



Ref. No: BCET/SGRC/24-25/C

Date: 27th June, 2024

OFFICE ORDER

As per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, the following members are nominated by the executive authority to constitute the Student Grievance Redressal Committee (SGRC) of the Institute for the Academic Year 2024-25. 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	Department & Designation / Role	Position	Email ID	Contact No.
1	Dr. PK Prasad	Principal & Chairperson	Chairperson		
2		Dean Students Welfare			
3	Dr. Ved Prakash Roy	ECE, Associate Professor, HOD & Member	Member	vprece@gmail.com	9474040230
4	Mr. Mintu Ghosh	Mechanical, HOD & Member	Member	hodme@bcetdgp.ac.in	9732754318
5	Aditya Kumar	Student Member	Student Member	adityasinghrajput199@gmail.com	9065085570
6	Kripa Kumari	Student Member	Student Member	kripakumari971@gmail.com	9142204114
7	Komal Rani	Student Member	Student Member	kashyapkomalr@gmail.com	9142353933



BENGAL COLLEGE OF ENGINEERING AND TECHNOLOGY

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SHAHID SUKUMAR BANERJEE SARANI, BIDHAN NAGAR, DURGAPUR - 713212 (W.B.)

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

8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	Member	rajeshmondal2007@gmail.com	93323738225
9	Mr. Kamal Sen	CSE, Technical Staff & Member	Member	kamalsen82@yahoo.com	9734204419

The Student Grievance Redressal Committee (SGRC) will function as per the provisions laid down in the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. This order is issued with the approval of the Competent Authority to ensure an equitable, transparent, and prompt grievance resolution mechanism.

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/24-25/M1

Date: 20th July, 2024



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

CIRCULAR

A meeting convened by the Student Grievance Redressal Committee (SGRC) is scheduled for **25th July, 2024 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. Expansion of the grievance redressal mechanism to include specialized feedback portals for digital amenities, laboratory resources, and smart classroom infrastructures.
2. Upgradation of the standard operating procedures (SOP) to integrate a decentralized, departmental-level verification process for initial dispute reviews.
3. Designing interactive student empowerment modules and peer-to-peer counseling frameworks for the 2024–25 incoming batch during safety inductions.
4. Formulation of a zero-friction institutional communication channel to manage inter-departmental, facility-based, and cafeteria-related logistical recommendations.

Principal & Chairman
SGRC, BCET

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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

MINUTES OF THE MEETING

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

DISCUSSIONS :

Integration of Specialized Amenity Portals: The committee analyzed the growing need for specialized reporting channels and resolved to roll out dedicated digital interfaces for campus IT infrastructure, central labs, and academic classrooms. Physical logs will complement these portals in administrative blocks.

Decentralized Departmental SOPs: To optimize resolution speeds, the committee approved a multi-layered SOP. Initial grievance scanning will be handled by departmental coordinators within 2 business days, while structural escalations will be finalized by the central cell within 12 working days.

Interactive Induction Modules: Plans were completed to establish student empowerment workshops during the onboarding phase. This includes launching anonymous student mentor forums to ensure safe onboarding spaces for newcomers.

Inter-Departmental Coordination Frameworks: The committee instituted specialized task cells mapping key student services. These teams will establish bi-weekly communication workflows with facilities management, estate offices, and hostel administrations.

Conclusion: The session concluded at 12:30 PM with an official vote of thanks to the Chair. The newly conceptualized operational guidelines are fully ratified for proactive immediate execution.

The following committee members approved the minutes of the meeting:



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Sl No	Name	Department & Designation / Role	Signature
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2		Dean Students Welfare	
3	Dr. Ved Prakash Roy	ECE, Associate Professor, HOD & Member	
4	Mr. Mintu Ghosh	Mechanical, HOD & Member	
5	Aditya Kumar	Student Member	
6	Kripa Kumari	Student Member	
7	Komal Rani	Student Member	
8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	
9	Mr. Kamal Sen	CSE, Technical Staff & Member	

Principal & Chairman
SGRC, BCET



STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

ACTION TAKEN REPORT

Date of ATR Generation: 20th August, 2024

Resolutions:

- **Decentralized Workflow Active:** The updated departmental-level dispute resolution manuals were finalized, bound, and disseminated across all academic heads for instant integration into the 2024–2025 semester timeline.
- **Specialized Digital Assets Live:** The core institutional portal was split into unique reporting segments (Academic, Technical, and Logistical), and distinct, high-contrast QR entry markers were set up across main student hubs.
- **Strategic Hub Deployments:** New, separate safe-box drops were fabricated and structurally bolted outside the Advanced Computing Labs, First-Year Block, Girls Common Lounge, and Seminar Complex.
- **Centralized Logging Engine:** The college IT networks configured an executive dashboard to dynamically log incoming requests, route queries to designated departmental cells, and visually track resolution velocities.

