



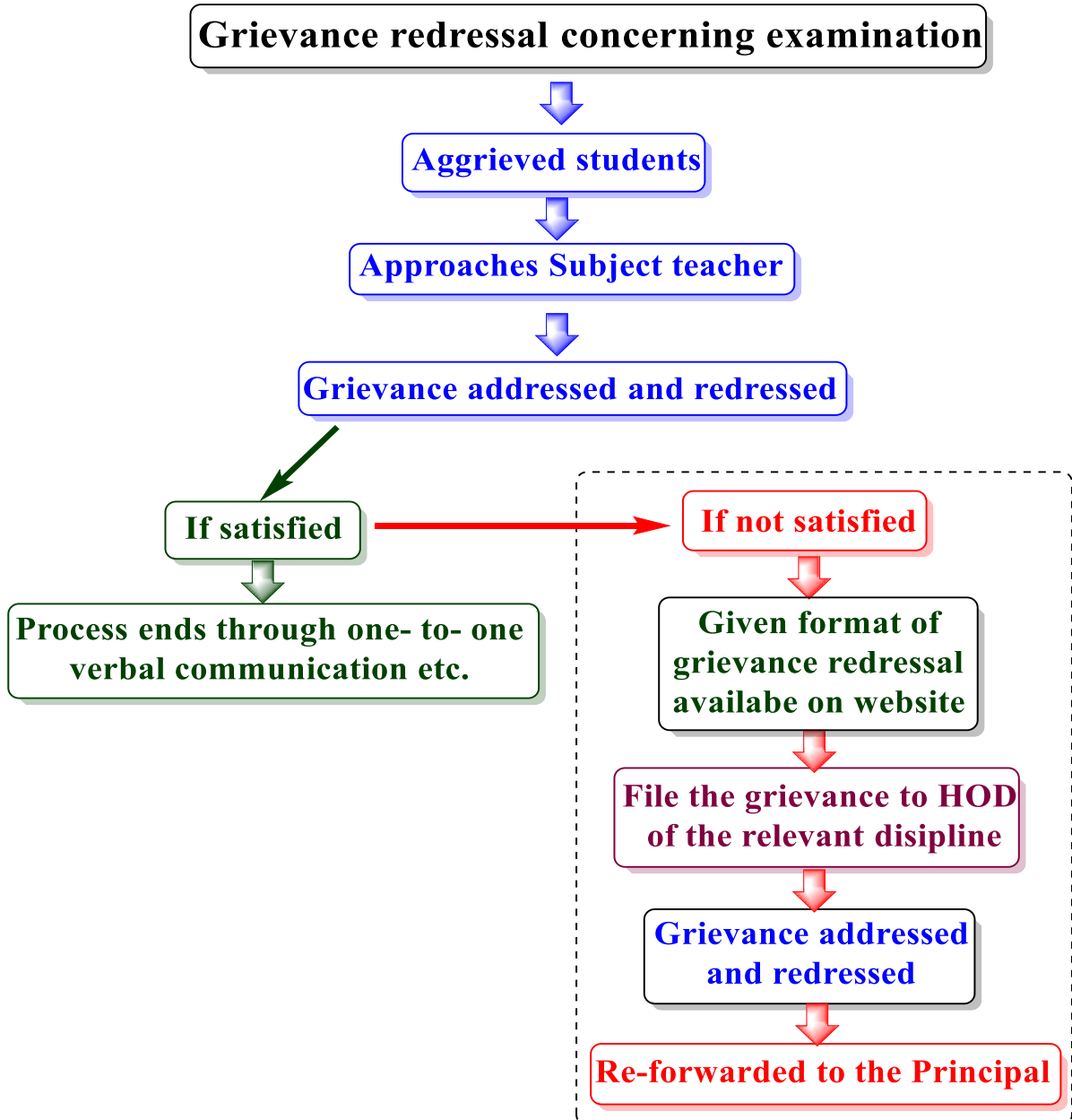
GOBARDANGA HINDU COLLEGE

NAAC ACCREDITED (2005 & 2016) AT GRADE "A"

KHANTURA, DIST. NORTH 24 PARGANAS, PIN 743273, WEST BENGAL

Ref.

