



Aliah University

(Under the department of Minority Affairs and Madrasah Education, Govt. of West Bengal)
IIA/27, New Town, Kolkata - 700160, Phones: (033) 2341 6444, West Bengal, India

Summary of the Annual Reports of the Regulatory Committees Monitoring the Activities and Number of Grievances Redressed to Prove Timely Redressal of the Grievance

To augment the academic atmosphere timely redressal of student grievances are mandated to boost confidence on constitutional system among students who targets to become successful citizens. The students' grievances received were categorized into two types:

- a. Behavioural and Cognitive
- b. Administrative and Disciplinary

Since Aliah University is offering both UG and PG programmes there has been a good number of students who are in their adolescence. The major grievances that surfaces at the UG level are related to commotion, occasional eve-teasing etc. To redress these grievances the University operates both at the counseling and punitive level. Students' Counselor has been appointed who interacts with the aggrieved students on a regular basis both on physical and virtual platforms. The disciplinary issues that are faced at the PG level are relatively more serious and the Regulatory Committees take serious note of those issues and launch immediate action. The University has created a platform in its website to launch e-grievance. The Nodal Officer communicates with the UGC and other Statutory bodies on a regular basis in case of receipt of complaints directly launched by the students. The University organizes the Student Induction Programme on a regular basis. One of the features of this SIP is sessions on Ragging, its impact and the redressal

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procedure. The students are introduced to the Nodal Officer, the Anti-Ragging Committee and the Anti-Ragging Squad. They were also introduced to the Dean of Students' Welfare and the Grievance Redressal Committee. The Anti-Ragging signage are also well displayed across the University campuses. All the cases of grievance and ragging were addressed and closed over the last 5 years.

We represent below a snapshot of the cases received and their redressal status:

Sl. No.	Year	Behavioural and Cognitive Grievances			Administrative and Disciplinary Issues		
		No. of grievances received	No. of grievances resolved	No. of unresolved grievances	No. of grievances received	No. of grievances resolved	No. of unresolved grievances
1	2018-2019	2	2	0	1	1	0
2	2019-2020	3	3	0	2	2	0
3	2020-2021	0	0	0	0	0	0
4	2021-2022	1	1	0	8	8	0
5	2022-2023	6	6	0	13	13	0

