



# BASANTI DEVI COLLEGE

Established in 1959  
(Government Sponsored)  
NAAC accredited

## GRIEVANCE REDRESSAL POLICY

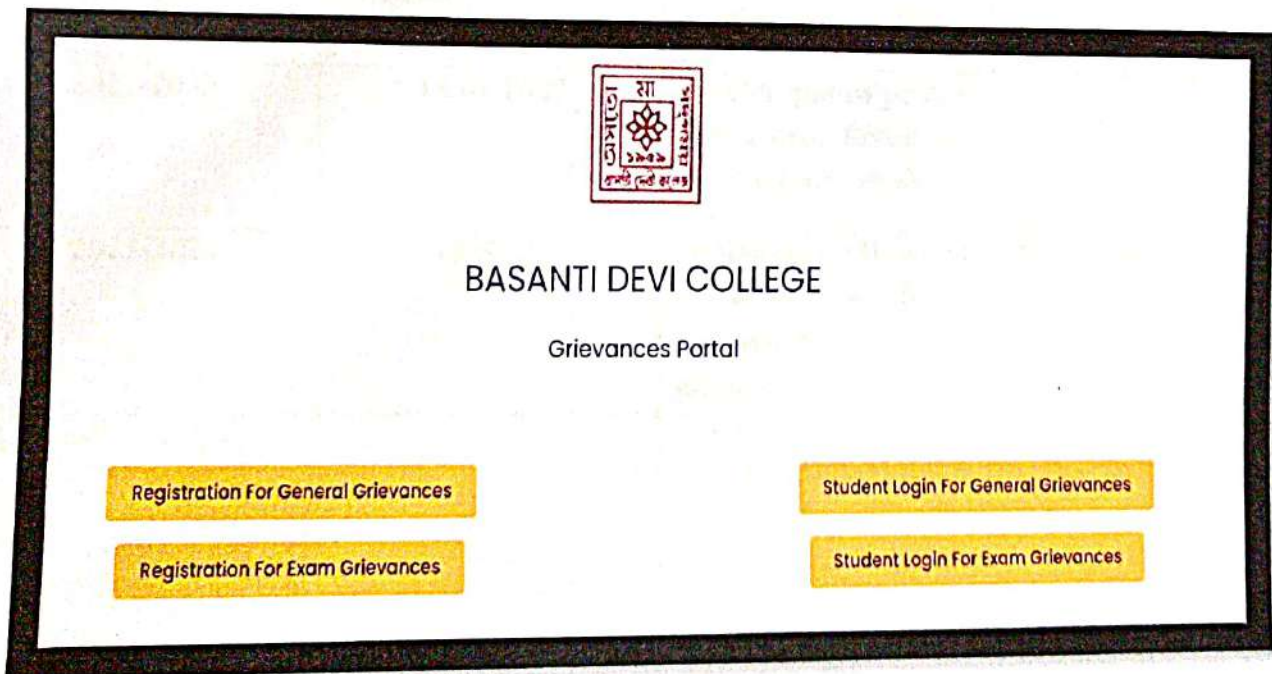
### (Examination Related)

- Grievances regarding internal assessment may be reported first to the Head of the Department/Mentor of the respective discipline who should look into the issue.
- If the student remains unsatisfied, the matter has to be brought to the notice of the College level Examination Related Grievance Redressal Cell.
- Grievance has to be reported and addressed within one week after publishing of internal marks or within the stipulated time as instructed by the University.
- Any grievance raised has to be addressed through an unbiased and fair process

### Dedicated online Grievance Portal

for General & Exam. related type of grievances

<https://basantidevicollege.net/grievance/>



*Indrita Guha*  
Dr. Indrita Guha  
Principal  
Basanti Devi College  
Kolkata-700029

147B Rash Behari Avenue, Kolkata – 700029

Call: (033) 2463-0845 / 2464-1012/ 2419-7449



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## Yearwise report of Grievance Redressal Cell (2018-2023)

ACADEMIC YEAR	DATE OF MEETING	ISSUE OF THE MEETING	ACTION TAKEN
2018-2019	11.06.2018	Cleaning of Classroom green boards	All the green boards of classrooms are being cleaned regularly by the house-keeping staff of the college
2019-2020	01.07.2019	No Complaint papers have been found in the GRC BOX	N.A
	02.01.2020	No Complaint papers have been found in the GRC BOX	N.A.
2021-2022	15.02.2022	No Complaint papers have been found in the GRC BOX	N.A.
2022-2023	14.09.2022	No Complaint papers have been found in the GRC BOX	N.A.
2023-2024	19.07.23	Syllabus not finished within time & sufficient study materials not given to students(Dept. of Psychology)	Teachers of the Dept of Psychology were requested to be present in the meeting. They agreed to provide more study materials to the students & they informed in the meeting that the syllabus has been completed by taking special classes.

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	26.07.2023	Some Honours students of the Dept of Sociology provoked some students of Psychology Dept to Complain against the teachers of the Dept of Psychology.	Students were called in the meeting & the issue was resolved.
	27.09.2023	No Complaint papers have been found in the GRC BOX	N.A.
	29.11.23	No Complaint papers have been found in the GRC BOX	N.A.
	30.01.24	No Complaint papers have been found in the GRC BOX	N.A.
	24.04.24	No Complaint papers have been found in the GRC BOX	N.A.

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