

# BIJOY KRISHNA GIRLS' COLLEGE, HOWRAH

Estd : 1st August 1947. Affiliated to University of Calcutta  
NCTE approved NAAC B accredited College with CPE status

## GRIEVANCE REDRESSAL CELL

### SHORT REPORT (2016-2020)

#### **Members of the Cell-**

1. Dr. Ruma Bhattacharyya ( Principal, Ex-officio Chairman)
2. Prof. Sujata Chatterjee (Associate Professor, Dept. of Psychology and Hostel Superintendent)
3. Dr. Sweta Guha (Coordinator, IQAC & Associate Professor, Dept. of Philosophy)
4. Dr. Snachayita Basu ((Head, Dept. of B.Ed.)
5. Prof. Soma Chandra (Associate Professor, Dept. of Political Science)
6. Prof. Ranjana Sarkar (Associate Professor, Dept. of Political Science & NSS Coordinator)
7. Dr. Shelly De Pandit (Coordinator, GRC & Head, Dept. of Commerce)
8. Dr. Tanbir Nasim (Head, Dept. of Chemistry)
9. Dr. Ajay Mandal (Head, Dept. of Bengali)

The college has set up a Grievance Redressal Cell in accordance with the notified UGC (Grievance Redressal) Regulations, 2012 (F. No. 14-4/2020(CPP-II). The college has a dedicated Grievance Redressal Box where the Students/Faculties/Non-teaching staffs could drop their grievance-letters. The Students/Faculties/Non-teaching staffs could also submit their grievances in electronic form through Email ([grc.bkgc@gmail.com](mailto:grc.bkgc@gmail.com)).

Grievances related to the followings are dealt by the cell-

1. Academic
2. Examinations
3. Infrastructure/ Amenities
4. Hostel
5. Any other issues which fit under the consideration of GRC

If any grievance is received the cell will register and acknowledge the same and redress it as per UGC norms, maintaining necessary confidentiality.

In May 2020, the cell has prepared online structured Questionnaire containing open ended as well as close ended questions to understand the demographic and psychographic conditions of the Students/Faculties as well as their perception regarding academic and exam related

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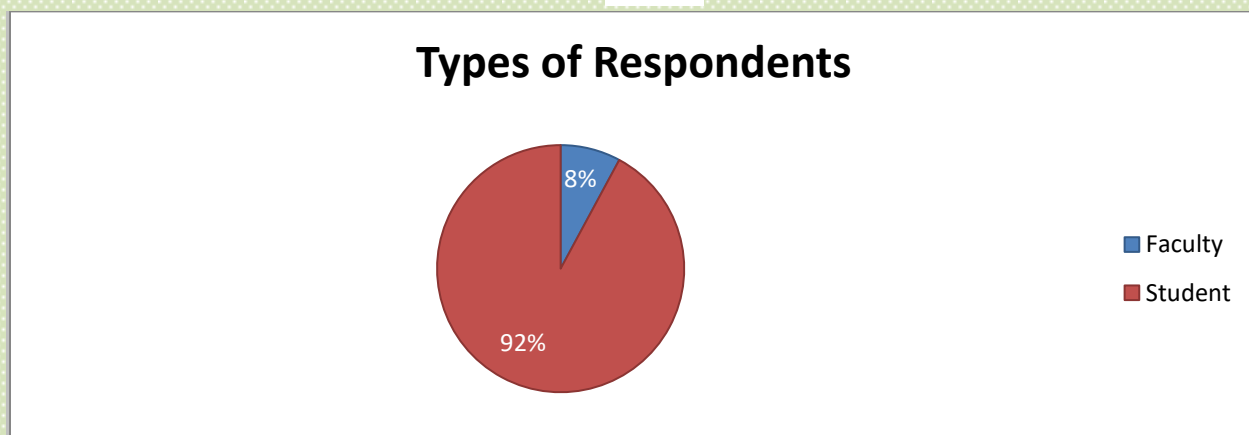
grievances due to the present COVID-19 Pandemic situation. The link of such was given on college website. A total number of 1016 responses (224 teachers and 733 students) were received. Respondents have spontaneously shared their academic, family and financial problems due to the lockdown and pandemic. They have also shared their views on online classes and exam system.

