



# MEGHNAD SAHA INSTITUTE OF TECHNOLOGY

Nazirabad, P.O. Utchepota Via Sonarpur, Kolkata:700150

## NOTICE

Ref. no. MSIT/PO/NOTICE-2020-21/225

Date: 20.10.2020

This is to inform all concerned that **GRIEVANCE REDRESSAL CELL** has been constituted with effect from 01.11.2020 to resolve issues related to student's problems, grievances from employees and develop a responsive and accountable attitude among the all stakeholders in order to maintain a harmonious educational atmosphere in Institute. The following will be the constitution and guidelines of the Committee.

### **Preamble:**

The All India Council for Technical Education (AICTE) has made it mandatory for all its affiliated institutions to put grievance redressal mechanisms in place so that "each institute is able to receive and dispose of grievance online."

Grievance Redressal cell deals with all types of grievances, complaints and malpractices including those received from Students, Faculty and other Stake holders.

### **Objective:**

The principle objective of grievance redressal cell is to provide a platform where all the stakeholders can express their difficulties and concerns independently and freely. Stake holder is having full right to register his/ her complaint, if he/ she is not satisfied with academic and administrative activities of the institution including complaints of ragging, complaints of violation of norms and standards.

The Grievance Cell enables a student/ employee to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the institute. The Grievance Cell of MSIT desires to promote and maintain a conducive and harmonious educational environment.

### **Scope:3**

The GRC deals with Grievances received in writing from students about any of the following matters:

- (1) **Academic matters:** Related to timely use of duplicate mark sheet (DMC), transfer certificate, conduct certificate and other examination related matters.

- (2) **Financial matters:** Related to dues and payments for various items from fee clerk, library, etc.
- (3) **Library matters:** Issue and return of books, syllabus, photocopy and university question papers.
- (4) **Other matters:** Related to certain misgivings about conditions of sanitations, preparation of food in Canteen, availability of transport, victimization by teachers etc.

**Members:**

<b>STUDENT GRIEVANCE REDRESSAL CELL</b>			
<b>Sl. No.</b>	<b>Members Name</b>	<b>Designation by Profession</b>	<b>Position in Committee</b>
1	Prof.(Dr.) Ankur Ganguly	Principal-In-Charge	<b>Chairperson</b>
2	Ms. Joysree Das Roy	Dean-Student Affairs	<b>Coordinator</b>
3	Ms. Sharmee Bose	Assistant Professor, BSH	<b>Convener</b>
5	Dr. Biswajit Thakur	Associate Professor, CE	Member
4	Dr. Diganta Sengupta	Associate Professor, CSE	Member
6	Ms. Mousumi Jana Bala	Assistant Professor, EE	Member
7	Ms. Upama Sen	Sr. Executive-HR	Member
8	Arpita Maity	Student-3rd Year	Student Invited Member
9	Kunal Agarwal	Student-3rd Year	Student Invited Member

<b>EMPLOYEE GRIEVANCE REDRESSAL CELL</b>			
<b>Sl. No.</b>	<b>Members Name</b>	<b>Designation by Profession</b>	<b>Position in Committee</b>
1	Prof. S.K Roy Chowdhury	Emeritus Professor, ME	Advisory Member
2	Prof.(Dr.) Ankur Ganguly	Principal-In-Charge	<b>Chairperson</b>
3	Dr. Biswajit Thakur	Associate Professor, CE	<b>Coordinator</b>
4	Ms. Sharmee Bose	Assistant Professor, BSH	<b>Convener</b>
5	Ms. Joysree Das Roy	Dean-Student Affairs	Member
6	Dr. Diganta Sengupta	Associate Professor, CSE	Member
7	Ms. Mousumi Jana Bala	Assistant Professor, EE	Member

Note: As per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg. and also as per the Section 10(k) of the All India Council for Technical Education Act, 1987.

**Terms of Members:** Two years for nominated members.

**Meetings:** At least two times in every semester and as & when necessary.

**Role and Responsibility:**

- (1) To develop an organizational framework to resolve Grievances of Students and other stakeholders.
- (2) To provide the students access to immediate, hassle free recourse to have their Grievances redressed.

- (3) To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- (4) To establish structured interactions with students to elicit information on their expectations.
- (5) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
- (6) To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
- (7) Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- (8) Suggestion / complaint Box is already installed outside the Chamber of the Principal in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College. Also they can ascertain their complaints in the Institute website.
- (9) The cases will be attended promptly on receipt of written grievances from the students / employees.
- (10) The cell formally will review all cases and will prepare statistical reports about the number of cases received and maintain all necessary documents.
- (11) The cell will give report to the HOI through Coordinator – Student Affairs about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure for lodging complaint:**

- (1) The students may feel free to put up a grievance in the website /writing and drop in the Grievance Box or handover to the Coordinator of the Cell.
- (2) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

**Standard operating procedure (SOP):**

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance. If, there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Institute Grievance Redressal Cell. If, the grievance is against the respective Head of department, then the grievant may directly submit his/her grievance through the website /writing or submit in person in a sealed envelope to the Coordinator of Grievance Redressal Cell.



**Follow up & monitoring:**

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

**Scrutiny:**

Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/individual, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

**Call for hearing:**

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/individual or upon the Grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

**Investigation:**

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

**Final decision:**

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application and pass the resolution to the HOI indicating the reasons for such resolution, as may be deemed fit.

**Communicating the decision:**

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

**Closure of complaint:**

The complaint shall be considered as disposed off and closed when:


1. the grievant has indicated the acceptance of the resolution;

2. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**Modus operandi:**

1. The Committee/Cell/Council will be reporting to Coordinator – Student Affairs as SPOC w.r.t. the office order (Ref. No. MSIT/PO/2020-21/141 dated 19.08.2020) to discuss and resolve issues of committee & inter-disciplinary nature on regular basis.
2. The Coordinator – Student Affairs will report to HOI with all required details.
3. The HOI may call the individual committee for meeting as and when deemed fit by the same.

  
**Prof. (Dr.) Ankur Ganguly**  
**Principal- In-Charge**



CC: The GCEO – TIG, The Director-AQA-TIG, All the HODs/FICs, Dean-SA, Administrator, Controller (E&UA), Librarian, TPO, Coordinator - Website & Social Media Committee, Coordinator – Academic Affairs.