

## Grievance Redressal Cell of Kalna College

Academic institutions should ensure the growth of an individual in a holistic manner. It is very crucial to expose a student to the concepts of human rights, justice and liberty to ensure an appropriate progress of an individual. This in turn demands for ensuring the individual liberty of every student to guarantee a strong bond with both the institution and the society. Academic progression also requires justice and fairness guaranteed to all the students in the campus both from the ground of academic and non-academic context. Therefore, following the guideline of UGC, the Governing Body of Kalna College has established the Grievance Redressal Cell (GRC) to look into the complaints lodged by any student and redress it as per requirement. In compliance with the recommendation of UGC the cell aims to settle the grievances of the students and other stakeholders within a judicious time period to ensure a consolidated pledge to have a firm bond of the students with the college.

Kalna College's grievance cell is active with a proper functioning mechanism.

### Objectives:

The main objectives of the cell are to ensure a rational, amicable and answerable attitude among the members and the students of the institution to uphold a synchronized relationship among them. The objective of the cell can be summarised as:

- To ensure the safety of the students by addressing their grievances in a structured manner.
- To support the students if deprived of any of the services catered by the college.
- To ensure a quick redressal to harassments for all the three genders (both mental and physical)
- To deliver justice by ensuring an effective resolution in a non-discriminatory manner.

### Method used for the redressal:

- There is a complaint box where students who don't want their identity to be revealed can utilise this option.
- There is a helpline number **8637065889** works for 24x7 hours.
- Direct interaction or letter to the cell is also entertained.

### Actions taken after receiving complaint:

After receiving any complaint, the cell actively works to redress it as soon as possible. Taking note of the nature and urgency the cell also takes help from the administration to ensure security of the students.

It is a pride to declare that in the last 5 years there is no reported complaint of any of the harassment in the college. Only complaint received by the cell is regarding the filling up of the form and result related. These are mainly caused because of the erroneous filling up of the form by the students. Still when the students are in distress the cell along with the

administrator acts quickly to resolve the issue. In future the cell plans to work in online mode also and offer counselling through virtual mode.

However the Grievance Redressal Cell had received a mass petition from the Students Union of the institution on 02.03.2019 against Sulakhana Mondal, Daughter of Late Kshmitish Mondal, Village & P.O.- Kalna, Dist- Purba Bardhaman, who was a student of B.A.(General) Part-I and during her Test Examination of Education subject on the same date she made a photocopy of the question paper and uploaded the same in her face book live and even she wrote a few sensitive lines against the education and the system of the College during the exam hour. The administration had also lodged a complaint in Kalna Police Station against her. The Grievance Redressal Cell after a quick group meeting decided for a counselling of Sulakhana Mondal and after counselling the concerned candidate had realised her guilt and had apologised form the authority. She also had removed that post from her facebook.