Date :



Grievance Redressal Flowchart

Principal
Gobardanga Hindu College
Khantura, North 24-Pgs.



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Grievance Redressal Policy Document

• INTRODUCTION:

Gobardanga Hindu College maintains a special cell for redressal of grievances under various categories for proper monitoring of complaints from any of the stakeholders.

• AIMS AND OBJECTIVES:

The aims and objectives of forming a Grievance Redressal Policy is

(a) to conform to rules, regulations and conditions that are mandated by the government and the UGC-MHRD as per notifications issued in public interest.

(b) to consolidate the discipline and maintain the principles as required for safety, security and integrity of the institution and its stakeholders.

(c) to provide support to all engaged and involved in the functioning of the college and ensure redressal in cases of offence if any on a note of non-discrimination and zero tolerance

(d) to assure that the college shall not promote any instances of ragging, violence or harassment in any form or manner whatsoever irrespective of any bias.

These include

- i) **Grievance Redressal Cell**
- ii) **Internal Complaints' Cell, and**
- iii) **Anti-ragging Cell/ Committee.**

(i) Grievance Redressal Cell

The Grievance Cell of the college, constituted strictly as per the guidelines issued by UGC-MHRD following the Prevention, Prohibition and Redressal Act 2013, (LINK FROM WEBSITE TO BE GIVEN) undertakes to resolve grievances/complaints from any stakeholder of the institution concerning any subject that might become a matter of concern w.r.t. maintaining the qualitative aspects of the institution. Regular meetings and one to one discussion with the concerned parties, are held in pure confidence. Any form of



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harassment, mental, physical, or sexual is sternly dealt with as per norms and strictures. Students may submit complaints / grievances / suggestions (if any) and drop them in the college 'Grievance Redressal Box', that is conveniently placed at a convenient location inside the college premises. Complaints may be filed in person to the Convener/ Information Officer/ members /Heads of the departments) of Grievance Cell'.

- Complaints may also be mailed to the given email id (ghc.grievance.1947@gmail.com).
- Grievance Redressal form is available on the College Website. ([Download form from link](#))

(ii) Internal Complaints' Cell

The creation of the Internal Complaints Cell aligns with UGC directives and follows UGC guidelines aimed at preventing, prohibiting, and addressing instances of sexual harassment involving female employees and students within educational institutions. ([UGC LINK](#))

The cell holds regular meetings to check if any complaints have been lodged by any student, teacher or staff, and decides on the measures to be adopted for quick and easy redressal of issues. If deemed necessary, the ICC may seek the help and advice from legal counsel. The ultimate aim is to disallow any kind of ill-treatment, or misappropriation of any individual in the college. Several seminars, webinars, programmes, campaigns may be held to create further awareness amongst all stakeholders against sexual harassment of women at the workplace. Discussions, panels, poster campaigns may always be held at intermittent gaps to promote the cause of equality and gender equity.

(iii) Anti-ragging Cell

The 'UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009' under Section 26/1 (g) of the UGC Act, 1956 was introduced to specify the need to include a healthy ambience at any higher educational institution in order that the students may find a congenial condition to study, learn and continue in the institution in a peaceful manner. The college prospectus published annually upholds the anti-ragging norms of the institution. That ragging is strictly forbidden and is a punishable offence is reiterated by teachers to students. These issues are also highlighted upon at the orientation programmes held at the commencement of academic sessions at the UG and PG levels. At the time of



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admission, all students and guardians are required to fill up and submit anti-ragging forms duly signed, containing undertakings that they are aware of the laws regarding prohibition of ragging and the consequences if any offender is found guilty. Posters propagating the anti-ragging laws, along with slogans against ragging are displayed on the notice boards and prominent places within the college campus. An Anti-ragging Committee and an Anti-ragging Squad have been constituted following UGC guidelines. The Anti-ragging Committee, headed by the Principal of the college, includes representatives of Civil and Police Administration, local media, Non-Governmental Organisations involved in youth activities, representatives from faculty, parents and students, as well as non-teaching staff.

