



DUM DUM MOTIJHEEL RABINDRA MAHAVIDYALAYA

Regd. u/s 2(f) and 12B of the U.G.C. Act., NAAC Accredited

[Affiliated to West Bengal State University]

208/B/2, Dum Dum Road, Kolkata 700074

E-mail: ddmrm2020@gmail.com

ISO 9001:2015, ISO 14001:2015 and ISO 50001:2018 Certified Institution

Mechanism for Submission of Online/Offline Students Grievance

Declaration

There is **no grievance** on “Sexual Harassment of Women at the work place” or “Ragging” in the college premise from 2018-2019 to 2022-2023.

The College has a specific redressal mechanism to address the Complaints/Grievances received from the students in general and individually in specific. Based on that, college redresses the issues on a regular basis for last five years.



Arijit Saha
Prof. (Dr.) ARIJIT SAHA
Principal & Secretary
Dum Dum Motijheel
Rabindra Mahavidyalaya



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GRIEVANCE REDRESSAL MECHANISM

Committees:

Dum Dum Motijheel Rabindra Mahavidyalaya has three different committees like Grievance Redressal Committee, Anti Ragging Committee and ICC for regular monitoring of Complaints/Grievances received from the stakeholders in general and students in specific.

Email id for online submission of complaints/ grievances including ragging and or sexual harassment:

grievanceddmrm@gmail.com

Drop box for offline submission of complaints/ grievances including ragging and or sexual harassment:

Dum Dum Motijheel Rabindra Mahavidyalaya believes in utmost transparency in all administrative and governance related matters. Keeping in sync with this philosophy, the IQAC of the College has designed a detailed workflow which denotes the entire mechanism and process of Grievance (including ragging and /or sexual harassment) submission in any form and redressal. The main benefit of having a transparent and detailed workflow is that students would have a clear picture of the processes they have to follow to lodge complaints or grievances and also regarding the redressal mechanism of the same.



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SUBMISSION OF COMPLAINTS/GRIEVANCES AND REDRESSAL WORKFLOW

The complainant must download the Complaint(s)/Grievance(s) Form from the College website and has to fill up the form.

The complainant has to submit a scanned copy of the Complaint(s)/Grievance(s) Form to the dedicated Email id grievanceddmrm@gmail.com
Or drop in the Drop Box

Based on the complaint(s)/grievance(s) submitted, the Committee will convene a meeting within 72 hours.

The concerned Redressal Committee would inform the complainant(s) regarding the schedule of the meeting to comprehend the nature of the complaint(s)/grievance(s) in detail.

The concerned Redressal Committee would then recommend the action(s) for redressal of the complaint(s)/grievance(s).

The Members of the concerned Committee will closely monitor the time bound progress of the recommended actions.

Finally, the members of the concerned Redressal Committee would maintain a documentation of proceedings observed and will interact with the complainant(s) regarding his/her/their feedback.



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COMPLAINTS/GRIEVANCE FORM

What is a complaint?

A complaint is defined as a difference or dispute between a student and a Faculty or Staff member/s of College related to matters such as: (i) Regularity of Classes (ii) Completion of syllabus (iii) Library Facilities (iv) Internal Examination (v) Scholarship (vi) Other facilities like: Canteen/Drinking Water/ Washroom /Gymnasium (vii) Response pattern of the Office Staff (viii) College Administration (ix) Ragging (x) Sexual Harassment.

Please supply all information requested below. Any omission will delay the redressal process.

Name.....Gender.....

Class.....Semester.....Rol No.....

Email ID.....

Contact number.....



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Grievance pertained to: Write your grievances in the box provided under each head as applicable.

(i) Regularity of Classes

(ii) Completion of syllabus

(iii) Library Facilities

(iv) Internal Examination

(v) Scholarship



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(vi) **Other facilities like: Canteen/Drinking Water/ Washroom /Gymnasium**

(vii) **Response pattern of the Office Staff**

(viii) **College Administration**

(ix) **Ragging**

(x) **Sexual Harassment**

Please provide details of how you have attempted to resolve your concern informally:

Name of the contact:

Meeting date.....



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Outcome of the informal meeting

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My signature below indicates that I have followed the grievance redressal procedures as set forth by the Dum Dum Motijheel Rabindra Mahavidyalaya.

I further acknowledge that intentional falsification of the details of the above stated grievance is considered a violation of the student code of conduct.

Applicant's signature with date

Contact number:



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Procedure to be observed for Redressal of Complaints/Grievances

- Mandatory documentation and diligently going through the complaints/ grievances submitted by the stakeholders in general and students in specific.
- Organizing meeting(s) of the Committee within 72 hours after receiving any complaint/grievances submitted.
- Meeting with the aggrieved party (or parties) for understanding the complaint/ grievance.
- Recommending the action(s) to be taken by the appropriate authorities.
- Review of action(s) taken.

In addition to the aforementioned grievance redressal mechanism provided by the institution, different departments of Dum Dum Motijheel Rabindra Mahavidyalaya regularly meet with the students informally for addressing their grievances.



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