

Mechanism for Submission of Online/Offline Students Grievance

Declaration by the Principal

The College has a specific redressal mechanism to address the Complaints/Grievances received from the students in general and individually in specific. Based on that, college redresses the issues on a regular basis for last five years.

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GRIEVANCE REDRESSAL MECHANISM

Committees:

Rishi Bankim Chandra College for Women has three different committees like **Grievance Redressal Committee, Anti Ragging Committee and ICC** for regular monitoring of Complaints/Grievances received from the stakeholders in general and students in specific.

Online submission of complaints/ grievances including ragging and or sexual harassment:

The students can log in the college website <u>https://rbccwomen.org</u> and click on the grievance tab, and submit their grievances.

Drop box for offline submission of complaints/ grievances including ragging and or sexual harassment:

Rishi Bankim Chandra College for Women exercises transparency in all administrative and governance related matters. Keeping in sync with this philosophy, the entire mechanism and process of Grievance (including ragging and /or sexual harassment) submission has been simplified to submission in any form and redressal. Grievance drop-boxes are strategically placed before the main office and in the entrance of Vidyasagar Bhavan where students can drop hand-written complaints any time. The boxes are opened at regular intervals and problems taken immediately taken care of.

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Website: <u>www.rbccwomen.org</u>

E-mail: rbccwomen@gmail.com

SUBMISSION OF COMPLAINTS/GRIEVANCES AND REDRESSAL WORKFLOW

The complainant can download the **Complaint(s)/Grievance(s) Form** from the College website and has to fill up the form or she can write in plain paper

The complainant has to submit the **Complaint(s)/Grievance(s) Form in the website** Or drop in the **Drop Box**

Based on the complaint(s)/grievance(s) submitted, the Committee will convene a meeting within 7 working days.

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.

Finally, the members of the concerned Redressal Committee would maintain a documentationofproceedingsobservedandwillinteractwiththecomplainant(s) regarding his/her/their feedback.

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RISHI BANKIM CHANDRA COLLEGE FOR WOMEN

COMPLAINTS/GRIEVANCE FORM

What is a complaint?

A complaint is defined as a difference or dispute between a student and a Faculty or Staff member/s of College related to matters such as: (i) Regularity of Classes (ii) Completion of syllabus (iii) Library Facilities (iv) Internal Examination (v) Scholarship (vi) Other facilities like: Canteen/Drinking Water/ Washroom /Gymnasium/Girls Hostel (vii) Response pattern of the Office Staff (viii) College Administration (ix) Ragging (x) Sexual Harassment.

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Procedure to be observed for Redressal of Complaints/Grievances

- a)Mandatory documentation and diligently going through the complaints/ grievances submitted by the stakeholders in general and students in specific.
- b) Organizing meeting(s) of the Committee within 72 hours after receiving any complaint/grievances submitted.
- c)Meeting with the aggrieved party (or parties) for understanding the complaint/grievance.
- d) Recommending the action(s) to be taken by the appropriate authorities.
- e) Review of action(s) taken.

In addition to the aforementioned grievance redressal mechanism provided by the institution, every year, in the month of April, Rishi Bankim Chandra College for Women organizes a departmental meeting between teachers and students for addressing the grievances of the students.





Online Submission of Grievances:



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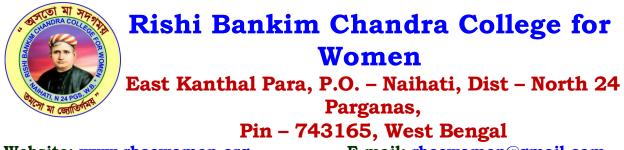


Offline Submission of Grievances:

Drop-Boxes:



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Awareness Posters:







Rishi Bankim Chandra College for Women

East Kanthal Para, P.O. – Naihati, Dist – North 24 Parganas, Pin – 743165, West Bengal

Website: www.rbccwomen.org







Website: <u>www.rbccwomen.org</u>

E-mail: <u>rbccwomen@gmail.com</u>

Steps of Submitting Grievances Online in the College Website:



