



Rishi Bankim Chandra College for Women

East Kanthal Para, P.O. – Naihati, Dist – North 24 Parganas,

Pin – 743165, West Bengal

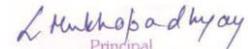
Website: www.rbccwomen.org

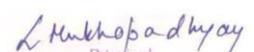
E-mail: rbccwomen@gmail.com

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.


Principal
R.B.C. College For Women
Naihati, North 24 Parganas


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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 <https://rbccwomen.org> 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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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 documentation of proceedings observed and will interact with the complainant(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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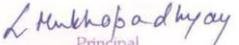
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Procedure to be observed for Redressal of Complaints/Grievances

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


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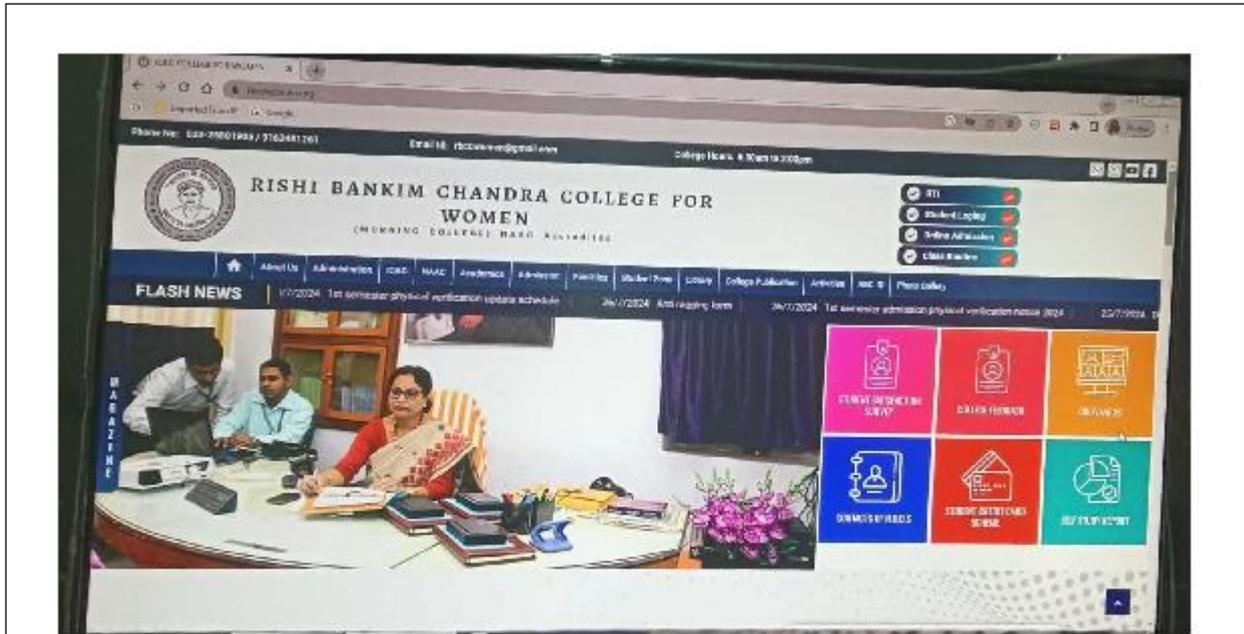
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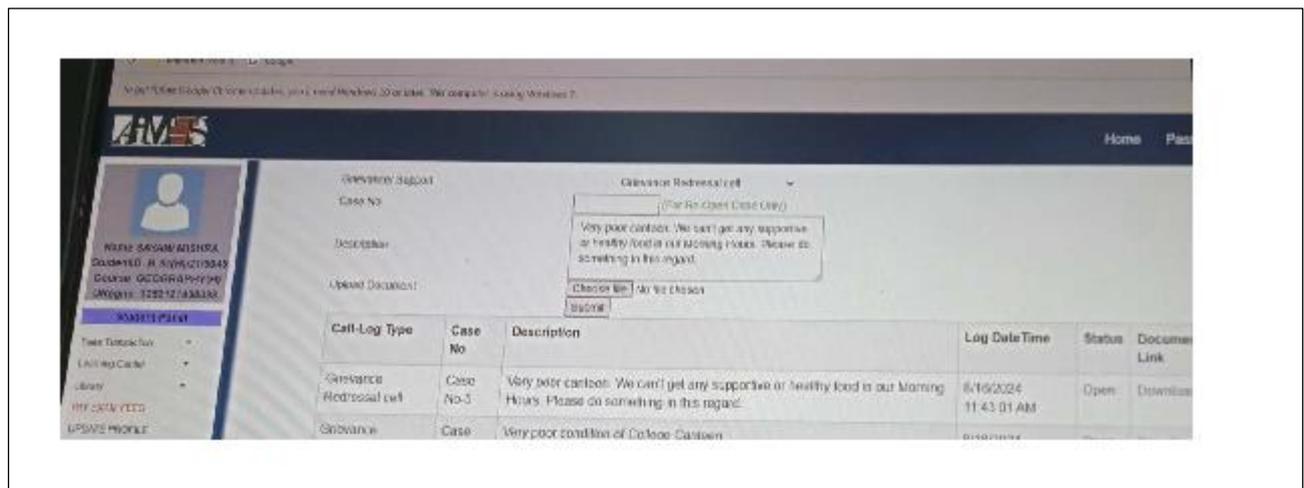
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Online Submission of Grievances:



