

# DHRUBA CHAND HALDER COLLEGE

## Grievance Redressal Policy



**P.O. Dakshin Barasat, Dist. South 24 Parganas  
West Bengal, Pin 743372**

# Policy on Grievance Redressal

## Introduction:

In order to redress individual as well as collective grievances; general in nature, and also related to ragging and sexual harassment of the students and the staff of the college, Grievance Redressal mechanism has been devised by the institution. Staff refers to all academic and non-academic staff members.

As per the rules and regulations addressed by the UGC, for students or other stakeholders in an academic institution College Grievance Redressal Committee of Dhruba Chand Halder College, Dakshin Barasat has been constituted with the following details and the representations of the stakeholders in different capacities to enquire the nature and extent of the grievances.

## What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the college that a student or staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance/complaint relating to sexual harassment and ragging will be covered by different committees mentioned above for the purpose under a separate mechanism for addressing such matters.

## Objectives:

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
  - To create awareness of availability of members for students and faculties to report grievances.
  - To investigate the causes of the grievances.
  - To ensure effectual solution depending upon the gravity of the grievance.

The committee has three layers working separately to address the specific issues. The three segments of the committee are-

1. Grievance Redressal Committee
2. Gender Sensitization Cell
3. Anti-Ragging Committee

## Awareness Policy:

The institution has devised its own policy to undertake various measures to create awareness to avoid the cases of grievances in regards to sexual harassment, ragging and general grievances of the students and the staff. The awareness among the students and the staff has been created through-

- Prospectus
- Undertaking of students and parents at the time of admission
- Institutional website
- On campus display of rules, regulations and punishment

### **Mechanism of Governance:**

These three committees shall work under the control and guidance of the Principal to redress the grievances. Grievances of serious nature if any can only be forwarded to the highest authority e.g. the Governing Body. Issues common in nature can be sorted out then and there only at the committee level.

The grievances shall be collected through boxes placed at various places in the campus, in person: oral or written and cases detected during the vigilance of the members of Grievance Redressal Committee. The Committee shall meet at least twice in an academic year but in emergency, it can meet any number of times. The committees are required to maintain the record sincerely in the form of notice, agenda, minutes and action taken, etc.

### **Committees to redress the Grievances:**

#### **1. General Grievance Redressal Committee**

There shall be a grievance redressal committee at the institutional level to redress the grievances of students and the staff occurred in the institution during the general functioning. The Committee shall meet at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and, and consisting of representatives of faculty members, representatives of Non-teaching Staff, representatives of students. A senior faculty member shall facilitate it as its Convener. Any grievance/complaint other than sexual harassment and ragging will be covered by Grievance Redressal Committee. The grievance/complaint relating to sexual harassment and ragging will be forwarded to Gender Sensitization Cell and Anti-Ragging Committee respectively for proper action.

#### **2. Gender Sensitization Cell**

There shall be a Sexual Harassment Committee at the institutional level to prevent the sexual harassment of the students and the staff in the institution during the general functioning. The Committee shall meet at least twice in a year or as and when required. Any grievance/complaint relating to sexual harassment will be covered by Gender Sensitization Cell.

#### **3. Anti-Ragging Committee**

There shall be an Anti-Ragging committee at the institutional level to observe and regulate the ragging cases of the students occurred in the institution during the general functioning. Any grievance/complaint relating to ragging will be covered by Anti-Ragging Committee.

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