



BENGAL COLLEGE OF ENGINEERING AND TECHNOLOGY
COURSES (CSE) ACCREDITED BY N.B.A. AICTE, NEW DELHI
(Approved by AICTE, New Delhi, Under Ministry of HRD, the Govt. of India and Affiliated to M.A.K.A.U.T., Kolkata)
An ISO 9001 : 2015 Certified Institution

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

BENGAL COLLEGE OF ENGINEERING AND TECHNOLOGY

Ref. No: BCET/25-26/SGRC/C

Date: 28th June, 2025

OFFICE ORDER

As per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, the following members are officially nominated by the executive authority to constitute the Student Grievance Redressal Committee (SGRC) of the Institute for the Academic Year 2025-26. The composition of the Student Grievance Redressal Committee in respect of Bengal College of Engineering and Technology, Durgapur is constituted as under with immediate effect:

Sr. No.	Name	Department & Designation / Role	Committee Position	Email ID	Contact No.
1	Dr. Santanu Koley	Principal & Chairperson	Chairperson		
2		Dean, Students Welfare	Member		
3	Mr. Swarup Hazra Chowdhury	CSE(AIML) HOD & Member	Member	hodaiml@bcetdgp.ac.in	9775362316
4	Mr. Avijit Ghosh	Mathematics, Assistant Professor, HOD	Member	ghoshavijit.math@gmail.com	8926002666
5	Nandini Kumari	Student Member	Student Representative	nandinikumari001@gmail.com	7667369967
6	Aryan Sharma	Student Member	Student Representative	arajshar580@gmail.com	9341895514
7	Sumit Kumar Pandey	Student Member	Member	stephensumit123@gmail.com	9934647132



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8	Mr. Kalidas Tudu	Technical Staff & Member	Member	dkali915@gmail.com	7478014518
9	Mr. Rajesh Mondal	Technical Staff & Member	Member	rajeshmondal2007@gmail.com	9332373825

The Student Grievance Redressal Committee (SGRC) will function explicitly as per the statutory provisions laid down under the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. This order is issued with the approval of the Competent Authority.

Principal

Bengal College of Engineering and Technology

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/25-26/M1

Date: 22th July, 2025

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

CIRCULAR



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A strategy planning meeting convened by the Student Grievance Redressal Committee (SGRC) is scheduled for 25th July, 2025 at 11:00 AM in the Principal's Office. All designated committee members are requested to attend without fail.

Agenda of the meeting:

1. Integration of automated classification tools and data processing structures inside the online portal database.
2. Formulation of a professional anonymous wellness helpdesk framework to manage student emotional health and stress-related claims.
3. Designing feedback collection models focused on internship processing fairness and placement drive allocation equity.
4. Establishment of an immediate verification team to evaluate late-night campus safety, common room amenities, and round-the-clock facility access.

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Principal & Chairman

Student Grievance Redressal Committee, BCET



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

MINUTES OF THE MEETING

Minutes of the Student Grievance Redressal Committee structure planning session convened on 25th July, 2025 at 11:00 AM in the Principal's Chamber.

DISCUSSIONS & RESOLUTIONS:

1. Deployment of Automated Sorting System: The committee evaluated data management flows and resolved to integrate automated text classification systems to distribute incoming digital requests to targeted branches, cutting manual processing times.
2. Institutionalization of Wellness Protocol: Members finalized a unique, separate link inside the main portal ensuring strict privacy for stress-related entries. An external consulting expert will manage escalated cases securely.
3. Placement & Training Liaison Matrix: To safeguard milestone timelines, the committee approved a rapid-action desk connecting the SGRC directly with placement coordinators to handle sector-allocation discrepancies.
4. Campus Utility Guidelines: The cell ratified a working timeline with the facilities office to evaluate courtyard illumination, emergency transit steps, and late-night digital studio access.

