

Grievance Redressal



RAMANANDA COLLEGE

BISHNUPUR * BANKURA

Pin – 722122, West Bengal

UGC Recognized & State Government Aided Constituent College

Under the Bankura University

(Accredited by NAAC at 'B' Level)



Grievance Redressal Mechanism

Our college has several avenues of communication for its students and employees to express their concerns, problems, or questions. Grievance Redressal Procedure/Mechanism is the most significant and predominant amongst them.

A **grievance** is a written claim raised by a student or an employee of the college alleging improper, arbitrary, unfair or discriminatory treatment by any of the students, employees or college administration involving the application of a specific provision of a College rule/regulation or a Governing Body policy or procedure. The grievance mechanism is available to any student or employee who believes that the environment in the college campus or treatment by any of the fellow students/employees or a decision/action taken by the College has adversely affected their status, rights, or privileges as a student or an employee. A grievance may be caused by any situation arising from an action in the college campus by any of its stakeholders causing academic, financial, emotional or physical distress to its students and employees.

Purpose of Grievance Redressal Mechanism

The purpose of this Grievance Redressal Mechanism is to define the procedure for managing stakeholder concerns and complaints (referred to as “grievances”) in a planned, organized, timely, and respectful manner. This mechanism or procedure helps our esteemed institution fulfil the requirements of Human Rights Policy and alignment with institutional best practices in stakeholder engagement. In pursuit of the institution’s policy of openness, accountability, and responsiveness to its students, employees and to the society, the College has established this grievance redressal mechanism to effectively and proactively manage their feedback, grievances or concerns. This mechanism aims at a prompt and impartial process for resolving grievances of the students and employees (to all concerns). It can enhance institutional outcomes by giving students and employees satisfaction that their voices are being heard and



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that their issue is being subject to formal consideration within the institutional framework itself.

Grievance Redressal Committee

The College has a Grievance Redressal Committee to redress the grievance of its stakeholders and to develop a responsive and accountable attitude amongst all the stakeholders in order to maintain a harmonious educational environment in the institute. The students approach the committee to voice their grievances regarding academic issues, ragging issues, health services, library and other services. The Grievance Redressal Committee redresses the grievances by sorting out the problems promptly and judiciously.

Objectives of the Grievance Redressal Committee

- Upholding the dignity of the College by ensuring strife-free atmosphere in the College through promoting cordial relationship among all its stakeholders.
- Counselling the students to express their grievances / problems freely and frankly by putting up a grievance in writing or filling up the format available in the respective grievance registers of the departments of the college or drop it in a Grievance Box, without any fear of being victimized.
- Advising students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the students to refrain from inciting students against other students, teachers and College administration.
- Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- Creating awareness amongst students regarding any violation of ragging and disciplinary rules; Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules is to be urgently brought to the notice of the Principal by



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the Grievance Redressal Committee/Disciplinary Sub-Committee/Anti Ragging Cell/Anti Ragging Squad/Women Cell/Prevention of Sexual Harassment Cell.

Scope of the Grievance Redressal Committee

The Committee deals with grievances received in writing from the students on any of the following issues:

- Academic Issues: Related to timely issue of mark-sheets, duplicate mark-sheets, Transfer Certificates, Conduct Certificates, filling up review forms and issuing marksheets of reviewed results or other examination related matters e.g., registration, form fill-up, proper and timely information.
- Financial Issues: Related to dues and payments for various items from library, hostels etc., concessions, scholarships and so on.
- Miscellaneous: Related to certain misgivings about conditions of sanitisation, preparation of food, availability of drinking water, indoor game facilities, renovation of damaged building and availability of electric appliances in the college premises and hostel, availability of transport, any kind of victimization by the different stakeholders within the campus etc.

Functions of the Grievance Redressal Committee

The grievance issues are generally attended promptly on receipt of written grievances from the students:

- The Grievance Redressal Committee will only act upon those written cases which have been forwarded along with the necessary documents.
- The committee officially reviews all issues and acts accordingly as per the rules and regulations of the Institute
- It presents 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.



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- The Grievance Redressal Committee assures that the grievance has been properly solved in a stipulated time limit provided by the committee.

Procedure for lodging a complaint

If a student has a grievance,

- a written complaint must be logged in the prescribed petition format available in respective grievance register of his/her department
- a note of complaint in letter format can be dropped into complaint box in front of the Principal's chamber.
- a complaint can also be logged by filling up the institution's petition form available in the website.
- he or she may send her grievance to the Principal over email or in letter.
- a complaint can also be reported by filling up Students' Feedback Form.

Other Stakeholders of the Institute may convey their grievances by

- lodging a written complaint in the grievance register kept in the Principal's Chamber.
- dropping a note of complaint in letter format into complaint box in front of the Principal's chamber.
- reporting grievances to the Principal over email or in letter.
- filling up different feedback forms: Teachers' Feedback, Alumni Feedback etc.
- raising grievances during regular Parent-Teacher Meet.

Any of these aforementioned written grievances must clearly state the complainant's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence. The complainant must sign the complaint.



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Steps toward Resolution

Based upon the information presented in the grievance, informal discussion between persons directly involved in a grievance is essential in the early stages of dispute and reconciliation, and mutual resolution shall be encouraged at all stages of the procedure. Regular Parent-Teacher Meet not only presents a platform to raise grievances but it also helps in Grievance Redressal Mechanism by resolving a good number of grievance issues before delving into further complications.

Steps toward resolution shall begin with discussions within the department amongst the parties involved in the grievance directly.

If the student is not satisfied with the results of the initial discussion or if the nature of grievance can never be resolved at the initial level, then the issue is referred to the College authority (Principal) to examine the grievance. The Principal along with the convenor and members of the Grievance Redressal Committee or members / convenors of other concerned committees, student and others involved in the grievance will conduct and preside the meeting.

If a satisfactory solution cannot be reached within a reasonable period, the Principal should refer the issue to the Governing Body or the affiliated University as the case may be for further discussion and appropriate action.