



MAHESHTALA COLLEGE

BUDGE BUDGE TRUNK ROAD, MAHESHTALA, KOLKATA - 700 141
E-mail : maheshtalacollege@yahoo.com / principal.maheshtalacollege@gmail.com
Call : 6289482452
Website : www.maheshtalacollege.ac.in

Grievance Redressal Cell

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem.

Following the directions of UGC and University of Calcutta, the Grievances Redressal Cell has been established by the College in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner. The online Grievance Redressal mechanism can be able to receive and dispose of the grievances online. The Grievance Redressal Box is fixed near the office for offline mechanism and the college website provided with the URL of the online Grievance Redressal Portal to ensure publicity/awareness of the establishment of Grievance Redressal mechanism. Anyone with a genuine grievance may approach the Department members in person, or in consultation with the Convener, Grievance Redressal Cell and submit his/her grievance in writing. 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.

Objectives: To create a platform where students can point out their problems, regarding academic and non-academic matters. The cell will deal with Grievances received in writing from the students.

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-Teacher relationship etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.





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Management Mechanism

The Complaint Management Mechanism Is Carried Out In Three Levels In The Institution

- The departmental level grievances are attended by the concerned class Coordinators, Counsellors and Department Heads.
- The student coordinators and staff coordinators of Grievance Redressal Cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- An online monthly Status Report regarding the number of grievances received, disposed off and pending as on the last day of the previous month is informed to the Principal.
- The notice board /flex board is fixed near the office , indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal : maheshtalacollege.ac.in/Grievance , names, contact nos. and e-mail ID's of members of the Grievance Committee.
- For any Grievances contact mail-id is grc@maheshtalacollege.ac.in

Grievance Redressal Protocol

- Registration of grievances via email-id/submitting in person at GRC or Department Coordinators /online registration system.
- Acknowledging the receipt of grievances immediately.
- Forwarding to the Grievance Redressal cell.
- Scrutiny of the redressal process by reviewing the grievances.
- Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
- Forward to the student counsellor if required.
- Final resolution/decision by grievance redressal committee.
- Communicating the final decision to both parties.
- Closing of grievance and preparation of report
- Feedback for improving the redressal process from time to time.





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Grievance Redressal Cell Members:

Sl. No.	Name	Nominated as
1	Dr. Rumpa Das, Principal	Chairperson
2	Dr. Arindam Basu	Convener
3	Prof. Sudeep Sarkar	Member
4	Prof. Barun Biswas	Member
5	Prof. Chumki Sarkar	Member
6	Sri Subir Mondal (Office)	Member
7	Sri Samaresh Pramanik (Office)	Member
8	Student Representatives(s)	Member

Contact Person:

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Principal
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