

RABINDRA MAHAVIDYALAYA



Affiliated to The University of Burdwan
 Champadanga :: Hooghly :: West Bengal :: Pin. 712401
Estd. -1971

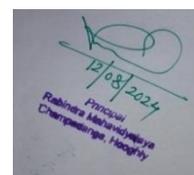
Ref. No.....

Date:

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Dr. Prasanta Bhattacharyya
 Principal
 Rabindra Mahavidyalaya
 Champadanga , Hooghly

RABINDRA MAHAVIDYALAYA



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Ref. No.....

Date:

5.1.4 : The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

Proof w.r.t Organization-Wide Awareness and Policies on Zero Tolerance

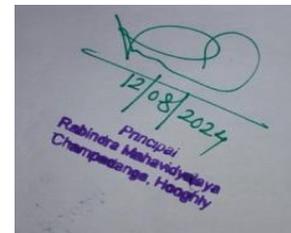
DECLARATION

This is to affirm that our organization is committed to upholding the highest standards of conduct across all levels. We prioritize creating an environment that is inclusive, respectful, and free from any form of discrimination, harassment, or unethical behavior.

However, it is important to note that our organization does not currently enforce any specific "ZERO TOLERANCE" policy because there have been no incidents or instances of arrogance, misconduct, or behavior which pertains to sexual harassment and ragging that warrants immediate enforcement of stringent penal action. Instead, we focus on fostering a culture of continuous improvement, awareness, and mutual respect among all members.

All employees are regularly informed and trained on our code of conduct and ethical guidelines to ensure that everyone understands their responsibilities and the importance of maintaining a positive and professional workplace. Any concerns or issues are addressed promptly and fairly, with an emphasis on constructive resolution and learning.

Thus, we acknowledge our commitment to these principles and affirm that, should any situation arise in the future that challenges our standards, appropriate measures that could be considered as 'ZERO TOLERANCE' will be taken to maintain the sanctity and integrity of our educational environment.



Dr. Prasanta Bhattacharyya
 Principal
 Rabindra Mahavidyalaya
 Champadanga , Hooghly

Criteria 5

5.1.4

Proof related to mechanisms for submission of Online/ Offline Students grievance

Mechanism of Grievance Redressal Cell

A dedicated Grievance Redressal Cell (GRC) is established with the sole purpose of addressing grievances within the institution. It has developed its own mechanism to receive Complaint letters from various stakeholders. Both offline and online mode has been used for this purpose. After receiving complaint letter a meeting is being called up by the convenor 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.

স্বাক্ষরিত,
তাপস্বী সখাস্বামী,
কৃত্তিক সঙ্ঘাধিকারস্বামী
চাঁদমাডার্টী, হুজুরগী

Date - 26.09.19

বিষয় - বাঙ্গালী উচ্চ বিদ্যালয় স্কুলে
স্বাক্ষরিত হওয়ায় স্কুলে

স্বাক্ষরিত,
আমাদের কাছে আমাদের মিত্র নিবেদন এই, তাপস্বামী
সঙ্ঘাধিকারস্বামী ও Mrs Sem - উচ্চ বিদ্যালয় স্কুলে
স্বাক্ষরিত, তাপস্বামী সঙ্ঘাধিকারস্বামী কৃত্তিক সঙ্ঘাধিকার 180 224 ।
স্বাক্ষরিত সঙ্ঘাধিকার (24.09.19) হুজুরগী হুজুরগী সঙ্ঘাধিকার
স্বাক্ষরিত তাপস্বামী কৃত্তিক সঙ্ঘাধিকার সঙ্ঘাধিকার সঙ্ঘাধিকার
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স্বাক্ষরিত সঙ্ঘাধিকার

- i) BSA Julia
- ii) চাঁদমাডার্টী
- iii) স্বাক্ষরিত

Pres.
Gen. Secy. Redn. Cell

স্বাক্ষরিত
কৃত্তিক সঙ্ঘাধিকার



Grievance regarding admission fees of B.Sc Physics (Hons., Semester-V) Inbox



Physics_Hon... 30/9/2021



to me, udaykumarkhan ^

From Physics_Hons RMV • rmv.physics.19.20@gmail.com

To grievancecellrmv@gmail.com

Cc udaykumarkhan@gmail.com

Date 30 Sept 2021, 12:06 pm



Standard encryption (TLS).

