



**SADHAN CHANDRA
MAHAVIDYALAYA
HARINDANGA, FALTA, SOUTH 24 PARGANAS**

CRITERIA - 5

Key Indicator- 5.1

Student Support

Metric No – 5.1.4

The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

Mechanisms for submission of online/offline students' grievances

Academic Session

2018-2019 to 2022-2023



SADHAN CHANDRA MAHAVIDYALAYA

Affiliated to the University of Calcutta and included under section 2(f) & 12(B) of the UGC Act, 1956

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ESTD-2007

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Ref. No. :

Date _____



To Whom It May Concern

I, Dr. Sk. Fazlul Haque, Principal of Sadhan Chandra Mahavidyalaya, hereby declare that all the data and documents provided below are true to the best of my knowledge and are authenticated by me.

This declaration is made in good faith and with the assurance that the information herein is accurate and complete.

Sincerely,

Dr. Sk. Fazlul Haque
Principal
Sadhan Chandra Mahavidyalaya

Principal
Sadhan Chandra Mahavidyalaya
Harindanga, Falta, South 24 Parganas

Mechanism of Online/ Offline Student's Grievance

In Sadhan Chandra Mahavidyalaya, the submission of grievances regarding anti-ragging, the Internal Complaint Cell, and the grievance cell typically follows a hierarchical order to ensure proper handling and resolution of issues. Here is a general outline of the mechanisms for both online and offline submissions:

Online Submission Mechanism

1. Anti-Ragging Cell:

- Visit the college's official website.
- Navigate to the "Anti-Ragging" section.
- Fill out the online anti-ragging complaint form with necessary details (name, roll number, incident details, etc.).
- Submit the form. An acknowledgment receipt will be provided.
- The complaint will be forwarded to the Anti-Ragging Cell for review and action.

2. Internal Complaint Cell (ICC):

- Go to the college's official website.
- Find the "Internal Complaint Cell" or "ICC" section.
- Complete the online complaint form with relevant details (personal information, nature of the complaint, etc.).
- Submit the form. An acknowledgment receipt will be provided.
- The complaint will be reviewed by the ICC for further action.

3. Grievance Cell:

- Access the college's official website.
- Locate the "Grievance Cell" section.
- Fill out the online grievance submission form with the required information (student details, nature of grievance, etc.).
- Submit the form. An acknowledgment receipt will be provided.

- The grievance will be addressed by the Grievance Cell following the hierarchy order for resolution.

Offline Submission Mechanism

1. Anti-Ragging Cell:

- Obtain the anti-ragging complaint form from the college office or download it from the website.
- Fill in the form with necessary details.
- Submit the completed form to the Anti-Ragging Cell office or designated faculty member.
- An acknowledgment receipt will be provided upon submission.

2. Internal Complaint Cell (ICC):

- Collect the ICC complaint form from the college office or download it from the website.
- Complete the form with required information.
- Submit the form to the ICC office or designated faculty member.
- Receive an acknowledgment receipt for the submission.

3. Grievance Cell:

- Obtain the grievance submission form from the college office or download it from the website.
- Fill out the form with necessary details.
- Submit the form to the Grievance Cell office or designated faculty member.
- An acknowledgment receipt will be provided upon submission.

Hierarchical Order for Handling Complaints

1. Initial Review:

- Complaints are first reviewed by the respective cell (Anti-Ragging, ICC, Grievance Cell).
- Preliminary investigation and gathering of facts.

2. Committee Review:

- Complaints are escalated to the respective committee for a detailed review and discussion.
- The committee may include senior faculty members, representatives from student councils, and administrative staff.

3. Action and Resolution:

- Based on the findings, appropriate actions are taken to address and resolve the complaint.
- Possible actions include counseling, disciplinary measures, or mediation sessions.

4. Follow-Up:

- Regular follow-up with the complainant to ensure the issue is resolved satisfactorily.
- Further action if required, based on the feedback from the complainant.

