



Lady Brabourne College
P1/2, Suhrawardy Avenue
Kolkata 700017

POLICY DECLARATION OF THE GRIEVANCE REDRESSAL CELL

AIM

In keeping with the Guidelines issued by the UGC, the Grievance Redressal Cell, Lady Brabourne College was set up to address grievances of students related to academic matters, matters related to interactions with peers, teaching or non-teaching staff or related to Canteen, Food court, Drinking water, Common room facilities, Playground, Photo copying facilities, Toilet facilities etc.

OBJECTIVES

To redress the grievances of stakeholders by sorting out the problems promptly, amicably and judiciously thereby ensuring a pleasant, ambient atmosphere and good work culture with an increased mutual understanding.

CONSTITUTION OF COMMITTEE

- **CHAIRPERSON: PROFESSOR SIULI SARKAR, PRINCIPAL, LADY BRABOURNE COLLEGE**

Name of Faculty	Designation	Department
Dr. Papia Ganguly	Member	Chemistry
Dr. Jayasree Mukherjee	Member	History
Dr. Keya Bose	Member	Physics
Dr. Parna Ghose	TCS (NAAC)	English
Dr. Somasree Royshowdhury	TCS	Economics
Anoushka Bose	Student representative	Economics, Semester 6

SELECTION OF CONVENORS & OTHER MEMBERS

All Convenors and members are selected by discretion of the Chairperson and Principal.

ROLE OF CONVENORS


- The Convenors have to coordinate with all members and students for issues pertaining to the Grievance Cell. They have to hold a meeting of members and the aggrieved person.
- The Convenors will have to inform the complaining party regarding time and venue of the meeting.
- The minutes of the meeting have to be maintained and in a file, and the same has to be kept in the custody of any one of the Convenors.

ROLE OF MEMBERS (COLLEGE TCS & NAAC TCS)

Both Teachers' Council Secretaries being senior Faculty members of the College shall participate in meetings and give their suggestions to redress the grievances in the best way possible.

RESPONSIBILITY OF THE COMMITTEE

- The Grievance Cell shall inform in writing, or via email, the complaining party and individuals named in the complaint of the time and place of the hearing.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimised.
- Maintenance of records till the grievances are addressed amicably & satisfactorily.



Principal
Lady Brabourne College
Principal
Lady Brabourne College
Kolkata

Format for submitting the specific Grievance of the student

Inputs related to Students' grievance

Dear student,

You may submit this form with the assurance that whatever issues you wish to be addressed will be handled by the Principal, Lady Brabourne College.

Your name

Roll no.....UG/PG.....Year.....

Your Department.....

1. Do you have any academic issues that need to be addressed by the Department? Yes /No.

2. Do you have any issues related to your interactions with your: (Please tick)

(I) Peers in Class

(II) Seniors in the Department

(III) Any faculty in the College

(IV) Any Non – Teaching (Support Staff) in the Department.

3. Do you have any issues related to the “Student Section” in the College office? If yes, Please specify.

4. Do you have any issues related to the infrastructure provided by the College like Canteen, Food court, wash rooms, drinking water, Common room facilities, playground, Photo copying facilities etc.? Please Specify.

5. Any other issues not covered under points 1 to 4.

Signature of the student with date