



PURBASTHALI COLLEGE

ESTD: 2009

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GRIEVANCE REDRESSAL POLICY DOCUMENT

Purbasthali College is committed to addressing grievances among all stakeholders and is deeply concerned about implementing preventive measures to avoid such occurrences. To this end, a dedicated "Grievance Redressal Committee" has been established, led by Mr. Anupam Das, Assistant Professor of History, along with four other members of the college. Additionally, the college has three specialized sub-committees: a) Internal Complaint Committee and Sexual Harassment Prevention Cell, b) Anti-Ragging Sub-Committee, and c) Equal Opportunities Cell. Any student, staff, or stakeholder of our college can submit complaints, grievances, or suggestions via the designated 'Grievance Box.' Alternatively, individuals can approach the Convener, Information Officer, or any other member of the Grievance Redressal Committee in person. Moreover, grievances can also be submitted online through the college website.

Time Bound Redressal

Purbasthali College is committed to addressing grievances promptly and fairly to ensure students and employees satisfaction, prevent escalation, uphold accountability, utilize resources efficiently, and sustain productivity. Upon receipt of a grievance, the institute will acknowledge receipt within two (2) business days and initiate the redressal process. The institute aims to resolve grievances within ten (10) working days of receipt. If additional time is required due to the complexity of the grievance, all parties will be informed of the delay and provided with regular updates on the progress of the grievance. If the grievance warrants investigation, all parties will be notified and the investigation will be thorough and impartial, ensuring all relevant evidence and perspectives are considered. If any party is dissatisfied with the resolution of the grievance, they have the right to appeal within five (5) working days of receiving the resolution. The appeal process will be initiated promptly, and a final decision will be communicated within ten (10) working days of receiving the appeal.


Principal
Purbasthali College
Parulia, Purba Bardhaman

Confidentiality

All information related to the grievance, including the identity of the parties involved and the details of the investigation, if any, will be handled with the utmost confidentiality to protect the privacy and rights of all individuals with the provisions laid down in the aforesaid sections and thereby maintain the spirit of the Constitution. The institute prohibits retaliation against any individual who files a grievance in good faith. Any acts of retaliation will be promptly investigated and addressed according to the institute's disciplinary procedures.

Compliance

All stakeholders are required to adhere to this grievance resolution policy. Failure to comply may result in disciplinary action.

Grievance Redressal Committee

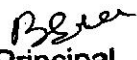
In formation of "Grievance Redressal Committee" of the college, the Prevention, Prohibition and Redressal Act-2013 has been followed. It addresses any form of grievance from students, teachers, non-teaching staff of the college and also parents. If there is any specific grievance relating to the nature of physical/mental/sexual harassment or ragging or discrimination in terms of caste, class.etc. then this type of grievance or complaint is referred to the designated Sub-Committee. If a resolution cannot be arrived at, the committee subsequently forwards the unresolved issue to the Governing Body as and when required.

Internal Complaint Committee and Sexual Harassment Prevention Cell

Internal Complaint Committee and Sexual Harassment Prevention Cell has been formed as per University Grants Commission (Prevention, Prohibition and Redressal of harassment of women employees and students in higher educational institutions) Regulations, 2015 for Prevention, prohibition and redressal of sexual harassment of women employees and students in educational institutions and "Handbook of sexual harassment of women at workplace" by the Ministry of Women and Child Development. The committee holds regular meetings to check whether any complaint has been lodged by any student or staff. No such complaint has been received so far.

Anti-Ragging Committee

An Anti-Ragging Committee has been formed as per the UGC Regulations on curbing the Menace of Ragging in Higher Educational Institutions. The Anti-ragging Committee, convened by Dr. Sukla Bhattacharyya, Department of Education, includes representatives of various



Principal
Purbasthali College
Parulia, Purba Bardhaman

bodies. It is clearly mentioned in the prospectus and on the website of the college that ragging is strictly prohibited inside the campus. At the beginning of the session all students and all other stakeholders are made aware and sensitized through circulation of notice about the 'Zero tolerance policy' of the college for any type of ragging inside the campus. Also a declaration from the students is taken at the time of admission. Posters propagating the anti-ragging law are displayed on the notice boards and prominent places within the college campus. Moreover, the ice-breaking session and the frequent meetings of the Anti-Ragging Committee ensure that no such case of harassment occurs at any level. In the college website every detail of the procedure to lodge the complaint and other related regulations have been clearly cited.

Equal Opportunities Cell

The Equal Opportunities Cell keeps all SC, ST, OBC (non-creamy layer) and Minority students updated about scholarships and stipends offered by Central and State Governments, UGC, and other agencies to provide all kinds of support. It comprises four members representing all of the above-mentioned categories. It is headed by Mr. Anupam Das, Assistant Professor, Department of History. While framing the policy of the Cell, the following acts have been taken into consideration: Article 340, Article 29 and Article 30 for the protection and development of the backward and minority section, the SC and ST (Prevention of Atrocities) Act, 1989, CEI Act 2006 and Amendment Act, 2012.

Awareness programs for the new students are organized about the Grievance Redressal Policy of the college with the objective of protecting the rights of reserved candidates and to ensure the prevention of any kind of discrimination in any way. During the ice-breaking session as well, students are cautioned and made aware about the college's 'zero tolerance policy' in any case of discrimination or bias based upon caste, class or creed. With all of the above robust preventive initiatives the college has not reported any such type of sensitive complaint from any corner so far and there has been a consistent and continuous effort to maintain a healthy, humane and friendly atmosphere inside the campus.


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