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Offline Submission of Grievances:

Drop-Boxes:



L. Mukhopadhyay
Principal
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L. Mukhopadhyay
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Awareness Posters:



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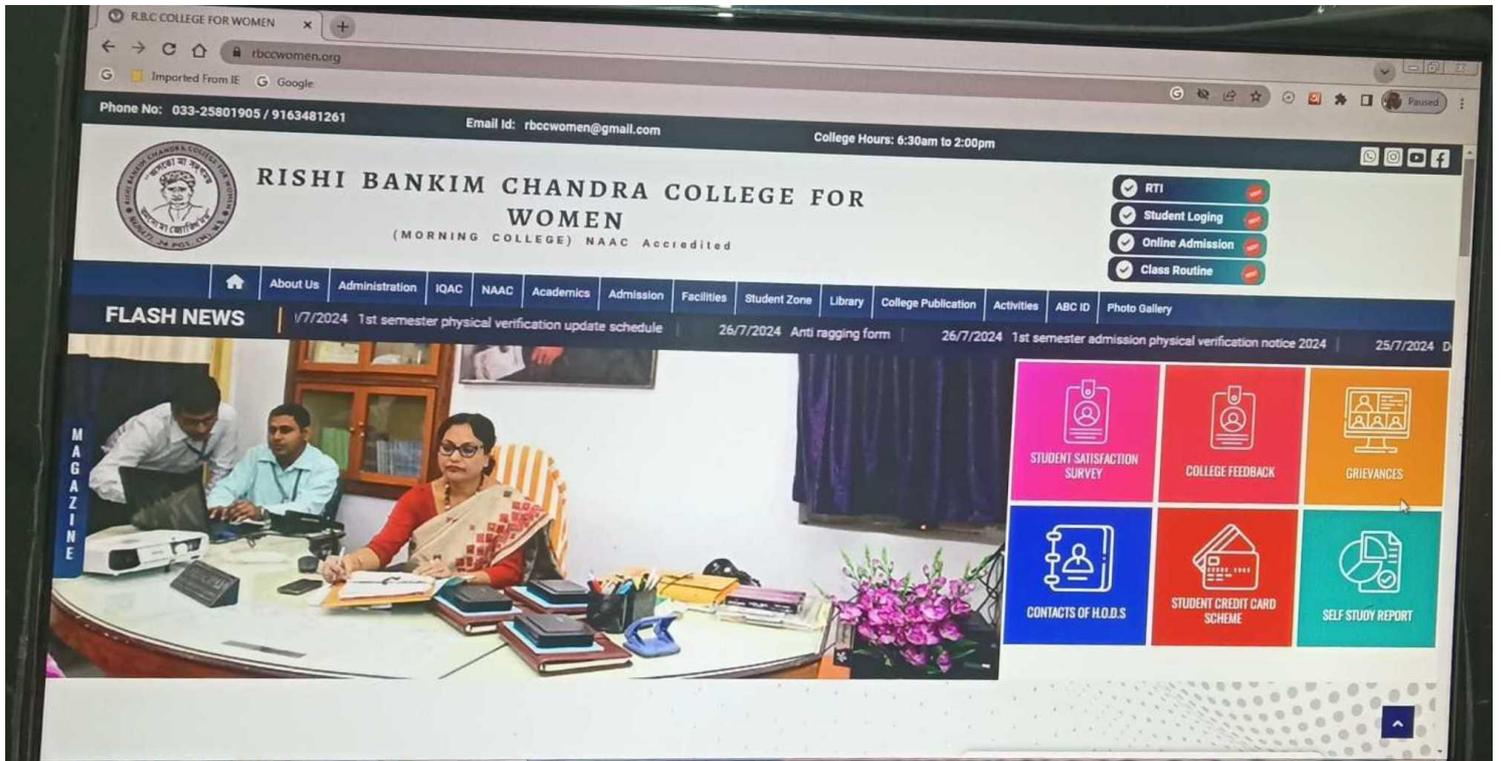
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Steps of Submitting Grievances Online in the College Website:



