

RAJA PEARY MOHAN COLLEGE

UTTARPARA HOOGHLY

**POLICY DOCUMENT FOR COLLEGE
GRIEVANCE REDRESSAL CELL (CGRC)**



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

POLICY DOCUMENT FOR COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

College Grievance Redressal Cell:

Raja Peary Mohan College has always thrived for betterment in all aspects. And nothing could be better to act upon than the grievance raised by the students, teachers and staff of the college because making an institution grievance free is the best thing one can achieve. In view of this our college 1st initiated the Grievance Redressal Cell of Raja Peary Mohan College in the year 2004 as per UGC guidelines. And after crossing almost a two long decade long journey the Grievance Redressal Cell has gone through intermediary changes time to time for better redressing the grievance raised and guidelines provided by respected authorities. The collegenow closely followstheregulations of UGC(Grievance Redressal)Regulations,2018.The CGRC is under direct purview of the Principal of the college and takes proper note of the grievances communicated by the students are redressed through proper cells and committees as per applicable.

Grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the institution that a student or staff thinks, or even feels, is unfair, unjust or inequitable. The Grievant may be a student, students' group, faculty and staffs submitting the grievance.

Policy Statement: "Raja Peary Mohan College is committed to provide a safe, trustworthy and harmonious work place for all the stakeholders directly linked and related to the college. Our Institution has come up with an effective mechanism to deal with day-to-day grievances if raised by the students, teachers or staffs of our college. The Grievance committee redress the grievance received from students as well as staffs and hence we name our Grievance Cell as College Grievance Redressal Committee/Cell (CGRC)"

Grievance Redressal Mechanism:

In order to achieve the above stated policy statement, the college has a well developed Grievance Redressal Mechanism with defining aspects to Working of CGRC; Composition of CGRC ; Objectives of CGRC and Scopes Of Grievance that can be raised ; Function of CGRC and the Powers embodied to the members of



[Handwritten Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

CGRC in dealing the grievance raised; and the Grievance Raising Procedure as well as flowchart to resolve the grievance.

Working of CGRC:

Grievance Redressal Committee (CGRC) convenes meetings periodically and takes steps to redress the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC may mediate between complainant and defendant against who the complaint has been made, if required.
- CGRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required

Composition of CGRC:

As the College Grievance Redressal Committee address the grievance from all sectors of the college hence composition of the CGRC becomes an important one. The basic composition of CGRC follows inclusion of :

- Principal of the College – As Chairperson
- A faculty member – to act as Convenor
- Two Senior Faculty Members
- IQAC Coordinator and Assistant Coordinator.
- Teacher Council Secretary
- Two Non-teaching Staff Member
- General Secretary Students Union
- Invitee Members if Necessary




PRINCIPAL,
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

Objectives Of CGRC:

- To develop an organizational framework to resolve Grievances of Students and other stakeholders.
- To provide the students access to immediate, hassle-free recourse to have their Grievances Redressed
- To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- To establish structured interactions with students to elicit information on their expectations.
- To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in the college in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/ Administration in the College.

Scope

Of

Grievance:

Any student/staff of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the College Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell.



[Handwritten Signature]
PRINCIPAL,
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

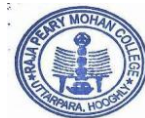
Date: _____

The CGRC deals with Grievances received in writing from students about any of the following matters:

- Academic matters:
- Financial matters:
- Library matters:
- Infrastructure sand Amenities matters:

Functions & Powers Of CGRC:

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will prepare statistical reports about the number of cases received.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university



[Handwritten Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified


Ref.: _____

Date: _____

Procedure for Lodging Grievance :

- The students may feel free to put up a grievance in writing in prescribed grievance Application Form and drop it in complaint box. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance can be sent online also via mail id rpmcgrievance@gmail.com
- A number is also present for prompt response: 9830444950

Sample Grievance Form:

	
RAJA PEARY MOHAN COLLEGE	
1, Acharya Dhruba Pal Road, Uttarpara, Hooghly, West Bengal, Pin- 712 258. Tel No.: (033)2663-0191, Mob: 7074292263 Website: https://www.website.rpmcollege.edu.in/ , e-mail: rajapearymohancollege@gmail.com	
ISO Certified	
Ref.: _____	Date: _____
COMPLAINT /GRIEVANCE INTIMATION FORM	
Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:
The completed Complaint /Grievance Intimation form may please be dropped in the drop box or sent to rpmcgrievance@gmail.com	



[Handwritten Signature]
PRINCIPAL,
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

