

## **POLICY DOCUMENT OF GRIEVANCE REDRESSAL CELL**

Asutosh College strives to create a safe and inclusive space for students. The Grievance Redressal Cell of the college has been instituted with this larger objective in view, as per the guidelines of the UGC. In the college website, the Cell is listed under the heading Important Cell and Committee, thus outlining the overarching importance of the Cell. The Cell aims to create a harmonious and congenial atmosphere within the college premises where every student would feel free to voice his/her/their concerns/grievances. Constituted first in 2012, as per the directive of the UGC, the Cell is now helmed by four conveners with sixteen members from across various departments whose sole objective is speedy and effective settlement of the received complaints as also fostering friendly relations between the various stakeholders associated with the college.

Grievances, as per UGC guidelines (vide UGC Notification F.No. 14-4/2012 (CPP-II) dated 7 December 2018), pertain to the following issues:

- Admission contrary to the declared admission policy of the institution, namely, irregularity in the admission process, denying admission even after fulfilling the criteria as per the admission policy of the institution
- Non-publication of prospectus either in online or offline mode
- Withholding or refusing to issue certificates of degree, diploma or any other award with a view to compel the student to pay fees in course/s which the student does not wish to enroll
- Demanding money excess to the stipulated fee
- Breach in reservation policy as stipulated by the government
- Non-payment or delay in payment of scholarships
- Non-transparent or unfair evaluation process
- Delay in conduct of examination or publication of results
- Refund of fees in case the student withdraws admission from the concerned institution within the stipulated time as mentioned in the prospectus/website

The college administration is committed to ensure a safe environment and the Cell is a platform for the same.

### **OBJECTIVES:**

- To identify and address grievances received from students
- To devise an effective mechanism to resolve the grievances of the students
- To monitor if the students get an immediate and effective solution and they are satisfied with the same
- To maintain a congenial teaching-learning atmosphere in the College among staff and students

### **REDRESSAL MECHANISM:**

In consonance with the regulations of the UGC, the Cell adopts the following measures for fulfilling its objectives:

- The webpage of the Cell clearly outlines the objectives and purpose of the Cell along with the names of the conveners and members
- The different types of grievances so far received and addressed by the Cell pertain to
  - Student ID, password and database related issues
  - Tuition Fee and Scholarship related issues
  - Refund-related issues
  - Problems related to Admission fee challan
  - Examination-related issues
  - Marksheet/Certificate related issues
  - Sexual Harassment
  - Ragging
- Regular class campaigns by the faculties as to the working of the Cell
- Monthly meetings of the Cell are held and the resolutions recorded in the dedicated minute book of the Cell and signed by all the members present
- Regular interactions between the faculties and the students to assure the students that they are free to voice their grievances and their anonymity, if so desired, would be maintained

- A complaint drop-box has been placed at the ground floor of the main building at a prominent place with proper label. The box is kept under lock and key. Sri Milan Roy and Sri Abhijeet Banerjee, two senior non-teaching staff, have been entrusted with the duty of checking the box on a daily basis. Simultaneously, an online mechanism has been devised where with the click of the mouse, students can register their grievances. Students would have to log-in with their student id, then go to the left-hand side of the main page of the college website, look under the heading Important Cell and Committee where the names of the different cells and committees constituted by the college are displayed, click on the Grievance Redressal Cell and officially record their complaint. Complaints can also be registered by emailing to the Cell. The email id of the Cell is [grievanceredressal.cell@asutoshcollege.in](mailto:grievanceredressal.cell@asutoshcollege.in) which is displayed prominently in the college website
- In case of online submission, an auto-generated reply informs the students that their complaints have been received and they would be notified of the decision of the Cell in due course. Two members of the Cell along with the members of the IT Cell of the college, have been entrusted with the responsibility of checking emails on a daily basis. Printout of the emails as also written complaints are filed and maintained
- On the receipt of a complaint (whether online or offline), the matter is immediately taken up by the conveners and an emergency meeting of the Cell is convened to discuss the matter. The merit of every individual case is discussed and if there is merit it is then reported to the higher authorities and after discussions and deliberations, usually the complainant and the accused are summoned to the Principal's office and each party is given the opportunity to present his/her/their case. Based on the merit of the case, after deliberations, a settlement is reached at that would be acceptable to both parties so that the case is closed without any animosity. The decision of the highest authority of the College is deemed to be final, though if not satisfied the concerned parties can appeal for reconsideration of the decision. In every case, priority is given to students' interest and the sole concern of the arbiters is that the students are in no way adversely affected
- In cases, which the Cell after deliberations, found having no merit, the same is communicated to the aggrieved party
- The Cell keeps a special eye on complaints with regard to the refund of admission fees after a candidate leaves the institution and applies for

refund. The procedure for refund application is prominently displayed in the college website. The entire process is an online one.

- The Cell works in tandem with the Anti-Ragging Committee and Internal Complaints Committee to redress grievances of the students

The Cell, thus, tries to ensure a healthy atmosphere where overall discipline in the college is strictly enforced.