See security details

We are students of Physics(H), Semester-V. We are writing this mail because we are unhappy with the admission fee of our current semester. Please find the attached Pdf for further discussion.



Grievance Redressal Cell

1. Establishment of the Grievance Redressal Cell:

A dedicated Grievance Redressal Cell (GRC) is established with the sole purpose of addressing grievances within the institution. The GRC comprises designated members from various departments to ensure diverse representation and fair handling of grievances.

2. Awareness and Accessibility:

The institution ensures that all stakeholders (students, faculty, staff, and others) are well-informed about the existence and functions of the GRC. Information regarding the cell is prominently displayed on the institution's website, notice boards, and other accessible platforms.

The GRC maintains multiple channels for grievance submission, including email, and physical submission boxes. This accessibility ensures that grievances can be submitted easily by all stakeholders.

3. Clear and Transparent Procedures:

The procedures for submitting, processing, and resolving grievances are clearly documented and made available to all stakeholders. This includes timelines for each stage of the grievance process, ensuring transparency and accountability.

The GRC follows a systematic approach to grievance handling, which includes acknowledging receipt of grievances, preliminary assessment, detailed investigation, and final resolution.

4. Confidentiality and Non-Retaliation:

The GRC ensures that all grievances are handled with the highest level of confidentiality to protect the privacy of the complainant.

A strict non-retaliation policy is enforced to ensure that individuals who submit grievances do not face any adverse consequences as a result of their actions.

5. Timely Resolution:

The GRC is committed to resolving grievances within a specified time frame, typically within 30 days from the date of submission. In cases where additional time is required, the complainant is informed of the delay and the expected resolution date.

6. Regular Review and Feedback:

The GRC conducts regular reviews of its processes and outcomes to identify areas for improvement. Feedback is actively sought from stakeholders who have interacted with the GRC to ensure that the grievance redressal process is effective and responsive to their needs.

7. Reporting and Accountability:

The GRC prepares periodic reports detailing the number and types of grievances received, the time taken for resolution, and the outcomes achieved. These reports are shared with the institution's management to maintain accountability.

The GRC is also responsible for making recommendations to the institution's management for systemic changes based on the grievances received and resolved. This version ensures clarity,



organization, and consistency, making the guidelines easy to understand and follow.

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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Security has been tightened at the college campus. 2. Considering the economic distress of the student, a new cycle is gifted to her. 	College campus	Offline	2019-20
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	<ol style="list-style-type: none"> 1. With the active involvement of the members of the women's cell, thorough counselling has been provided to the accused students. 2. Accused students are made aware of the code of conduct prescribed by the college authority. 	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	A group of unknown students	-	After a prompt review it is	College Campus	Offline	2019-20



		of Microbiology			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.			
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-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.	-	Online	2021-22
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



Resolutions:

Complaint letter received from Rina Das, a student of 3rd sem Education Hons, claiming that her bicycle was stolen from college campus.

After a long discussion the following decisions have been made:

- i) She was advised to lodge a complaint at the local police station.
- ii) Considering her economic condition a proposal has been given by the chairperson to purchase a cycle for her from the student aid fund. Members present on the meeting agreed with him and within a few days a new cycle is given to her.

[Signature]

Dr. Anshu
17.11.19
Brajesh Ghosh
07.11.19

Note: Following the recommendation of the members present in the meeting (dt. 7.11.19) a new cycle has been given to the student (Rina Das, 3rd Sem, Education Honours).

