



# BIRSHA MUNDA MEMORIAL COLLEGE

Affiliated to the Bankura University

AT.- PIRRAH :: P.O.- HALUDKANALI :: DIST.- BANKURA :: PIN - 722140

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Memo No. :

Date:

## Grievance Redressal Committee

In line with University Grants Commission regulations, Birsha Munda Memorial College at Pirrah, Haludkanali has instituted a Grievance Redressal Cell to effectively address the daily challenges and concerns of its students and stakeholders. The Grievance Redressal Cell has been formed by The Teachers' Council of the College, formally known as Disciplinary and Grievance cell for dealing with the complaints filed by the students (Prevention, Prohibition and Redressal Act 2013).

The term 'Grievances' covers a range of complaints raised by aggrieved students, including but not limited to:

1. Admission Irregularities
2. Misleading Information
3. Payment Refund Issues & Unauthorized Fees
4. Breach of Reservation Policy
5. Scholarship Delays
6. Examination Process Errors & Delays
7. Student Amenities
8. Evaluation Practices, etc.

### **Aims:**

**Ensure Fairness and Impartiality:** The primary aim is to guarantee a fair, impartial, and consistent process for resolving student issues, fostering trust and confidence in the grievance redressal mechanism.

**Uphold Confidentiality:** Strict adherence to confidentiality policies is maintained to create an environment where students feel safe to seek assistance from the Grievance Redressal Cell without the fear of retaliation or breach of privacy.

**Promote Harmonious Relationships:** The cell aims to nurture a harmonious relationship between students and faculty members to proactively prevent potential misunderstandings and conflicts, thereby fostering a conducive learning environment.

## **Activities:**

**Fair Proceedings:** Conducting fair and transparent proceedings to address student grievances, ensuring all parties involved receive equitable treatment and resolution.

**Confidentiality Assurance:** Providing assurance of strict confidentiality to students, thereby encouraging them to come forward and seek assistance from the Grievance Redressal Cell without hesitation.

**Relationship Building:** Organizing activities and initiatives to facilitate interaction and understanding between students and faculty members, promoting mutual respect and understanding.

**Timely Action:** Taking prompt and effective action upon receiving grievances including engaging with relevant stakeholders and implementing necessary measures for resolution, thus ensuring timely redressal of student concerns.

## THE SEXUAL HARASSMENT AT WORK PLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013

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The Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Act, 2013 has been enacted to protect women and safeguard her rights at workplace. NCW organized an interactive meeting with State Commissions on 3.2.2015 to deliberate upon the above said Act. The Act and Rules framed thereto have put onus on the employer to constitute Internal Complaint Committee (ICC) and on the district officer to constitute Local Complaint Committee (LCC) to address such complaints.

The broad recommendations that emerged during the discussion were :

- (i) **Monitoring the constitution of ICC/LCC** – The State Women Commissions should monitor the constitution of Internal Complaint Committees and Local Complaint Committees at district level in their respective States.
- (ii) **Monitoring of working of ICC/LCC** – The State Women Commissions should monitor the working of Internal Complaint Committee and Local Complaint Committees at district level in their respective States. Video conferencing with district officers is recommended.
- (iii) **Awareness Programmes** – The State Women Commissions should regularly hold programmes to disseminate information about provisions of Act and rules thereto in their respective States for its better implementation.
- (iv) **Internal Complaint Committees** – The State Commission should also ensure the constitution of Internal Complaint Committees in their own offices.
- (v) **Collaboration with Organisations** – The State Commissions should collaborate with different organizations for holding workshops, orientation and awareness programmes for members of ICC and to provide resource persons.
- (vi) **Annual Reports** – The copies of the Annual Reports pertaining to the working of the Internal Complaint Committees and Local Complaint Committees should be provided to the State Women Commission by the organizations and district officers. The suggested recommendations were sent to Ministry of Women & Child Development as well to the State Governments for further necessary action.