The brief report based on the above responses titled "A Study Of Socio-academic & Economic Perceptions Of Faculties And Students Of Bijoy Krishna Girls' College, Howrah During COVID-19 pandemic Lockdown" is as follows-

## A. Demographic Profile

1. The following pie-chart shows that 92% Of the respondents were students and the rest were our faculties-

Chart-1



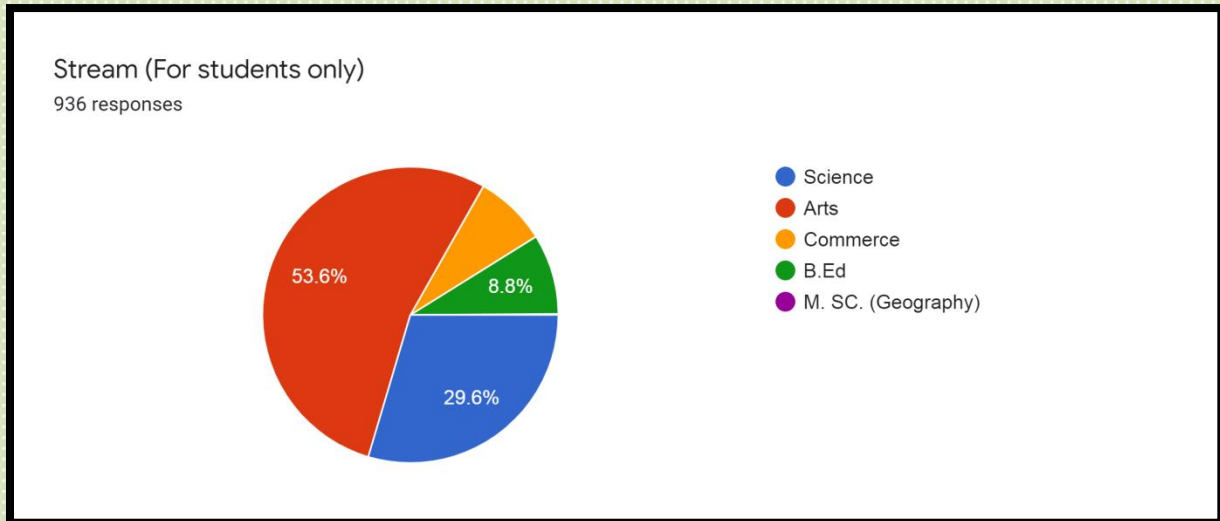
Source- Primary data

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1. Chart 2 depicts that 53.6% students are from Arts stream followed by Science, B.Ed and Commerce stream and M.Sc (Geography)

