



**Kabikankan Mukundaram Mahavidyalaya
Keshabpur, Hooghly**

Grievance Redressal Policy

Kabikankan Mukundaram Mahavidyalaya aims to provide a fair and transparent mechanism for addressing grievances of the students effectively. This institute is committed to fostering a productive learning environment where students as well as other concerned stakeholders feel heard, valued, and supported. Recognizing the importance of addressing concerns promptly and fairly, this policy outlines the process for raising, investigating, and resolving grievances in a timely manner.

- **How to Lodge Grievance/Task of a Grievant:**

Students are generally encouraged to first attempt to resolve grievances informally by discussing them with the relevant faculty, staff, or administrative personnel. This initial step is aimed at addressing issues promptly and amicably.

If the grievance remains unresolved through informal means or if the nature of the grievance warrants immediate formal action, the student may file a formal complaint.

- i. **Offline mode:** The complaint should be submitted in writing using the designated grievance redressal form available at the college's administrative office.
- ii. **Online mode:** There is a designated slot in the institutional website where the students can lodge online complaints by logging in with their username and password.

- **Grievance Redressal Mechanism:**

As per the rules and regulations of UGC issued from time to time, the college has developed a system through which all the grievances related to the academic, administrative and other affairs of the institution can be effectively addressed and resolved within a stipulated time frame. The **Internal Complaints Committee, Grievance Redressal Cell and Anti-ragging Committee** are the three statutory cells of the college function collectively to resolve any grievance raised by the stakeholders with immediate effect. The Principal of the college acts as the Chairperson on each of the three committees and these committees act under the control and supervision of the chairperson. These committees comprise of reaching representatives, student representatives, administrative staff and members from the district/state administration where ever necessary. Grievances received through proper channel is taken into account, analysed and resolved by the concerned committees in a strictly impartial fashion.




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Upon receipt of the formal complaint, the Grievance Committee will be convened. The Committee's primary role is to investigate the grievance impartially and recommend appropriate actions for resolution.

The concerned committee conducts a thorough investigation into the complaint, which may involve gathering evidence, interviewing relevant parties, and reviewing pertinent documents. The investigation is conducted with utmost confidentiality and fairness to all parties involved. Based on the findings of the investigation, the committee proposes suitable measures for resolution. These may include mediation, disciplinary action or any other necessary steps to address the grievance effectively.

- **Objectives:**

1. To provide a fair and transparent mechanism for addressing students' grievances.
2. To ensure prompt and effective resolution of grievances to maintain a productive learning environment.
3. To uphold principles of equity, justice, and respect for all members of the college community.
4. To foster a culture of open communication and accountability in handling grievances.

5. Grievance Redressal Cell		
1	Dr. Mahamaya Laha Mukherjee	Chairperson
2	Dr. Chandrani Bandyopadhyay	Convenor
3	Dipak Kumar Mahato	Jt. Convenor
4	Dr. Tapan Kumar Bala	TR Member
5	Aninda Datta	TR Member
6	Netai Chandra Mandal	TR Member
7	Madhab Konar	TR Member
8	Arpita Manna	TR Member
9	Sukanta Ghosh	TR Member
10	Gopal Pandit	TR Member
11	Susama Ruidas (1 st Sem)	Student Repr.
12	Saheli Das (3rd Sem)	Student Repr.
13	Ishani Basu (5th Sem)	Student Repr.

Online Grievance Redressal Portal:

<https://admissionkkmv.in/Grievance Login.aspx>




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Grievance Redressal Cell Annual Report

Although, Kabikanakn Mukundaram Mahavidyalaya presently has a steady Grievance Redressal Mechanism, it had taken quite some time for the mechanism to take an organized shape. But students of the college were always encouraged to express their grievances freely. Over the last five years students have expressed their grievances, complaints or disagreements concerning infrastructure, academic and general administrative aspects. Following is a year-wise annual report of Grievance Redressal Cell.

Sl. No.	Name of the Grievant	Date of Lodging Grievance	Issue	Action Taken	Date
1.	Riya Kumar	06/07/2018	Rectification of Subject (From Philosophy to Education)	The Principal communicated with the University and eventually necessary corrections were made.	06/07/2018
2.	Eshrafil Sekh	07/07/2018	Non-receipt of admit card	The principal communicated with the University and eventually the student received his admit card.	07/07/2018
3.	Tithi Hati	30/08/2018	Quality of drinking water	Necessary servicing of the aquaguards was done.	01/09/2018
4.	Sumit Bag	25/09/2018	Boys' Toilet cleaning	The sweeper was called and Boys' toilet was cleaned. The Grievance Cell was convened and resolved to increase the frequency of cleaning activities.	01/10/2018
5.	Ankita Saha	02/03/2019	Girls' Toilet	The sweeper was called and girls' toilet was cleaned.	09/03/2019
6.	Aditi Gupta	16/05/2019	Lack of essential books in the library.	Purchase Committee was convened, and it was resolved to ask for a list of required books from the Departments. Eventually, books worth 70000/- were purchased for the library.	13/09/2019, 17/09/2019, 01/10/2019
7.	Sikha Nayek	11/06/2019	Drinking water problem	Purchase Committee was convened, and two	13/09/2019, 20/01/2020




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				Aquaguards were purchased.	
8.	Rajsekhar Pal	27/11/2019	Appeal for Writer in University Exam	Principal communicated with the University and Rajsekhar Pal was allotted a writer Ankur Pal.	27/11/2019
9.	Rohit Roy	19/11/2019	Concession	Grievance redressal cell was convened, and it was resolved that the students would be allowed 50% concession.	16/12/2019
10.	Susumita Dewan	29/11/2019	Registration after due date	Student was allowed to complete registration.	29/11/2019
11.	Priyashree Das	02/12/2021	Syllabus relaxation for Internal Assessment	Syllabus for Internal Assessment was reduced by 5%.	
12.	Chayan Khan	12/04/2022	Unclean corridors of first floor	The sweeper was called and the entire corridor was rinsed properly to reinstate cleanliness.	19/04/2022
13.	Munsi Jisan Islam	24/08/2022	Not enough Cricket Equipment	New cricket bats and wickets were purchased.	18/11/2022
14.	Subhadip Pakhira	10/09/2022	Damaged fans in Room no 106	Electrician was called and damaged fans were repaired.	15/09/2022
15.	Tamasha Modak	28/09/2022	Seating arrangement in the library	Number of plastic chairs and sitting desks were increased in the library.	29/09/2022
16.	Pritha Seth	15/12/2022	Requirement of new books in the library	New books were purchased.	25/02/2023 25/03/2023
17.	Sudipta Ghosh	01/12/2022	Lack of enough toilet materials	New toilet materials were purchased.	07/12/2022



M. Anjan

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