

DINABANDHU MAHAVIDYALAYA

E-mail ID: info@dinabandhumahavidyalaya.org
Website: www.dinabandhumahavidyalaya.org




Bongaon, North 24 Parganas
West Bengal, Pin- 743235
Ph. +91- 9635753261, 03215-255044

NAAC ACCREDITED

Affiliated to West Bengal State University Registered
under 2(f) & 12(B) of U.G.C. Act 1956 ESTD: 1947

Mechanism for Submission of Online/Offline Students Grievance


Principal
Dinabandhu Mahavidyalaya
Bongaon, North 24 Pgs.

Principal
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To Whom It May Concern

Declaration

There have been no grievances or complaints regarding "Sexual Harassment of Women at the Workplace" or "Ragging" on the college premises from 2018-19 to 2022-23, according to the data received to date. The institution has established a dedicated redressal mechanism to address complaints and grievances from students, both collectively and individually. Over the past five years, the college has consistently resolved issues as they arise.

(Principal
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GRIEVANCE REDRESSAL MECHANISM

Addressing Committee:


Dinabandhu Mahavidyalaya has established three distinct committees—the Grievance Redressal Committee, the Anti-Ragging Committee, and the Internal Complaints Committee (ICC)—to regularly monitor complaints and grievances from stakeholders, with a specific focus on students.

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

info@dinabandhumahavidyalaya.org

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

The college is committed to maintaining the highest level of transparency in all administrative and governance matters. In line with this philosophy, the Internal Quality Assurance Cell (IQAC) has developed a comprehensive workflow outlining the entire process for submitting and addressing grievances, including those related to ragging and sexual harassment. This transparent and detailed workflow ensures that students clearly understand the steps they need to take to file complaints and the corresponding redressal procedures.


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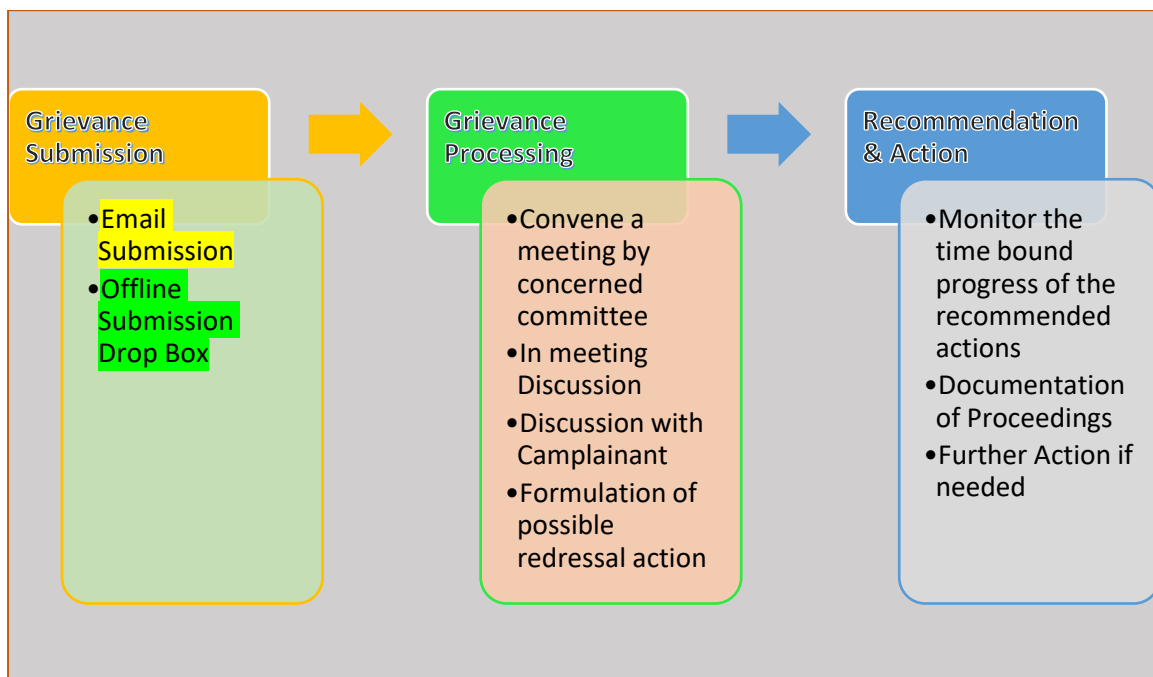



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Complaint/Grievance Submission and Redressal Workflow




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Procedure for Redressing Complaints/Grievances

- Ensure mandatory documentation and a thorough review of all complaints and grievances submitted by stakeholders, particularly students.
- Convene a committee meeting within 72 hours of receiving any complaint or grievance.
- Meet with the aggrieved party (or parties) to gain a clear understanding of the issue.
- Recommend appropriate actions to the relevant authorities.
- Review the actions taken.



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Sample Grievance Form

Grievance Submission Form Dinabandhu Mahavidyalaya Bongaon

Date: _____

Name of the Complainant: _____

Contact Information:


Phone Number: _____

Email Address: _____

Department/Program: _____

Type of Grievance: (Tick mark)

- ☐ Academic
☐ Administrative
☐ Disciplinary
☐ Harassment


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[] Other (please specify): _____

Details of the Grievance:

(Please provide a clear and detailed description of your grievance, including any relevant dates, names, and events. You May attach extra sheet if necessary)


Desired Outcome:

(What resolution are you seeking?)

Supporting Documents:

(Please attach any relevant documents that support your grievance.)

[] Document 1


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[] Document 2

[] Document 3

Signature: _____

Date: _____

Note: All information provided in this form will be kept confidential and used solely for the purpose of addressing your grievance.


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