

GRIEVANCE REDRESSAL CELL

This Cell was made to look into any grievances and/or genuine problems lodged by any student, faculty members or any other stakeholders of the college. This institution aims at addressing these grievances of academic or non-academic matter. This Cell also assures its students, faculty and other stakeholders that once a complaint has been made, it shall be treated with the utmost sensitivity and confidentiality.

MEMBERS OF THE CELL: -

- 1) Dr. Goutam Kumar Ghosh (Principal)
- 2) Dr. Saurav Mazumder (ex-officio member, IQAC co-ordinator)
- 3) Dr. Ritabrata Basu Mallick (ex-officio member, TCS)
- 4) Dr. Rubel Das, Jt. Convenor.
- 5) Dr. Arpita Mondal, Jt. Convenor.
- 6) Durjoy Roy, Member.
- 7) Tithi Dutta, Member.
- 8) Dr. Suranjana Purkait, Member.
- 9) Mr Abhishek Mondal (Non-teaching staff)

PROCEDURE FOR LODGING COMPLAINT

Through offline mode:

Grievances can be submitted in the form of letters (may be anonymous if necessary) in the grievance /suggestion box.

Through online mode:

- ❖ Grievances can be submitted via: -
email: rbcgrievanceredressalcell@gmail.com) or helpline no.: +917278321768.
- ❖ Students/faculty members can also submit their grievances by simply filling out this form given in this tab.

ROLES AND RESPONSIBILITIES

The students/faculty members may lodge their grievances/complaints related to: -

- ✓ Timely issue of marksheets, character certificates, examination related issues such as issuance of exam admit cards, and various schemes/scholarships.
- ✓ Certain issues about electrical fixtures, canteen food, sanitation and hygiene, availability of travel concession fees, victimization of teachers, misuse of power, slander or defamation of teachers, etc.
- ✓ To maintain a harmonious atmosphere and carry out all tasks within a stipulated amount of time.