



# BHAWANIPUR GLOBAL CAMPUS

(An Autonomous Institution)

## GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee of Bhawanipur Global Campus (An Autonomous Institution) is constituted to address and resolve complaints and concerns of students, faculty, and staff in a fair, transparent, and timely manner. The Committee ensures a safe and supportive environment by examining grievances related to academic, administrative, or personal issues and recommending appropriate corrective measures in accordance with institutional policies and UGC guidelines.

### ❖ Constitution:

As per the notification dated 22<sup>nd</sup> March, 2021 laid down by All India Council for Technical Education, the Grievance Redressal Committee (GRC) shall be constituted as follows:

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 <sup>nd</sup> 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

A Unit of The Bhawanipur Gujarati Education Society

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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

❖ Term of the Grievance Redressal Committee (GRC):

The term of the Grievance Redressal Committee shall be two (2) years from the date of its constitution. Members may be re-nominated as per institutional discretion. The student representative's term shall be one (1) academic year.

❖ Objectives:

The Grievance Redressal Committee aims to ensure a fair, impartial, and timely resolution of grievances of students, faculties, and staff within the college. Its key objectives are:

- To uphold the dignity of the college by promoting a harmonious and responsive environment.
- To provide a mechanism for individuals for expressing genuine grievances and seek redressal.
- To prevent harassment, discrimination, or injustice in academic, administrative, or personal matters.

❖ Scope of Grievances:

The Committee shall deal with grievances related to:

- (a) Academic matters (assessment, attendance, marks, examinations etc.)
- (b) Administrative or service-related issues.
- (c) Infrastructure, facilities, or learning environment.
- (d) Harassment, discrimination, or unfair treatment (not covered under specific committees like ICC).



(e) Any other issue affecting students' or staff's rights, welfare, or dignity.

❖ Functions:

- (a) To accept written complaints from students and staff related to the system.
- (b) To create and implement a mechanism to handle reported grievances.
- (c) To forward the findings to the management if necessary for further action.
- (d) To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- (e) To convene periodical meetings to discuss whether the grievances have been settled.
- (f) To make a follow-up of these matters at regular intervals till their final disposal.
- (g) To maintain strict confidentiality, if necessary.

❖ Meetings & Quorum.

- (a) The committee shall meet at least twice a year.
- (b) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

❖ Record of Proceedings.

All grievances received and actions taken shall be documented and maintained confidentially by the Convener. A report on grievances handled shall be submitted periodically to the principal and placed before the Governing Body / IQAC for review.

Dr. Soumendra Nath  
Principal.