Conclusion Summary:

- **Multilayered Protection Ready:** The collective student community has been backed by a sensitive, completely partitioned, and verified digital/physical query system.
- **Proactive Resolution Philosophy:** The administration transformed its monitoring workflow from standard grievance rectifications to a root-cause administrative mitigation format.
- **Standardized Progression Paths:** A transparent escalation matrix was fully institutionalized, providing departmental point-persons direct secure routing channels to the central SGRC desk.

Recommendations for Quality Enhancement:

Dynamic Status Alerts: Introduce safe, automated systemic feedback messages detailing explicit case states to students during active verification intervals.

Peer-Level Support Desks: Form localized student welfare advisory bands to streamline informal discussions and guide newcomers toward authorized support pathways.

Principal & Chairman
SGRC, BCET



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Ref:BCET/SGRC/24-25/M2

Date: 20th May, 2025

CIRCULAR

A closure and audit review meeting convened by the Student Grievance Redressal Committee (SGRC) is scheduled for **27th May, 2025 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.Holistic evaluation and closure review of all structured claims, portal requests, and physical drop box complaints filed during the 2024–25 academic cycle.
- 2.Systemic performance and latency audit of the newly optimized decentralized departmental resolution tracking structures.
- 3.Assessment of comprehensive qualitative student metrics derived from anonymous digital exit surveys and institute-wide trust score reviews.

Principal & Chairman
SGRC, BCET

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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

MINUTES OF THE MEETING

Minutes of the Student Grievance Redressal Committee meeting convened on **27th May, 2025 at 11:00 AM** in the Principal's Chamber.

DISCUSSIONS & EVALUATIONS:

1.Comprehensive File-Closure Reviews: The committee closely audited all tracking pipelines utilized throughout the year. It was verified that targeted operational complaints regarding network accessibility, library extensions, and seating layouts were successfully resolved, with zero major grievances left unattended.

2.Decentralized Flow and Speed Evaluation: Members scrutinized the functional latency metrics of the updated multi-tier framework. The centralized audit showed a strong average resolution velocity of 3.8 business days per entry, tracking comfortably below the regulatory limits.

3.Review of Student Satisfaction Indexes: The committee analyzed cumulative data points collected via secure online evaluations from outgoing student blocks. The compiled metrics indicated high positive trust marks regarding institutional transparency, procedural objectivity, and safety.

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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4	Mr. Mintu Ghosh	Mechanical, HOD & Member	
5	Aditya Kumar	Student Member	
6	Kripa Kumari	Student Member	
7	Komal Rani	Student Member	
8	Mr. Rajesh Mondal	CSE, Technical Staff & Member	
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Principal & Chairman
SGRC, BCET



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

ACTION TAKEN REPORT

Date of ATR Generation: 20th August, 2025

In accordance with the annual closure meeting chaired by the Principal on 27th May, 2025, the subsequent institutional resolutions are certified as implemented:

Resolutions of the Meeting:

- **Total Case Processing Resolution:** The final compliance review established that 100% of student queries and institutional grievances submitted during the academic session were completely closed.
- **Elevated Trust and Validation Scores:** Aggregated institutional data from annual safety audits and student feedback forms reflected a 94% satisfaction score regarding committee impartiality and processing transparency.
- **National Regulatory Format Alignments:** All operational file records, case logs, clearance ledgers, and portal datasets were cataloged into structured files matching NAAC Criterion V specifications.

Conclusion Summary:

- **Sustained Harmonious Workspace:** The college successfully preserved a positive, zero-friction learning workspace throughout the year.
- **Systemic Optimization Benchmarks:** Structural tracking mechanisms are operating efficiently, leaving only seasonal interface calibrations to handle before the next intake.

Strategic Recommendations for Next Session:

1. **Core Committee Roster Calibration:** Re-assign or add newer departmental cell representatives to ensure diverse organizational viewpoints and prevent tracking burnout.
2. **Portal System Reset Protocol:** Direct the college IT helpdesk to clear past temporary caches and reformat drop-down indices before August 31st to accommodate the next incoming enrollment batch.

**Principal & Chairman
SGRC, BCET**