



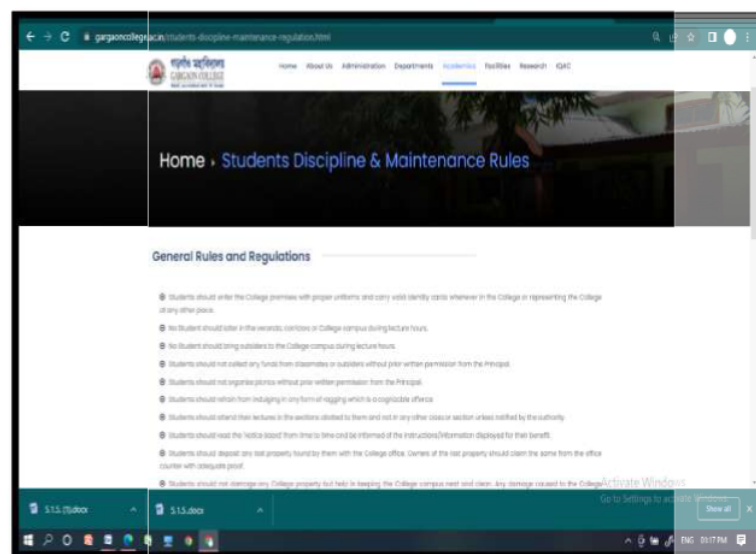
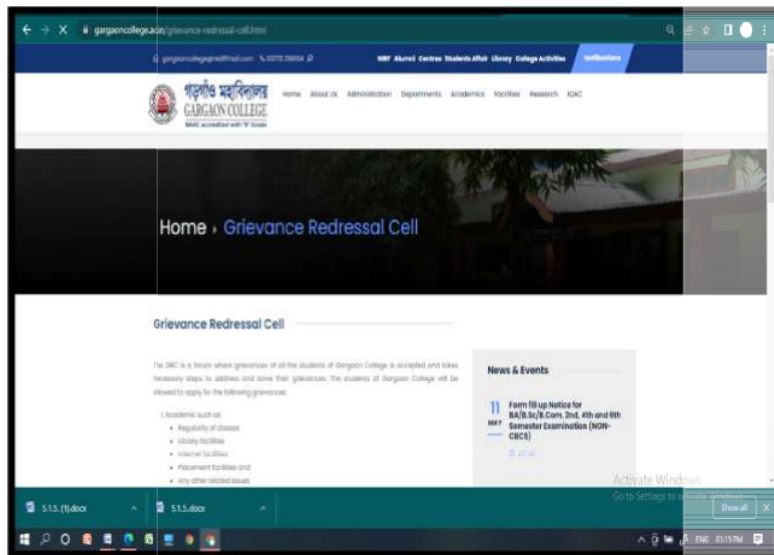
গড়গাঁও মহাবিদ্যালয়  
GARGAON COLLEGE  
NAAC accredited with 'B' Grade

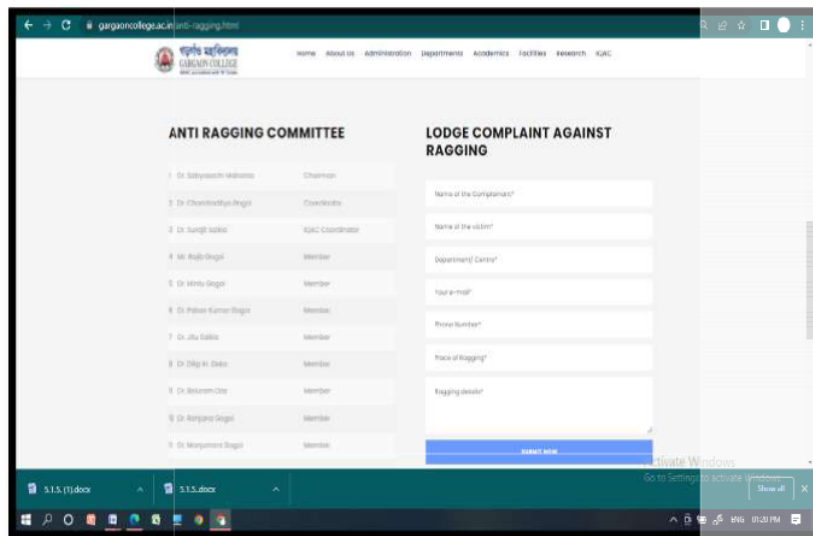
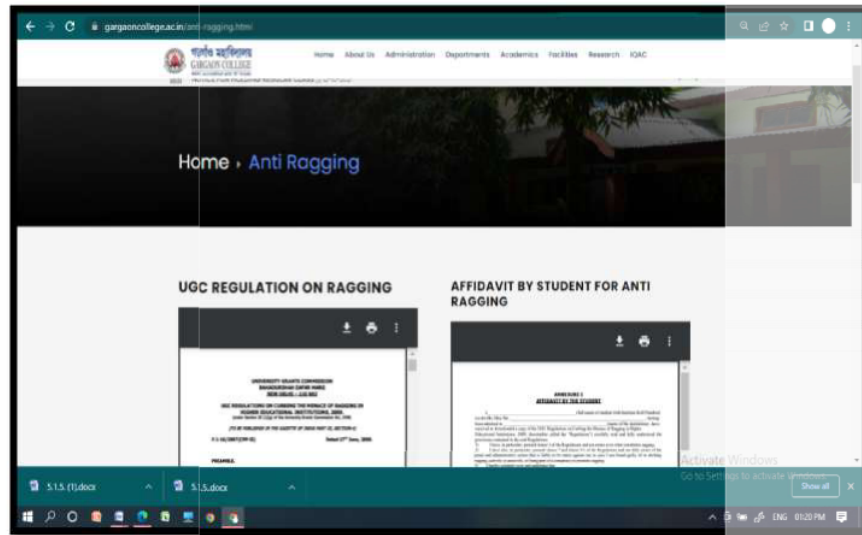
**Online Grievance Redressal Procedure**  
**Gargaon College**  
**2022-2023**