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RAJABAI MAHAVIDYALAYA
RAIPUR, RAIPUR
 Payment Voucher No : 387/2019-2020
 Date: 02-Dec-2019 Time: 12:19:15 PM

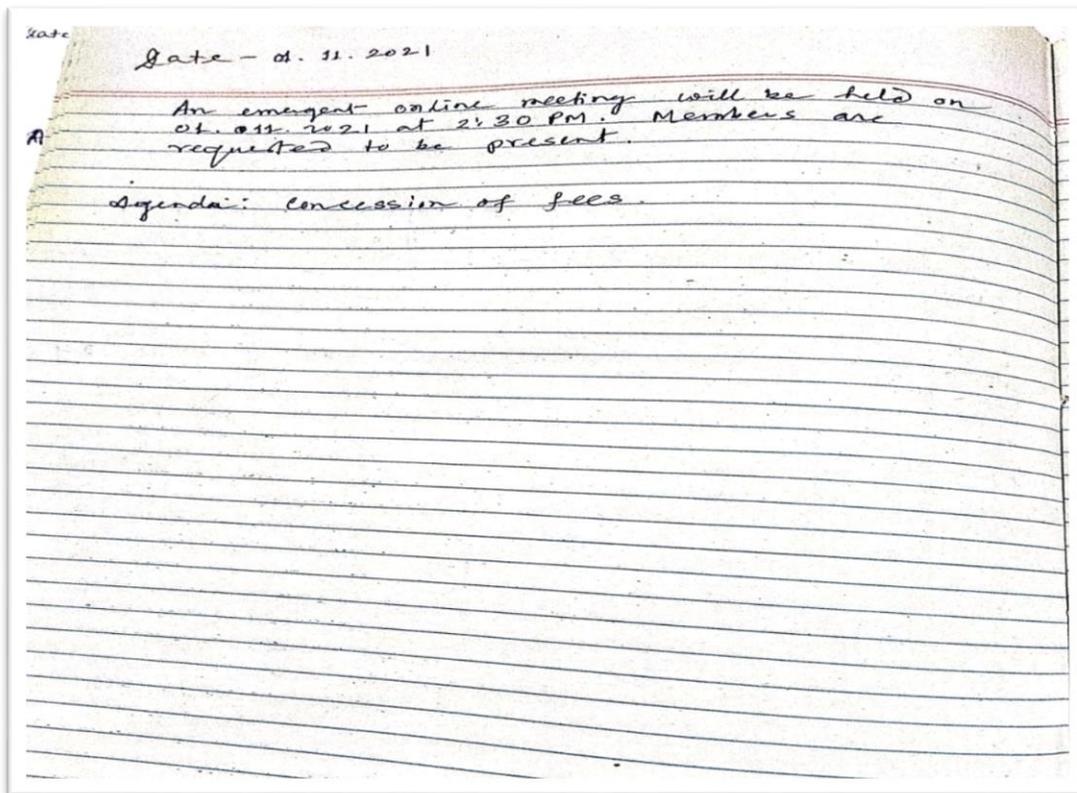
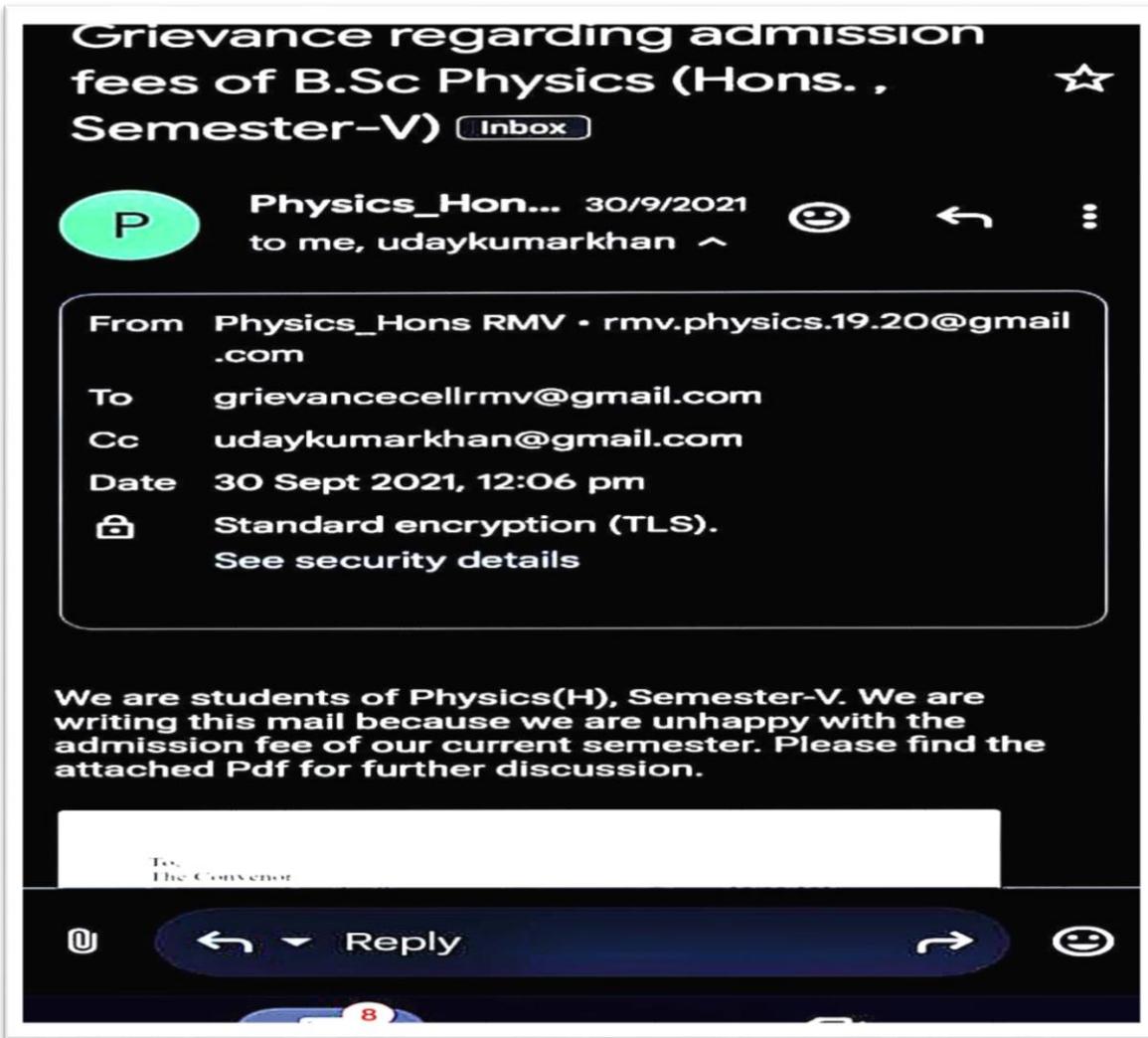
Particulars	Amount (Rs.)
Account: STU. AID FUND	4050.00 0.00
Payment with thanks...	Total Rs: 4050.00

