

Government of West Bengal
Department of Higher Education
Bikash Bhavan, 6th Floor, Salt Lake City, Kolkata – 700 091

No.11-Pr.Secy-HED/2020

Dated 30th May,2020

From: Manish Jain
Principal Secretary to the Govt. of West Bengal

To: Vice Chancellor, _____ University

Sub: Monitoring Grievances/Concerns related to Examinations and Academic matters, in view of COVID-19 pandemic

Dear Sir/Madam,

As you are aware that the Department of Higher Education, Government of West Bengal has issued communications from time to time, to combat the spread of Novel Corona Virus (COVID-19). Hon'ble Minister-in-Charge, School and Higher Education Departments has also held Video Conferences with all the Vice Chancellors from time to time, where in it was discussed to create a mechanism to handle the grievances/ concerns raised by the students/guardians on above mentioned subject.

It is presumed that all universities must have formed a suitable mechanism and also issued an advisory to all the affiliated colleges, to develop the same. I would like to request you to kindly review the mechanism thus formed and ensure that the grievances / concerns thus received,are addressed appropriately.

Hon'ble Minister-in-Charge, School and Higher Education Departments has also desired that in view of the prevailing extraordinary difficult circumstances, universities and colleges may consider the matter regarding payment of annual / semester fee, tuition fee, examination fee, etc. sympathetically and if feasible, may consider offering alternative payment options to students till the situation returns to normal.

With warm regards,

Yours sincerely,



(Manish Jain)
Principal Secretary