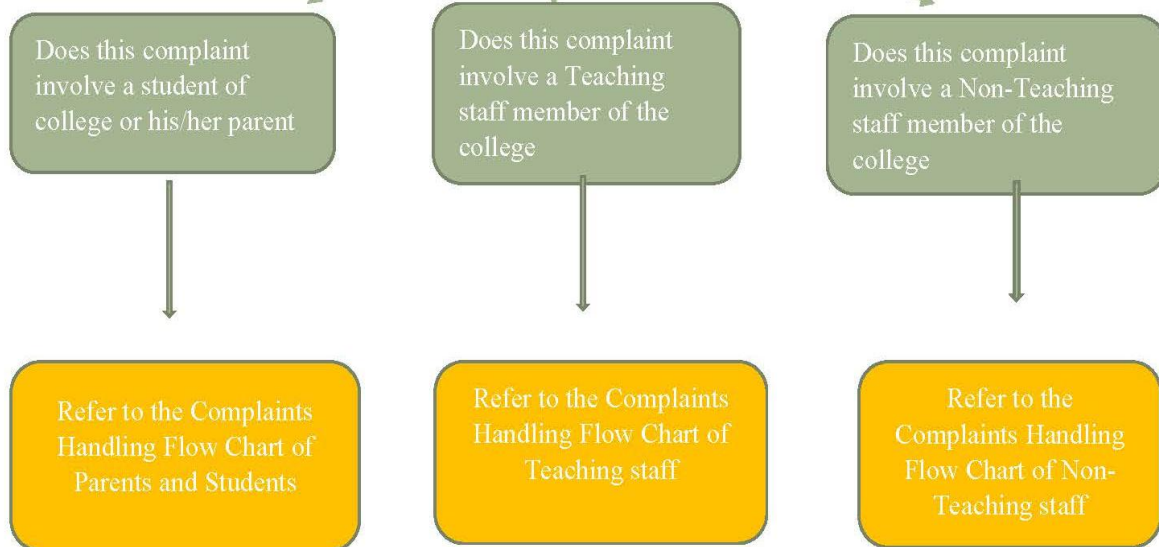
Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

COMPLAINTS HANDLING FLOWCHART



All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.



[Handwritten Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

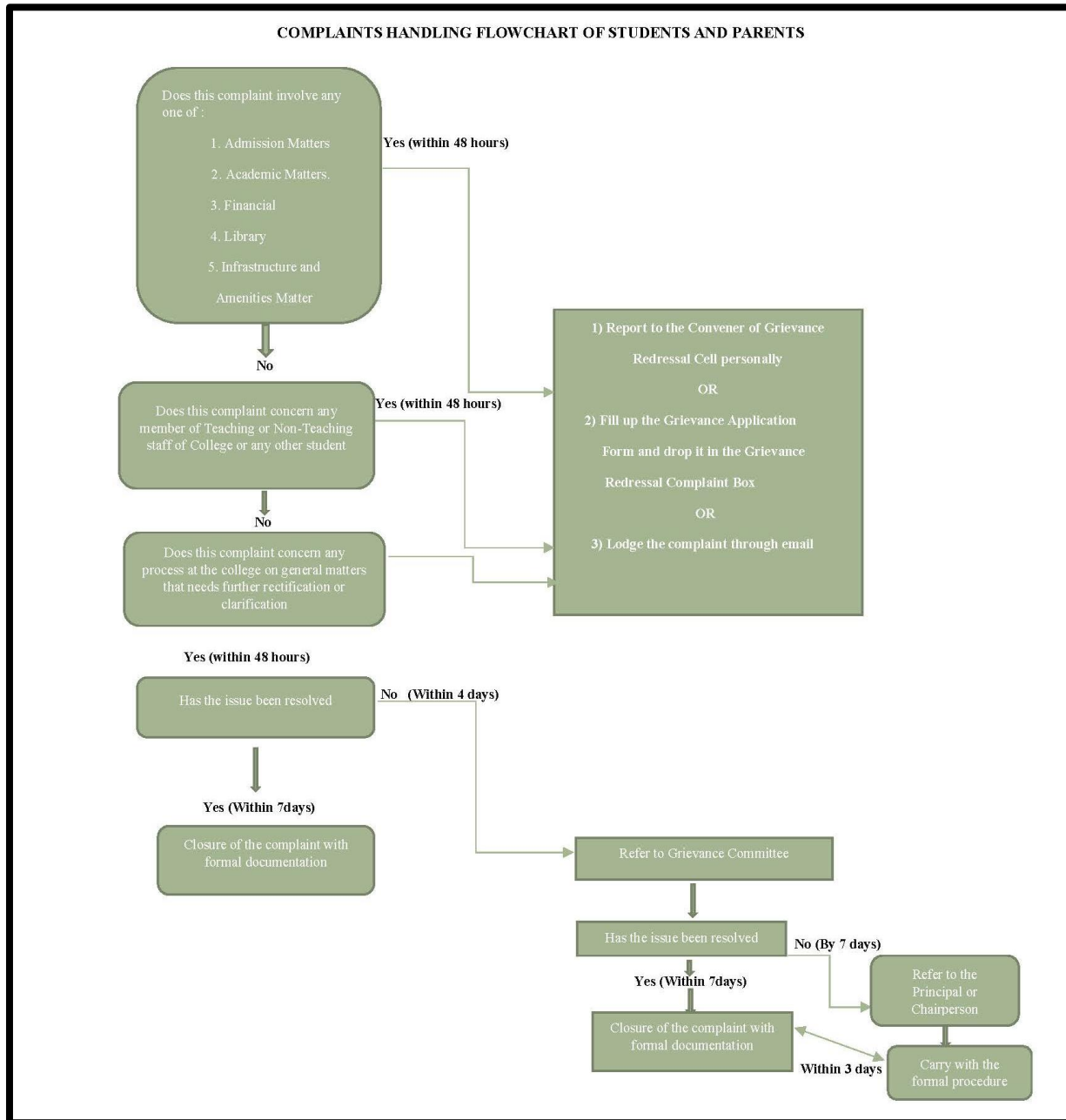
Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____



[Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

Tel No.: (033)2663-0191, Mob: 7074292263

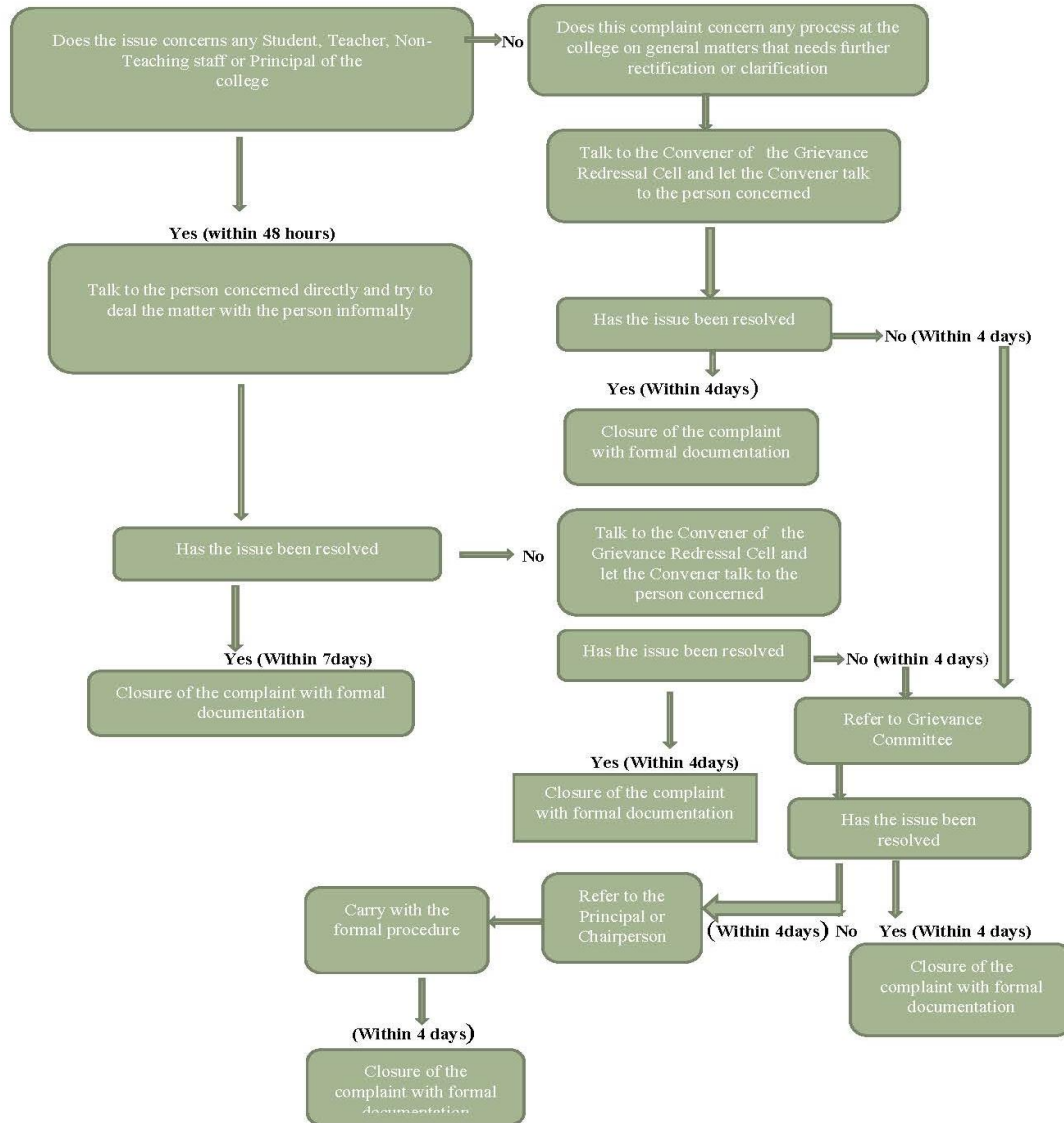
Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____

COMPLAINTS HANDLING FLOWCHART OF TEACHERS



[Handwritten Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY



RAJA PEARY MOHAN COLLEGE

1, Acharya Dhruba Pal Road,

Uttarpara, Hooghly, West Bengal, Pin- 712 258.

