

TECHNO INTERNATIONAL BATANAGAR

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Date: 21ST August 2023

CIRCULAR

GRIEVANCE REDRESSAL CELL

The college is having its own Grievance Redressal system in an informal manner i.e. through direct supervision of the Principal and the HODs earlier. But in formal sense along with the provision of suggestion boxes the grievance Redressal cell of the college has been reformed **w.e.f. 21.08.2023** till further notification. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the Convener - Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block.

1. Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- i. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship.
- ii. Encouraging the Students to express their grievances freely and frankly, without any fear of being victimized.
- iii. Suggestion / complaint Box is installed in front of the Administrative Block 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.
- iv. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- v. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- vi. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- vii. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

2. The Structure:

The structure of the Cell will be as follows:

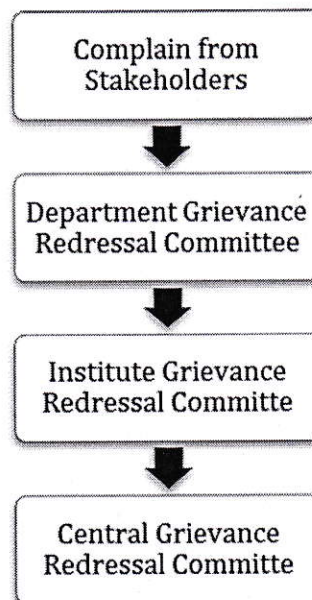


3. Scope:

The students are the main stakeholders in any institution imparting education, and it is our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the institute has decided to provide mechanism to students for Redressal of their grievances as under:

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, other examination related matters, teaching learning process, issues related to laboratories and library, etc.
- **Financial matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

4. The Flow Chart:



5. Department Grievance Redressal Committee (DGRC)

The Department Grievance Redressal Committee will deal with the grievances of the students and staff as defined in objectives and scope of the Cell.

The DGRC is constituted as follows:

- i. Head of the Department - Chairman
- ii. 3 (three) Faculty Members nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

The Head of the Department should constitute this Committee and circulate to all stakeholders and send a copy to **Institute Level Grievance Redressal Committee (IGRC)**

6. Institute Level Grievance Redressal Committee: (IGRC)

Sl. No	Name of the Faculty	Designation	Position	Email & Mobile no
01.	Prof. (Dr.) Ratikanta Sahoo	Director	Chairman	director@tib.edu.in 9337178371
02.	Dr. Ashok Kumar Naskar	Principal-in-Charge	Co-Chairman	ashok.naskar@tib.edu.in 9830713384
03.	Dr. Nirmalya Sankar Das	1 st Year Coordinator & HOD – BSH	Member	nirmalya.sankardas@tib.edu.in 9433213728
04.	Mr. Subhankar Guha	HOD-CSE	Convener	subhankar.guha @tib.edu.in 9776086857
05.	Dr. Joyanta Maity	HOD – CE	Member	joyanta.maity@tib.edu.in 9830917904
06.	Mr. Kazi Sayeed Tanbir	HOD – ME	Member	kazi.sayeed.tanbir@tib.edu.in 9732505080
07.	Ms. Salini Bose	HOD - ECE	Member	salini.bose@tib.edu.in 8777498093
08.	Dr. Debabrata Roy	Assistant Professor - EE	Member	debabrata.roy@tib.edu.in 9432586471
09.	Mr. Chandan Kumar Paria	Coordinator – DME	Member	chandan.kr.paria@tib.edu.in 7076675374
010.	Mr. Dibyendu Panja	Coordinator – DCE	Member	dibyendu.panja@tib.edu.in 7003417757

This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

7. Central Grievance Redressal Committee: (CGRC)

In case, the complainant is not satisfied with the decision of the **IGRC**, they may send their appeals to the “OMBUDSMAN” appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the **IGRC** and the aggrieved person.

The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution, will be reported to AICTE for appropriate action. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint.

8. Procedure for Redressal of Grievances

- i. An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HOD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time involving the DGRC.
- ii. If the student is not satisfied with the decision of the DGRC, he/she can submit an appeal to the IGRC within a week from the date of the receipt of the reply from the Department level committee.
- iii. The Convener of the IGRC after verifying the facts and the papers concerned and having discussion within the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.
- iv. If the student is not satisfied with the Redressal offered by the Institute level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the CGRC within a week from the date of receipt of decision with the relevant details.
- v. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- vi. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- vii. The student will submit the application of Grievance or appeal to the Institute level committee or central grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned.

9. Functions:

- i. The cases shall be attended promptly on receipt of written grievances from the students.
- ii. The cell formally will review all cases and will act accordingly as per the Management policy.
- iii. 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.

10. Responsibility for Redressal:

- i. The final responsibility for grievance Redressal rests with the Principal of the college.
- ii. The college expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.
- iii. The Grievance Redressal Cell of the college shall monitor status and progress of grievance Redressal and shall furnish report on grievance redressal position to the Principal.
- iv. 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 commitment on the matter.

- v. Considering the nature and depth of the grievances, due inquiry shall be made by the members of the cell and through personal discussion and the matter is to be resolved.
- vi. If anybody is found to be guilty for any kind of nuisance he or she shall be penalized with due consideration with the Principal. The nature of punishment, information to the police (if situation arises for so) and expelling from the college shall be followed as per the rule of the institute.

11. Exclusions:

The grievance Redressal cell shall not entertain the following issues:

1. Decisions of the Executive Council, Academic Council, Board of Studies and other administrative or academic committees constituted by the university.
2. Decisions with regard to award of scholarship, fee concessions, medals etc.
3. Decisions made by the university with regard to disciplinary matters and misconduct.
4. Decisions of the university about admissions in any courses offered by the Institute.
5. Decisions by competent authority on assessment and examination result.

12. Circulation:

The notification regarding the formation, functions and policies of Grievance Redressal Cell should be put up in the Institute website and all members of the Faculty along with the respective HODs/TICs will be responsible for wide circulation among the students regarding the functions of the cell.

R L
21/08/2023

Prof. (Dr.) Ratikanta Sahoo

Director

Techno International Batanagar

Cc:

Vice Chairman-Trust; Principal-in-Charge; All HODs' and In-Charges; Finance Section; HR Section; Library; Exam Cell; Admission Cell; Training & Placement Cell; Store-in charge; Estate Supervisor; Committee Members.