



Ref. No:BCET/SGRC/23-24/C

Date: 27th June 2023

Office Order

As per the UGC (Redressal of Grievances of Students) Regulations, 2023, published in the Gazette of India, the followings are nominated by the executive authority as the members of the Student Grievance Redressal Committee (SGRC) of the Institute for the Academic Year 2023-24. The composition of the Student Grievance Redressal Committee in respect of Bengal College of Engineering and Technology (BCET), Durgapur is constituted as under with immediate effect:

Sr. No.	Name	Designation / Role	Position	Email ID	Contact No.
1	Dr. P.K Prasad	Principal & Chairperson	Chairperson		
2		Dean Students Welfare	Member		
3	Mr. Mintu Ghosh	Mechanical Engineering, Assistant Professor & HOD	Member	hodme@bce tdgp.ac.in	9732754318
4	Dr. Rajesh Kr. Agrawalla	Physics, Associate Professor & HOD	Member	agrawallasir@gmail.com	9933883837
5	Kiranmoy Dey	Student Member	Student Representative	kiranmoydey2@gmail.com	9064694157
6	Jeet Pal	Student Member	Student Representative	paljeet317@gmail.com	9339754017



BENGAL COLLEGE OF ENGINEERING AND TECHNOLOGY
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TEL: +91-343-253 2606, 253-3189-190, Fax: 0343-2533186, 2533142, e-mail: bcet_dgp@rediffmail.com, hr@boetdgp.ac.in • Website: www.boetdgp.ac.in

7	Komal Rani	Student Member	Student Representative	kashyapkom alr@gmail.co m	9142353933
8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	Member	rajeshmonda l2007@gmail .com	9332373825
9	Mr. Bapi Chatterjee	CSE, Technical Staff & Member	Member	chatterjeeb5 12@gmail.co m	9064195738

The Student Grievance Redressal Committee (SGRC) will function as per the provisions laid down under UGC regulations to provide a mechanism for redressal of students' grievances. This issue is released with the approval of the Competent Authority.

Principal

Copy to:

- 1)Chairman Sir(for kind information)
- 2)Vice Chairman Sir(for kind information)
- 3)Director for kind information
- 4)All concerned committee members
- 5)All Heads of Departments (HoDs)
- 6)Administrative Office / Archives
- 7)Campus & Institutional Notice Boards

Ref: BCET/SGRC/23-24/M1

Date: 20th July, 2023

Student Grievance Redressal Committee



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CIRCULAR

A meeting convened by the Student Grievance Redressal Committee (SGRC) is scheduled for 25th July, 2023 at 11:00 AM in the Principal's Office. All members of the committee are hereby requested to attend the meeting without fail.

Agenda of the meeting:

1. Review and deployment of the Student Grievance Portals and physical drop boxes.
2. Formulation of the Standard Operating Procedures (SOP) for time-bound grievance resolution.
3. Orientation and awareness planning for first-year students regarding student rights and grievance mechanisms.
4. Review and structured institutional mechanisms for managing academic and campus-life complaints.

Principal & Chairman

Student Grievance Redressal Committee

Copy to:

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- 2)Vice Chairman Sir(for kind information)
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MINUTES OF THE MEETING

Minutes of the Student Grievance Redressal Committee meeting convened on 25th July, 2023 at 11:00 AM in the Principal's Chamber.

DISCUSSIONS & RESOLUTIONS:

- 1. Review and deployment of Portals and Drop Boxes:** The committee reviewed the readiness of online registration channels and authorized the verification of locked physical complaint boxes outside the administration blocks, libraries, and hostels to guarantee easy access.
- 2. Formulation of time-bound SOPs:** A rigorous standard operating procedure was formulated, ensuring that general grievances must be evaluated within 3 business days and resolved definitively within 15 working days from submission.
- 3. Freshman Orientation Planning:** Plans were finalized to address the incoming 1st-year students during orientation week, highlighting institutional safety nets, student charters, and multi-tier systems for resolving grievances.
- 4. Academic & Campus-Life Frameworks:** The committee established sub-groups to independently coordinate with the examination branch, library staff, and hostel wardens for fast-tracking logistical or academic-related complaints.

Conclusion: The session concluded at 12:30 PM with an official vote of thanks to the Chair. The formulated policies are ratified for implementation.

The following committee members approved the minutes of the meeting:



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Sl No	Name	Department & Designation / Role	Signature
1	Dr. P.K Prasad	Principal & Chairperson	
2		Dean Students Welfare	
3	Mr. Mintu Ghosh	Mechanical Engineering, Assistant Professor & HOD	
4	Dr. Rajesh Kr. Agrawalla	Physics, Associate Professor & HOD	
5	Kiranmoy Dey	Student Member	
6	Jeet Pal	Student Member	
7	Komal Rani	Student Member	
8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	
9	Mr. Bapi Chatterjee	CSE, Technical Staff & Member	

Principal & Chairman
SGRC, BCET



ACTION TAKEN REPORT

Date of ATR Generation: 22nd August, 2023

Resolutions:

- **Institutional SOP Finalized:** The multi-tier student grievance resolution standard operating procedure (SOP) was officially adopted and distributed to all department heads for immediate deployment in the 2023–2024 academic cycle.
- **Digital Infrastructure Online:** The web portal interface for grievance submission was verified online, and dynamic QR codes linked directly to the filing system were posted across main campus thoroughfares.
- **Drop Box Installation:** Four distinct, secured physical feedback and complaint boxes were mounted adjacent to the Central Library, Administrative Wing, Boys Hostel Block-A, and Girls Hostel Block-B.
- **Grievance Logging Automation:** The internal IT cell configured an automated centralized registry log to tracking resolution lifecycles and record time elapsed to maintain accountability.