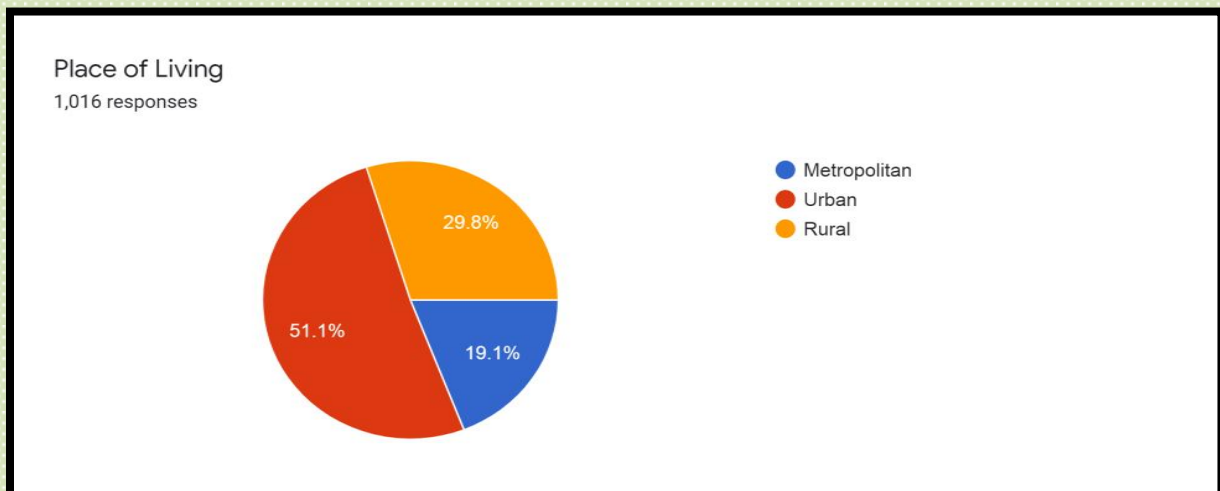
Chart-2



Source- Primary data

2. Chart 3 reveals that 51.1% of the respondents are residing in urban area followed by Rural and Metropolitan areas respectively.

Chart-3



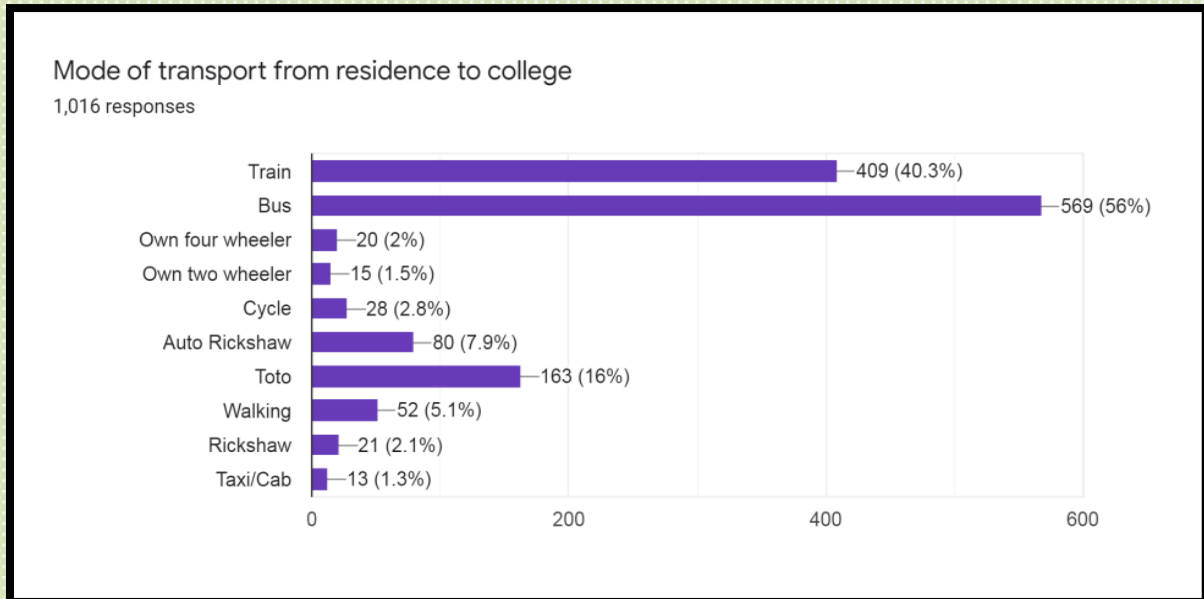
Source- Primary data

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3. Chart 4 shows the mode of transport used by the respondents reach the college from their residence. They have the scope to tick more than one mode. Most of the respondents are using public transport like bus (56%) and train (40.3%). A large number of them are using cycle whereas a few of them are using own four wheeler (2%)

