



WOMEN'S CHRISTIAN COLLEGE

ESTD. : 1945

6, GREEK CHURCH ROW
KOLKATA - 700026

Assessed & Reaccredited by NAAC (01.04.2019)

AISHE CODE: C-11920

PATRON: The Rt. Rev. Bishop of Calcutta

PRESIDENT: Dr. K. K. Mandi, M.Sc., Ph.D.

PRINCIPAL & SECRETARY: Dr. Ajanta Paul, M.A., Ph.D.

e-mail: wccollegekol@gmail.com

Phone: 2464-3341

5.1.4. ANNUAL REPORTS ON TIMELY REDRESSAL OF STDUDENTS' GRIEVANCES


Principal & Professor
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Women's Christian College has a transparent mechanism for timely redressal of students' grievances including sexual harassment and ragging cases. The Grievance Redressal Cell, the Anti-ragging Cell, the Internal Complaints Committee including other cells have been operating with dedication to address the concerns of students, if any, promptly and effectively.


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A. Grievance Redressal Cell

The Grievance Redressal Cell believes in the dictum that every voice is to be heard and every issue is to be addressed with transparency, fairness and justice. Grievances/ complaints received are discussed in the meetings of the cell, chaired by the Principal. She takes appropriate action with the help of the cell within stipulated time.

Number of cases / grievances received by the Grievance Redressal Cell from 2018-23

Sl No.	Year	No. of Grievances Received	Action Taken
1	2018-19	01	Solved
2	2019-20	02	Solved
3	2020-21	Nil (Covid Period)	Solved
4	2021-22	02	Solved
5	2022-23	12	11 Solved, 1 partially Solved


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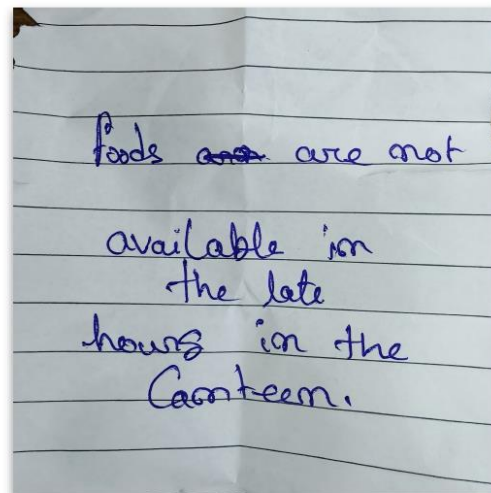
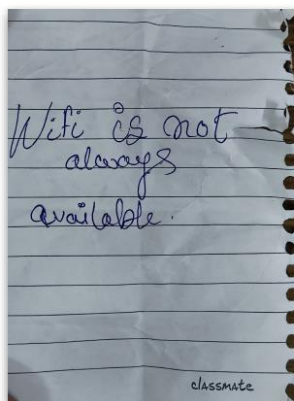
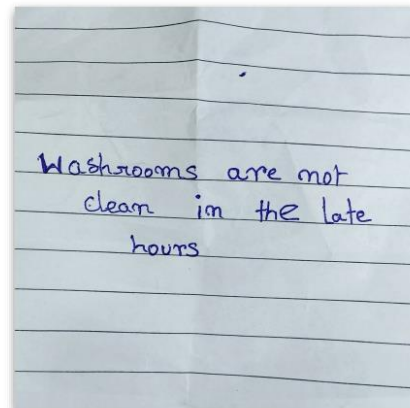
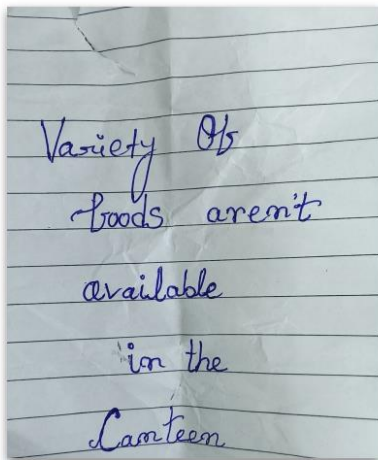
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Some Grievances Received from the Students



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Action Taken Report (2018-23)

Grievance Redressal Cell

Year	Sl. No.	Issues	Action Taken
2018-19	1.	<ul style="list-style-type: none">➤ Introduction of some professional courses like Spoken English.	<ul style="list-style-type: none">➤ College started Course on Spoken English under the aegis of School of Language, Ramkrishna Misson, Golpark.
2019-20	2.	<ul style="list-style-type: none">➤ Number of equipment in the students' common room is to be increased.	<ul style="list-style-type: none">➤ The college authority decided to purchase some indoor games items.
	3.	<ul style="list-style-type: none">➤ Water Purifier Machines to be installed in each floor of both the buildings of the college	<ul style="list-style-type: none">➤ Water Purifier Machines had been installed in different floors of both the buildings.

