



Ref. No.....

Date.....

STUDENTS' GRIEVANCE REDRESSAL POLICY

Grievance Redressal Policy and Mechanism of Plassey College

Plassey College puts emphasis on a well-meaning mechanism and policy to motivate and encourage students in their cultural, academic, moral pursuits in concurrence with the UGC regulations. For stakeholders of the college, the Grievance Redressal Cell attempts to augment a cordial and unbiased ambience in the college campus. It gives due credence to any grievance or complaints made by anyone regarding the institution's functions, although, it considers student complaints with seriousness.

Policy


The policy has clear objectives:

Objectives:

1. To construct a well-defined framework for institutional resolution of student and other stakeholder complaints
2. To ensure that the complaints of the stakeholders are resolved in a free and fair manner
3. To objectively ascertain the the source of the complaint
4. To aware students about their responsibilities and initiatives

The composition of Grievance and Redressal Cell:

- A. Chairperson-Principal
- B. Coordinator/Convener
- C. Member
- D. Member
- E. Non-teaching Staff Member
- F. Student representative


Principal
Plassey College
Mirabazar, P.O.-Plassey



PLASSEY COLLEGE

Estd.-2010



(affiliated to the University of Kalyani)

Mira Bazar, P.O.-Plassey, Kaliganj Block, Dist.-Nadia, Pin-741156, West Bengal, India.

Ref. No.....

Date.....

Functions of the Grievance Redressal Cell:

1. Make students aware about how to file a complaint through the orientation/induction programmes
2. Considers and analyses the complaints
3. To make use of the institutional decision-making mechanism for a viable solution
4. Describes the complaints and documents how they were resolved
5. To organize awareness and sensitization campaigns


Procedures/ Mechanism:

The Grievance Redressal Cell shall receive and resolve the grievances of the following issues

- a. The issues pertaining to Academics such as, Teaching, Learning, and Evaluation Activities
- b. Disputes/Disagreements between student-student, teacher-student, student-non teaching staffs
- c. Complaints regarding student facilities such as, library, canteen, computer lab/IT Facilities
- d. Sports and cultural-related complaints
- e. Complaints regarding the actions of stakeholders
- f. Any other issues specified in UGC Redress of Grievance of Students, Regulations, 2019

Steps:

1. Once complaint is received online or offline it is referred to the Grievance Redressal Cell within 7 days
2. Grievance Redressal Cell can refer the complaint to Anti-Ragging Committee or Internal Complaint Committee according to the nature of complaint
3. A Hearing is notified and held accordingly in the presence of the complainant or his/her authorized representative
4. As per natural justice and ethics, Grievance Redressal Cell will make its recommendations
5. Grievance Redressal Cell will recommend the Principal for swift resolution
6. Grievance Redressal Cell shall send its recommendations to the higher authority for further action


Principal
Plassey College
Mirabazar, P.O.-Plassey, Dt.-Nadia



PLASSEY COLLEGE

Estd.-2010



(affiliated to the University of Kalyani)

Mira Bazar, P.O.-Plassey, Kaliganj Block, Dist.-Nadia, Pin-741156, West Bengal, India.

Ref. No.....

Date.....

A REPORT ON THE FUNCTIONS OF GRIEVANCE REDRESSAL CELL

This is a report on the functioning of Grievance Redressal Cell of Plassey College during the period 2018-2019 to 2022-2023. During this five year tenure, grievances have been collected on different issues, academic and non-academic in character and also these are grievances from different sections of the institution –students, teaching and non-teaching staff, though students always got highest priority as ours is an educational institution.


Meetings held at different dates during this period are as follows:

15.05.2019, 15.06.2019, 2.07.2019

The Grievance Redressal Cell received a complaint from two female students in which they asserted that a group of students took videos of them without their prior permission and threatened them to upload those videos on social media. Upon received the complaint, the Grievance Redressal Cell made the Women Cell of the college a party in the matter since the incident is related to women issue. The Grievance Redressal Cell convened a meeting to discuss the issue for its speedy resolve.

The students who were found doing the videos were summoned and was asked to explain their position and was told to explain why disciplinary action should not be taken against them. They were summarily issued show cause letters and were informed to respond to the letter within due time. When they did not respond to the show cause letter they were again given reminder to respond to the show cause letter immediately. Subsequently, it was found that they did not respond to the show cause letter after reminder. The committee in its meeting on 2.07.2019 recommended disciplinary action against the involved students. Following the recommendation, the Principal suspended one present student for two months. Since, the incident also involved two former students of the college. The Principal also instructed that those two former students should be barred from entering into the college campus permanently.

The Grievance Redressal Cell received no further complaint till date.


Principal
Plassey College
Mirabazar, P.O.-Plassey, Dt-Nadia



PLASSEY COLLEGE

Estd.-2010



(affiliated to the University of Kalyani)

Mira Bazar, P.O.-Plassey, Kaliganj Block, Dist.-Nadia, Pin-741156, West Bengal, India.

Ref. No.....

Date.....

Certified Copy of Governing Body Resolution

Meeting No. – PC/GB/01/2020
Date of Meeting : 08/01/2020

Meeting Place: Principal's Chamber
Time of Meeting : 12.45 p. m.

The Members of the Governing Body :

1. Nasiruddin Ahmed (President)
2. Dr. Basant Kumar Pradhan (Principal & Secretary)
3. Sri. Probir Kumar Baidya (Teaching Representative)
4. Junazar Islam (Teaching Representative)
5. Dr. Dola Sarkar (Teaching Representative)
6. Sri. Prasenjit Saha (Non Teaching Representative)

Agenda No.3; Discussion regarding formation of SC/ST Cell, Minority Cell, Internal Complaints Cell, OBC Cell, Grievance Cell and Anti-Ragging Cell of Plassey College.

Resolution Adopted

Regarding agenda no. 9, The Governing Body unanimously approves the formation of following cells that is SC/ST Cell, Minority Cell, Internal Complaints Cell, OBC Cell, Grievance Cell and Anti-Ragging Cell of Plassey College for the purpose of NAAC Accreditation.

The Governing Body requested to Principal Dr. Basant Kumar Pradhan to take necessary steps in this respect.


Principal
Plassey College
Mirabazar, P.O.-Plassey, Dt.-Nadia

SD/-
President of the Meeting