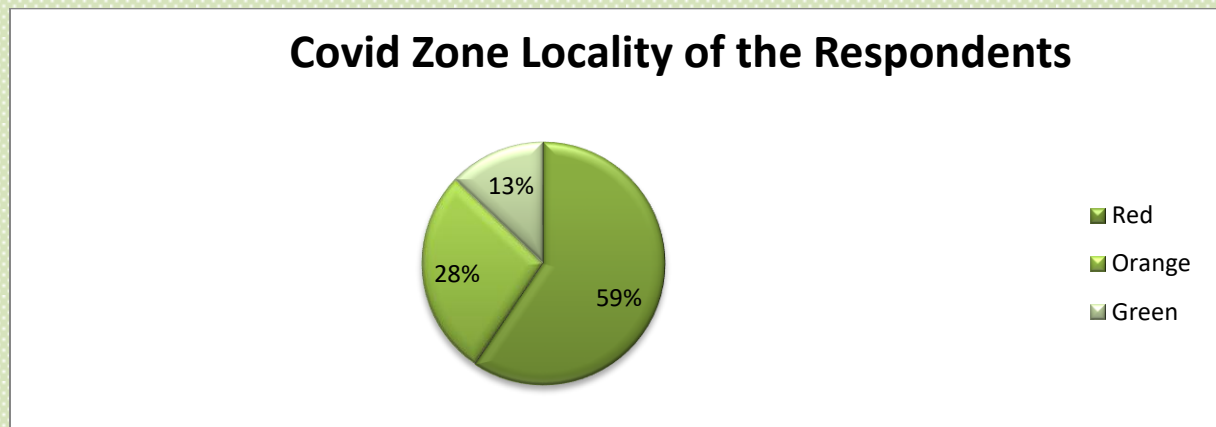
Chart-4



Source- Primary data

4. Following chart shows the COVID zone locality of the respondents. 59% of them are came under the red zone which is a serious matter of concern followed by orange and green zone.

Chart-5



Source- Primary data

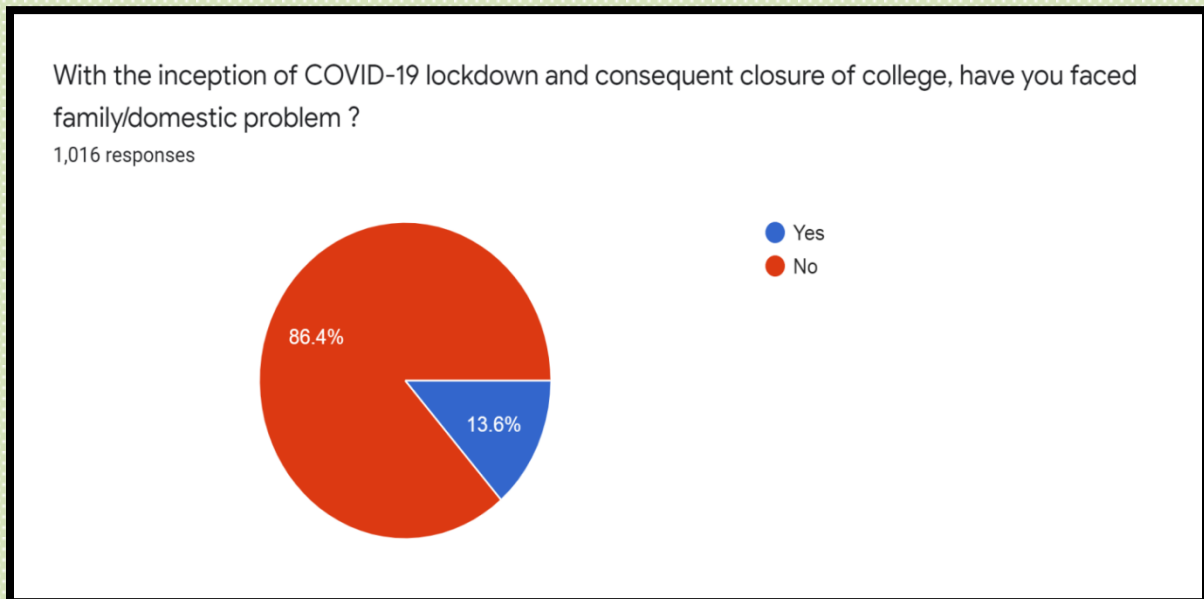
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## A. Attitudinal Profile

5. 86.4% of the respondents have not faced any family/domestic problem during this COVID-19 lockdown period (Chart- 6)

Chart-6



Source- Primary data

6. The study found that 13.6% of them are facing the following difficulties at home-

### ❖ Problems Faced by Faculties

- Parental care and their essential/ chronic/ mandatory medical treatment
- Unavailability of necessary commodities, obstacles in child's study, restriction of movements when aged relatives /parents are in trouble.
- Raise in price of daily basic staff
- A few have lost their parents due to unavailability of proper medical treatment during Covid 19 lockdown period.
- Dual coverage of workload due to unavailability of domestic help
- Access to other health care like ophthalmologist, dentist, physiotherapist has taken a setback
- Lots of unhabituated household chores balancing with unexpected situation...created anxiety & stressful mind map which affected very much.