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

The following committee members approved the minutes:



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2		Dean, Students Welfare	
3	Mr. Swarup Hazra Chowdhury	CSE(AIML) HOD & Member	
4	Mr. Avijit Ghosh	Mathematics, Assistant Professor, HOD	
5	Nandini Kumari	Student Member	
6	Aryan Sharma	Student Member	
7	Sumit Kumar Pandey	Student Member	
8	Mr. Kalidas Tudu	Technical Staff & Member	
9	Mr. Rajesh Mondal	Technical Staff & Member	



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

ACTION TAKEN REPORT

Date of ATR Generation: 20th August, 2025

In accordance with the strategy session chaired by the Principal on 25th July, 2025, the subsequent administrative integrations are certified as functional:

Resolutions:

- Classification Matrix Enabled: The institutional IT engineering desk integrated categorized query routing strings into the network databases for automatic triage.
- Safe Sub-Channel Online: The student wellness filing panel was successfully activated with encrypted data loops directly mapped to the college medical desk.
- Placement Support Desk Active: Joint administrative resolution rules were signed off with internship point-persons to resolve registration disputes inside 48 hours.
- Campus Safety Upgrades: Fourteen high-powered lighting fixtures were installed across the walkways connecting laboratory blocks and dormitories to clear past visual shadows.

Conclusion Summary:

- Advanced Protection Ready: The student body has been backed by a completely partitioned, data-secure physical and online grievance entry architecture.
- Proactive Philosophy Shift: The cell transformed its timeline goals from simple passive dispute fixing to systematic, early structural mitigation layout models.

Recommendations for Quality Enhancement:

1. Set up live server dashboard matrices for management desks to observe real-time resolution trends.
2. Develop a voluntary student liaison team to relay small classroom tech complaints before they require formal files.



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Ref:BCET/SGRC/25-26/M2

Date: 19th May, 2026

CIRCULAR

An annual performance evaluation and file-audit review session convened by the Student Grievance Redressal Committee (SGRC) is scheduled for 26th May, 2026 at 11:00 AM in the Principal's office. All core council members must attend this institutional compliance review.

Agenda of the meeting:

1. Comprehensive metrics review and official sign-off for all digital files and drop-box complaints processed across the 2025–26 academic period.
2. Systemic response speed and automatic sorting accuracy analysis of the digital portal tracking engine.
3. Evaluating campus satisfaction parameters and fairness perception indices derived from anonymized graduate feedback grids.
4. Assembling structural case records, decision files, and registry data for upcoming NAAC Criterion compliance checks.

Copy to:

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- 2)Vice Chairman Sir(for kind information)
- 3)Director for kind information
- 4)All concerned committee members
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Principal & Chairman

Student Grievance Redressal Committee, BCET



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

MINUTES OF THE MEETING

Minutes of the Student Grievance Redressal Committee annual appraisal session convened on 26th May, 2026 at 11:00 AM in the Principal's Chamber.

DISCUSSIONS & EVALUATIONS:

1. Comprehensive File Resolution Updates: The committee carefully audited case histories tracked through the term. It was verified that localized student entries touching placement server logs, lab kit access, and study desk spaces were resolved, leaving zero open files.
2. Analytics Framework Speed Audit: Members evaluated the processing metrics of the automated portal core. The tracking logs demonstrated an outstanding average file resolution duration of 3.5 days, comfortably meeting statutory ceilings.
3. Analysis of Trust Index Metrics: The cell analyzed data reports compiled from anonymized safety exit surveys. The indicators reflected strong student confidence regarding committee fairness and privacy protection layers.
4. Regulatory Archive Organization: All seasonal records, case outputs, and physical log files were organized into formats meeting national evaluation standards.

Conclusion: The session adjourned smoothly at 12:30 PM with an official vote of thanks to the Chair. The historical data packages are approved for integration into the core institutional archive.

The following committee members approved the minutes:



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STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

ACTION TAKEN REPORT

Date of ATR Generation: 9th June, 2026

In accordance with the annual closure meeting chaired by the Principal on 26th May, 2026, the subsequent operational conclusions are certified as complete:

Resolutions:

- Perfect File Triage: The year-end data verification confirmed that 100% of student queries and infrastructure complaints filed during the year were investigated and closed.
- Elevated Trust Parameters: Aggregated institutional data sheets from seasonal safety reviews reflected a 95% satisfaction metric regarding committee impartiality.
- National Formats Complied: All case documentation registries, server records, and box log entries were systematically archived matching NAAC Criterion specifications.

Conclusion Summary:

1. Stable Workspace Maintained: The institute preserved a safe, harmonious, and highly supportive learning environment over the term.
2. Minor System Polish Needed: The structural routing logic operates perfectly, leaving only minor front-end menu adjustments to be made before the next intake phase.

Strategic Recommendations for Next Session:

1. Add newer departmental cell representatives to the subcommittee roster next year to prevent administrative burnout.
2. Instruct the network team to refresh online secure directories and cache fields before August 31st to accommodate new registrations seamlessly.

Principal & Chairman
SGRC, BCET