kunal Sinha

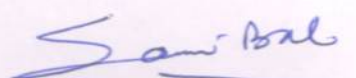
Resolutions: -

- (1) The chairperson, Dr. Samir Bal read out the complaint received from the students regarding the inability to access the reading room by the students and the mis-behaviour of the reading-room in-charge. The concerned library staff was called and the House asked them to behave gently with the students and be firm whenever necessary. The concerned library staff confessed that while maintaining discipline in the library, he may sometimes be harsh. Further, the House instructed the students to give feedback after 15 days.

(2) There being no other agenda, the meeting ended with thanks to and from the chair.

Action Taken Report
Collegiate Student Grievance Redressal Committee
Kurseong College
2021-22

Date of receipt of complaint	Subject	Action Taken
27/11/2021	Poor hygiene of girls washroom	Matter resolved immediately by instructing the concerned person for maintaining cleanliness.
15/03/2022	M.A. Nepali students' Grievance regarding non-issuance of books, dirty toilet, lack of dustbins and infrastructure	Matter resolved with necessary actions.
29/03/2022	Water shortage in the Girls' Hostel	Matter placed before the Hostel committee and grievance resolved
05/04/2022	Inability to access library reading room by the students and misbehaviour of the reading room in-charge	Meeting was held with the concerned staff and Librarian and the matter was resolved.


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Collegiate Student Grievance Redressal Committee: 2022-24

In accordance with the University Grants Commission (Grievance Redressal) Regulations, 2012, the Collegiate Student Grievance Redressal Committee (CSGRC) of the College was constituted in the Annual General Meeting of the Teachers' Council held on 29th March 2022 with the following members.

Serial No.	Name	Designation
1.	Dr. Samir Bal, Principal	Chairperson
2.	Mr. Ganga Prasad Sharma, Associate Professor, Dept. of Nepali	Member
3.	Mrs. Sarmistha Dam, Associate Professor & Head, Dept. of Bengali	Member
4.	Dr. Shera Pandi Molommu, Associate Professor & Head, Dept. Of History	Member

Samir Bal

PRINCIPAL
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NOTICE

Dated: 12th Dec, 2022

An emergent meeting of the Collegiate Student Grievance Redressal Committee will be held today i.e., 12th December, 2022 at 2:30pm in the Principal's chamber to discuss the given agenda.

Agenda-

1. To put up grievance received from students regarding disturbance during examination and rude behaviour by office staff.

Dr. Samir Bal
Principal/Chairperson
CSGRC