

# **Grievance Redressal Cell**

The function of the cell is to look into the complaints lodged by any student/employee, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge or convener of “Grievance Redressal Cell”. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell at Administrative Block or College. Grievances may also be sent through e-mail to the officer in-charge (Convener) or any member of the Grievance Cell. The Grievance Redressal Cell was re- constituted in the College in April, 2018.

## **Objectives:**

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the redressal of the problems reported by the Students/employees/ parents of the students of the Institute with the following objectives:

- Upholding the dignity of the Institute by ensuring strife free atmosphere in the Institute through promoting cordial Student-Student relationship and Student teacher relationship etc.
- Encouraging the Students/employees to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students/employees of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises
- Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Director.

## **Scope:**

The cell will receive Grievances received in writing from the students about any of the following matter:

- **Academic matters:** Related to timely issue of duplicate mark-sheet (DMS), transfer certificate, conduct certificate and other exam related matters.
- **Financial matters:** Related to dues and payments for various items from fee clerk, library, hostels etc.
- **Library matters:** Issue and return of books, syllabus, photocopy, University question papers.
- **Other matters:** Related to certain misgivings about conditions of sanitations, preparation of food, availability of transport, victimization by teachers etc.

## **Functions:**

- The cases will be attended promptly on receipt of written grievances from the students/employees/ parents
- The cell formally will review all cases and will prepare statistical reports about the number of cases received
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

## **Procedure for lodging complaint:**

- The students/employees may feel free to put up a grievance in writing and drop it in boxes (the College maintains a **Grievance / Suggestion Box**) or may also be sent to e-mail id of the Grievance Cell ( [\*\*nncgrc2018@gmail.com\*\*](mailto:nncgrc2018@gmail.com))
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in

a stipulated time limit provided by the cell.

<https://forms.gle/BizqLcmgqz7L7PwD8> (Open Google Form to Fill any complain)

## COMPOSITION OF NNC GRIEVANCE REDRESSAL CELL

NAME OF THE MEMBERS	DESIGNATION	POSITION	e- mail id
Dr. Amrita Dutta	Principal	Chairman	<a href="mailto:amritaroy59@gmail.com">amritaroy59@gmail.com</a>
Dr. Debrupa Chakraborty	Associate Professor, Department of Commerce	Cell Convener	<a href="mailto:chakraborty_debrupa@yahoo.com">chakraborty_debrupa@yahoo.com</a>
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