



TAMRALIPTA MAHAVIDYALAYA

তাম্রলিপ্ত মহাবিদ্যালয়

Affiliated to Vidyasagar University
NAAC Re-accredited 'A' Grade College
Abasbari :: Tamluk :: Purba Medinipur :: 721636 :: WB

GRIEVANCE REDRESSAL POLICY

I. Policy

The cornerstone of the Grievance Redressal Policy of the institution is to develop a responsible and accountable attitude among all the stakeholders of the college in order to maintain a harmonious and equitable atmosphere within the institution. It is formulated in order to provide the students with an easy access to the redressal of any dissatisfaction that they might have with the functioning of the daily processes of the institution.

II. Objectives of the Policy:

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial inter student and student-teacher relationship.
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of students in order to maintain a harmonious educational atmosphere in the institution.
- To encourage and empower the students to express their grievances frankly and freely without any fear of recrimination.
- To teach students to respect the right and dignity of each other and exercise patience and restraint in a situation of strife.
- To ensure all the teaching and non-teaching-staff of the college are accountable and courteous in their dealings with the students.
- To ensure effective solution to the students' grievances with an impartial and fair approach.

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III. Compliance, Monitoring and Review:

- Students are free to lodge their complaints to the Grievance Redressal Cell.
- Students can lodge their complaints by contacting the members of the Grievance Redressal cell directly or through their respective HoDs.
- The contact information of the Grievance Redressal cell and its constituting members is readily available on the college website. It is also displayed at various locations of the college for the benefit of all.
- Once any complaint is received, action on the same is started immediately.
- The Cell makes a thorough and impartial investigation into the matter.
- The resolution of any grievance reported has to be made within a period of 15 working days in maximum.
- Complete transparency is maintained in the process of grievance redressal.
- The Grievance Redressal Cell holds meetings at regular intervals.
- The reports of the action taken and the resolutions of the meetings of the Grievance Redressal Cell is submitted to the IQAC on a regular basis.

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