Kuldeepadhyay
Principal
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https://erp.rbccwomen.in/Stude...
erp.rbccwomen.in/StudentPortal/Login.aspx?AspxAutoDetectCookieSupport=1

Imported From IE Google

 **RISHI BANKIM CHANDRA COLLEGE FOR WOMEN**
East Kanthal Para , P.O. – Naihati, Dist – North 24 Parganas (North), Pin – 743165, State – West Bengal
Phone: 033-25801905 / 9163481261 | Email: rbccwomen@gmail.com

Student Portal

Notice

TECHNICAL HELPDESK NO: 7044867695/7605867698 (FROM 10 AM TO 7 PM IN WORKING DAYS)

NEW 03/04/2024 3rd semester marksheet distribution notice 2024

NEW 20/03/2024 1st semester (NEP) registration no. list

Login

Enter Student ID

Remember me

Enter Password

Forgot Password?

Sign In

Enter your Student ID and Password & Login
If you do not remember your password click on "Forgot Password" option

Click to Find your Student ID

FIND DETAILS


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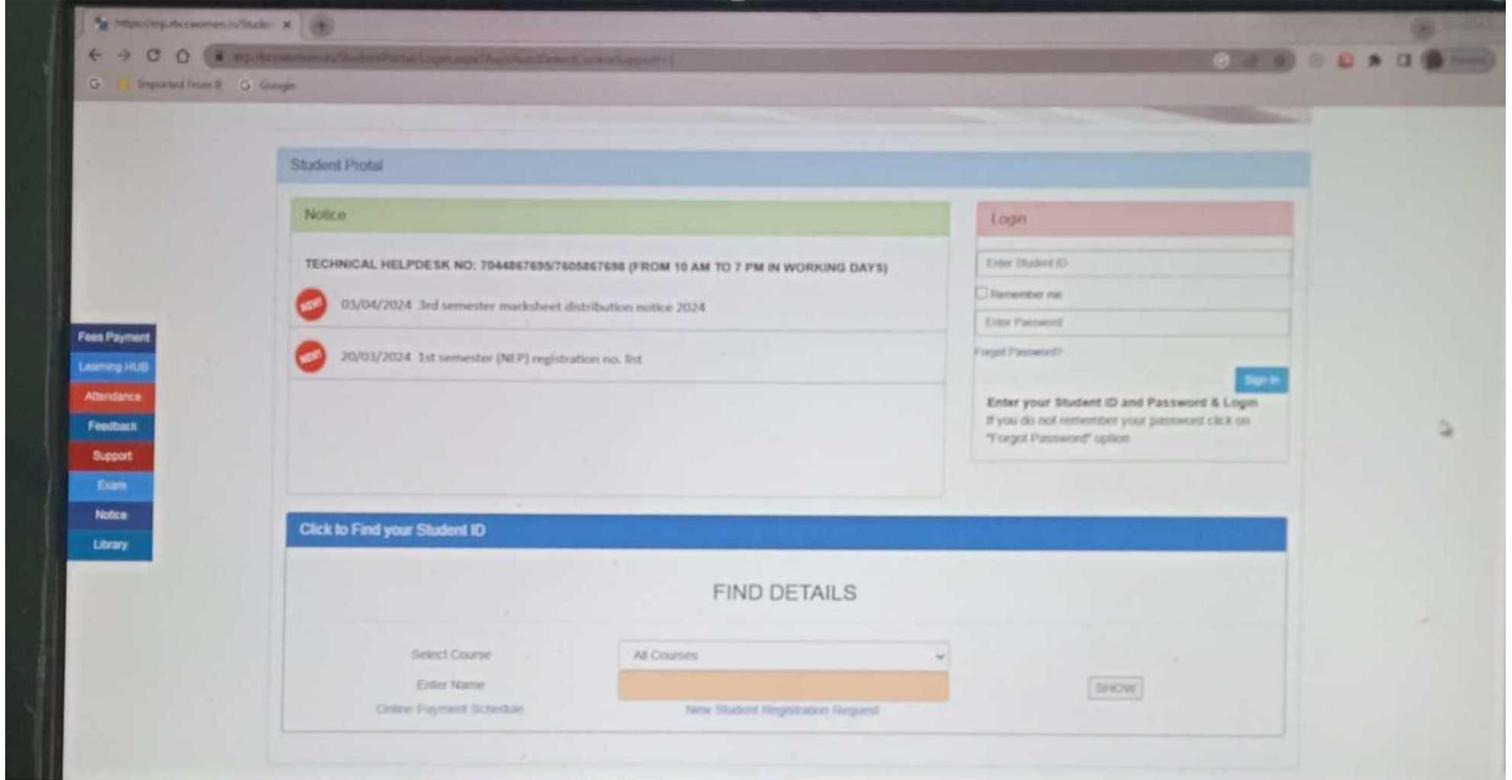


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Login

B.Sc (H) /21/0045

Remember me

[Forgot Password?](#)

[Sign In](#)

Enter your Student ID and Password & Login
If you do not remember your password click on "Forgot Password" option

[Click to Find your Student ID](#)

