



ESTD.-1963

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HARIMOHAN GHOSE COLLEGE

J-206 & 208A, PAHARPUR ROAD, GARDEN REACH, KOLKATA-700024

Website: harimohanghosecollegekol24.ac.in e-mail : pimgcollege@gmail.com

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REPORT OF GRIEVANCE REDRESSAL CELL

In order to ensure the protection of human rights to all which is an essential condition for the overall development of an individual's personality, it is necessary that each individual air their grievances in a free and democratic atmosphere rather than bottling them up and fuming inside.

In order to meet this purpose, **the Grievance Redressal Cell** was constituted at Harimohan Ghose College consisting of :

- 1) Prof. Shehnaz Salahuddin, Convenor & HoD, Department of Political Science
- 2) Dr. Pratima Banerjee Joint Convener & Assistant Professor, Department of English
- 3) Prof. Debjani Basak Member, SACT, Department of Political Science

Implementation of guidelines of statutory/regulatory bodies:

Mechanism of grievance redressal -

Classifying grievances

Identifying grievances on the nature of issues as classified per se:

Infrastructure

Teaching learning

Co-curricular activities

College rules

Library

ICT

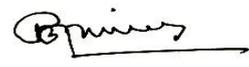
Student support

Administration

Others

The **Grievance Redressal Cell** is intended to look into various problems and issues like

- 1) sexual harassment


Principal
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2) any kind of physical or mental abuse

3) complaints relating to classrooms, library, toilets, health and hygiene, teaching methods, completion of the syllabus etc.

The meetings of the **Grievance Redressal Cell** are held on a regular basis to discuss on the complaints and also take measures to redress the various grievances

OBJECTIVES

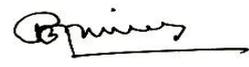
1. To develop an organizational framework to resolve grievances of students
2. To provide the students with a hassle free mechanism where they can get their grievances redressed
3. To inform the students and make them aware about their duties and responsibilities so that they can access the benefits of different policies and schemes
4. To develop a strong system of interaction with the students in order to get a detailed overview of their expectations
5. To mark out the flaws in the design and administration of various general insurance products and to seek solutions there on
6. To institute a monitoring mechanism to look into the overall functioning of the grievance redressal policy

PURPOSE

- 1 to ensure a hassle free and democratic environment in college campus
2. to make the institution more student friendly
3. To ensure active interaction between the students and teachers
4. To ensure overall qualitative and quantitative development of the institution.

Thus, **the Grievance Redressal Cell** is functioning in a very active, democratic and transparent manner looking into the complaints and addressing the grievances in a free and fair manner.

Redressal of grievances done as far as practicable on the basis of issues as per the above classification by the Committee


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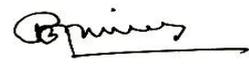
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MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS' GRIEVANCES

1. WhatsApp groups created for students within Departments for easy access to all teachers, so that any grievance can be expressed to the Departmental Head which can be escalated to the Grievance Redressal Cell for resolution. In case of pending complaints, the matter is notified to the Principal and Governing Body of the Institution.
2. The Grievance Redressal Cell has an official WhatsApp group for its members for online meetings and urgent decisions.
3. Email Id of the Grievance Redressal Cell was created as per Resolution of the Grievance Redressal Cell meeting dated 27.07.2022 which was circulated through notice and through all teachers to the students for expressing their grievances. The students were given the freedom to write their names or remain anonymous for greater freedom of expression. This email id grievancehmg@gmail.com was created and circulated among students and on the college website.
4. Drop-boxes for letters of complaints was put up throughout the college for easy and if needed, anonymous submission of grievances by students and staff.

ORGANIZATION-WIDE AWARENESS AND UNDERTAKINGS ON POLICIES WITH ZERO TOLERANCE

5. Posters regarding the presence and the activities of the Grievance Redressal Cell are regularly put up throughout all visible areas of the campus. In the Grievance Redressal Cell meeting held on 27.07.2022, a Poster Awareness Campaign about students' grievances and the Grievance Redressal Cell's role as the mechanism to look into these complaints and resolve them, was held successfully.
6. In fact, an innovative Poster Competition regarding the students' awareness of the Grievance Redressal Cell was held in April -May2024 (Notice dated 24th. April 2024 in the college official WhatsApp group). The best results of this competition was made into posters which were printed for display throughout the college campus.


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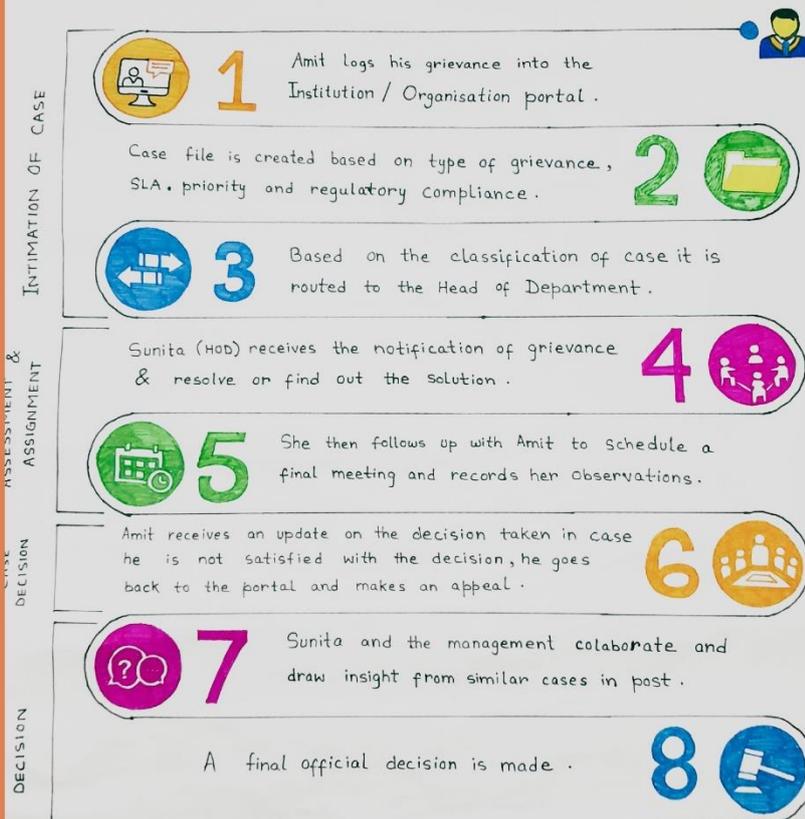
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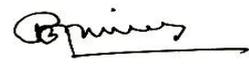
GRIEVANCE REDRESSAL CELL

POSTER MAKING COMPETITION

CASE STUDY



Nam- Salba Khatoun.
Roll No-06 Sem- IV.
Department Of political Science.


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GRIEVANCE REDRESSAL CELL

POSTER MAKING COMPETITION



**PLEASE KEEP THE COLLEGE CAMPUS CLEAN AND
NO-SMOKING PLACE.
IT IS A PLACE OF STUDY AND RECREATION.**


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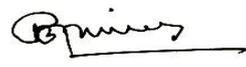
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GRIEVANCE REDRESSAL CELL

POSTER MAKING: AWARENESS CAMPAIGN 2022-23



**Your behaviour is the reflection of your character.
Be clean in your habits and in your surroundings.**


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