



# RANAGHAT COLLEGE

Govt. Sponsored Degree College • NAAC Accredited

P.O. : Ranaghat, Dist. : Nadia, Pin : 741201, Phone : (03473) 215 685, 03473359027

Website : www.ranaghatcollege.org. E-mail : ranaghatcollege@gmail.com

## Policy of Student Grievance Redressal Cell

### Ranaghat College

A Student Grievance Redressal Cell has been formed in college following the directives of UGC with a view to deal with the grievances of learners in time and ensure their security in the campus. The cell is intended to look into the grievances of learners related to academic issues, official issues, infrastructural issues and the incidents of harassment of female learners.

**Objectives of SGRC:** The objectives of SGRC are as follows:

1. Maintaining discipline in the campus and developing awareness among learners about proper conduct
2. Developing a proper and convenient system for learners to lodge grievances on different issues
3. Ensuring timely redressal of grievances of learners
4. Maintaining impartiality and confidentiality

**Formation of Student Grievance Redressal Cell:** The Principal is the chairman of the cell and other members have been nominated by the authority. The SGRC includes the following incumbents:

Chairman – Dr. Arup Kumar Maiti, Principal

Convener – Dr. Nupur Mukherjee, Associate Professor

Member- Smt Sarbani Sarkar, Assistant Professor

Member – Smt. Pinki Tikadar, Assistant Professor

Member – Dr. Suparna Kundu Chatterjee. Assistant Professor

Member – Dr. Anindita Neogi, Associate Professor

Member – Smt. Lata Sarkar, Non-teaching Staff



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## Procedure for lodging complaint:

### 1. Learners may lodge their grievance online.

The screenshot shows the Student Portal home page. The user profile on the left includes: Name SOUVIK GHOSH, StudentID B.Sc/20/0348, Course BSC, URegno 035412. The main area contains a grid of buttons for various services: PAY ONLINE, ASSIGNMENT PRACTICE (MCQ), PAYMENT HISTORY, ATTENDANCE INFO, FEEDBACK, STUDENT PROFILE, TUTORIAL, ASSIGNMENT (MCQ), VIEW NOTICE, VIEW PROFILE, ADMIT DOWNLOAD, DOCUMENT UPLOAD, QUESTION BANK, ASSIGNMENT (BROAD), PAY ONLINE, EXAM MARKS, SUPPORT, and EXAM CENTER. A sidebar menu on the left lists options like Fees Transaction, Learning Center, Library, and Grievance / Support Cell.

The screenshot shows the Grievance/Support form. The 'Grievance/ Support' section has a 'Case No.' field with a dropdown menu set to 'Redress of Grievances of student committee (SGRC)'. The 'Description' field is empty. The 'Upload Document' section has a 'Choose File' button and a 'Submit' button. Below the form is a table with the following columns: Call-Log Type, Case No, Description, Log DateTime, Status, and Document Link. The table currently displays 'No Records Found'.



*[Signature]*  
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2. Learners may drop their grievances in writing in the drop box.



3. Learners may contact the HOD of the concerned department to lodge grievance.

4. Learners may contact the chairman of SGRC and lodge their grievance.

## Contact:

Email Id : [ranaghatcollege@gmail.com](mailto:ranaghatcollege@gmail.com)

Phone : [03473-359027](tel:03473-359027) / [03473-215685](tel:03473-215685)

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*[Signature]*

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## Mechanism related to the activity of SGRC:

1. The meeting of Student Grievance Redressal Cell is organized by the convener of the cell under the chairmanship of the Principal.
2. The cell holds counseling of students very often to make aware of the process of lodging grievance and the necessity to maintain proper conduct and discipline.
3. The cell holds consultation with different departments from time to time.
4. The grievances lodged by learners are taken into consideration, analyzed and their seriousness is assessed in the meeting of the cell. The members of SGRC hold consultation among themselves on the grievances and a resolution is adopted in the meeting as regards redressing those grievances.
5. Sometimes the cell mediates between the aggrieved learner and the defendant to find out the solution.
6. In cases of grievance regarding academic and official matters, the cell contacts the concerned section to set things right.
7. The cell ensures prompt action to redress grievances properly in time.
8. The cell ensures fair hearing of all parties.
9. The law of natural justice is observed in course of dealing with grievances.



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## Policy of Anti-ragging Committee

### Ranaghat College

The Anti-ragging Committee has been formed in college by the Governing Body following the guideline of UGC to prevent the physical harassment and psychological torture of the newly admitted learners by the seniors in the campus.

#### **Objective:**

1. The anti-ragging committee is intended to keep a watch on the newly admitted students in the campus in order to avoid the incidents of ragging
2. Its objective is to make effort to develop harmonious relationship between the newly admitted learners and the seniors.
3. The committee is intended to take prompt and timely action to deal with the incidents of ragging.

**Formation of Anti-ragging Committee:** The Principal acts as the Chairman of the committee and other members have been nominated by the Governing Body of college. The committee consists of the following incumbents:

**. Chairman – Dr. Arup Kumar Maiti, Principal**

**Convener – Mrs. Dhritikana Biswas, Associate Professor**

**Member – Dr. Malay Sanyal, Associate Professor**

**Member – Sri Rajen Sarkar, Assistant professor**

**Member – Sri Asutosh Bala, Assistant Professor**

**Member – Smt. Pinki Takadar, Assistant professor**

**Member – Sri Prasenjit Majhi, Non-teaching Staff**

### Mechanism of the functioning of Anti-ragging Committee:

1. The convener of the committee organizes meeting from time to time under the chairmanship of the Principal to chalk out measures for the prevention of ragging.
2. The committee holds discussion with the teaching staff and students of different departments to assess the attitude of seniors towards the junior students.



