



# BEJOY NARAYAN MAHAVIDYALAYA

(GOVT. SPONSORED)

NAAC ACCREDITED

P.O. ITACHUNA, DIST. HOOGHLY, PIN - 712147

website : www.bnmv.ac.in ★ e.mail ID : bnmv2012@yahoo.in

Ref. No. ....

Date, 01-07-2023.

## Grievance Redressal Cell

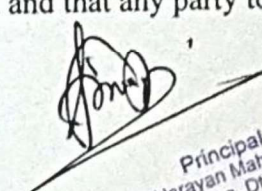
Bejoy Narayan Mahavidyalaya is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was established in 2015 in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013), and Article XXV of the constitution.

The aim of the Grievance Redressal Cell is to address the grievances of any of the stakeholders of this college in a fair and impartial manner, maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing in the drop box or make an online complain.

**What is Grievance :** Grievance means a formal complaint—includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with college that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

### Objective

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the college by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship, Student-Office relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the college campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;

  
Principal  
Bejoy Narayan Mahavidyalaya  
P.O.- Itachuna, Dt.- Hooghly.



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- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

## Functions of the Committee

- To provide with proper advocacy to stakeholders to express their grievances freely without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

## Modus operandi of the Grievance Redressal Cell

- The collective efforts of the management, departmental heads, and the Grievance Redressal Cell resolve the complaints promptly and efficiently
- Any student or parents or staff member who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it.
- If there is no response within a stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to present his/her grievance to the college Grievance Redressal Cell.
- If the grievance is against the respective Head of the department/office, then the grievant may directly submit his/her grievance in the online mode.



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Bejoy Narayan Mahavidyalaya

Grievance Redressal Cell

Members: 1) Dr. Malay Kumar Mondal  
2) Dr. Malay Ghosh  
3) Dr. Samir Dasgupta

Submit your Grievance

Student's Name:

Department Name:

Roll No.:

Phone No.:

Submit Clear

University Grants Commission  
The University of Burdwan  
NAAC  
DEPARTMENT OF HIGHER EDUCATION

- If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as to the concerned grievant. Depending on the seriousness of the problem, the issues are settled by the Cell in consultation with other members of the management, faculty and parents.
- If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request the parties to submit such additional information. If a resolution is not achieved through hearing, then it takes necessary steps to conduct an investigation of the facts giving rise to the grievance. Grievance Redressal Committee will have the right to interview witnesses,
- After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

**The complaint shall be considered as disposed off and closed when:**

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution



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The proceeding concerning each grievance is recorded in a systematic manner. The information relating to the proceedings is treated as confidential.

## Types of grievances include:

- Grievance related to Admission
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to Examination
- Grievance related to charging of fees
- Grievance regarding non-transparent or unfair evaluation process
- Refusal to return documents such as certificates
- Harassment by fellow students or teachers
- Grievance related to provision of student amenities and quality education as promised or required to be provided
- Non-payment or Delay in payment of scholarships
- Complaints on discrimination by students from SC/ST/Minority Women/Disabled Categories
- Grievance related to timetable scheduling
- Violation of lab/library rules
- Institute hostel and mess related issues
- General administration and maintenance related issues

## COMMITTEE MEMBERS-2020-21

On the basis of the Teachers Council Meeting held on 15.06. 2020 the following faculties are the members of the Grievance Redressal Committee to be assisted by 2 other Non Teaching members.

SL.NO	NAME OF FACULTY/NON TEACHING	PHONE NUMBER
1	Dr. Malay Mondal (Convenor)	9434637146
2	Dr. Malay Ghosh	9735672204
3	Dr. Samik Dasgupta	8617297288
4	Mr. Dipankar Ghosh	7003341719
8	Mr. Bibhash Das	8902382270



**BEJOY NARAYAN MAHAVIDYALAYA**  
(Govt. Sponsored College) NAAC Accredited (2<sup>nd</sup> Cycle)  
Itachuna, Hooghly - 712147, Phone: (+91)-03213-272275

Ref. No. \_\_\_\_\_

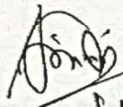
Date \_\_\_\_\_

**NOTICE/12.07.2020**

This is for the information of all concerned that Dr Malay Mmondal has been appointed as the Convenor of Grievance Redressal Cell of our college, as per the recommendation made by it's TC (Teachers' Council).

Following are members of the said committee:

1. Dr Malay Ghosh
2. Dr Samik Dasgupta

  
12/07/20  
Principal  
Bejoy Narayan Mahavidyalaya  
P.O. - Itachuna, Dt - Hooghly.