Amount (in words): Rs. Four Thousand Fifty Only.
 PAYING THE AMOUNT PAID TO RINA DAS AS PER REGISTER.

Rina Das.

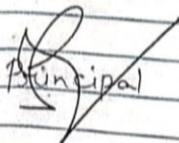
[Signature] Cashier Accountant Head Clerk Bursar Principal





Resolution

Two complaint letters received via Online mode from the Honours students of Science Stream (Mathematics and Physics) regarding fees structure related matters. In keeping parity with the nature of the complaint the issue are addressed in Academic Committee's meeting and the members present in the said meeting recommend Principal Sir to consider the matter in a sympathetic ground and take necessary action to mitigate their issues


Principal

Dr. Mukhyā
Paratati Thosel

Note: The issue has already been taken up and discussed in a meeting of Academic Sub committee (dt. 23.6.2021) prior to the complaint in the Grievance Cell following of which the college has decided to give concession of 15% and 10% of its fees for all students for the session.



Item No. 22. AOB with permission of the Chair

22(A). NTS Sri Gobinda Chandra Mondal raised the issue of his inclusion in the Finance Sub-Committee of the College since no Non-Teaching Staff as member of the Committee had been existing since its latest formation.

The members paid due attention to this and asked the Principal to include the name of Sri Mondal as a member of the said Sub-Committee from the next meeting onwards.

22(B). Concession of the Students

The Principal tabled an application of the Students Union for concession to be given to the students for their admission and also for waiver of the Examination Fees. The members took note of it and asked the Principal to allow a rational amount of concession to be given with reference to the criteria of economic condition, attendance in the class, participation in co-curricular activities and general conduct in the Institution. A certificate from the competent authorities for verification of family income would have to be furnished with separate application to be obtained from the applicants and the Concession Sub-Committee would sit to check and verify the ground for a valid application and the concession would have to be adjusted from the Students Aid Fund of the College.

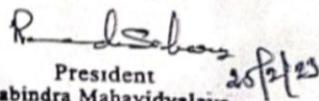
22(C). Application of the Security Guards

The Principal tabled the application of the Security Guards of the College who had been employed over here by the Agency named AA One Security Pvt. Ltd. The guards prayed for direct recruitment by the College authority as a way of increasing their monthly wage. Since the Security Agency used to take away a good amount from the monthly wages of its staffers the Guards thus came up with the application.

The members discussed the points thoroughly among themselves and opined that in future the College would keep the option open for direct recruitment of security staff as a way of increasing the number of heads while paying a reasonable monthly remuneration. Moreover, it was further discussed that a Clearance Certificate from the local Police Station, GST Clearance Certificate and a valid Registration Number should be sought from the present Security Agency as a way of ensuring their valid competence. If any such criterion would be found to be wanting in case of the agency in question, the Principal might start looking for other such security agency that would fulfil such criteria and would thus be considered competent for the job.

With nothing more to discuss, the meeting ended with a vote of thanks to the Chair.


Principal & Secretary
Rabindra Mahavidyalaya
Champadanga - Hooghly


President
Rabindra Mahavidyalaya
Champadanga, Hooghly (W.B)



Date of Meeting :- 28.06.2021
 Time of Meeting :- 2 P.M.

Members Present :-

1. Prasanta Bhattacharyya
2. Krishna Kumar Mondal.
3. Haripada Dhar
4. Tanmay Bandyopadhyay (Invitee - Bursar)
5. Sujit Kumar Ray
6. Tapan Kumar Ghosh
7. Sanchaita Ghosh

Signature
 28/06/2021
 Haripada Dhar 28/6/21
 Tanmay Bandyopadhyay 28/6/21
 28-6-21
 28/6/21
 28/6/21

Resolution of the Finance Committee meeting held on 28.06.2021:-

1. The proceedings of the previous meeting held on 19.01.2021 was read and confirmed.
2. The Principal of the College stated the members present that the session fees may be revised as per request from different Teachers of the College which they learnt while interacting with the present students. As a consequence the principal placed a proposal which has been unanimously resolved in the academic sub-committee meeting held on 20.06.2021.

The members present take a notice of the resolution of the academic sub-committee where it was recommended to reduce the Laboratory fees, Library fees and college maintenance charges to various extent depending on the fee structure.

After thorough discussion the members of the Finance committee unanimously decided to reduce the total fees for the current session (Semester II, IV and VI) January 2021 to July 2021 upto a maximum by 15% for Honours students and by 10% for General students of the college.

Accordingly the members told the Bursar to adjust the budgeted expenses of the College accordingly and the Principal's Office should be informed accordingly to issue notice regarding the revised fee structure so that the students concerned gets informed in time.