## IMPLEMENTATION OF GUIDELINES OF THE STATUTORY/REGULATORY BODIES

The IQAC of the college forms the different committees to deal with different issues related to anti-ragging, sexual harassment, and student grievances etc. Different statutory/regulatory bodies like Student Grievances Redressal Cell, Anti-Ragging Committee, and Sexual Harassment & Gender Sensitization Committee etc are formed. The website interfaces of the committees in this direction are given below:





Link Student Grievances Redressal (website): <https://gargaoncollege.ac.in/grievance-redressal-cell.html>

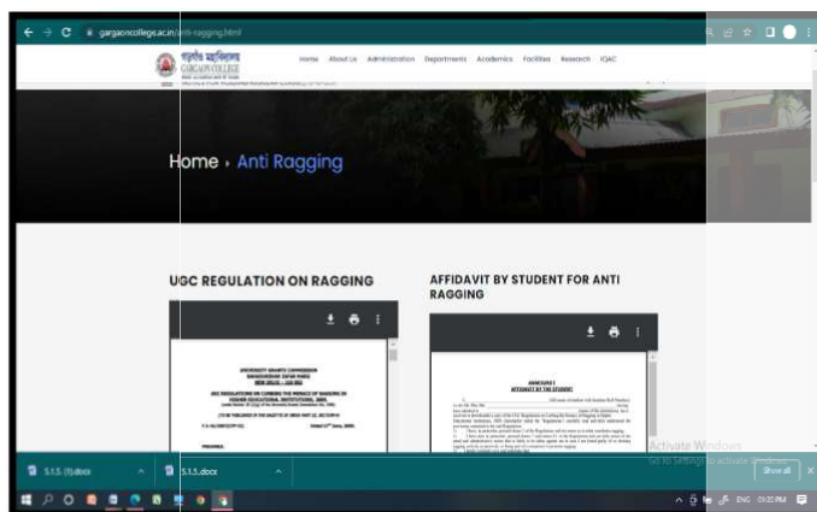
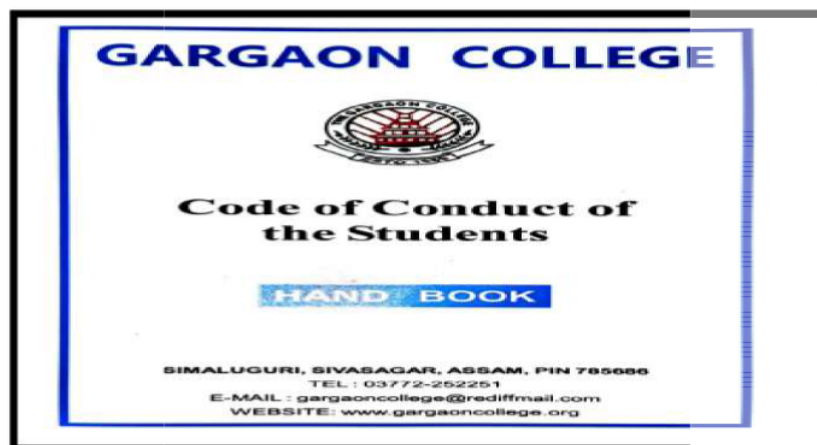
Link Anti-Ragging Committee (website): <https://gargaoncollege.ac.in/anti-ragging.html>

Link Students Discipline & Maintenance Rules (website): <https://gargaoncollege.ac.in/students-discipline-maintenance-regulation.html>



## ORGANIZATION WIDE AWARENESS AND UNDERTAKINGS ON POLICIES WITH ZERO TOLERANCE

- All the committees develop the respective committee specific rules and regulations and implement the same.
- Handbook on the “Code of Conduct of Students” is distributed to spread awareness about the rules and regulations followed by the college for maintaining discipline and proper conduct of students.
- The committee members visit the college departments and interact with the students to generate awareness.
- In addition to this, in the beginning of every academic session, students are given orientation on the rules and regulations related to anti-ragging, grievances and sexual harassment followed by the college.
- The committees organize frequent meetings with the College administration to discuss and resolve different issues related to the same.





## MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS' GRIEVANCES

The grievance committee members investigate the cases through following mechanism:

1. An individual has to submit a grievance form available online (on the website) /offline (submit the same in complain boxes available in the college campus).



2. The Student Grievances Redressal Cell collects the forms, reviews the grievance and forwards the same to the College Administration (Principal's Office).
3. The Principal's Office, IQAC and Student Grievances Redressal Cell members then discuss the course of action of the respective grievance and forwards it to the concerned committee/ section.
4. The concerned committee/ section will then take action and submit the report to the grievance committee for the closure of grievance within stipulated time.
5. The information about the action taken is communicated to the individual who has put up the grievance. The time taken to resolve the grievance varies from two days to one week.