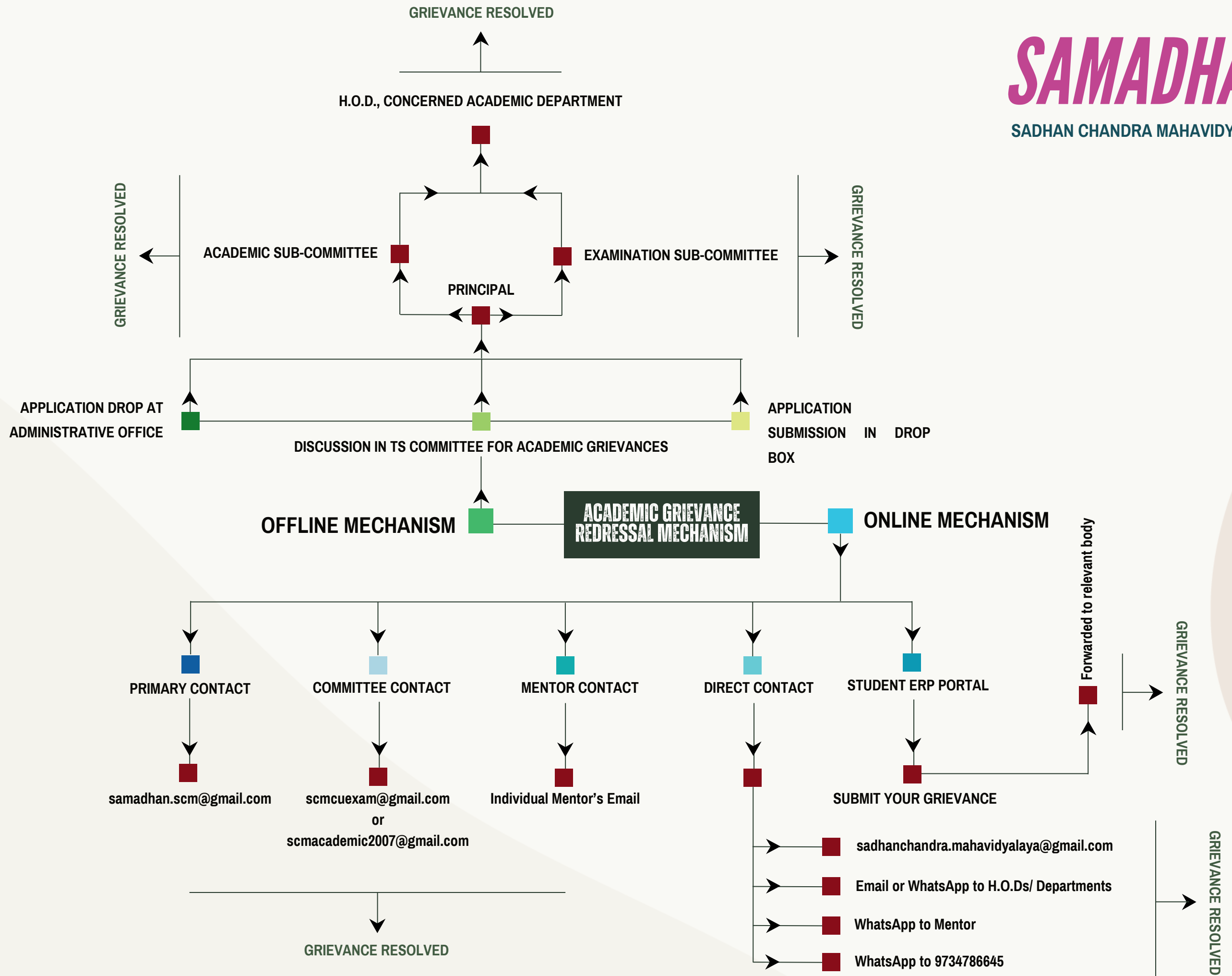
5. Documentation and Reporting:

- Detailed documentation of the complaint, actions taken, and resolution achieved.
- Periodic reporting to higher authorities or governing bodies if necessary.

This structured mechanism ensures that grievances are handled efficiently and transparently, providing a safe and supportive environment for students

SAMADHAN

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