

DEWANHAT MAHAVIDYALAYA



GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell has been set up in Dewanhat Mahavidyalaya through Online mode and Grievance/Suggestion Box with the following Objectives:

1. To look into the complaints related to academic and non-academic matters lodged by any student.
2. To redress the complaints within the campus within a reasonable time period.
3. To optimize the satisfaction level of the students and other stakeholders in order to maintain proper ambience to foster the all-round development of the students.
4. To strengthen the bond between the students and the institution.

Members of the Grievance Redressal Committee, as per UGC (Grievance Redressal) Regulations, 2018:

Chairperson : Dr. Aziz Ahmed, Principal

Members : 1. Sri Akhil Ghosh, Assistant Professor in Bengali

2. Smt. Debasmita Biswas, Assistant Professor in English

Scope:

Students can lodge complaints about the following matters:

1. Issue of Mark-sheets, Transfer Certificates, and other certificates
2. Various scholarships and government credit card
3. Payment of fees, dues and other financial matters
4. Infrastructural facilities of the college, like library, playground, laboratory, building, classroom, toilets, drinking water facility, etc.
5. Teaching-learning process in the college, interaction between students and teachers/office staff
6. Any other offensive activity committed against any student within the campus

How the Grievance Redressal Cell (GRC) will work:

1. The GRC shall only consider individual complaint.

2. The GRC shall not consider any complaint filed collectively by more than one student.
3. The GRC shall only consider complaints which are of specific nature.
4. Depending upon the merit of the complaint, the GRC can initiate investigation, and also mediate between the complainant and the defendant (i.e., the person against whom the complaint has been made) to solve the problem.
5. The GRC can seek help/advice/guidance from experts within and outside the campus.
6. Earnest effort will be made to redress the complaint within a reasonable time.
7. The GRC shall submit a report to the authority after attending to each complaint.

Procedure for lodging complaint:

- Students have to download the form (given below) and print it, fill it up in their own handwriting and submit it through the Complaint/Suggestion Box.

N.B.: Students must furnish necessary documents, if and when required, in support of their complaint.

DEWANHAT MAHAVIDYALAYA

Dewanhat, Cooch Behar, West Bengal, PIN – 736134



GRIEVANCE REDRESSAL FORM FOR STUDENTS

(All fields are mandatory)

Date: _____

1. Full Name:
2. Guardian's Name:
3. Male/Female/Others:
4. Semester:
5. Course (Honours/Programme):
(Mention the Honours Subject)
6. College Roll No.:
7. Mobile No.:
8. Address:
9. Grievance: *(Please mention your grievance in detail below. Use separate sheet/s, if needed. Attach relevant document/s with this form, if needed)*

Full Signature of Student with date

