

# GRIEVANCE REDRESSAL POLICY DOCUMENT



**BELDA COLLEGE**

**2016**

The constitution of Grievance Redressal Cell (w.e.f. 2007) is:

- |                               |                                       |
|-------------------------------|---------------------------------------|
| 1. Dr. M. Mondal              | Principal & Chairman                  |
| 2. Dr. Avin Dey               | Head, Dept. of Physics & Chemistry    |
| 3. Dr. Subhasree Ray          | Head, Dept. of Computer & B. Computer |
| 4. Dr. Bandana Chatterjee     | Asst. Prof. Dept. of English          |
| 5. Prof. Abanindranath Mallik | Head, Dept. of Mathematics            |
| 6. Dr. Ananda Chandra         | Head, Dept. of Botany                 |

All the cases are handled properly on the receipt of cases from staff and students. The cell reviews all cases and gives appropriate solution according to the rules regarding the cases.



# BELDA COLLEGE

(Accredited with CGPA of 2.75 at 'B' Grade by NAAC)

Belda :: Paschim Medinipur :: 721424 :: WB

ISO 9001:2015 Certified Organisation

Tel.: 03229-255 246 \* Email: principal@beldacollege.ac.in \* Web: www.beldacollege.ac.in

## GRIEVANCE REDRESSAL POLICY DOCUMENT

The institution has a Grievance Redressal Cell to look into the general and academic complaints of the staff and students. It promptly tries to offer solutions for their redressal during the periodical meetings of the committee. The staff and students are notified to put their complaints and suggestions about administration, accounts, finance, library, academics and hostels etc. in the suggestion/complaint boxes located in the administrative building of the college.

The objectives of the Grievance Redressal Cell are:

1. To create a platform where staff and students can raise their problems about academic and non-academic matters.
2. To receive suggestions from the staff and students for infrastructural improvement of the college.
3. To ensure effective solution to the staff and students to redress their problems

The constitution of Grievance Redressal Cell (w.e.f 2007) is:

- |                              |   |
|------------------------------|---|
| 1. Dr. M. Mondal             | Principal & Chairman.                   |
| 2. Dr. Avijit Dey            | Head, Dept of Physics & Convener.       |
| 3. Dr. Sabitabrata Ray       | Head, Dept of Chemistry & Jt. Convener. |
| 4. Dr. Bandana Chattopadhyay | Asst. Prof, Dept of Bengali             |
| 5. Prof. Abdul Hai Mallick   | Head, Dept. of Economics                |
| 6. Dr. Basudeb Dhara         | Head, Dept of Mathematics               |

All the cases are attended promptly on the receipt of return grievances from staff and students. The cell reviews all cases and takes steps accordingly. The cell submits report to the authority regarding the cases attended.



*[Signature]*  
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## PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

However, as per UGC (Grievance Redressal) Regulations, 2018, regarding addressing and effectively resolving grievances of students in higher educational institutions, the Governing Body of Belda College reconstituted a Grievance Redressal Cell to address as well as resolve all types of grievances, complaints and malpractices including those received from students, faculty and other stakeholders. The complaints from all stakeholders are received in the Complaint Box in the administrative building of the college, or through a written application to any member of the CGRC or through email at [grievance@beldacollege.ac.in](mailto:grievance@beldacollege.ac.in).

The Grievance Redressal Committee with the following composition was constituted for a tenure of two years. The Grievance Redressal Committee functions keeping consonance with the ICC, the Anti-Ragging Cell as well as the Disciplinary Committee of Belda College. In case of any complaint from any stakeholder, they are to report to any member of the Grievance Redressal Cell.

### **Composition of Grievance Redressal Committee (w.e.f September, 2020):**

- |                          |                           |
|--------------------------|---------------------------|
| 1. Dr. Manabendra Mondal | Principal & Chairperson   |
| 2. Dr. Abhijit Kumar De  | Member Secretary          |
| 3. Dr. Lipika Mondal     | Member                    |
| 4. Dr. Sreetama Misra    | Member                    |
| 5. Avik Chanda           | PG Student Representative |

### **A. Roles and Functions of CGRC**

The CGRC shall exercise the following roles and perform the following functions:

- To receive applications of grievance from any stakeholders.
- To entertain and consider the grievance from all stakeholders.
- To hear grievances of all concerned parties, and settle them as early as possible.
- To counsel the students (whenever necessary) and resolve their grievances.
- To give advice to the students through personal counselling.
- To take actions on Covid-19 pandemic related grievances.



