



# **BAMANPUKUR HUMAYUN KABIR MAHAVIDYALAYA**

*[Affiliated to the West Bengal State University and Recognised under section 2(f) and 12B of the UGC Act]*

**ESTD. – 2007**

**BAMANPUKUR • NORTH 24 PARGANAS • PIN – 743425 • WEST BENGAL  
(NAAC ACCREDITED)**



## **REPORT OF GRIEVANCE REDRESSAL CELL**

**YEAR 2024**

**Submitted by --- Dr. Runa Das Chaudhuri**

**Convenor, Grievance Redressal Cell**

**Assistant Professor, Department of Sociology**



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Chairperson	Dr.Subhash Biswas	Principal BHKM
Convenor	Dr. Runa DasChaudhuri	Assistant Prof. Dept. of Sociology
Faculty Member nominated by Principal	Dr. Nasir Uddin Mondal	Assistant Prof Dept of Arabic
Faculty Member nominated by Principal	Dr. Jayanta Sarkar	Assistant Prof Dept of Sanskrit
Member from non-teaching staff	Sikha Giri Maity	Peon
One UG student representative	Soma Mondal	Student Reg no 1212221100026

## **Bamanpukur Humayun Kabir Mahavidyalaya**

### **Grievance Redressal Cell**

The Grievance Redressal Cell was formed in Bamanpukur Humayun Kabir Mahavidyalaya with the goal of resolving student grievances. Students are free to submit their grievances in writing to the Principal or electronically via the Grievance Form available on the College Website. The cell meets as needed and takes appropriate measures/solutions to the grievances addressed to it. All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are also timely addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential. The Grievance Redressal Cell, which reports to the principal, resolves students' problems.

#### **Policies:**

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- The management and the college guarantee a strong redressal mechanism for student grievances.
- As mandated by the government, a grievance mechanism is in place to resolve any academic or administrative complaints. The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment, the posters in the vicinity of the college campus reinforces the rules to be maintained by the students.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuses on social networking sites are severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, is reprimanded and counselled.

- Students who violate the code of conduct is given a fair hearing at the Departmental level.
- The institution does not tolerate ragging or sexual harassment.

## **Objectives**

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationships with stakeholders.
- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.
- Different methods for registering of Grievances Digital feedback is taken from all the students.
- Suggestion boxes are installed in common areas of the college and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- The College portal has an online Grievance Redressal area for registering their complaints, through the link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.
- During the lockdown the grievances were resolved and received through the prevalent social media for the benefit of the students.

## **Scope of Grievance Redressal Cell**

- The students may lodge grievance about any academic and non- academic matters related to -
- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

## Procedure for lodging complaint:

- The students can lodge their grievance through online mechanism in the link provided below-

<https://forms.gle/FMxC6kh9tjuxbxaN7>

Click on the above for lodging grievance.

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

## Programs organized by the Grievance Redressal Cell

Sl.No.	Date of programme	Title of the programme	Organizing Secretary
1.	18.3.2024	Induction Programme on lodging online complaints	Dr. Runa Das Chaudhuri



Above: A glimpse of the Induction Programme on lodging online complaints on 18.3.2024