

LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE
(LBCGRC)

Belurmath, Howrah 711202

(033) 2654-6289



Website: www.lalbabacollege.in
E_mail: grc.lalbaba@gmail.com

A college affiliated to the University of Calcutta

**ANNUAL REPORT OF THE ACTIVITIES OF
LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE
(2023-24)**

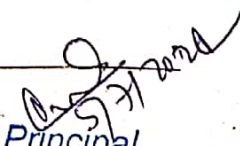
The Lalbaba College Grievance Redressal Committee (LBCGRC) aims to play a pivotal role in fostering a conducive environment for addressing concerns and grievances of the students within the college. The committee convened two meetings during the academic year 2023-24 to address various issues and initiatives related to grievance handling and improvement of grievance redressal mechanisms.

This annual report encapsulates the deliberations and resolutions adopted by the committee during its meetings, highlighting key milestones achieved and outlining future directions in enhancing grievance handling procedures. By documenting the progress and commitments, LBCGRC reaffirms dedication to promoting accountability and responsiveness across Lalbaba College.

Throughout the academic year 2023-24, the Lalbaba College Grievance Redressal Committee (LBCGRC) has actively pursued initiatives to enhance the grievance redressal mechanism, incorporating both online and offline modes to cater to diverse needs and preferences. The committee addressed several key points to enhance grievance handling and institutional responsiveness:

- 1. Implementation of Grievance Redressal Mechanism:** The committee resolved to initiate the grievance redressal mechanism effectively from the academic session 2023-24. This includes establishing procedures for both online and offline grievance submissions to accommodate diverse needs.

Chairperson: Dr. Sanjay Kumar, Principal


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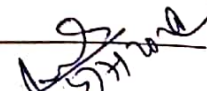
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- 2. Infrastructure Development:** It was decided to install "Grievance Boxes" at strategic locations such as the college office, Library, and Teachers' room to facilitate easy and anonymous submission of grievances. Additionally, boards were proposed to display essential information related to grievance redressal across the campus.
- 3. Software Modification:** Acknowledging delays from the software provider, the committee opted to proceed with an offline mode for grievance handling initially. This decision was supplemented by printing "Information/Grievance Application Forms" to facilitate manual grievance submissions.
- 4. Training Programs:** Recognizing the importance of trained personnel in the grievance redressal process, the committee recommended an Administrative Training Programme for non-teaching staff. This initiative aims to equip staff members with the necessary skills to efficiently manage and address grievances.
- 5. Publication of Annual Report:** The committee reviewed and unanimously approved the Annual Report for the session 2022-23, emphasizing transparency and accountability in documenting achievements and challenges related to grievance redressal within Lalbaba College.

These resolutions reflect the LBCGRC's commitment to fostering an environment where grievances are addressed promptly, ensuring the welfare and satisfaction of students. By implementing these measures, the committee aims to uphold the principles of fairness, accessibility and continuous improvement in grievance handling processes at Lalbaba College.

No any grievance was received by this committee for the period 2023-24 in any form.

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