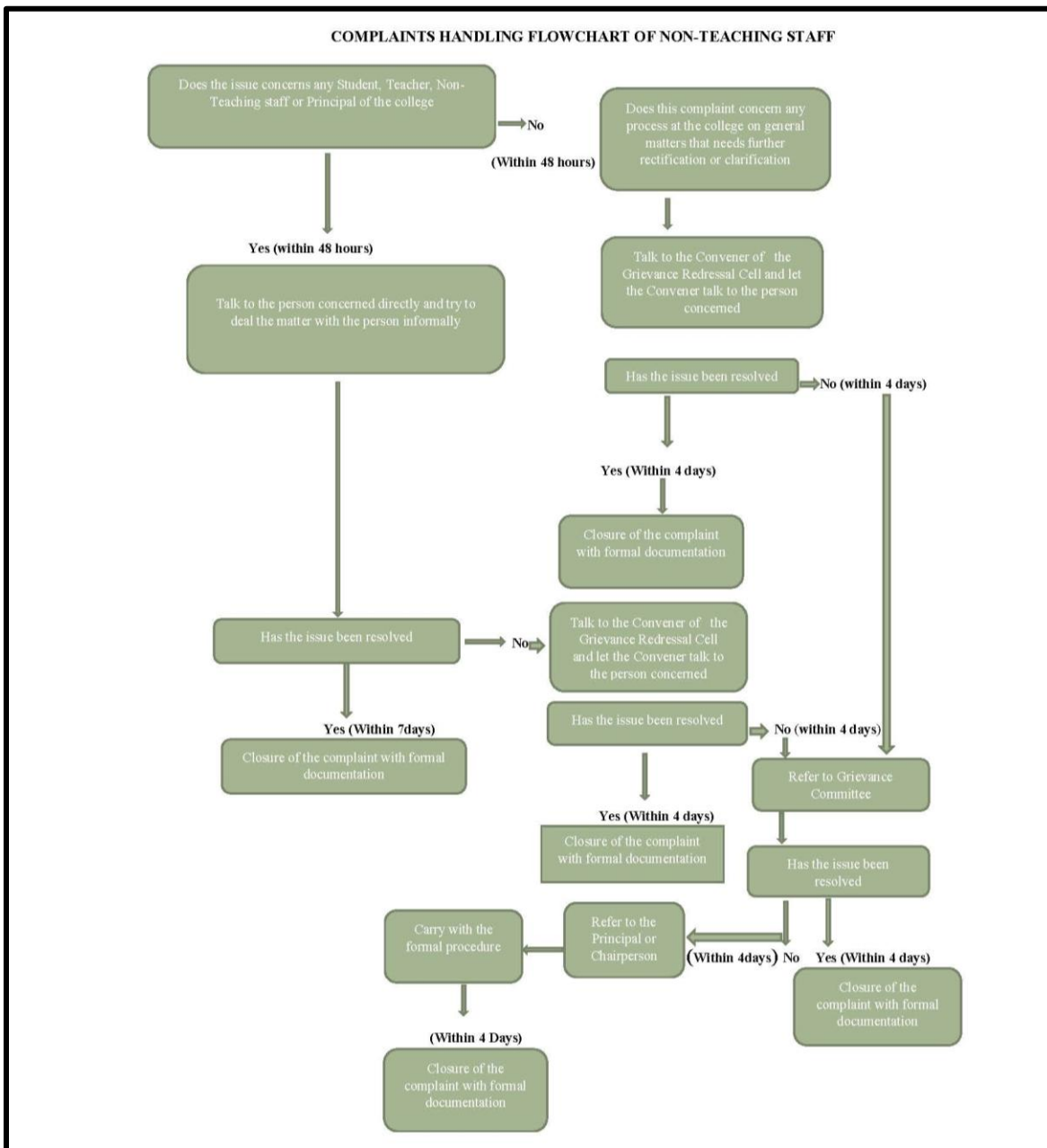
Tel No.: (033)2663-0191, Mob: 7074292263

Website: <https://www.website.rpmcollege.edu.in/>, e-mail: rajapearymohancollege@gmail.com

ISO Certified

Ref.: _____

Date: _____



[Handwritten Signature]
PRINCIPAL
RAJA PEARY MOHAN COLLEGE
UTTARPARA, HOOGHLY