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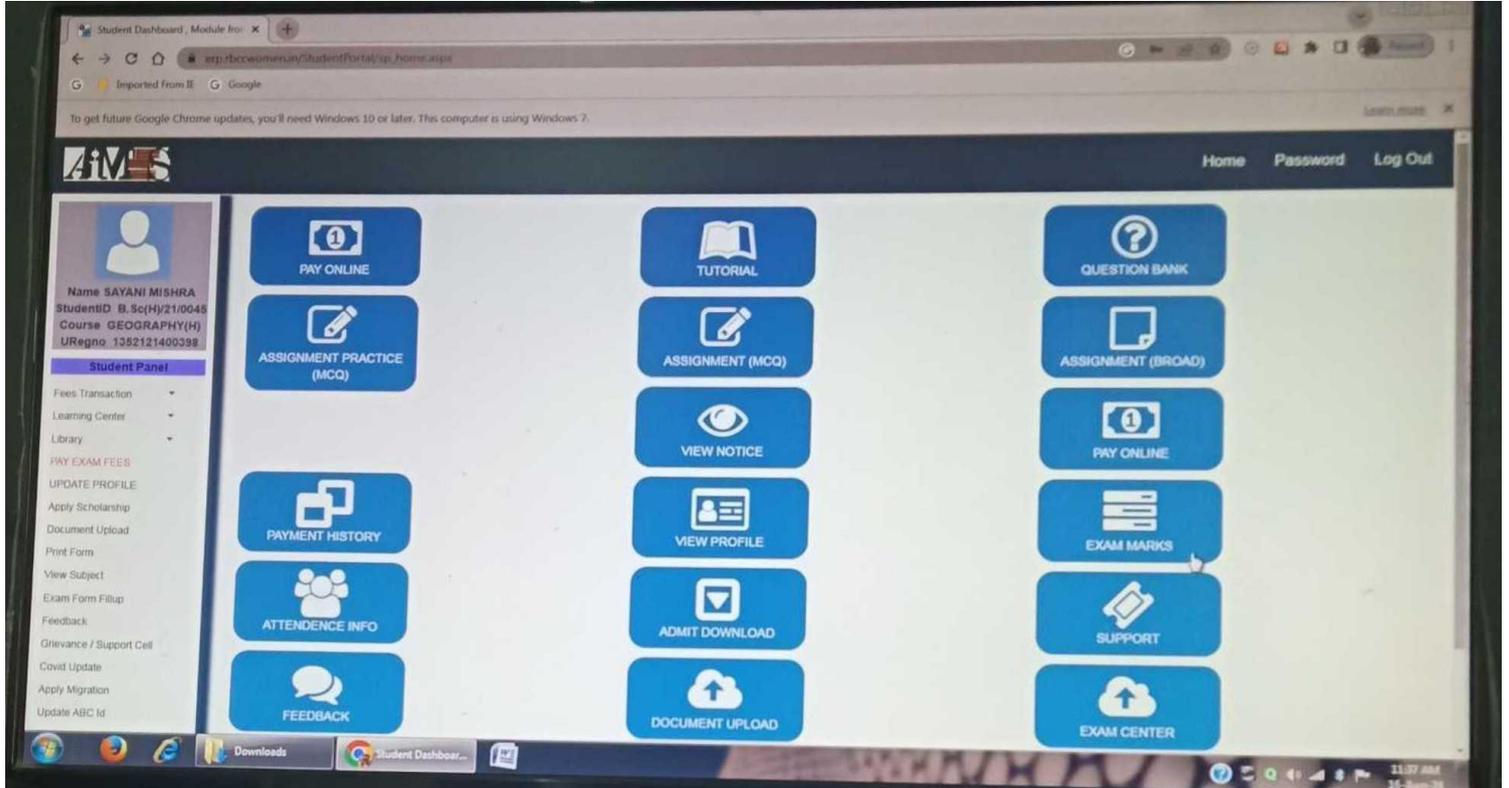


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The screenshot displays the Student Portal interface. On the left, a sidebar menu includes options like Fees Transaction, Learning Center, Library, PAY EXAM FEES, UPDATE PROFILE, Apply Scholarship, Document Upload, Print Form, View Subject, Exam Form Fillup, Feedback, Grievance / Support Cell, Covid Update, and Apply Migration. The main content area shows a 'Grievance/ Support' form with a dropdown menu set to 'Grievance Redressal cell'. The form includes fields for Case No., Description, and an Upload Document section with a 'Choose file' button and a 'Submit' button. Below the form is a table with the following data:

Call-Log Type	Case No	Description	Log DateTime	Status	Document Link
Grievance Redressal cell	Case No-4	Very poor condition of College Canteen	8/16/2024 10:34:19 AM	Open	Download

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The screenshot shows a web browser window displaying a student dashboard. The browser address bar shows the URL erp.rbccwomen.in/StudentPortal/calllog.aspx. The page title is "Student Dashboard, Module from: X". The browser's address bar also shows "Imported From IE" and "Google". A message at the top of the page states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7." The page has a navigation bar with "Home", "Password", and "Log Out" links. The main content area is titled "Grievance/ Support" and "Grievance Redressal cell". It contains a form with the following fields: "Case No" (with a dropdown menu set to "Grievance Redressal cell" and a sub-menu option "(For Re-Open Case Only)"), "Description" (with a text area containing the text: "Very poor canteen. We can't get any supportive or healthy food in our Morning Hours. Please do something in this regard."), and "Upload Document" (with a "Choose file" button and "No file chosen" text). Below the form is a "Submit" button. A table below the form displays the call log data:

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Grievance Redressal cell	Case No-4	Very poor condition of College Canteen	8/16/2024 10:34 19 AM	Open	Download

The left sidebar contains a "Student Panel" with the following items: Fees Transaction, Learning Center, Library, PAY EXAM FEES, UPDATE PROFILE, Apply Scholarship, Document Upload, Print Form, View Subject, Exam Form Fillup, Feedback, Grievance / Support Cell, Covid Update, Apply Migration, and Update ABC Id.

