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Criterion: 5 Students Support and Progression

5.1.4. Details of statutory/regulatory Committees

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Details of Grievance Redressal Cell of Rabindra Mahavidyalaya

Grievance Redressal cell, one of the most important tool for assessing the performance of institution in terms of its ability to ensure communication, co- ordination, connection and collaboration amongst its various stakeholders becomes core element of college administration

Objectives:

- (1) Address various problems in a practical way.
- (2) Help to maintain gender equality at college campus both in between teachers and students.
- (3) Increase fairness in administrative job.
- (4) Help to maintain peace and stability in administrative job.
- (5) Maintain positive outlook in administrative work.
- (6) Ensure organizational mobility by removing undesirable circumstances.

Scopes:

1. College Admission-

The Grievance Redressal Cell can address the following issues based on prior complaints: if the college (a) fails to conduct its admission procedure in accordance with the admission rules previously declared by the college authority, its affiliating university, or advocated by the state government; (b) violates the rules of the merit list; (c) promotes irregularities in the admission procedure; (d) refuses to admit students according to the declared policy and norms; (e) withholds or refuses to return relevant admission documents, such as certificates, diplomas, or awards, to compel students to pay fees for courses they do not intend to pursue; (f) demands additional fees not mentioned in the administration policy; (g) breaches the reservation policy in the admission process as prescribed by the state government.

2. Publication of Prospectus-

Publication of the prospectus is another important issue; failure to do so may result in penalties, prompting college authorities to bring it under the purview of the Grievance Redressal Cell. Additionally, if the college authority provides incorrect information in the prospectus, the Grievance Redressal Cell can investigate the matter based on prior complaints.

3. Financial matters-

- a) Non-payment or delay in payment of scholarships to any student to whom the institution is committed, under the conditions imposed by the University Grants Commission or any other authority.
- b) Refund of fees in case a student withdraws admission within the stipulated time, as mentioned in the prospectus and notified by the commission from time to time.



4. Exam related matters-

(a) Delay in the conduct of exams and (b) publication of results also fall under the purview of the Grievance Redressal Cell if aggrieved candidates register complaints on these grounds. Additionally (c) a non-transparent and unfair evaluation process adds to the authority's burden, as it generates significant discontent among students, thereby providing sufficient reason for its inclusion in the jurisdiction of the Grievance Redressal Cell.

5. Provisions of student's amenities-

The provision of student amenities such as regular classes, clean and sanitized toilets, affordable canteen services, library facilities, playground access, etc., committed by the college authority at the time of admission also becomes significant in addressing grievances. In the event of breaching any of these commitments, it would constitute an issue within the purview of the Grievance Redressal Cell.

Redressal Measures:

Complaint letters received both offline and online mode. After receiving complaint letter a meeting is being called up by the convener of this committee following of which various aspects of the complain has been discussed thoroughly. Decision has been made unanimously by the committee members on the basis of which action has been taken within a scheduled time.

In addition to this a review meeting has been taken place on demand in which details outcomes of committee work has been discussed as well as a future plan has been set to achieve more positive result.

Power:

- 1) Redress all matters that fall within its purview effectively.
 - 2) Define the primary policy for dispute settlement in accordance with UGC guidelines.
 - 3) Determine the key tools for dispute settlement.
 - 4) Explain the existing rules prescribed by the UGC for various cases of dispute settlement.
 - 5) Maintain harmony among various stakeholders by aligning them with the motto of professional ethics outlined for this purpose.
- composition of Grievance Cell.

2018-19:

Dr. Prasanta Bhattacharya (Principal)

Prof. Iti Mukherjee

Prof. Bratati Ghosal



2019-20

Dr. Prasanta Bhattacharya (Principal)

Prof. Iti Mukherjee

Prof. Bratati Ghosal

Prof. Ambalika Biswas

Prof. Amit Das

Mr. Dipankar Jana (SACT)

Mr. Swagato Mukherjee (SACT)

Mr. Binay Sadhukhan (NTS)

2020-21

Dr. Prasanta Bhattacharya (Principal)

Prof. Iti Mukherjee

Prof. Bratati Ghosal

Prof. Ambalika Biswas

Prof. Amit Das

Mr. Dipankar Jana (SACT)

Mr. Swagato Mukherjee (SACT)

Mr. Binay Sadhukhan (NTS)

2021-22

Dr. Prasanta Bhattacharya (Principal)

Prof. Iti Mukherjee

Prof. Bratati Ghosal

Prof. Ambalika Biswas

Prof. Amit Das

Mr. Dipankar Jana (SACT)

Mr. Swagato Mukherjee (SACT)

Mr. Binay Sadhukhan (NTS)



2022-23

Dr. Prasanta Bhattacharya (Principal)

Prof. Iti Mukherjee

Prof. Bratati Ghosal

Prof. Ambalika Biswas

Prof. Amit Das

Prof. Alympia Sarkar

Prof. Bapi Kisku

Prof. Amita Mandi

Prof. Souren Dutta

Prof. Saiful Alam Mollick

Mr. Dipankar Jana (SACT)

Mr. Swagato Mukherjee (SACT)