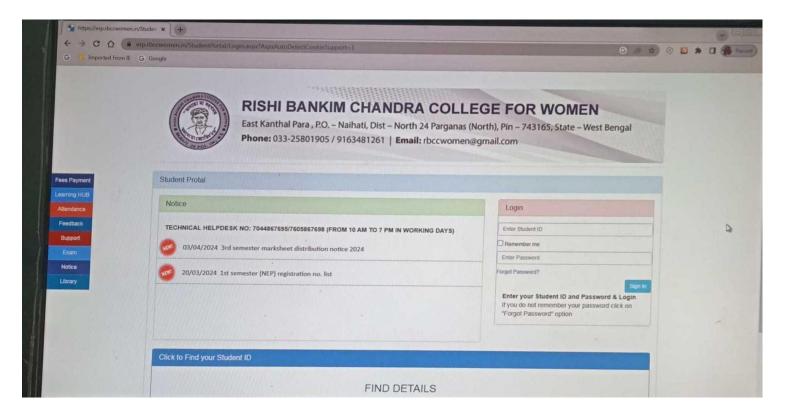
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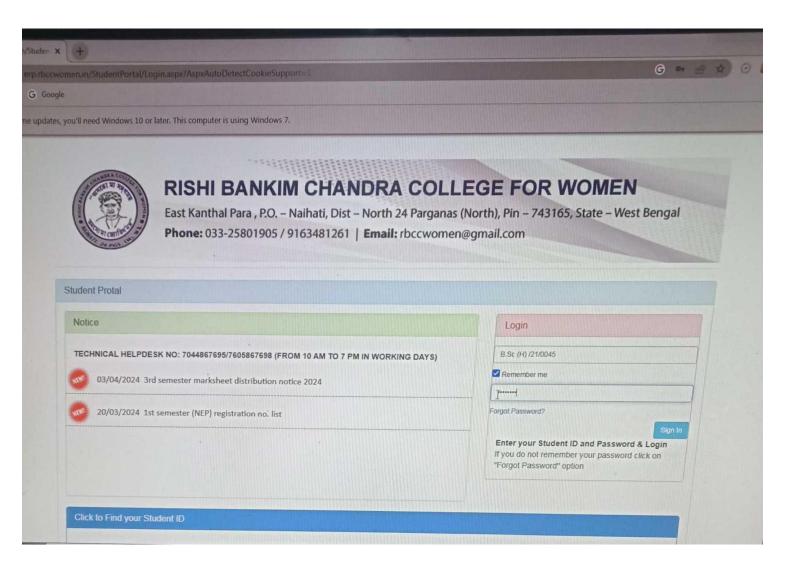
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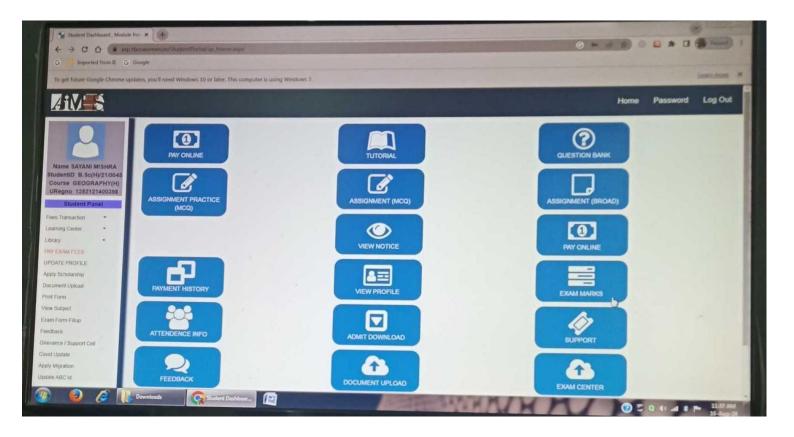