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Grievance Redressal cell

(For Re-Open Case Only)

Very poor canteen. We can't get any supportive or healthy food in our Morning Hours. Please do something in this regard.

Choose file No file chosen

Submit

No	Description
No-4	Very poor condition of College Canteen

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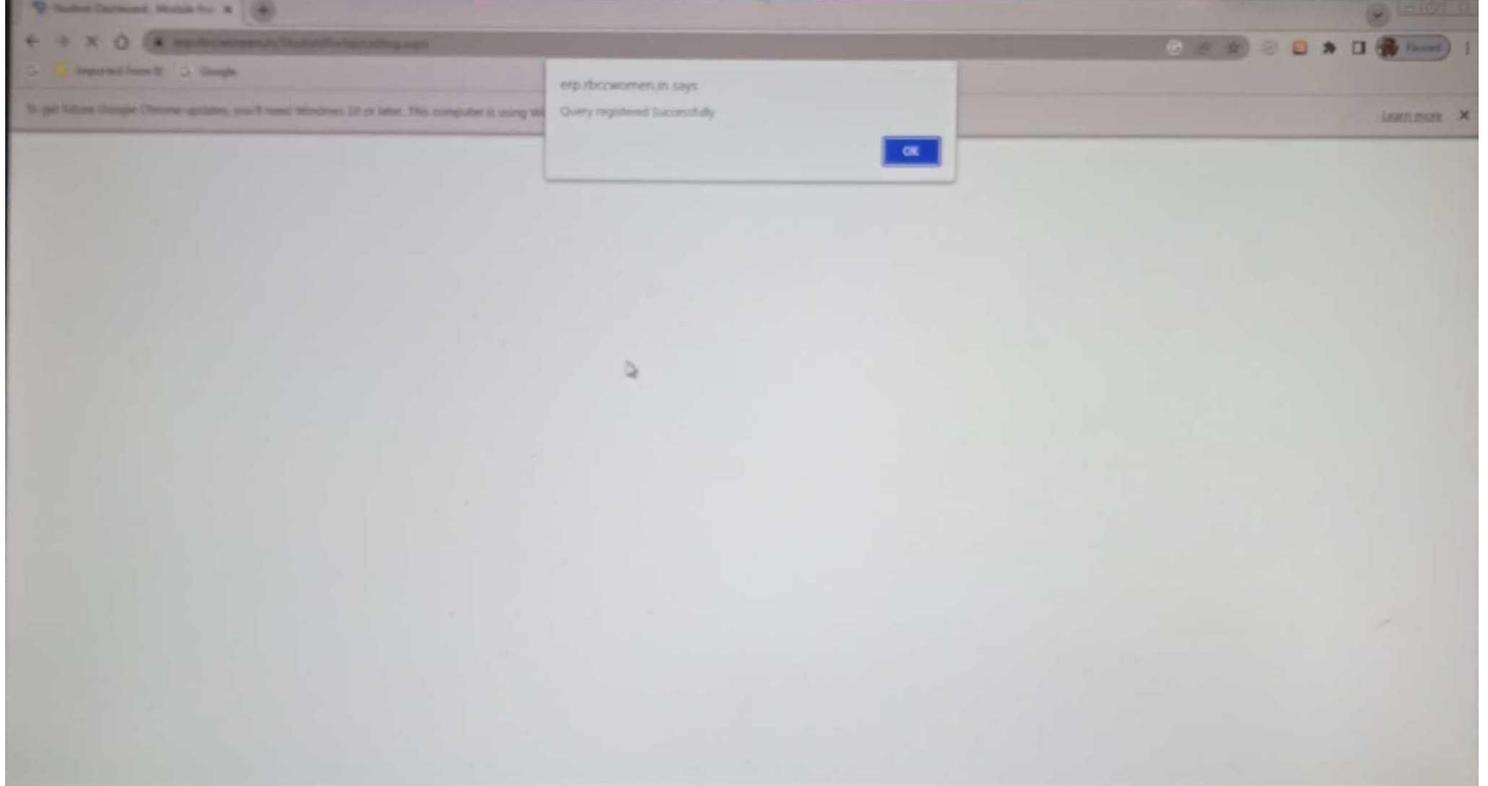


