



**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**  
**DISTRICT - PURBA BARDHAMAN; WEST BENGAL; PIN CODE - 713132; INDIA**  
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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL CELL**

### **Report of Academic Session 2022-23**

The Grievance Cell of GGDC, Mangalkote is based on the principles of impartiality, confidentiality and quick resolution for the stakeholders. An important part is regular communication of the Cell with the Head of the Institution so that decisions can be made easily. This year the Committee decided to make provision for a Grievance Drop Box where the students can easily submit their grievances, maintaining complete anonymity. Also, the prospect of opening up a grievance redressal window in the college website has been considered by the HOI. This year the students raise their concerns regarding proper and safe gas connection in the Chemistry lab, the non-availability of internet connection in the college library, and the problem with the water coolers in the ground and first floor of the college. The sessions 2020-21 and 2021-22 saw the outbreak of the corona virus and all academic and administrative activities were reduced to 'online activities.' Thus, both the students and the teachers felt all the more need for a digitalized library. The Grievance Cell and the HOI took immediate action for the repair of the water coolers, proposal was sent to the HE, Government of West Bengal for the installation of gas connection in the Chemistry lab and also internet connection in the library was completed by February 2023.

***NO. OF GRIEVANCES RECEIVED: 19***

***NO. OF GRIEVANCES REDRESSED: 19***



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