28/6/2021
 28-6-21

24/6/2021
 DR. PRASANTA BHATTACHARYYA
 Principal
 RABINDRA MAHAVIDYALAYA
 Champadanga, Hooghly (W.B)



Anti - Ragging Committee

The Anti-Ragging Committee, an important statutory body of the college administration, carries out its role in accordance with UGC guidelines and other related orders announced by the state government. The committee members are dedicated to making our campus a ragging-free zone. For the last five years, not a single incident of ragging has occurred on the college campus.

Continuous surveillance by the concerned teachers and a group of students minimizes the possibility of ragging. The installation of CCTV cameras also help the college authority to monitor and prevent such incidents.

To make students more aware of the pros and cons of ragging and its consequences, the committee has organized poster campaigns and awareness drives. Students can lodge their complaints through both offline and online modes. An email ID has been created and widely circulated among students for this purpose. Additionally, several complaint boxes have been placed throughout the campus.

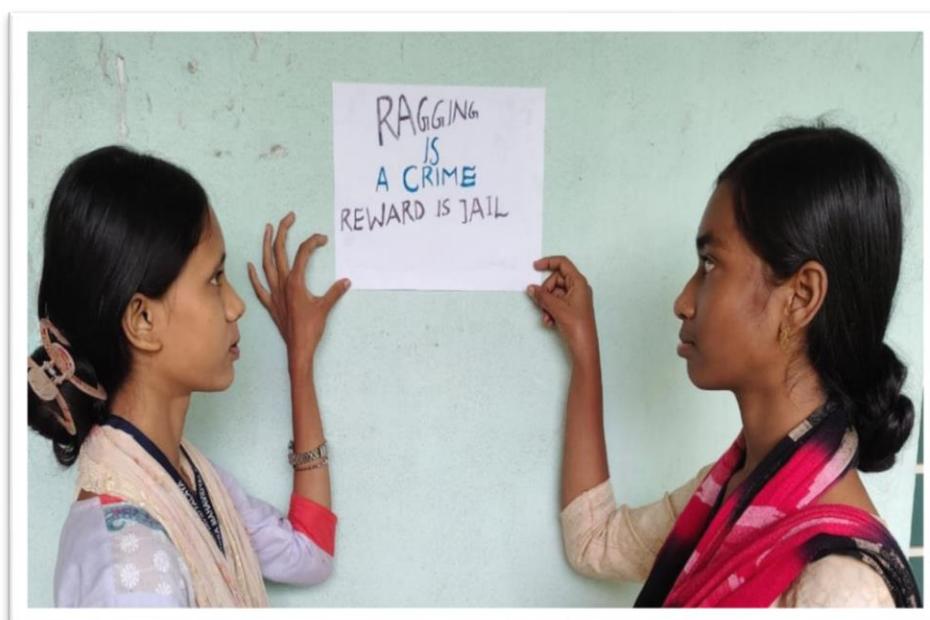
The following initiatives have been undertaken by the Anti-Ragging Committee to comply with the guidelines of UGC and the state government:

Session	Activities
2018-19	Poster campaign at college campus
2019-20	Introducing the online complaint registration facilities
2020-21	Covid year
2021-22	Covid year
2022-23	Poster campaign and anti ragging awareness drive at college campus





Poster campaign at college campus of Anti-Ragging Cell 2018-19



Poster campaign at college campus of Anti-Ragging Cell 2018-19



Anti- ragging Poster campaign at college campus (2022-23)



Anti- ragging Poster campaign at college campus (2022-23)



Awareness build up programme with the active involvement of the members of Anti ragging squad (2022-23)



Anti-Ragging awareness drive at college campus (2022-23)

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



Annual Report (2018-19)

Grievance Redressal Cell

Rabindra Mahavidyalaya, Champadanga

Grievance Redressal Cell has been constituted for (a) Address Grievances received from various stakeholders of this college and (b) Maintain the working environment at the college premises.