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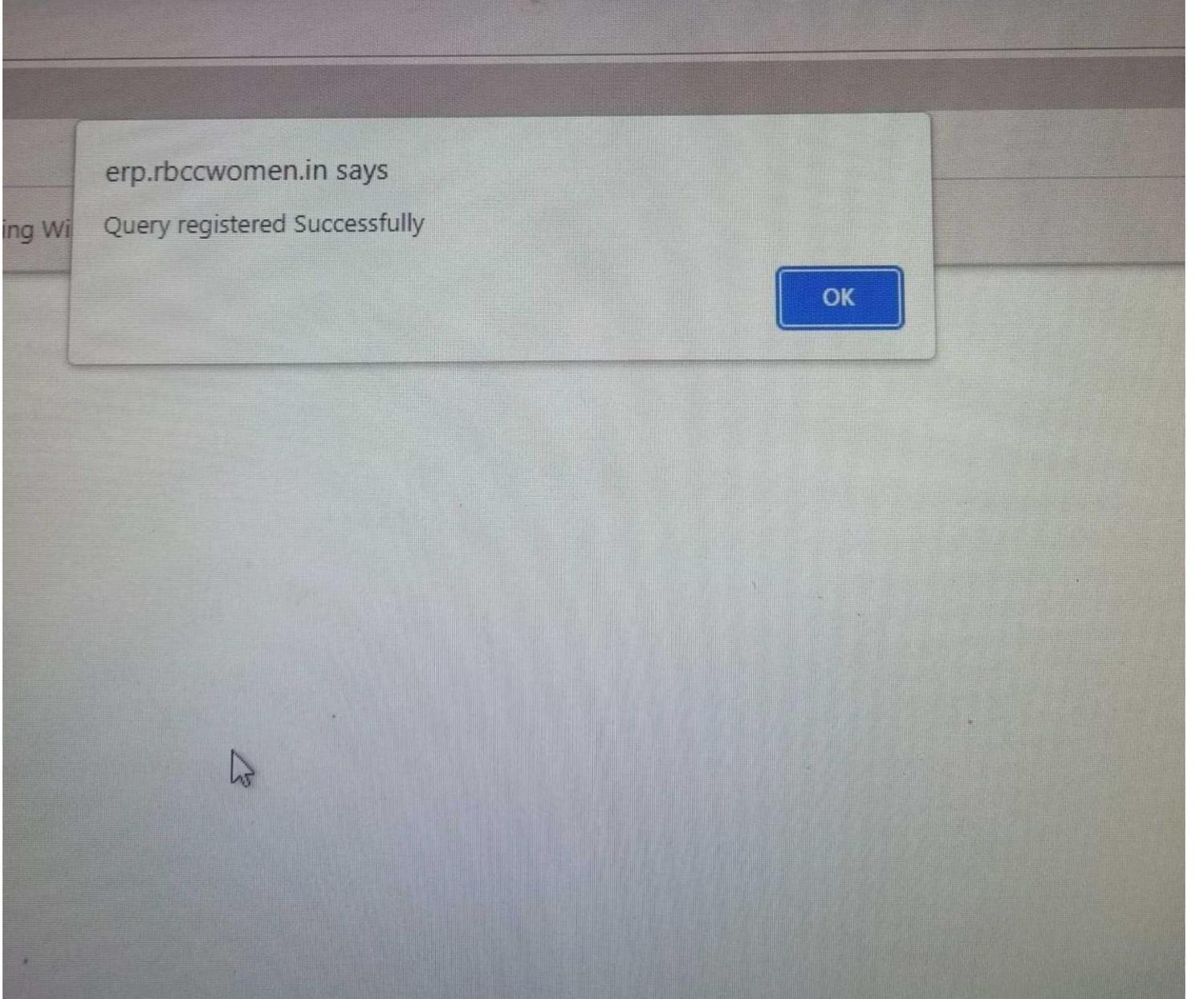
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