



Prasanta Chandra Mahalanobis Mahavidyalaya

111/3, B.T. Road (Bon-Hooghly), Kolkata – 700108

ISO 9001:2015 Certified Institution

Website: www.pcomm.edu.in

Grievance Redressal

Policy Document

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Executive Summary

Prasanta Chandra Mahalanobis Mahavidyalaya, a Govt.-aided institution affiliated to West Bengal State University has now already itself as a premier institute offering multidisciplinary undergraduate courses in the region. The college has been committed in offering the best academic ambience to the young learners for their academic development as well as for their holistic development. One of the stated objectives of the institution is that the campus will be conducive to the overall growth of the students. No wonder the institution aims at creating equitable, fearless and participative engagement of students in curricular and co-curricular activities. It is with this objective in mind we have developed and put in place a policy document with regard to the prevention of ragging in the campus.

The college boasts of 16 academic departments and offers necessary academic assistance and exposure to


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the students. The college is committed to imparting quality education to the learners aspiring for higher education and is thus very sensitive to the needs of the students. There has been remarkable development in the arena of infrastructure and adequate care has been taken to supplement traditional teaching learning mechanisms with ICT-enabled teaching methodologies. The college endeavours to instil the desire for excellence among the learners by offering necessary support services as well as helps in preparing the students to face the challenges of life. We have been very alert to the psycho-social issues of our young learners for whom regular counselling sessions as well as extra-curricular activities are organised. With a host of young dynamic teachers along with a number of experienced faculties, the college strives relentlessly to impart quality education to the students. While we are fully aware of certain infrastructural lacunae, we are happy to provide facilities like separate Common Rooms for boys and girls, gymnasium and a playground. The lush green campus of the college beautified with a small lake garlanding the space offers nothing less than a picturesque spectacle to the visitors. The teachers of the college with their zeal for teaching and research are a treasure of the institution and they display their enthusiasm for attaining excellence not only in their respective branch of study but also in their sensitive and caring approach to the students. The healthy, cooperative relationship between teachers and students not only makes learning fun but also offers a life-

changing experience to the young learners. The sincere and cooperative approach of the office staff helps in running the administration smoothly. The different units of the college have been working in a collaborative manner to lead the institution towards realising the vision of the college.

Vision and Mission

Vision :

To make higher education accessible, gender-neutral, value-based, environment-friendly, inclusive and job-oriented through a synergy of all the stakeholders of the institution

Mission:

- To ensure quality education by adopting various quality control measures recommended by IQAC and other Bodies.
- To inculcate and promote scientific, democratic, progressive approach in learners by opting for supplementary co-curricular activities to strengthen the traditional curricular framework


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- To engage with the local community for initiating meaningful change in the neighbouring area
- To strive for excellence and to get prepared for responding to the challenges by making use of the state-of-the-art technology in the day to day functioning of the institution
- To ensure holistic development of the learners by offering customised academic, psychosocial and skill-based training
- To promote gender-neutral, research-oriented and democratic academic ambience by adopting transparent, technology-based, environment friendly and participatory mechanisms.
- To encourage and promote multidisciplinary approach in the domains of teaching- learning and research

Institutional Approach Towards Grievance Redressal

Prasanta Chandra Mahalanobis Mahavidyalaya is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

This policy has been framed in line with the provisions of the “University Grants Commission Grievance Redressal Regulations, 2012” of India (hereinafter referred to as the “the Act”) and The University Grants Commission Grievance Redressal Regulations, 2018” of India (https://www.ugc.gov.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf) Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.

Policy Statement

“Prasanta Chandra Mahalanobis Mahavidyalaya is committed a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents; b) To set in place a grievance handling system that is student focused; c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality; d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and; e) To ensure that there is a consistent response to grievances.


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About the Grievance Redressal Cell

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and/or non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within a stipulated time. The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. The composition of the Grievance Redressal Cell is as per the UGC (Grievance Redressal) Regulations, 2018.

Encompassment Under Grievance

Definitions a) 'Grievance' is defined as a student's dissatisfaction with respect to any aspect of the College's activities and services. b) 'Person' referred herein shall mean a student on the rolls of the College.

Types of Student grievance: These grievances can be in the nature of: a) Grievances that are academic in nature b) Against faculty c) Grievance related to examination d) Grievance related to amenities & services e) Grievance related to stay at hostel f) Grievance related to student conflicts.

Responsibilities of the College

- The college guarantees a strong redressal mechanism for student grievances.
- As mandated by the government, a grievance mechanism is in place to resolve any academic or administrative complaints. The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Students who violate the code of conduct will be given a fair hearing at the Departmental level.


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- The institution does not tolerate ragging or sexual harassment.

Procedure for Redressal of Grievance

Informal Resolution before an issue becomes a formal grievance: a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling. b) Aggrieved students should first approach the respective Departmental Head who will informally try to resolve the problem. Wherever necessary, the Departmental Head may seek guidance from the appropriate authority for the purpose.

The complainant can write a complain and drop in the **Drop Box** or fill up the **Complaint(s)/Grievance(s) Google Form** from the College website under the Student section and subsection of Greivance Redressal Cell and has to fill up the form.



Based on the complaint(s)/grievance(s) submitted, the Committee will convene a meeting within 72 hours.



The concerned Redressal Committee would inform the complainant(s) regarding the schedule of the meeting to comprehend the nature of the complaint(s)/grievance(s) in detail.



The concerned Redressal Committee would then recommend the action(s) for redressal of the complaint(s)/grievance(s).



The Members of the concerned Committee will closely monitor the time bound progress of the recommended actions.




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Finally, the members of the concerned Redressal Committee would maintain a documentation of proceedings observed and will interact with the complainant(s) regarding his/her/their feedback

The Grievance Redressal form is available on the college website:
https://docs.google.com/forms/d/e/1FAIpQLSeHmJ5fkdXbAO1hsIsJb5TuP9-ZFfCkbXR3_ELr8UDwpbwuHw/view/form

Conclusion

The ICC will closely work in accordance with the UGC (Grievance Redressal) Regulations 2018.


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