



NAAC Accredited

Rishi Bankim Chandra College

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The Grievance Redressal Cell is for addressing grievances for all stakeholders of the College.

ROLE AND FUNCTIONS OF GRIEVANCE REDRESSAL CELL

This Cell shall abide by the following role and perform the following functions, which are:-

1. To receive any complaints made available offline or through the portal available on the website of the college and process them further.
2. To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing if required.
3. To settle disputes/misgivings/grievances as early as possible.
4. To counsel the students whenever necessary to resolve their grievances.
5. To prepare and submit the recommendations relating to the redressal of grievances to the concerned parties.
6. To consider and submit recommendations and suggestions in respect of reforms in the working of various sections/units/departments/cells of the College relating to the redressal of grievances of students.
7. To prepare Minutes and Action Taken Report of the meeting of CGRC.

ROLE OF THE CHAIRPERSON OF GRC

1. The Principal of this college shall be the Chairperson of GRC. In absence of Principal, the Teacher -In-charge of the college shall be the chairperson.
2. The Chairperson shall finalize the date of meeting of GRC in discussion with joint convenors.
3. The Chairperson shall preside over the meeting of grievance redressal cell meeting.

ROLE OF THE JOINT CONVENORS OF GRIEVANCE REDRESSAL CELL

1. The Joint Convenors shall be the custodian of all accounts and records, the books for meetings, if any, placed at the disposal of the Cell.
2. The Joint Convenors shall prepare the agenda for a meeting in consultation with the Principal/TIC and shall communicate the agenda with all necessary documents of students and all concerned members prior to the meeting through an email.
3. The Joint Convenors shall convene meetings in consultation with the Principal/TIC in order to redress the grievances made online.
4. Joint Convenors shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings. He/she shall prepare Action Taken Report on the previous meeting of CGRC.

5. He/she is also responsible for uploading the Notice/Resolutions/Minutes/Action Taken Report of GRC on the college official website with the assistance of the college's web administrator.

MEETINGS OF GRC

1. The GRC shall meet **twice every semester** in order to redress the grievances registered even if, there are **no grievances** made online or submitted in the drop box.
2. The Notice of the meeting shall be **issued by the Joint Convenors** well in advance, **in consultation with the Principal/TIC** and shall be communicate to all members with its agenda clearly written.
3. However, any non-receipt of notice by any member/(s) shall not invalidate the proceedings of the meeting.
4. In case of a meeting being called urgently the notice and agenda with necessary documents may be distributed to the members during the meeting.
5. In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself/herself from the proceedings on such issue.

VENUE OF THE MEETING OF GRC

1. The Meeting of the GRC shall **be held in the premises of the College** during the **working days** and **working time** of the College.
2. The Joint Convenors shall communicate venue, date and time of meeting of GRC to all members of GRC and students who have registered their grievances prior to the meeting.

QUORUM OF THE MEETING OF GRC

1. The Quorum for the meeting of GRC **shall be two**, including Chairperson.

MINUTES OF MEETING OF GRC

1. The draft of the minutes of the meetings shall be prepared by the Joint Convenors in consultation with the Principal/TIC and have it confirmed from all members.
2. The Minutes shall contain a record of the decisions taken and resolutions passed by the GRC.

ACTION TAKEN REPORT

1. After the confirmation of the minutes, the Joint Convenors shall write a report about the action and work done regarding the previous meetings of the GRC.

ATTENDANCE OF MEMBERS

1. The Joint Convenors shall maintain the record of attendance of the members present during each meeting
2. Every present member shall sign the attendance Sheet during every meeting.

APPEARANCE BEFORE GRC

1. The complainant student may appear in person.
2. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the cell.

LANGUAGE OF PROCEEDINGS OF MEETINGS OF GRC

1. Students may speak in their mother tongue while describing their complaint.

NATURE OF APPLICATIONS TO BE ENTERTAINED BY THE CGRC

1. The grievances of students/staff only related to college shall be considered by the CGRC.

REGISTRATION OF GRIEVANCES ON THE PORTAL

1. Any student desiring redressal of his grievance/s may register his/her grievance/s online on the portal available on website of the College.
2. The student shall fill all the information required for registration and upload the supporting documents.
3. The grievances with insufficient/incomplete information shall not be entertained by GRC.

NON-ENTERTAINMENT OF APPLICATION

1. No applications for redressal of grievances shall be entertained, if this cell is satisfied that the applicant has knowingly made false allegations as regards to place of residence, educational qualifications, etc.
2. In an application, there is no prima facie case for considering it.
3. The Application is frivolous or fictitious.
4. The matter is sub-judice in any court of law.
5. If there is gross delay.
6. In case of any false or frivolous complaint, the CGRC may recommend appropriate action against the complainant student.

PROCESSING OF APPLICATIONS

1. The GRC shall ***deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University*** and on the basis of natural justice, equity and good conscience.
2. Efforts shall be made to settle the grievances amicably after hearing all parties.
3. Efforts shall be made to settle the grievances ***within 15 days of its receiving***.

CONSIDERATION OF APPLICATIONS

1. Each member of the GRC shall study the applications/cases sent to them in advance.
2. Applications shall be discussed in the Meeting and further line of action shall be decided.
3. The concerned student/s or any other person or teaching staff or administrative staff or non-teaching staff or official who is concerned with the ***grievances of the student's/staff may be called during the meeting*** of the GRC whenever necessary and they may be heard in person.
4. If the CGRC finds it necessary ***it may refer any matter to an expert*** and obtain his/her opinion.