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2020-21	4. 5.	<ul style="list-style-type: none"> ➤ No instance of complaint was received due to Covid-19. ➤ No instance of grievance was registered. It was decided in the meeting of Grievance Redressal held on 12.04.21 to conduct an online mental health counselling session on the basis of the advice of the Principal Dr Ajanta Paul. The decision was communicated to Covid Care Committee 	<ul style="list-style-type: none"> ➤ Covid Care Committee and Students' Counselling Cell of the College organized an online interactive session entitled "Tech Talk on Mental Health uring Pandemic" with the renowned psychiatrist Dr Suddhendu Chakraborty on 26.06.21
2021-22	6. 7.	<ul style="list-style-type: none"> ➤ Improvement of canteen facilities ➤ uncleanliness of washrooms used by the students. 	<ul style="list-style-type: none"> ➤ The existing vendor of the canteen was replaced by a new vendor to facilitate improved facilities of the canteen. ➤ The cleaning staff was instructed to clean the washrooms at regular intervals.


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2022-23		
8.	<ul style="list-style-type: none">➤ Inadequate dustbins in C Building.	<ul style="list-style-type: none">➤ A good number of dustbins was placed in different rooms and floors in C Building.
9.	<ul style="list-style-type: none">➤ Poor connectivity of Wi-Fi in some locations of the college campus	<ul style="list-style-type: none">➤ The issue was sorted out by asking the internet provider to look into the issue.
10.	<ul style="list-style-type: none">➤ Non-availability of food items in the canteen in the late afternoon and the demand for varieties of food items.	<ul style="list-style-type: none">➤ The vendor of the canteen was asked to look into the matter and to make necessary arrangement to meet the demand of the students
11.		<ul style="list-style-type: none">➤ Door latches were repaired by the carpenter
12.	<ul style="list-style-type: none">➤ Repairing of door latches of some washrooms used by the students.	<ul style="list-style-type: none">➤ The electrician repaired the fans
13.	<ul style="list-style-type: none">➤ Non-functioning of some fans in class room B2.	<ul style="list-style-type: none">➤ The sanitary napkin vending machine company was informed for immediate servicing and it was promptly done.


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	14.	<ul style="list-style-type: none"> ➤ Timely refilling of vending machine with sanitary napkins. 	<ul style="list-style-type: none"> ➤ The College authority considered the issue seriously. It was decided in the meeting that a Psychological Counselling Cell would be formed to look into the matter. It was also mentioned that periodic programmes on psychological counselling had been organized by different cells from 2018-23.
	15.	<ul style="list-style-type: none"> ➤ A regular clinical counselling session by a professional psychologist/ psychiatrist. 	<ul style="list-style-type: none"> ➤ The issue was referred to the routine committee which resolved the issue.
	16.	<ul style="list-style-type: none"> ➤ Clash of the timings of karate class with the regular honours and general classes in some departments 	<ul style="list-style-type: none"> ➤ The website committee was asked to monitor the regular update of the website incorporating all upcoming events.
	17.	<ul style="list-style-type: none"> ➤ Regular update of the college website incorporating all upcoming events and notices regularly. 	<ul style="list-style-type: none"> ➤ It was reported that the college could not resolve the issue. Issuance of travel concession is arranged by the government.
			<ul style="list-style-type: none"> ➤ The issue was conveyed to the Routine


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	18.	<ul style="list-style-type: none">➤ Issuance of students' travel concession.	<p>Committee which informed that because of different subject combinations the problem would always remain. They, however, assured that they would sympathetically consider the issue while making the time - table.</p>
	19.	<ul style="list-style-type: none">➤ Shortening the gap between classes.➤ Repairing of benches, chairs and tables in the classroom.	<ul style="list-style-type: none">➤ The carpenter was called upon and repaired benches, chairs and tables.


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B. Anti-Ragging Cell

Report of Anti-Ragging Cell (2018-23)

Women's Christian College is committed to a 'Zero Tolerance Policy' towards ragging. The dedicated activities of the Anti-ragging Cell, sincere effort of the stakeholders have enabled the college to maintain ragging free environment within its campus. Till date it has not received any complaint of ragging.

Number of cases / grievances received by the Anti-Ragging Cell from 2018-23

Academic Year	No. of Cases of Ragging received	No of cases redressed
2018-19	Nil	Nil
2019-20	Nil	Nil
2020-21	Nil	Nil
2021-22	Nil	Nil
2022-23	Nil	Nil


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C. Internal Complaints Committee

Report of Internal Complaints Committee (2018-23)

Women's Christian College upholds a 'Zero Tolerance Policy' on sexual harassment. The duly constituted Internal Complaints Committee has been actively engaged in promoting an environment free from all kinds of harassment. The cell has not received any complaint related to sexual harassment till date.

Number of cases / grievances received by the Internal Complaints Committee from 2018-23

Academic Year	No. of Sexual Harassment cases reported	No of cases redressed
2018-19	Nil	Nil
2019-20	Nil	Nil
2020-21	Nil	Nil
2021-22	Nil	Nil
2022-23	Nil	Nil


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