



BHAWANIPUR GLOBAL CAMPUS

(An Autonomous Institution)

ESTABLISHMENT OF ONLINE GRIEVANCE REDRESSAL MECHANISM

➤ Preamble

Bhawanipur Global Campus (An Autonomous Institution) recognizes the importance of addressing grievances in a timely, transparent, and student-friendly manner. In accordance with the AICTE Regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019, to ensure fair redressal of academic and administrative issues, the institution has established an Online Grievance Redressal Mechanism, enabling students, faculty, staff, and other stakeholders to register concerns digitally and receive systematic resolution.

➤ Objectives

- To provide a simple, accessible, and secure online platform for grievance submission.
- To ensure fair, impartial, and timely resolution of grievances.
- To promote accountability, transparency, and trust within the institution.
- To comply with regulatory requirements for grievance handling and monitoring.

➤ Scope of Grievances

The online grievance mechanism shall cover grievances related to:

- Academic matters (attendance, evaluation, examination concerns, curriculum issues, etc.)
- Administrative services (admission, fees, facilities, certificates, etc.)
- Campus infrastructure (Library, sanitation, ICT facilities, etc.)
- Harassment, discrimination, and behavioral misconduct.
- Any other matter affecting students, staff or stakeholders within the college framework.

➤ Structure of the Online Grievance Redressal System:

- Grievance Submission Portal.

A Unit of The Bhawanipur Gujarati Education Society



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Provision has been made available in the Institute website, for registering the grievance through a dedicated link which shall be accessible to all students and staff. They shall have a facility to log grievances with details and supporting documents. The same shall be dealt with by the respective committees.

(b) Grievance Redressal Committees (GRC).

The Student Grievance Redressal Committee (SGRC) comprises the following members:

| SL. NO. | NAME | DESIGNATION | POSITION | CONTACT DETAILS |
|---------|----------------------------------|--|--|-----------------|
| 1. | Dr. Soumendra Nath Bandyopadhyay | Principal | Chairperson | 9830193624 |
| 2. | Dr. Sanjay Kumar Pal | Assistant Professor | Convener | 9831345318 |
| 3. | Dr. Amrita Chakraborty | Assistant Professor | Member | 9432591523 |
| 4. | Dr. Sudip Kundu | Associate Professor | Member | 9830643008 |
| 5. | Mr. Debaditya Biswas | Students' Representative, MBA, 2 nd year. | Special Invitee (Student Representative) | 8274817216 |

The Grievance Redressal Committee for staff (GRC) comprises the following members:

| SL. NO. | NAME | DESIGNATION | POSITION | CONTACT DETAILS |
|---------|----------------------------------|--------------------------------------|-----------------|-----------------|
| 1. | Dr. Soumendra Nath Bandyopadhyay | Principal | Chairperson | 9830193624 |
| 2. | Mr. Janakraj Gupta | Head, HRTD | Convener | 9051081009 |
| 3. | Dr. Nilanjan Sarkar | Associate Professor | Member | 9818471051 |
| 4. | Dr. Indranil Mukherjee | Director of Academic Affairs, MAKAUT | External Member | 9830462056 |



| | | | | |
|----|----------------|--|--------|---------------------|
| 5. | Dr. A. Ganguly | Official from State DTE (Directorate of Technical Education), West Bengal | Member | 033-23347078/ 77 |
|----|----------------|--|--------|---------------------|

➤ Confidentiality & Fairness.

The mechanism ensures impartial hearing and unbiased decision-making. Personal identity and details of complainants shall remain confidential unless disclosure is legally required.

➤ Monitoring & Review.

(a) Quarterly review of grievance cases, patterns, and resolutions.

(b) Regular updates to strengthen efficiency, security, and user-friendliness of the system.

(c) Report submitted to the principal at the end of each semester.

➤ Conclusion.

The Online Grievance Redressal Mechanism aims to encourage a transparent, responsive, and inclusive institutional environment. Through digital access and structured resolution processes, the system empowers stakeholders and upholds the values of fairness, accountability, and mutual respect.

Dr. Soumendra Nath Bandyopadhyay.
Principal.