Conclusion:

- **Transparent Framework Established:** The student body has been provided structured, completely confidential avenues to file queries, recommendations, or complaints.
- **Proactive Oversight:** The administration shifted its stance from simple dispute management to root-cause grievance deterrence through systemic process clarity.
- **Direct Escalation Channels:** A direct, secure workflow was created linking department-level nodal mentors directly with the SGRC central committee for high-priority appeals.

Recommendations for Quality Enhancement:

1. Feedback Loop Automation: Implement auto-generated SMS or email acknowledgments sent immediately to a complainant upon lodging an entry.
2. Peer Student Counselors: Form a voluntary non-administrative student council sub-group to help bridge communication and guide distressed juniors to formal support cells.

Principal & Chairman
SGRC, BCET



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Ref:BCET/SGRC/23-24/M2

Date: 21th May, 2024

Student Grievance Redressal Committee

CIRCULAR

A closure and audit review meeting convened by the Student Grievance Redressal Committee (SGRC) is scheduled for 25th May, 2024 at 11:00 AM in the Principal's office. All members are requested to attend this critical compliance evaluation session without fail.

Agenda of the meeting:

1. Comprehensive review of all complaints, appeals, and grievances registered during the 2023–24 session.(If any).
2. Performance audit of the digital portal tracking system and analysis of average resolution timeframes.
3. Aggregating structured satisfaction feedback from student groups regarding institutional redressal efficiency.

**Principal & Chairperson
Student Grievance Redressal Committee**

Copy to:

- Chairman Sir(for kind information)
- 2)Vice Chairman Sir(for kind information)
- 3)Director for kind information
- 4)All concerned committee members
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MINUTES OF THE MEETING

Minutes of the Student Grievance Redressal Committee meeting convened on 25th May, 2024 at 11:00 AM in the Principal's Chamber.

DISCUSSIONS & EVALUATIONS:

- 1. Review of Incidents and Grievances:** The cell evaluated all cases filed via online channels or physical drop boxes during the year. It was verified that minor disputes related to library timings, Wi-Fi issues, and canteen choices were addressed, with zero severe structural grievances remaining open.
- 2. Operational Portal Audit & Response Speed:** Members conducted a review of average resolution durations. The metric indicated that the committee handled submissions at an average speed of 4.2 days, safely beating the statutory 15-day ceiling.
- 3. Student Feedback Appraisal:** The committee reviewed consolidated data compiled from anonymous online exit questionnaires completed by student batches, evaluating their trust scores regarding campus grievance fairness.

Conclusion: The meeting wrapped up at 12:30 PM with an official vote of thanks to the Chair. The seasonal documentation files are approved for archival integration.

The following committee members approved the minutes of the meeting:



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3	Mr. Mintu Ghosh	Mechanical Engineering, Assistant Professor & HOD	
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5	Kiranmoy Dey	Student Member	
6	Jeet Pal	Student Member	
7	Komal Rani	Student Member	
8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	
9	Mr. Bapi Chatterjee	CSE, Technical Staff & Member	

Principal & Chairman
SGRC, BCET



ACTION TAKEN REPORT

Date of ATR Generation: 20th August, 2024

In accordance with the annual closure meeting chaired by the Principal on 25th May, 2024, the subsequent institutional resolutions are certified as implemented:

Resolutions :

1. High Resolution Efficacy: The final compliance review established that 100% of student queries and institutional grievances submitted during the academic session were completely closed.
2. Elevated Satisfaction Benchmarks: Aggregated institutional data from annual safety audits and student feedback forms reflected a 92% satisfaction score regarding committee impartiality and processing transparency.
3. Document Standardization: All case documentation logs, processing files, and physical box clearance ledgers were organized into formats compliant with NAAC Criterion V (Student Support).

Conclusion Summary:

1. Sustained Grievance Resolution Status: The college successfully preserved a positive, zero-friction learning workspace throughout the year.
2. Minor Logistical Gaps Highlighted: While systemic administrative processing is functioning exceptionally well, physical notification materials and database systems require standard periodic tuning prior to the upcoming term.

Strategic Recommendations for Next Session:

1. Periodic Core Committee Rotation: Re-assign or add newer non-major departmental representatives to the cell next year to ensure wide representation and avoid administrative fatigue.
2. Portal Refresh Deadline: Issue an executive order to the institutional IT desk to refresh the secure portal configuration and drop-down fields before August 31st to absorb incoming batch profiles seamlessly.

Principal & Chairman
SGRC, BCET