

PURASH KANPUR HARIDAS NANDI MAHAVIDYALAYA



Grievance Redressal Policy

1. Purpose

The purpose of the Grievance Redressal Policy is to establish and uphold an efficient, prompt, just, and impartial system for addressing grievances of employees, students, and their parents or guardians. In order to promote transparency in institution administration and facilitate smooth teaching and learning, a Grievance Redressal Committee must be formed to address concerns from students, academic staff, and administrative staff related to discrimination based on religion, caste, color, gender, language, region, or age.

2. Fundamental Principles

The fundamental principles of this policy are as follows:

- (i) To cultivate a culture of comprehension, acknowledging, and promptly resolving any complaints while also taking measures to avoid similar occurrences in the future.
- (ii) To establish a system for addressing grievances that prioritizes the needs of students and employees;
- (iii) In order to guarantee the prompt, sensitive, and confidential resolution of any complaint.
- (iv) To ensure that the perspectives of both the complainant and respondent are honored, and no party involved in a grievance is subjected to discrimination or mistreatment.
- (v) To make sure that grievances are addressed consistently.

3. Types of Grievance

(a) Faculty Grievances

- i) Opposing an inappropriate action of Head of the Institution, or Head of the Department
- ii) Against misconduct of any colleague
- iii) In terms of service-related issues, such as, performance appraisal, career advancement, pay and allowances
- iv) In relation to amenities in the workplace
- v) Concerning the operation of the library

(b) Staff grievances

- i) In response to an unsuitable behavior by the Head of the Institution, or a misconduct of any colleague
- ii) In relation to amenities in the workplace

(c) Student Grievances:

I) Grievances of Academic Nature

- i) Academic content, quality, Course material
- ii) Class scheduling / time table
- iii) Issues related to student progress such as internal assessment, attendance norms / relaxation, progression to next class
- iv) Inadequacy / non-availability of learning resources such as library books & journals, lab equipment, IT facilities, maintenance issues
- v) Educational tour

II. Grievances against Faculty (Including Heads of Departments)

- i) Academic delivery and quality
- ii) Classroom conduct
- iii) Regularity and punctuality
- iv) Any discrimination / victimization of students

III. Registration and Examination Related

- i) Registration and Examination related issues
- ii) Mid-semester, End-semester, Supplementary examination related issues

IV. Grievances Regarding Internships and Placements

- i) Discrimination regarding selection for summer internship
- ii) Grievance against discrimination or non-adherence of placement rules and procedures

V. Non –Academic Grievances (Amenities and Services)

- i) Lack of fundamental medical care
- ii) Quality of food and hygiene in canteen
- iii) Lack of extra-curricular activities and amenities
- iv) Student financial aid
- v) Identity card related issues

VI. Accounts Related Grievances

- i) Fees and dues
- ii) Fees concessions
- iii) Scholarships
- iv) Refunds

VII. Student to Student Grievances

- i) Conflicts between students of same course / class
- ii) Intra College conflicts
- iii) Inter College conflicts

4. Procedure for Redressal of Grievance

(1) Informal resolution before an issue becomes a formal grievance

- a) Complainants will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counseling.
- b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

(2) Grievance handling and resolution mechanism

- a) Formal grievances shall be submitted in writing stating full facts to the Nodal Officer of the Grievance Redressal Cell.
- b) Nodal Officer will register the complaint.
- c) Nodal Officer will forward the grievances to the Convener or Chairperson of the relevant committee within 7 working days.
- d) The concerned Convener or Chairperson will hold a meeting of their committee to resolve the issue.
- e) The concerned Convener or Chairperson will contact the complainant and the respondent to take part in the proceedings as and when necessary.
- f) The concerned Convener or Chairperson will intimate the Nodal Officer of the Grievance Redressal Cell about the resolution within 15 working days.
- g) The Nodal Officer of the Grievance Redressal Cell will report to the HOI as well as inform the complainant about the resolution within 30 days from the date of the complaint.

5. Safeguarding Confidentiality

- a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of this procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so, requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such

complaints will be treated as confidential.

- e) Records concerning grievances handled under this process and their outcomes shall be maintained for a period of five years.
- f) There will be no cost to the complainant for utilizing this grievance and appeal process.

6. Composition of the Committee of Grievance Redressal Cell

Functions and Responsibilities: It receives and addresses grievances of students, guardians, teachers and staff of the college in consultation with appropriate committee/cell etc.	
Chairperson	Principal/ Teacher-in-Charge
Joint Convener	Prof. Swati Dey & Dr. Avijit Biswas
Members	IQAC Coordinator Teachers' Council Secretary Dr. Puspita Sengupta Dr. Prasanta Saha Dr. Rubia Khatun Prof. Amitava Ghosh Shri Tapas Chatterjee Shri Saila Patra Smt. Mallika Mondal Shri Sukhen Ghosh GB Invited Students' Representative

7. Nodal Officer for Grievance Redressal at Institution

Name	Prof. Swati Dey
Designation	Associate Professor, Department of Bengali
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