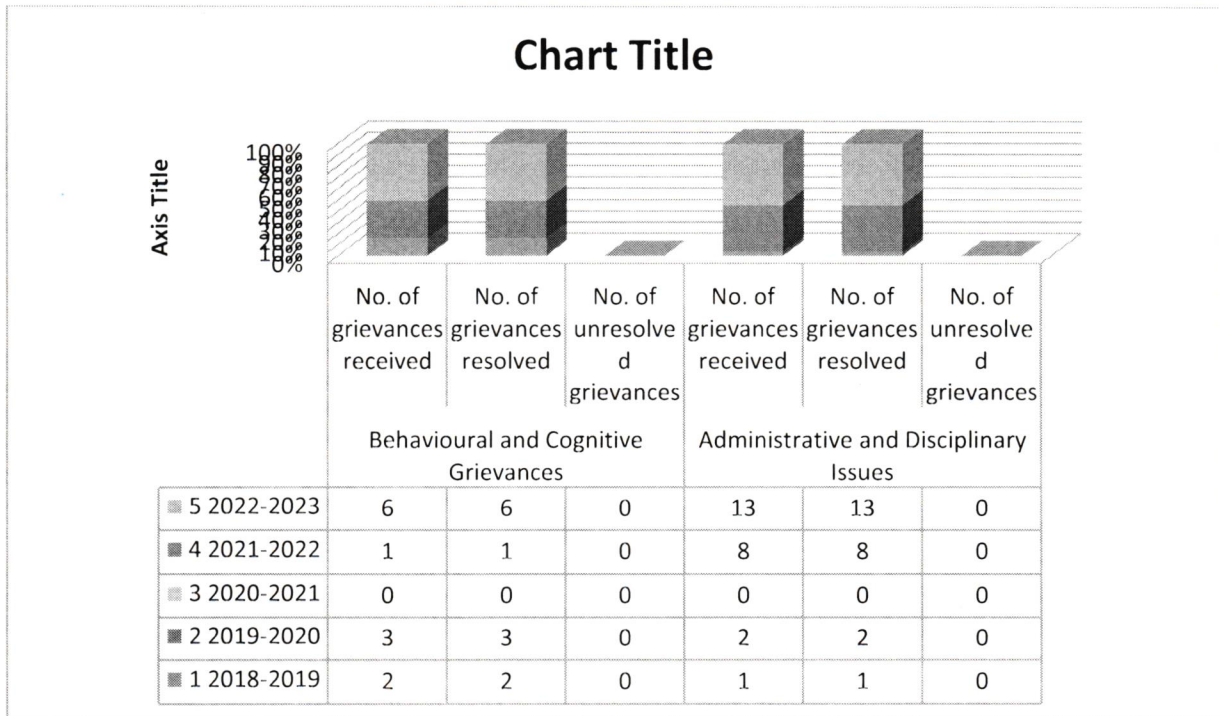

21.05.24
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Graphical representation of grievances addressed by the University-1



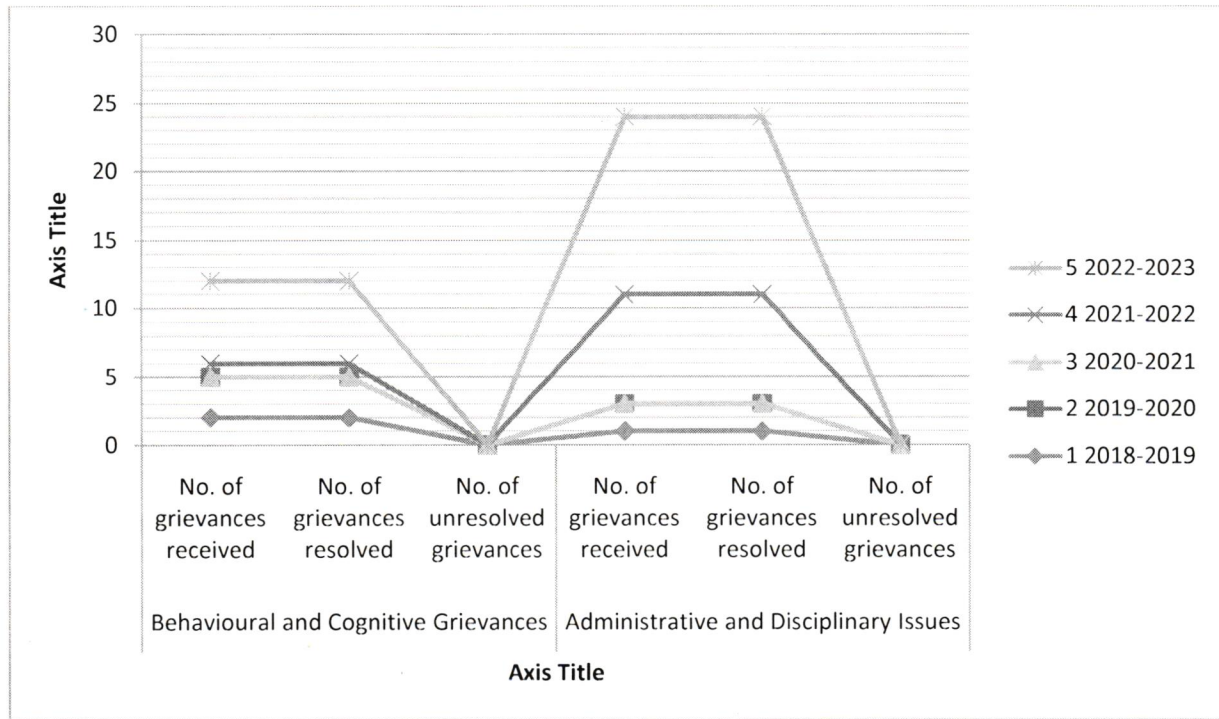
Graphical representation of grievances addressed by the University-2


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