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- It provides a convenient way to learners to lodge complaint against ragging. Learners can lodge complaint online.

Call-Log Type	Case No	Description	Log DateTime	Status	Document Link
No Records Found					



*[Handwritten Signature]*

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4. Learners may contact the chairman of Anti-Ragging Committee and lodge their complaint.

## Contact:

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Phone : [03473-359027](tel:03473-359027) / [03473-215685](tel:03473-215685)

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5. It puts banners and posters in the campus to discourage ragging.
6. It holds counseling of senior students in the beginning of the academic session.
7. It organizes awareness programs in order to inform learners about the adverse effect of ragging and the punitive measures usually adopted in dealing with the incident of ragging.
8. It remains watchful to prevent the incident of ragging and makes effort to develop cordial relationship between the seniors and the newcomers.
9. If a complaint regarding ragging is lodged, the convener holds the meeting of the committee on urgent basis. The seriousness of the case is adjudged by the members of the committee and a resolution is adopted to settle the issue promptly, the case of ragging is resolved either through mediation and counseling or by taking disciplinary action depending upon the seriousness of the case.



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## Policy of Internal Complaints Committee

### Ranaghat College

Ranaghat College is a co-education college and a considerable section of learners and staff comprises women. The Internal Complaints Committee has been formed in college following the guidelines of the government and UGC with a view to deal with the cases of sexual harassment and ensure the security of female students and employees of college at all costs.

#### **Objective:**

1. The Internal Complaints Committee is intended to make stakeholders of college conscious of proper behavior and ensure zero tolerance to any kind of sexual harassment
2. The committee frames the policy and chalks out measures in order to deal with the cases of physical and mental harassment of women promptly.
3. The committee is intended to promote harmonious relationship between males and females associated with college in order to avoid the incident of harassment of women.

**Formation of Internal Complaints Committee:** A senior member of teaching staff acts as the Presiding Officer of the ICC and other members have been nominated by the authority. The committee consists of the following incumbents:

Presiding Officer: Dr. Abarna Mukherjee, Associate Professor

Member: Dr. Sirajul Islam, Associate Professor

Member: Dr. Anindya Biswas, Assistant Professor

Member: Dr. Sulagna Gupta Bhaya, Assistant Professor

Member: Dr. Suparna Kundu Chatterjee, Assistant Professor

Member: Dr. Anindita Neogi, Assistant professor

External Member: Smt. Sharmila Ghosh Barman, Retd. Assistant Teacher,

Ranaghat Debnath Institution for Girls

#### **Mechanism related to the functioning of ICC:**

1. **The members of the committee remain watchful to prevent the incidents of sexual harassment in the campus.**



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- The meeting of ICC is organized by the Presiding Officer to adopt measures to ensure the prevention of harassment of women.
- The committee provides opportunity to the aggrieved to lodge complaints online.

The screenshot displays the Student Portal interface. The top navigation bar includes 'Home', 'Password', and 'Log Out'. The user profile on the left shows: Name SOUVIK GHOSH, StudentID B.Sc/20/0348, Course BSC, URegno 035412. The main content area features a grid of service buttons: PAY ONLINE, ASSIGNMENT PRACTICE (MCQ), PAYMENT HISTORY, ATTENDANCE INFO, FEEDBACK, STUDENT PROFILE, TUTORIAL, ASSIGNMENT (MCQ), VIEW NOTICE, VIEW PROFILE, ADMIT DOWNLOAD, DOCUMENT UPLOAD, QUESTION BANK, ASSIGNMENT (BROAD), PAY ONLINE, EXAM MARKS, SUPPORT, and EXAM CENTER. Below this, the 'Grievance/ Support' section is active, showing the 'Internal Complaints Committee (ICC)' form. The 'Case No' field is highlighted with a red circle and contains the text '(For Re-Open Case Only)'. The 'Description' field is empty. The 'Upload Document' section shows a 'Choose File' button and a 'Submit' button. Below the form is a table with columns: Call-Log Type, Case No, Description, Log DateTime, Status, and Document Link. The table currently displays 'No Records Found'.

The complaints of sexual harassment may be lodged directly by contacting the Presiding Officer of the committee.

### Contact:

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4. It organizes awareness program for learners to inform them about the existence of ICC in college and the procedure to launch complaint. The committee also provides information regarding the punitive measures to be adopted in case of sexual harassment.
5. The committee consults the teaching faculty of different departments to assess the situation and motivate them to make effort for the prevention of the case of harassment.
6. It holds counseling of female learners and staff at times to make them cautious regarding sexual harassment in the campus.
7. Posters and banners have been placed at different spots in college displaying zero tolerance to any kind of sexual harassment in the campus.
8. The committee acts promptly if any case of harassment is reported. The Presiding Officer organizes meeting and holds consultation with all the members of the committee. A resolution is adopted in the meeting as regards appropriate measures to deal with the issue. The committee makes effort to solve the issue either by counseling or adopting punitive measures.



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