Composition: Composed with three members i.e. Principal as Chairman and two other members namely Prof. Iti Mukherjee and Prof. Bratati Ghosal.

Jurisdiction of work: As per UGC guideline.

Activity: Meet as and when necessary. For this year it meets once to resolve a case of cycle missing, said from the college campus.

Case details: Complaint letter received from Manika Patra, a student of BA2nd Semester, on dated 13.5.19.

Mode of receiving Complaint letter via offline: a letter has been dropped in a complaint box arranged for this purpose.

Procedure of work: After receiving the letter of complaint, the cell called for a meeting to discuss on this issue. Meeting held at Principal's Chamber. Notice of the said meeting has been served in well advanced. The complainant has been advised to lodge a complaint at the local Police Station.

Other outcomes of the meeting:

1. It is also decided in the meeting that the students of this college are advised to keep a keen eye on their belongings;
2. Security must be tightened.



Annual Report (2019-20)

Grievance Redressal Cell

Rabindra Mahavidyalaya, Champadanga

Grievance Redressal Cell is an important tool of college administration. It helps college authority to manage administrative and other affairs by (i) addressing grievances (ii) providing mechanism for dispute settlement (iii) secure working environment at college premises (iv) promoting fairness in administrative job (v) inculcating ethics in the mind of employees.

Composition: To cope with the demand of the changing situation, a structural change has been initiated in the composition of Grievance Redressal Cell. Along with the key members (Principal Sir acts as the chairman of this committee, and two existing members are Prof Iti Mukherjee and Prof Bratati Ghosal) several other members i.e. Prof Ambalika Biswas, Prof. Amit Das, Mr. Dipankar Jana (SACT), Mr. Swagato Mukherjee (SACT) and Binay Sadhukhan (NTS) has been incorporated from different stake holders in order to keep trans parency and efficiency in the work of this cell.

Jurisdiction of work: As per UGC guideline.

Activities: For this session total 05 cases have been registered, out of which one is cycle missing, other two are eve teasing related issues. Remaining two are concerned with infrastructural inadequacy and grievance against an ex part-time teacher of Microbiology Department respectively.

Case details: Cycle missing; Rina Das, a student of 3rd semester Education Hons has dropped a complain letter in the complaint box, claiming that, her bicycle was stolen from college campus.

Action taken: To discuss on this issue an urgent meeting (dated- 7.11.2019) has been called up on the basis of a prior notice at the chamber of Principal. She was advised to lodge a complaint at the local police station. Considering her economic distresses a proposal has been given by the Chairperson to purchase a cycle for her from the student aid fund. Members present on the meeting agreed with him and within a few days a new cycle is gifted to her.

Eve teasing: Grievance cell received two complaint letters from two different students namely, Sudipta Mondal of 3rd semester Sanskrit Honours, and Moumita Samuia student of 3rd Semester Honours of Bengali Department, regarding eve teasing related matters. Both of them dropped their letters in complaint box which was received by the cell on dated 16.11.2019 and 30.11.2019.

Action taken: In these two cases an extended meeting (dt. 02.12.2019) along with the members of women's cell has been called at Principal's chamber. In presence of women's cell members,



members of Grievance Redressal Cell interrogate the whole things and find two students accused in these cases. Decision has been made to meet with them as soon as possible to make them inform about the code of conduct of this college and aware them about their real roles and responsibility to their Co-learners. Within a few days the accused students are called on at Principal's chamber. In a formal meeting with the active engagement of women cell's members they are counselled properly. Both admitted their guilt and apologized in front of the house.

Infrastructural inadequacy related complain: A complaint letter received on structural inadequacy, received from a group of unknown complainants (students), appeal for ceiling fan in front of college office corridor. In a formal meeting held on 03.12.2019 of Grievance Cell this issue has been addressed and a recommendation from the members for purchasing and fitting a ceiling fan at the desired place is forwarded to the Principal's office.

