

## **Dinabandhu Mahavidyalaya, Bongaon**

### **The grievance redressing procedure by the Grievance Redressal Cell (GRC):**

1. Grievance / complaint shall pertain with any college affair inside the college premise.
2. Students and their legal guardian, teachers and non-teaching staff of the college can register their grievance in writing to the Principal against an official receiving by the office. The complaint may also be posted or dropped inside the complaint box.
3. The objective of the GRC shall be to resolve grievance issues in a peaceful manner on satisfactory mutual agreement of all concerned.
4. The convener shall notify a meeting of the cell within two working days and the cell shall meet within 10 working days after receiving of such complaint.
5. The matter shall be disposed within 90 working days after the receipt of the first grievance application.
6. The identification of the complainant shall not be disclosed publicly by the GRC.
7. The GRC may call the complainant for an interview to record her/his statement, opinion and demands etc.
8. In cases, the GRC shall try to resolve issues through discussion with the complainant and the accused, if any. Both sides may be called together for such discussion, if seem necessary by the GRC.
9. The GRC, on its meeting shall decide upon recommendation(s) on the approval of majority of the members. A member, however, may record disagreement with reason.
10. The recommendation(s) may be immediately submitted to the Principal by the convener of GRC for necessary action.
11. In case the convener is absent from the institution for a long time e.g., on a leave, the next senior member available shall carry forward the job of the GRC according to specified schedule on consultation with the other members and the Chairman / Principal.