



BAMANPUKUR HUMAYUN KABIR MAHAVIDYALAYA
NAAC ACCREDITED
AFFILIATED TO WEST BENGAL STATE UNIVERSITY
RECOGNISED BY THE UGC UNDER 2(F) AND 12B

POLICY DOCUMENTS ON
Grievance -Redressal

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BAMANPUKUR, NORTH 24 PARGANAS
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The Grievance Cell of the college, constituted as per the Prevention, Prohibition and Redressal Act 2013, addresses any form of grievance from any stake-holder of the institution, through meetings and one to one discussion with the concerned parties. Any form of harassment, mental or physical, is sternly dealt with. Students can submit complaints / grievances / suggestions (if any) and drop them in the college 'Grievance Box', or they can lodge complaints in person to the Convener/ Information Officer/ members (Heads of the departments) of 'Disciplinary and Grievance Cell'.

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Objectives

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
3. To investigate the reason of dissatisfaction.
4. To enlighten the students on their duties and responsibilities.

Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyzes the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the website, for each student at the beginning of every academic year, and also in the Orientation programmes taken by the Class-in Charge teachers.

Procedures

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

Academic issues pertaining to teaching, learning and evaluation activities.

Student-teacher, student-student grievances.

Grievances related to library, canteen and IT services.

Grievances related to sports, cultural.

Grievances related to behavior of stakeholders

1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the building.
2. Department level counseling is offered where the matter can be resolved
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.

4. For other grievances that require review shall be redressed by receiving written and signed application.

5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures

Organization wide awareness among stakeholders is created by

- Organizing awareness programs
- Displaying the grievance registration mechanism on
- Web site
- Digital sign boards
- Posters in prominent places of the campus.

Roles and Responsibilities

Grievance Redressal Committee (GRC) is constituted for the redressal of the complaints reported by the student/parent/employee of the college with the following objectives:

- To provide the students access to immediate, hassle free resource to have their grievances
- To uphold the dignity of the college by promoting cordial Student-Student/ Student-Teacher/Teacher-Teacher
- To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or

- To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the