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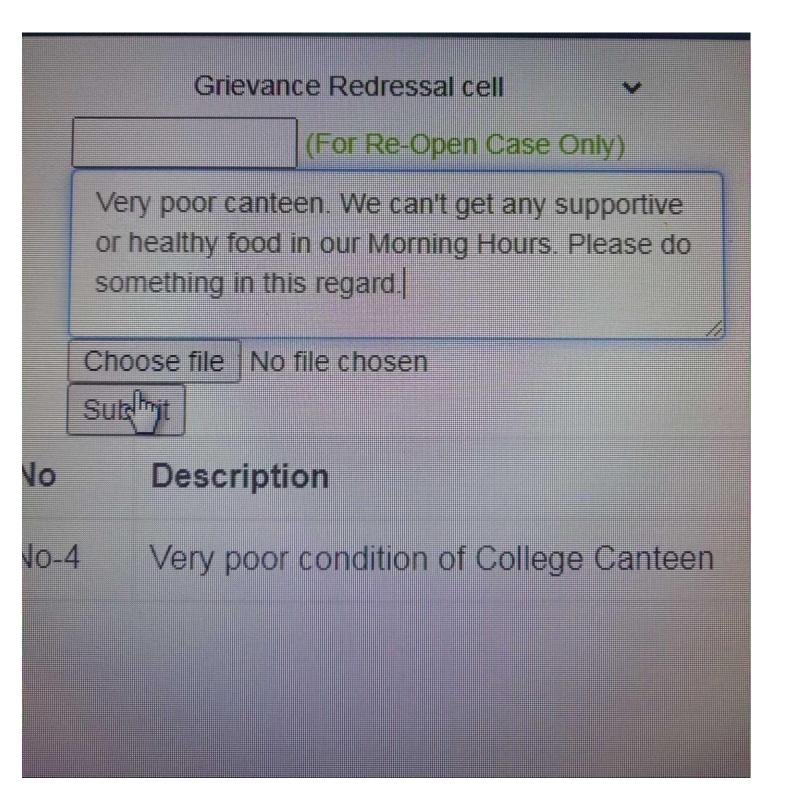
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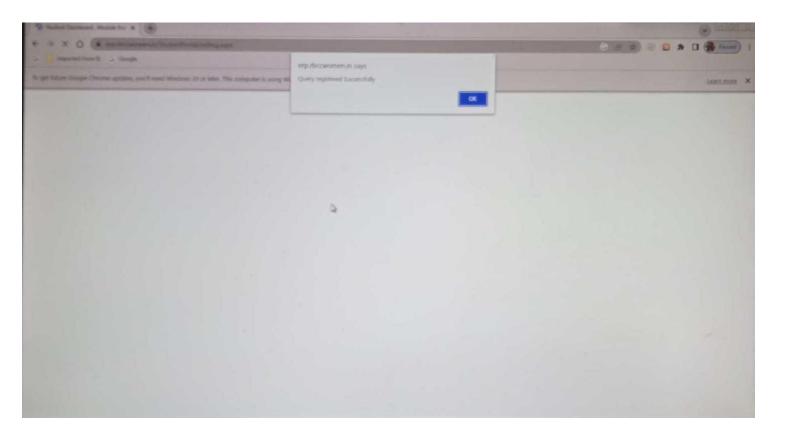
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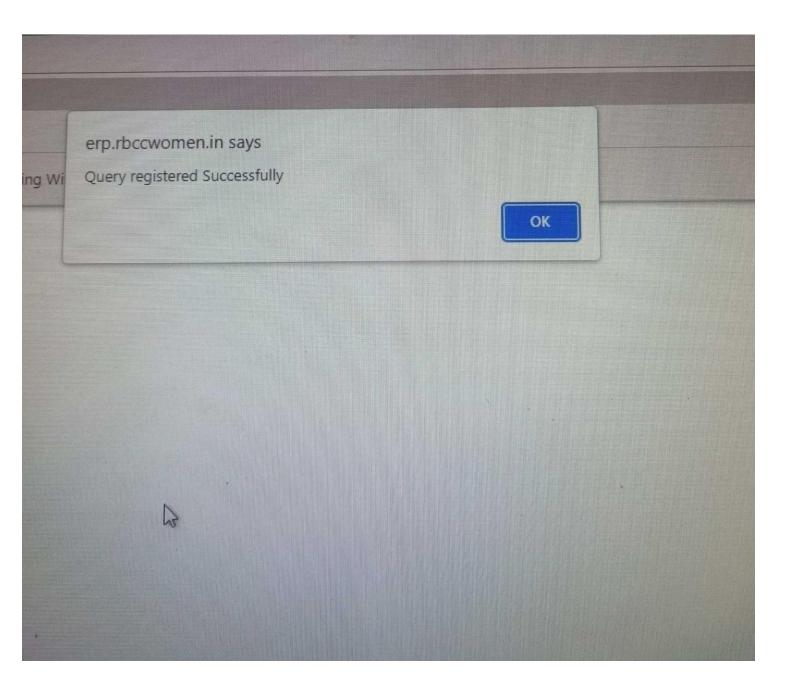


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