



**ANNUAL REPORT OF THE ACTIVITIES OF
LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE
(2022-23)**

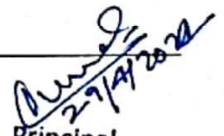
The *Lalbaba College Grievance Redressal Committee* (LBCGRC) was established on 29th September, 2021. Four (4) meetings of this committee were held during the academic session 2022-23. These meetings discussed about the implementation of effective mechanism for online grievance application along with offline submission of grievance application form. M/S Right Brains Technology, who is already responsible for College ERP, was entrusted for preparing the online modules towards redressal of student grievances, if any. Software for on-line mechanism regarding application of grievances through the college website is already developed.

The IQAC of Lalbaba College conducted an Administrative Training Programme on Information Management System (IMS) which aims to review the software. The software is prepared on the basis of the fallacy that if student seeking information from college office and is rejected and/or unsatisfied, only then the grievance on the issue is generated. It is also stated that Information Management is highly important for the mechanism of grievance redressal system. A separate grievance application mechanism also designed for direct application of grievances.

Students are recommended to lodge complaints in on-line/offline mode without any hesitations on the following purposes:-

- (i) Admission (Student enrolment, Fee Payment, Document verification),
- (ii) University Registration (Form submission, Fee Payment, Registration Certificate),

Chairperson: Dr. Sanjay Kumar, Principal


Principal
Lalbaba College
117, G. T. Road, Belurmath
Howrah - 711202

LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE
(LBCGRC)

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A college affiliated to the University of Calcutta

- (iii) Examinations (Form submission, Admit Card, Mark-Sheet, Certificate),
- (iv) Scholarships (Govt., Non-Govt.),
- (v) Library
- (vi) Class room teaching
- (vii) Others

The LBCGRC unanimously decided that the grievance redressal mechanism will start effectively from the academic session (2023–24) through **online** and **offline** mode simultaneously and at least three "Grievance Boxes" will be placed in the position nearest to college office, Library and Teachers' room along with three boards for displaying major points relating to Grievance redressal.

The Grievance Redressal Committee aims to look into the complaints lodged by any student and resolve it as per requirement on the basis of the prevailing law/rule/regulation/statute. Students can state their grievance relating to any academic and administrative matter within the campus through 'Information/grievance Application Form' (online/offline) which will be available in the office counter, Library and Teachers' room of the college. The institution aims to resolve all the grievances of the students within stipulated time.

No any grievance was received by this committee for the period 2022-23 in any form till date.


Principal
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Internal Complaints Committee, Lalbaba College
Annual Report, 2022 – 2023

The first meeting of internal complaints committee, held on 24 August, 2022, was about the formation of the committee. In this meeting an awareness programme was also proposed to be held. The second meeting, held on 2 December, 2022, was to make preparation for the proposed awareness programme. In the second meeting a budget was also placed for the said programme. The third meeting, held 19 December, 2022, was for the preparation of the programme. The fourth meeting, held on 22 December, 2022, was about the final preparation for the programme *Mukto Koro Bhoy* to be held on 23 December, 2022. The fifth meeting, held on 11 January, 2023, was the last meeting of the session. In this meeting a report and expenditure of the awareness programme was placed.

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Presiding Officer
Internal Complaints Committee
Lalbaba College