Grievance against an ex-teacher of Microbiology Department: A complaint letter received from unknown applicants regarding misconduct of an ex-teacher of the Microbiology department.

Action taken: After a prompt review it is revealed that the faculty member is no longer associated with this college. Despite of this, members of this committee informally interacted with the students of the said department but none of them admitted their concern with the letter. Hence the case remained unresolved and hence closed.



Annual Report (2021-22)

Grievance Redressal Cell

Rabindra Mahavidyalaya, Champadanga

Grievance Redressal Cell is a key body of college administration. It helps to mitigate conflict by providing a platform of free conversation and enhance co-ordination between various stakeholders, essential for peaceful conduction of college affairs.

Composition: Composed with total 8 members. Members come from different stake holders. Principal Dr. Prasanta Bhattacharyya of this college served as a Chairman of this committee. Other members are Prof. Iti Mukherjee, Prof. Bratati Ghosal, Prof. Ambalika Biswas, Prof. Amit Das, Mr. Dipankar Jana (SACT), Mr. Swagato Mukherjee (SACT) and Mr. Binay Sadhukhan.

Jurisdiction: As per UGC guideline.

Activities: One formal meeting has been convened for this period regarding fees concession related matter.

Two complaint letters received via online mode from the Honours students of science stream (Mathematics and Physics Hons respectively) regarding fees concession related matters. In keeping parity with the nature of the complaint the issues are addressed in a joint meeting of grievance Redressal Cell and Academic committee's meeting. The members present in the said meeting recommend Principal Sir to consider the matter in a sympathetic ground and take necessary action to mitigate their issues.



Annual Report (2022-23)
Grievance Redressal Cell
Rabindra Mahavidyalaya, Champadanga

Grievance Redressal Cell, one of the most important tools for assessing the performance of the Institution in terms of its ability to ensure communication, co-ordination, connection and collaboration amongst its various stakeholders remains a core element of College Administration.

Composition: Principal as Chairman and 13 other members namely Prof. Iti Mukherjee, Prof. Bratati Ghosal, Prof. Ambalika Biswas, Prof. Amit Das, Prof Bapi Kisku, Prof Alympia Sarkar, Prof Amita Mandi, Prof. Souren Dutta, Prof. Safiul Alam Mollick, Prof. Dipankar Jana (SACT), Prof. Suvoranjana Jas (SACT), Prof. Swagato Mukherjee (SACT) & Mr. Binay Sadhukhan (NTS) constitute the said Cell.

It is important to note that at the time of formation only three members have been there in the Cell i.e. Principal as Chairman and two veteran members- Prof. Iti Mukherjee and Prof. Bratati Ghosal. But in due course of time, it has been gradually realized that whatever comes within its purview needs greater intervention and increased (numbers of) membership and further joining of hands with Women Cell and Internal Complaints Committee (ICC). Hence it has increased in size.

Aims: (1) Address various problems in a practical way.

(2) Help to maintain gender equality at college campus amongst and between teachers, non-teaching staff and students.

(3) Increase fairness in administrative job.

(4) Help maintain peace and stability in administrative job.

(5) Maintain positive outlook in administrative work.

(6) Ensure organizational mobility by removing undesirable circumstances.

Mode of work: After receiving complaints a meeting is being called up by the Convenor of this Cell following which various aspects of the complaint are discussed thoroughly. Decision is reached by the members after due deliberation and on the basis of this action is taken within a scheduled time.

In addition to this, a review meeting takes place on demand in which detailed outcomes of works are discussed. Sometimes future plans are set to achieve more positive results.

Work done by Grievances Redressal Cell in the year 2022-23: No complaint letter has been received from any end. It proves that to some extent the Cell has achieved its goal in maintaining unity, integrity and uniformity in the different fields of action of this Institution.

However a review meeting has taken place on dt. 31.08.2023 in which discussions on Cell job has been taken place and its future plan has been discussed.