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- vii) To try resolve issues within the concerned parties amicably.
- viii) To prepare and submit the recommendations related to the redressal of grievances to the concerned.
- ix) To consider and submit recommendations and suggestions in respect of reforms in the working of various sections/departments/cells of the college relating to the grievances of the stakeholders.
- x) To prepare minutes and Action Taken Report of the meeting of CGRC and submit it to the Principal.

## B. Role of the Chairperson, CGRC

- i) The Principal of Belda College is the Chairperson of CGRC. In absence of the Principal, the In-charge of the institution shall be the Chairman of CGRC with prior permission of the Governing Body, Belda College.
- ii) The Chairperson has the responsibility to finalize the date of meeting of CGRC in consultation with the Member Secretary.
- iii) The Chairperson shall preside over the meeting of CGRC.

## C. Role of the Member Secretary, CGRC:

- i) The Member-Secretary is the Primary Officer of CGRC. He/She shall be responsible for maintaining all accounts and records, if any, placed at the disposal of the cell.
- ii) The Member Secretary is responsible for preparing the Agenda of the CGRC meetings, and communicate the agenda to all the members.
- iii) The Member secretary shall convene meetings of CGRC in consultation with the Chairperson, so that the grievances are resolved within a period of 15 days from its receiving.
- iv) The Member Secretary shall attend all the meetings and be responsible for maintaining the minutes of the meetings.
- v) The Member Secretary is responsible for preparing Action Taken Report of the CGRC.
- vi) The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Chairperson.



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- vii) The Member Secretary shall discharge all duties and functions relating to the grievances relating to the grievances of all stakeholders assigned to him time to time.

## D. Meetings of CGRC:

- i) The CGRC shall meet at regular intervals as per the exigency so as to resolve the grievances within a period of 15 days of its receiving. In case no grievance is received, the CGRC shall meet once in a semester.
- ii) The Member Secretary shall be directed by the Chairperson to convene a meeting of CGRC either online or offline.
- iii) All meetings of CGRC shall be numbered serially.
- iv) The Notice of the meetings shall be issued by the Member Secretary, well in advance in consultation with the Chairperson and the agenda shall be communicated to all its members.
- v) The non-receipt of notice of meeting by any member of CGRC shall not invalidate the meeting.
- vi) In case a meeting is called urgently, the notice along with the agenda shall be distributed to all its members during the meeting.
- vii) In case the grievance of any kind is against any member of CGRC, the concerned member shall abstain himself/herself from the proceedings on such issue, and the Chairperson will have the authority to appoint any person on his/her behalf.

## E. Venue of the Meeting of CGRC:

- i) The meeting of the CGRC shall be held either in college venue at the Grievance Redressal Cell, Belda College or in Online mode by sharing the meeting link through Whatsapp.
- ii) The Member Secretary shall communicate the venue, date and time regarding the meetings of CGRC to all members of CGRC and to the concerned stakeholders who have registered their grievances.



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## F. Agenda and Minutes:

- i) The Agenda and the draft minutes of the meeting shall be prepared by the Member Secretary in consultation with the Chairperson.
- ii) The minutes shall contain record of the decisions and resolutions taken in the CGRC meeting.
- iii) The Member Secretary shall submit the confirmed minutes of the meetings of CGRC to the Principal, Belda College & Chairperson, CGRC.

## G. Action Taken Report:

- i) After confirmation of the minutes, the Member Secretary shall report to the CGRC the action taken report on the resolutions and decisions taken in the previous meeting of CGRC.
- ii) The Member Secretary shall submit Action Taken Report on the meetings of CGRC to the Principal, Belda College.

## H. Attendance of Members:

- i) Member Secretary shall maintain record of attendance of each meetings of CGRC.
- ii) Every member shall sign the attendance sheet during every meeting.

