

LALBABA COLLEGE GRIEVANCE REDRESSAL COMMITTEE (LBCGRC)

The *Lalbaba College Grievance Redressal Committee* (LBCGRC) was established on 29th September, 2021 to resolve the complaints of students relating to the following purposes:-

- (i) Admission (Student enrolment, Fee Payment, Document verification),
- (ii) University Registration (Form submission, Fee Payment, Registration Certificate),
- (iii) Examinations (Form submission, Admit Card, Mark-Sheet),
- (iv) Scholarships (Govt., Non-Govt.),
- (v) Library
- (vi) Classes room teaching
- (vii) Others

The Grievance Redressal Cell aims to look into the complaints lodged by any student and resolve it as per requirement on the basis of the prevailing law/rule/regulation/statute. Students can state their grievance relating to any academic and administrative matter within the campus through online mode or grievance/ suggestion Form. The institution aims at solving the grievances of the students within stipulated time.

Objectives:

The Grievance Redressal Committee has been developed to settle the grievances of the students within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kinds of facilities to a satisfaction level for maintaining a convenient ambience of teaching and learning. Following are the important objectives of LBCGRC.

- (i) To develop an organizational framework to resolve Grievances of Students.
- (ii) To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.
- (iii) To establish structured interactions with students to elicit information on their expectations.
- (iv) To ensure effective solution to the students' grievances with an impartial and fair approach.
- (v) Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- (vi) To make officials of the college responsive, accountable and courteous in dealing with the students.

N.B. – Suggestion / complaint Box will be installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and also their suggestions for improving the Academics / Administration in the College.

College Grievance Redressal Committee:

According to the UGC (Grievance Redressal) Regulations, 2018, Lalbaba College Grievance Redressal Committee (LBCGRC) is as follows:

Sl. No.	Name	Designation
1.	Dr. Sanjay Kumar, Principal	Chairperson
2.	Dr. Chhatradhar Das	Member
3.	Prof. Mitali Mukherjee	Member

PROCEDURE FOR LODGING COMPLAINT:

- The students can lodge their grievance through online mechanism in the college website.
- The student may feel free to put up a grievance in writing in the Grievance Application Form (Click to Fill Form in online mode) provided by the office

MECHANISM FOR REDRESSAL OF GRIEVANCES:

The college has an effective mechanism for redressal of grievances received from student pertaining to academic and administrative matters. All the grievances related to any specific area are promptly addressed by the respective section/department/sub-committee as per the stipulated norms. A student has the right to appeal to the Chairperson of the LBCGRC in case he/she is not satisfied with the decision of the specific section. The Grievance Cell examines the grievances and ensures justice to the student.

Academic and Administrative matters	Respective section / department / sub-committee for primary redressal.
Admission (Student enrolment, Fee Payment, Document verification)	College Office: <ul style="list-style-type: none">• Indira Chatterjee,• Dolly Biswas• Mali Bhowal• Swarnalata Koley• Arabinda Mahajan
University Registration (Form submission, Fee Payment, Registration Certificate)	
Examinations (Form submission, Admit Card, Mark-Sheet)	College Office: <ul style="list-style-type: none">• Indira Chatterjee,• Surajit Bera,• Dolly Biswas• Goutam Dutta,
Scholarships (Govt., Non-Govt.)	College Office (for Govt.):

	<ul style="list-style-type: none"> • Doly Biswas, • Mali Bhowal • Rajesh Haldar • Indira Chatterjee, <p>Accounts Section (for Non-Govt.):</p> <ul style="list-style-type: none"> • Nikhil Krishna Roy,
Library	<p>College Library (Day):</p> <ul style="list-style-type: none"> • Dr. Mala Aditya, <p>College Library, (Morning):</p> <ul style="list-style-type: none"> • Nikhil Krishna Roy,
<p>Class-room-teaching –</p> <p>(i) Completion of syllabus, teaching methods etc.</p> <p>(ii) Routine</p>	<p>(i) In-charge of the respective subject/ department,</p> <p>(ii) Convener, Routine Sub-committee</p>

Operating Procedure

Any student wants to initiate a grievance may in the first instance bring the issue to the notice of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If there is no response within the stipulated time from the respective department/office **or** grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the College Grievance Redressal Committee.

If the grievance is against the respective department/office, then the grievant may directly submit his/her grievance through online in the college website **or** submit in person in the given format at the Grievance Redressal Committee.

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

The complaint shall be considered as disposed off and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential.

Feedback

A feedback from the Grievant should be signed in the Grievance Application Form by the personnel of the respective section/department after resolving the grievance.

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Grievance Application Form

Student ID:

Application for the purpose [✓]:

- (i) Admission (Student enrolment, Fee Payment, Document verification),
- (ii) University Registration (Form submission, Fee Payment, Registration Certificate),
- (iii) Examinations (Form submission, Admit Card, Mark-Sheet),
- (iv) Scholarships (Govt., Non-Govt.),
- (v) Library
- (vi) Classes room teaching
- (vii) Others

Complaint description:

Date:

Signature of student

:for office use:

Application No.:

Grievance resolved / forwarded to LBCGRC [✓]

Note:

Date:

Signature of responsible personnel

Student feedback [✓]: Satisfied /Not-satisfied

Note:

Date:

Signature of student