

## **Grievance Redressal Policy**

### **Chakdaha College**

#### **Preface:**

Chakdaha College aims to provide a safe, secure, healthy and supportive environment for the holistic growth of the individual. The grievance redressal policy has been formulated according to UGC Grievance Redressal Regulations, 2012 and lays down the norms to be followed for a just, speedy and fair redressal of grievances related to academics, administration and infrastructure. All the members of the institution (Teachers, Staff and Students) shall adhere, follow and promote the policy and guidelines stated herein and uphold human values and ethics.

#### **Objectives:**

- To provide an environment where grievances are expressed without fear or victimization.
- To maintain a clear, well-defined and structured process of grievance redressal.
- To stipulate the roles and responsibilities of grievance redressal committee.
- To ensure a fair and speedy redressal of grievances.
- To provide a platform for students, faculty, and staff to express their grievances related to academics, administration, and infrastructure.
- To ensure a fair and transparent mechanism for resolving grievances promptly.
- To uphold the principles of natural justice and human rights while addressing complaints.
- To maintain a conducive and harmonious atmosphere within the college by promptly addressing concerns and issues.
- To enhance the overall satisfaction and well-being of the college community by addressing their grievances.

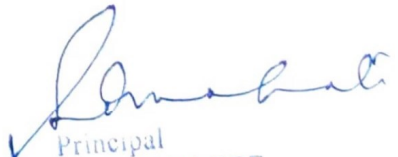
#### **Definitions:**

**Grievance:** Grievance is an allegation or a complaint for actual or perceived wrongs. Grievance includes the definition in UGC Regulations under clause 2(1) of the Gazette Notification

No.14-4/2012 (CPP-II) dated December, 2012 and shall comprise the following:

- Grievance pertaining to academic life
  - Attendance in curricular and co-curricular aspects
  - Student life in campus
  - Provision of educational, co-curricular and extension opportunities
- Grievance pertaining to administrative matters
  - Admission
  - Fee payment
  - Scholarship
  - Transparency and access
  - Certificates and documents.
  - Institute-University liaison
  - Grievances pertaining to infrastructural resources
  - Provision of student amenities



  
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- Inclusive access to educational resources
- Access to facilities: library, laboratories, sports and cultural facilities, hostel, gymnasium and cafeteria.

#### **The composition of the Grievance Redressal Cell at Chakdaha College:**

Grievance Redressal Committee is constituted by the college to receive, investigate and redressal grievances. The term of the office for a grievance redressal committee member shall be of two- year's duration and re-nomination, if required. The composition of the grievance redressal committee shall be as follows:

1. **Principal:** The Principal of the college serves as the Chairperson of the Grievance Redressal Cell. She/he oversees the functioning of the cell and ensures timely resolution of grievances.
2. **IQAC Coordinator:** The Internal Quality Assurance Cell (IQAC) Coordinator is an essential member of the cell. IQAC plays a key role in maintaining the overall quality and efficiency of the institution.
3. **Heads of Departments (HODs) and Coordinator (Morning Section):** The HODs and Coordinator represent different academic departments and sections of the college. They contribute to the cell by addressing specific academic and administrative grievances.
4. **Head Clerk:** The Head Clerk or Administrative Officer is responsible for administrative matters and assists in resolving grievances related to administrative processes.
5. **Non-Teaching Representative:** This member is usually a non-teaching staff member, such as an administrative staff member or support staff, who brings a different perspective to the cell and contributes to resolving grievances.
6. **Student Representative:** The Grievance Redressal Cell includes one or more student representatives, preferably from different departments or sections of the college. Student representatives act as a bridge between the cell and the student community, ensuring that student grievances are heard and resolved effectively.

*The Grievance Redressal Cell is responsible for addressing and resolving grievances related to academics, administration, and infrastructure within the college. It follows a structured and fair process for redressing grievances. The cell receives written complaints from aggrieved individuals, conducts thorough investigations, and takes appropriate actions to resolve the grievances in a timely manner. The committee also formulates and reviews grievance redressal norms and guidelines to ensure the efficient functioning of the cell.*

#### **Roles & Functions of the Committee:**

The committee shall:

- follow the rules and regulations of the institution and the principles of natural justice during enquiry and redressal of grievances.
- formulate and review grievance redressal norms and guidelines.
- make efforts to resolve the grievance within a period of 15 days.
- submit grievance redressal report to the Principal.
- provide a copy of the report to the aggrieved person(s).
- meet bi-annually or as and when required.



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- Receiving, documenting, and registering grievances from students, faculty, and staff.
- Reviewing and investigating the grievances in a timely and impartial manner.
- Ensuring that the grievance redressal process adheres to the prescribed norms and guidelines.
- Taking appropriate actions to resolve the grievances and inform the aggrieved parties of the outcomes.
- Maintaining confidentiality throughout the grievance redressal process.
- Regularly reviewing and updating the grievance redressal policy to make it more effective and efficient.


#### **Grievance Redressal Mechanism:**

The grievance redressal mechanism is governed by the Grievance Redressal Policy of Chakdaha College, Chakdaha, Nadia, West Bengal. It is formulated according to UGC Grievance Redressal Regulations, 2012. The mechanism entails:

- Information regarding the grievance redressal committee shall be given on the college website and college handbook.
- In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee.
- The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.
- Grievances can be submitted online through institutional ERP or e-mailed to [chakdahacollegeicc2018@gmail.com](mailto:chakdahacollegeicc2018@gmail.com).
- The matter shall be taken for discussion by the committee in its scheduled meeting.
- If the matter requires urgent attention, the co-ordinator shall inform the chairman and convene a meeting of the committee within 2 days from the receipt of the grievance form.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
- The complainant should be informed of the decision of the committee / action taken.
- If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days.
- A special meeting may be convened in case the follow-up is required.
- The proceedings have to be recorded by the secretary of the committee.

**Note:** This policy is a part of the Compendium of Institutional Policies prepared by Chakdaha College, Chakdaha, Nadia.



  
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