

BALAGARH BIJOY KRISHNA MAHAVIDYALAYA

P. O. - BALAGARH • DIST. - HOOGHLY • WEST BENGAL - 712 501

NAAC ACCREDITED

Ref. No.

Date

From,

President / Principal / Teacher-in-charge

Balagarh Bijoy Krishna Mahavidyalaya

Grievance Redressal Cell

Policy Document

Introduction:

The Cell looks into the grievances lodged by any student, and judges its merit, and take appropriate actions for redressal. Anyone with a grievance may approach any member of the Grievance Redressal Cell, or any faculty member of the department. The complaint can be in writing, or oral.

Facilities of Student Grievance Redressal Cell :

Required infrastructure and network facilities will be provided for the smooth functioning of the cell.

Functions of Student Grievance Redressal Cell:

- Provide platform to express their complaints / grievances freely and frankly.
- Make the students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Recommend the actions to be taken for redressal of the Grievance.
- Recommend the actions to be taken for non-recurrence of the similar grievances in future.

Committee Composition:

The following is the composition of Student Grievance and Redressal cell.

- a) Principal as Chairperson
- b) 2 faculty members as Conveners
- c) 4 faculty members as members
- d) A student representative as a student member.

Roles and responsibilities of Student Grievance Redressal Cell committee members.

a) Chairperson:

1. He / She heads the meeting and presides the meeting.
2. Appoints the committee for solving grievance.



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3. Takes part in the case investigation and finalizes the judgments per the Management policy.

b) Faculty Member

1. Takes part in making of year planner and events to be organized for every academic year.

2. Conduct awareness camps about grievance and redressal cell functionalities among students.

3. If requires, provides the counseling to the students who are being identified with behavioral problems.

4. Studies the suggestions received from suggestion box through convener and report to chairman of the cell.

d) Convener

1. He receives the email immediately upon the complaints registered through web portal and reports the same to chairperson.

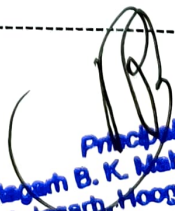
2. Opens the suggestion box for every week and suggestions will be brought to the notice of faculty member.

3. Organizes the meeting and provides intimation to the members of committee and students who registered complaints about case investigation.

4. Convener of the cell works on the actions given by chairperson.

5. Makes the feedback form, collects the feedback at the end of event, analyses it and makes a report.




Principal
Balagarh B. K. Mahavidyalaya
Balagarh, Hooghly, W.B.