



## **Grievance Redressal Cell** **Raidighi College**

The aim of the Grievance Redressal Cell is to address the grievances of any stakeholder (student and/or staff) of the college in a fair and impartial manner, so that a harmonious educational atmosphere is maintained in the institute. The Grievance Redressal cell of the college has been constituted according to UGC norms [Notification No. 14-4/2012 (CPP-II) dated 7<sup>th</sup> Dec, 2018]. The following members constitute the current Grievance Redressal Cell of the college.

1. Dr. Sasabindu Jana (Principal) – Chairperson
2. Dr. Debasree Saha (Assistant Professor and HOD, Department of Chemistry) - Convener
3. Dr. Sudhin Sinha (Assistant Professor, Department of History and Teachers' Council Secretary)

### **Objective**

- To develop an organizational framework to resolve Grievances of students, staff and other stakeholders.
- To uphold the dignity of the institute by promoting cordial student-student relationship, student-teacher relationship and teacher-teacher relationship.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To encourage the students and staff to express their grievances / problems freely and frankly, without any fear of being victimized.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

### **Exclusion**

The grievance redressal cell shall not entertain following issues.

- Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college/ University of Calcutta.
- Decisions with regard to award of scholarships / fee concessions / awards / medals.
- Decisions made by college under the Discipline Rules and Misconduct.
- Decisions of the college in admissions of any courses.
- Decisions of the competent authority on assessment and examination result.

### **Functions of the cell:**

- The cases will be attended promptly on receipt of written grievances from the students and staff.
- The cell will formally review all cases and will act accordingly as per the Management policy
- The cell will give report to the higher authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **Operating Procedure**

- Any stakeholder with a genuine grievance may approach Grievance Redressal Cell by writing his/her grievance and dropping it in the complaints/grievance box in the college campus or send his /her grievance through e-mail at [grievance.redressal@raidighicollege.org.in](mailto:grievance.redressal@raidighicollege.org.in)
- The Grievance Redressal Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- The Grievance Redressal Cell shall meet on the basis of grievances received as and when the situation arises.