

**CHAPRA BANGALJHI MAHAVIDYALAYA**

**Bangaljhi, Nadia**



**Affiliated to University of Kalyani**

**Accredited by NAAC**

**GRIEVANCE REDRESSAL POLICY**

**GRIEVANCE REDRESSAL CELL**

**CHAPRA BANGALJHI MAHAVIDYALAYA**



As per the guidelines and suggestions by University Grants Commission, New Delhi, Chapra Bangalji Mahavidyalaya has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The cell is indented to find solutions for problems like Sexual harassment – any kind of physical or mental harassment, complaints regarding class room teaching, class room management, completion of syllabus, teaching methods etc, if and when they arise. The members of the cell convene meetings periodically and take steps to redress the grievance. Anyone with a genuine grievance may approach the committee members in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell placed in-front of grievance cell office of the college.

**Establishment:** The Grievance Redressal Cell of the college is in function since the academic year of 2017-18.

### **Objectives:**

The objective of the Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders which are:

1. To design and structure an organizational framework for resolving Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle-free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish an interaction with students to elicit information on their expectations.
5. To frame a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
6. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
7. To draw out the loopholes in the mechanism of the cell if any and finding out solutions to make it stronger and more enhance for the students and other stake holders.



8. Installing a complaint and suggestion box for the redressal of the grievances.

**Scope:**

The cell will deal with Grievances received in writing from the students about any of the following matters: -

**Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

**Financial Matters:** Related to dues and payments for various items from library.

**Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food in canteens, victimization by teachers etc.

**Powers:**

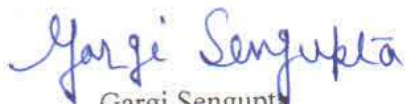
1. In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
2. In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter.
3. Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
4. If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.



**Functions:**

1. The cases will be heard and acted upon it instantly on receipt of written grievances from the students. The cell formally will review all cases and will act accordingly as per the Management policy.
2. The cell will prepare and submit a report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure for lodging complaint:**

1. The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

  
Gargi Sengupta  
Convenor  
Grievance Redressal Cell

  
Dr. Niranjan Guha  
Principal  
Chapra Bangalji Mahavidyalaya  
  
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