



# DESHABANDHU MAHAVIDYALAYA, CHITTARANJAN

NAAC Accredited B + College

(Affiliated to Kazi Nazrul University)

Recognised Under Section 2(f) & 12(B) of UGC

P.O. – Chittaranjan, District – Paschim Bardhaman, West Bengal,  
India, PIN – 713 331

## Grievance Redressal Policy

The grievance redressal policy is designed to establish a mechanism through which every student is afforded a platform to voice their concerns and challenges. The institution fosters a conducive environment for the submission of complaints or grievances and proactively engages in delivering a satisfactory and prompt resolution to the students' issues. The college is equipped with a grievance redressal committee to facilitate this process. The grievance redressal committee addresses various types of grievances. Five complaint boxes are strategically placed in different buildings and different places, ensuring accessibility and confidentiality. These boxes are systematically opened on a regular basis, with the commitment that student grievances are addressed within a span of seven days. Issues specifically concerning female students are managed by the institution's Women's Cell. This cell operates under the leadership of a distinguished senior female teaching staff. Furthermore, the college has a separate committee to addressing incidents of sexual abuse against female students, female faculty members and female non-teaching staff at the work place according to the guidelines of UGC. One box is installed for internal complaints Committee on the ground floor beside the notice board of the main building. The link to this committee has been provided on the website and complaints regarding sexual harassment at the work place can be emailed to [complaints@dbmcrj.ac.in](mailto:complaints@dbmcrj.ac.in). Additionally, the college has established multiple committees dedicated to scrutinizing and resolving student grievances, thereby ensuring a comprehensive and inclusive approach to grievance redressal.

- Anti-Ragging Committee
- Students' Grievance Redressal Committee
- Women's Cell
- Internal Complaints Committee

## Objectives:

- To offer a platform where the students can submit the complaints and express their grievances before the committee.
- To assist the students who have been denied any entitled benefits or rights.
- To create a supportive teaching-learning environment on campus by maintaining cordial relationships between students and faculty members.
- Encouraging students to create mutual respect for one another and to seek assistance from the committee in the event of conflicts or disputes among them.
- Advising staff members to exhibit affection, care, and impartiality in their interactions with students.
- Ensuring the provision of a free, fair, impartial, timely and satisfactory resolution to student grievances.



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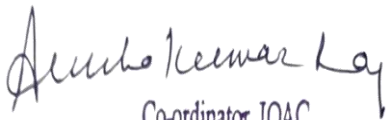
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## Role and Responsibilities:

- The committee will routinely open the complaint box and convene meetings to address complaints in accordance with the college's rules and regulations.
- The cell will distribute information regarding the anti-ragging policy, prevention of sexual abuse against women, etc., as issued periodically by the Department of Higher Education, West Bengal.
- Students have the option to submit their grievances in writing through the complaint box or to directly reach out to committee members.
- The cell will schedule meetings as required upon receiving complaints from students and stakeholders.
- The cell will thoroughly review all documents about the grievance and respond objectively.
- Any grievances related to examinations will be forwarded to the University for further consideration.

  
Co-ordinator, IQAC  
Deshabandhu Mahavidyalaya  
Chittaranjan

  
(Tridib Santapa Kundu)  
Principal  
Principal  
Deshabandhu Mahavidyalaya  
Chittaranjan