



TEHATTA SADANANDA MAHAVIDYALAYA

A West Bengal State Govt. Aided Degree College

AFFILIATED TO UNIVERSITY OF BURDWAN

— Estd.- 2013 —

P.O.- TEHATTA ★ DIST.- PURBA BURDWAN ★ PIN- 713122

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Grievance Redressal Policy

Protection of human rights is indispensable for holistic development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell (GRC) has been constituted on September 27, 2021. The GRC of the college, constituted as per the 'Prevention, Prohibition and Redressal Act 2013', addresses any form of grievance from any stake-holder of the institution. Any stakeholder of the college can state their grievance regarding any academic and non- academic matter within the campus in person or through online or in grievance/ suggestion box. In case the person is reluctant to appear in self, he/she may file the grievance in writing and can directly sent through e-mail to the officer-in-charge or Principal or in alternatively dedicated mail-id.

Objectives:

The cell is trying to ensure a democratic environment in the campus by maintaining the following objectives.

1. The GRC is there to uphold dignity of the college by ensuring cordial atmosphere within the campus premises and accustom all the mentor-mentee about their rights and duties.
2. The cell directs all the students to respects every individual's right and dignity and keeps utmost patience whenever any strife arises.
3. Building, strengthening and securing the student-student relationship is prime concern of the cell.
4. The cell advises every teaching and non-teaching staff to be compassionate with the students who are trying to file the grievance and not to let them feel victimized.



5. Encouraging the students to remain integrated and not to show any kinds of vindictive attitude towards anyone.
6. The cell promotes zero tolerance on any kind of discrimination based on caste, creed, race and gender.
7. Timely issuing of academic documents related to marksheet, transfer certificate, college leaving certificate, and library related issue and disobeying the predetermined norms are comes under the scope of GRC for further resolve.

Functions:

- This cell will helps students to record their complaints through mail or in complain box or by filling form available on college website.
- The cell will address the complaint immediately after receiving from the end of stakeholder after reviewing the cases from all around.
- The cell assures the case to be resolved within stipulated timeframe decided by the committee meeting.

Necessary Links:

- The students can register their complaint through the given Mail-Id:
tsm.grcell@gmail.com
- The students can register their complaint through Grievance Register Form (Available on College Website)
- Online available link: <https://forms.gle/aTxMY9VN6Gde9Nuv5>



A handwritten signature in blue ink, appearing to read "Lilajee".

Principal
Tehatta Sadananda Mahavidyalaya
Tehatta, Purba Bardhaman

Grievance Register Form

Date of Filing Complaint:

1. Name of the Applicant:

2. Semester:

3. Department:

4. College Roll Number:

5. Type of Grievance:

a. Academic:

b. Finance:

c. Library:

d. Personal Harassment:

e. Others:

6. Date of Event Occurred:

7. Complaint Description: (May write in Bengali/English)