



Government of West Bengal  
Office of the Principal

**GOVERNMENT GENERAL DEGREE COLLEGE, MANGALKOTE**  
PANCHANANTALA, KHUDRUN DIGHI, MANGALKOTE  
P.O. - MAJHIGRAM; BLOCK - MANGALKOTE; SUB DIVISION - KATWA  
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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL CELL**

### **Report of Academic Session 2019-20**

The members of the Grievance Cell, in this session, received grievances from the students of Zoology Department regarding the requisition of more microscopes in the Zoology lab for the ease of their practical classes. Moreover, the students from various other departments complained about the non-availability of water in the toilets of the 2<sup>nd</sup> floor of the building. The HOI took the immediate initiative to purchase 2 microscopes for the Zoology lab. The water problem was also solved with immediate effect.

This was also the period when the COVID pandemic almost disrupted our daily lives. Though total lockdown was announced by the government since March, 2020, the HOI and the Grievance Cell of GGDC, Mangalkote held online meetings to discuss certain issues. The first meeting of the COVID period was held on 24/04/2020. All academic and administrative activities were made online from March, 2020. In view of this fact the students faced several problems as apparent from their grievances:

- They were facing problems with classes on conference call mode or WhatsApp group call mode, because both the methods allowed limited number of members to join. So, they asked for alternative methods of online classes.
- They also put forward their requirement for reading materials online by the respective teachers as they were unable to avail the college library.

In response, immediate online meetings were called by the Grievance Cell, where it was decided unanimously that both the platforms of Google Meet and Zoom would be separately explained to the students for all online activities in the future. It was also decided by the HOI that the faculty members would henceforth share as much reading materials with the students as possible, to which all faculty members agreed.

**NO. OF GRIEVANCES RECEIVED: 11**

**NO. OF GRIEVANCES REDRESSED: 11**



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