Meetings are held regularly to ensure that no cases of harassment occur at any level. There is zero tolerance policy for any kind of discrimination based on caste, creed, race and gender. provision for prompt redressal of grievances, in both online and offline mode has been made. The three committees in charge of maintaining discipline and protection of rights of every stake-holder, undertake to ensure that a healthy, non-discriminatory and unbiased condition exists in this institution.

Since Gobardanga Hindu College has two hostels in the campus, it is also a matter of grave concern if any of the hostel residents suffer from any instances of discrimination, ragging or harassment of any kind or degree whatsoever. Parents, guardians are always apprised of the strict discipline that needs to be observed by the hostel inmates. A separate guideline is also issued to them at the time of admission as hostel inmates so that they are aware of the pros and cons and observe and maintain discipline accordingly.

The institution shall always strive to uphold values that are ethical, moral and adhere to the rules and regulations of the state government as also to the apex body, i.e UGC-MHRD and also vows to follow any other measure that may be deemed beneficial to the institution as a whole.

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Gobardanga Hindu College Form for Grievance Redressal for Students

1. **Name:**
2. **Class/Semester:**
3. **Roll No.:**
4. **Gender: Male/Female/Other (please tick the appropriate option)**
5. **University Registration No.:**
 - i) Whether Grievance related to: (please write "YES" wherever applicable)
 - ii) Service/facilities/infrastructure:
 - iii) Examination (General/ Honours. Internal/End-Semester): (please tick the appropriate option)
 - iv) Any Other: (please mention)
 - v) whether you are placing this grievance for the first time:
6. **Grievance (in details):**
 - i) Date of incident/ situation related to grievance:
 - ii) Time:
 - iii) Location:
 - iv) Witnesses if any:
 - v) Details:
7. **Signature of student:**

Remarks: (to be given by the Grievance Redressal Committee)

Signature of the convenor:



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(i) Grievance Redressal Cell: The Grievance Redressal Cell at Gobardanga Hindu College is dedicated to addressing and resolving academic and administrative grievances of both students and staff. This committee ensures a fair and transparent process for lodging and resolving complaints, contributing to a harmonious college environment. The current members of the Grievance Redressal Cell include:

1. Prof. Sutapa Bhattacharya
2. Dr. Mousumi Sen
3. Dr. Saktipada Barik
4. Dr. Chinamy Paul
5. Dr. Madhumita Chattopadhyay [Convener]
6. Prof. Nelay Sarkar
7. Dr. Biswajit Gain
8. Prof. Sudeb Biswas
9. Dr. Tridib Mandal
10. Dr. Brajagopal Chand
11. Dr. Shibanwita Mukherjee

(ii) Internal Complaints' Cell: Gobardanga Hindu College's Internal Complaints' Cell is responsible for addressing issues related to harassment, discrimination, or misconduct within the college premises. This committee provides a safe and confidential platform for individuals to report such incidents and takes necessary actions to ensure a secure and inclusive environment. The current members are:

1. Prof. Sutapa Bhattacharya [Convener]
2. Dr. Mousumi Sen
3. Prof. Sangita Ray
4. Dr. Madhumita Chattopadhyay
5. Dr. Anwasha Mallick
6. Dr. Mahuamita Deb
7. Dr. Adity Roy
8. Dr. Sabiar Rahaman
9. Prof. Prabin Sikder
10. Prof. Nripen Biswas

(iii) Anti-ragging Cell/Committee: Gobardanga Hindu College's Anti-ragging Cell/Committee is dedicated to preventing and eliminating ragging activities on campus. The committee enforces strict measures and conducts awareness campaigns to safeguard the



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physical and psychological well-being of students. The current members of the Anti-ragging Cell/Committee include:

1. Dr. Samir Biswas
2. Dr. Somnath Bhattacharya
3. Dr. Pankaj Dey
4. Dr. Pinaky Sett
5. Prof. Prabin Sikder
6. Prof. Sanat Kr. Das
7. Dr. Saktipada Barik
8. Prof. Paromita Dutta
9. Prof. Sudeb Biswas
10. Prof. Tridib Mondal [Convener]
11. Prof. Ishita Halder
12. Prof. Soma Mondal

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