Mr. Suvoranjana Jash (SACT)

Mr. Binay Sadhukhan (NTS)

Case details

S.I. no.	Date of Complaint letter received	Grievance	Grievance by	Date of resolved	Action taken	Place	Mode	Session
2018-19								
1.	13.5.19	Cycle missing	Student of BA. Semester-2, Education (Hons)	26.6.19	1. The coverage area of CCTV has been enhanced. 2. Students are kept alert and a greater number of students are engaged to keep a keen eye on their belongings.	College campus	Offline	2018-19
2019-20								
2.	26.09.19	Cycle missing	Student of BA sem-3 Education (Hons)	07.11.19	1. Security has been tightened at the college campus. 2. Considering the economic	College campus	Offline	2019-20



					distress of the student, a new cycle is gifted to her.			
3.	16.11.19 and 30.11.19	Eve teasing	Students of BA Sem-3 Sanskrit (Hons) And Student of BA Sem-3 Hons (Bengali)	02.12.19	<p>1. With the active involvement of the members of the women's cell, thorough counselling has been provided to the accused students.</p> <p>2. Accused students are made aware of the code of conduct prescribed by the college authority.</p>	College Campus	Off-line	2019-20
4.	-	Infrastructural inadequacy related complain	A group of unknown complaint	03.12.2019	Two ceiling fans have been installed at the desired location.	College Campus	Offline	2019-20
5.	-	Misconduct of an ex-teacher of Microbiology	A group of unknown students	-	After a prompt review it is revealed that the faculty member is no longer associated with the college. Despite of this, members of this committee informally interacted with the students of the said department but none of them admitted their concerns with the letter. Hence the case remained unresolved and hence closed.	College Campus	Offline	2019-20
2021-22								
6.	30.9.2021	Fees concession related matter	Students of Mathematics (Sem-5) Students of Physics (Sem-5)	01.11.21	With the active involvement of the Head of the institution, this issue was forwarded to the meeting of the academic sub-	-	Online	2021-22



					committee. After a lengthy discussion with members of both the academic committee and the grievance redressal cell, the fee concession has been partially modified in accordance with students' demands.			
2022-23								
7.		Review Meeting	-	31.08.2023	No complaint letter has yet been received from any end. However a review meeting has been taken place.	College Campus	Offline	2022-23



Details of Anti Ragging Cell of Rabindra Mahavidyalaya

An Anti-Ragging Committee in a college campus is typically responsible for ensuring a safe and respectful environment for all students, free from the menace of ragging. Here's how such a committee usually operates:

1. Formation and Composition:

Members: The committee generally includes faculty members, administrative staff, and student representatives. It may also include external members like NGO representatives or local police officers.

Leadership: Often chaired by a senior faculty member or the head of the institution.

2. Preventive Measures:

Awareness Programs: Organizing poster campaign, awareness drive programs to educate students about ragging and its consequences for maintaining a healthy campus environment.

Anti-Ragging Pledge: New students might be asked to sign an anti-ragging pledge to commit to not participating in or condoning ragging.

Surveillance: Increased monitoring of campus hotspots (like common room, canteens, etc.) through regular rounds by committee members or installation of CCTV cameras.

3. Reporting Mechanism:

Help lines and Grievance Cells: The committee provides help lines or dedicated email addresses where students can report incidents anonymously.

Complaint Boxes: Placing complaint boxes at various spots around the campus for students to drop their complaints confidentially.

4. Response and Investigation:

Immediate Action: Upon receiving a complaint, the committee is expected to respond quickly by launching an investigation.

Inquiry: A thorough inquiry is conducted by speaking to the victim, the accused, and any witnesses. Evidence such as CCTV footage or messages may also be reviewed.

Protection of Victims: Ensuring the safety and well-being of the victim during the investigation, including providing counselling if needed.

5. Disciplinary Action:



(a) **Punishment:** If a student is found guilty of ragging, disciplinary actions can range from suspension, expulsion, to legal action depending on the severity of the incident.

(b) **Counselling and Rehabilitation:** In some cases, the committee may recommend counseling or other rehabilitative measures for the offender.

6. Collaboration with Authorities:

Law Enforcement: The committee might work closely with local law enforcement, especially if the ragging incident involves criminal activity.

Update College Administration about related information: Regularly updating the college administration on the status of ragging cases and preventive measures.

7. Review and Improvement:

Feedback Mechanism: The committee may collect feedback from students and staff to continually improve its strategies.

Regular Meetings: Holding regular meetings to review the effectiveness of anti-ragging measures and plan future actions.

This structured approach helps create a safe and inclusive environment, ensuring that students feel protected and supported on campus.

We have maintained a ragging free campus for last 5 years with no reported cases of ragging during this period. Continuous surveillance and dedicated efforts have contributed to the success. Over the past 5 years following initiatives has been implemented-

Session	Initiatives	No of Complain received
2018-19	Poster Campaign at college campus	Nil
2019-20	Introducing the online complaint registration facilities	Nil
2020-21	Covid year	Nil
2021-22	Covid Year	Nil
2022-23	Poster Campaign and Anti Ragging awareness drive at College Campus,	Nil