## I. Appearance Before CGRC:

The complainant student/stakeholder may appear in person. In case he/she is incapable to place his/her grievance, then his/her representative (other than any legal practitioner) may be authorized to present his/her case in any proceedings before the CGRC.

## J. Nature of Applications to be Entertained by CGRC:

The grievances, those of students' or common in kind related to the college/institution shall only be considered by the CGRC.



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## K. Receiving Applications:

- i) The Member Secretary shall scrutinize the applications in consultation with the Chairperson of the CGRC and shall also prepare the Agenda of the meeting.
- ii) Those applications which cannot be accepted are communicated to the concerned stakeholder in writing.
- iii) The Member Secretary shall communicate the time, date as well as venue of the meeting to the stakeholders who have registered their grievances before the meeting with the help of administrative staff of the department/institution.
- iv) The Member Secretary may request all the parties related to grievance to give their clarification in writing with necessary documents and send it to all the members along with the agenda.
- v) The Member Secretary shall present all the complaints raised in CGRC according to the agenda along with the necessary documents given by the complainant during the meeting.
- vi) The CGRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to the parties following the principles of natural justice.

## L. 'Students' Grievances' may arise or include the following complaints, but are not limited to:

- i) Making admission contrary to merit or in accordance with the declared admission policy of the institution.
- ii) Irregularity in the admission process as adopted by the institution.
- iii) Refusal of admission in accordance with the declared policy of the institution.
- iv) Non publication of results
- v) Publishing any false/misleading information in the prospectus.
- vi) Demand of fees in excess of that specified in the declared admission policy.
- vii) Delay in conducting examination or declaration of results beyond a specific time period set by the university.
- viii) Non transparent or unfair evaluation practices.



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## M. Some general cases of Grievance:

The complaints may include violation of norms and standards set by Belda College authority. The Governing Body, Belda College decides to deal with a few general grievances, which may be related to the following categories. These are, but not limited to:

- i) Physical assault or threat of any kind against any student/teaching/non-teaching staffs of the institution.
- ii) Violation of the dignity and honour of stakeholders belonging to weaker sections.
- iii) Any act causing threat or prohibition to the use of facilities meant for the *divyangyans*.
- iv) Use and carrying of any violent weapons.
- v) Any act – verbal or otherwise, derogatory of women.
- vi) Any practice that may cause bribing or corruption.
- vii) Wilful destruction of institutional property or theft/stealing.
- viii) Any act that may cause intolerance on religious/communal grounds.
- ix) Ragging in any form, verbal or otherwise.
- x) Any act that may cause disruption in the academic functioning of the College.
- xi) Any act relating to cyber crime and breakdown of the right to privacy.

## N. Non-Entertainment of Applications:

No applications for grievance redressal shall be entertained, if the CGRC finds that:

- i) The applicant has made false statement or false information with regard to place of residence, educational qualification etc.
- ii) There is no *prima facie* case for considering the application.
- iii) The application is fictitious or fabricated.
- iv) The matter is sub-judice in any court of law.

In case of any fraud complaint, the CGRC may recommend appropriate action against the concerned authority



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## O. Recommendation of Application for Final Action:

- i) The grievance applications received shall be discussed by the members in the meeting.
- ii) The concerned stakeholder who has raised the grievance may be called in the meeting of the CGRC whenever necessary and they may be heard in person.
- iii) The Chairman and Member Secretary shall be responsible for implementing the resolutions/decisions taken in CGRC meeting on top priority basis.
- iv) The CGRC has the right to recommend departmental enquiry against any employee/official, if they are involved in any misconduct.
- v) After the decision of the meeting is implemented, the same shall be incorporated in the Action Taken Report and submit it to all the members in the next meeting.

## P. Settlement of Grievance Redressal issue:

Depending on the seriousness of the problem, the issues are settled by the Cell, in consultation with the Principal/Chairman and other members of the cell. An effective complaint management system is necessary for ensuing higher level stakeholder relationship and contentment. The Grievance Redressal Cell shall follow the principles of natural justice while considering the grievances of the students. The Committee shall act as per UGC guidelines, and resolve the grievance within a period of 15 days.

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