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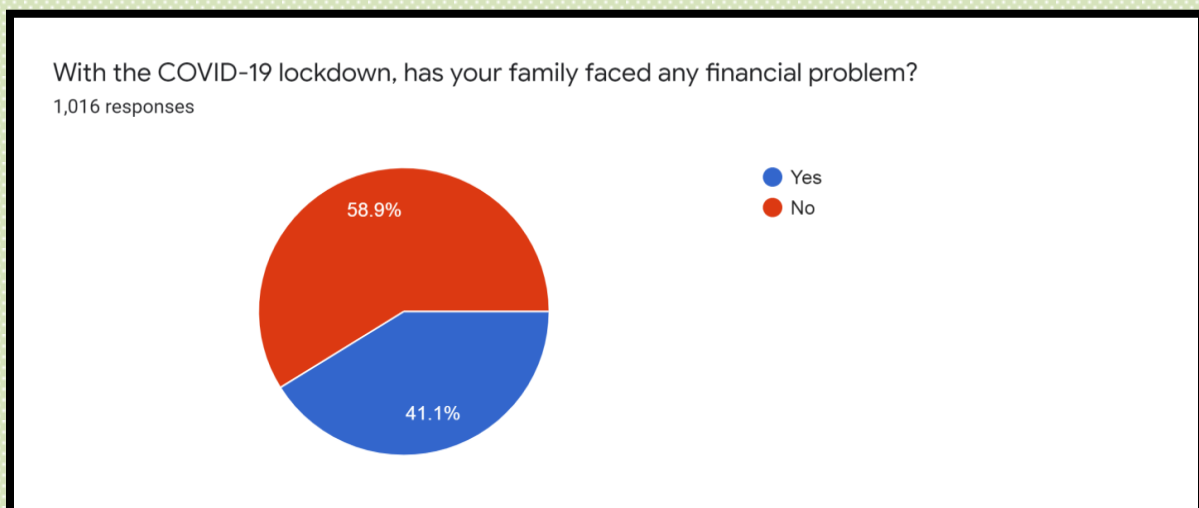
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## ❖ Problems Faced by Students

- Financial problem, source of family income lost , job lost by sole earner of family
- Loneliness due to distance from friends and relatives as well as access to outside world has become limited
- Mood swings , frustration, mental pressure , mental breakdown and depressed
- Due to panic some of them could not attend online classes
- Unavailability of uninterrupted internet services
- ▶ Unavailability of healthcare services and essential commodities
- ▶ Insecurity regarding career and worried about higher studies
- Unable to join online classes due to poor financial condition of family and no/poor internet connection. Economic problem leads to non-recharging of net package
- Parents became cranky for long confinement
- Studies hampered and consequently lost interest in studies
- Absence of interaction with teachers in compare with regular classroom teaching
- No one can understand what is going on
- As some of them are staying here alone, it's bit hard to them to maintain all the things alone

7. 41.1% of the families of the respondents have faced financial problem during this COVID-19 lockdown period (Chart- 7) which is a serious matter of concern.

**Chart-7**



Source- Primary data

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## 8. Respondents disclosed the following statements under financial problems-

- “Parents lost their jobs”
- “Parents have not get salary”
- “Father’s business is not running well or fully stopped”
- “All savings are gone without earning leads to issue for paying of any bills for anything”
- “Due to lock down my father's export business had closed completely for 3 months so I had to face some financial problems”.
- “My father is no more. I take tuitions of children to run my study. But when lockdown started my classes are off I have no money”
- “Father is working is a private company and 40% of his salary has been deducted during this period”

## 9. Statement stated by the respondents against the open ended question ‘Since you are unable to attend college, what are the academic affairs related problems faced by you’ as follows-

### ❖ Faculty

- Lack of network connection disturbs me to take online classes

### ❖ UG Students

- Impossible to understand the practical topic
- Mathematical problems cannot be understood in online class
- Cannot understand subjects in online classes
- No interaction with teachers though they have tried their best
- Hard copy of books are unavailable
- Unable to access the college library to access text as well as reference books
- Unable to access lab
- Lack of network connection disturbs me to join online classes
- Missed regular classes
- No field work in semester 4
- I am not accustomed with online classes

### ❖ PG Students

- Dissertation work incomplete as I don’t have laptop or desktop

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## ❖ B.Ed Students

- As 4<sup>th</sup> semester result not declared I am worried about my career

10. Statement stated by the respondents against the open ended question 'state the Advantages and disadvantages of online classes faced by you' as follows-

## ❖ ADVANTAGES

### Teachers' Perspective

- Classes can be adjusted any time by discussing with students.
- Recordings can be sent to students so they can repeat the lecture as and when needed

### Students' Perspective

- We have received all study materials in Google classroom
- Teachers have tried their best to deliver lecture and upload study materials
- Doubt clearing classes are opened and flexible

## ❖ DISADVANTAGES

### Teachers' Perspective

- Network problem
- Students are facing difficulties in asking question due to poor network connection which leads to less interaction
- Can't assess students' perception

### Students' Perspective

- I can't understand anything in online classes
- Cannot rely on apps due to cyber security and cyber crime
- Cannot join classes and received all study materials because of poor network connection

11. Statement stated by the respondents against the open ended question 'How did you and your family prepared mentally to fight the pandemic' as follows-

- Stay home



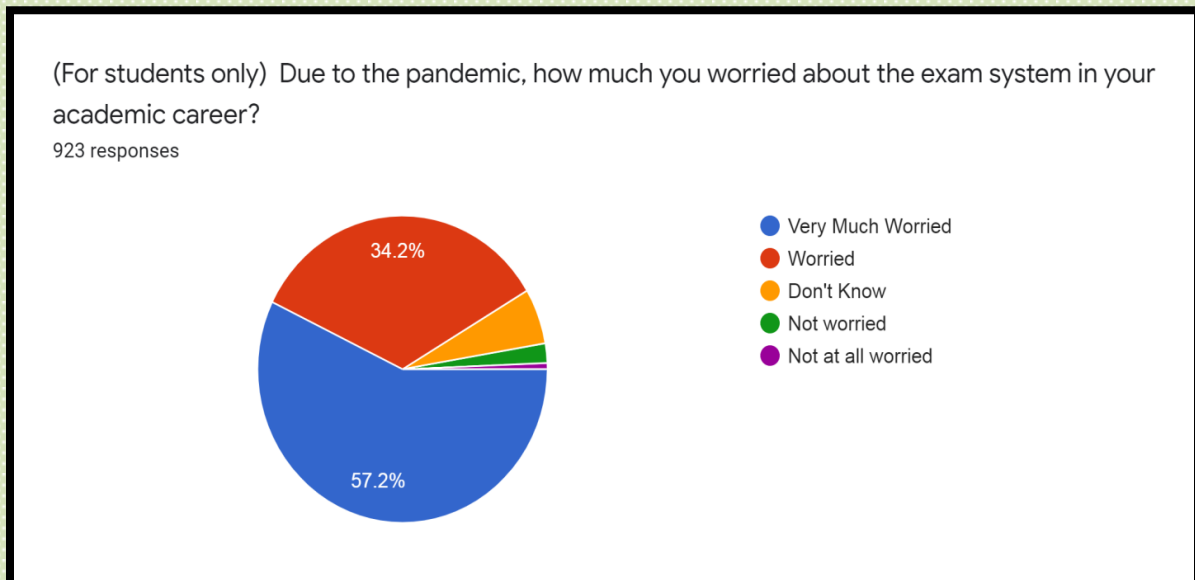
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- Use mask and sanitizer
- Keep social distance
- Withdrew enough money from bank to run family, medical and essential services
- Store medicine, food and essential for that period
- Communicate with parents and relatives through phone and video chat
- Physical exercise, positive thinking
- We have a clear idea about the pandemic situation so we do what we need to do this time. We also registered ourselves in WHO course and learned many things

12. Chart 8 revealed the perception of the students about the exam system in pandemic in their academic carrier. The Likert Scale shows that 57.2% of them are very much worried whereas only 2.1% are not at worried about the exam system.

Chart-8



Source- Primary data