



NAAC Re-Accredited - 'A'
(2014-15)



Ramakrishna Mission Sikshanamandira

Belur Math, Howrah - 711202

GRIEVANCE REDRESSAL PORTAL

Students

Teachers

Non-Teaching Staffs

Ramakrishna Mission Sikshanamandira

A NCTE Recognized Govt. Aided (WB) Residential Autonomous Post Graduate College of Teacher Education Affiliated to University of Calcutta

College of Teacher Education (CTE)
College with Potential for Excellence(CPE)

Website: www.rkmsm.org; Email: rkmsmc@gmail.com

Phone: 033-2654 9281, 033-2654 6081

GRIEVANCE & INTERNAL COMPLAINTS REDRESSAL POLICY

BELUR MATH, HOWRAH, WEST BENGAL, PIN: 711202



RAMAKRISHNA MISSION SIKSHANAMANDIRA

(A NCTE recognized Govt. Aided (WB) Autonomous Post-Graduate College under University of Calcutta)
College with Potential for Excellence (CPE), College of Teacher Education (CTE) &
Swami Vivekananda Centre for Multidisciplinary Research in Educational Studies

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✉ rkmsmc@gmail.com, rkmsm@rediffmail.com

🌐 www.rkmsm.org

Belur Math, Howrah - 711 202, West Bengal

Redressal Mechanism Guidelines of RKM Sikshanamandira

Sikshanamandira is in general residential in nature and the resident trainees can easily approach the Principal of the institution and Hostel Superintendent who also reside in the campus and are always proactively available to listen and solve the problem faced by the students. They are also open to opinions, suggestions and ideas of students and leave no stone unturned to fulfill the students' needs. Though Ramakrishna Mission Sikshanamandira has its unique redressal mechanism for students, the College has different Statutory Committees and Cells for redressal mechanism like Sexual Harassment Committee, Internal Complaint Committee (ICC Committee) under POSH Act 2013, Grievance Redressal Committee, Anti-Ragging Cell. The Chairman, Convenor and the members of the Grievance Redressal Committee attend and redress the grievances in consultation with management and other faculty as and when there is an issue. To collect the offline grievances two 'Complaint Box' are fixed at prominent places - one at the college building & other at the hostel building. There are provisions of online grievance submission through the college website.

Objectives of Grievance Redressal Committee:

The Redressal Committee helps the students to -

- Create a platform where trainee-teachers / faculty members / non-teaching staff can express their grievances, regarding academic as well as non-academic issues.
- Develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the College campus.
- Find out the reasons for grievances related to students.
- Get suggestions from the trainee-teachers for further improvement.
- Ensure that the views of each grievance are addressed.
- Train students in problem solving strategies.

Matters of Grievance Redressal:

- The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:
- Academic issues pertaining to teaching, learning and evaluation activities





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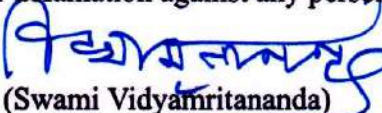
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- Student-teacher, student-student grievances
- Grievances related to library and IT services
- Grievances related to sports, cultural affairs
- Grievances related to behaviour of stakeholders

Procedures:

- The aggrieved student may submit online grievances either through the college website portal or through an written application dropping in the complaint box. While submitting the offline complaints, students are to be cautioned to drop the complaints in appropriate boxes; issues related to college affairs should be addressed to the Principal/ Vice Principal and dropped at college Complaint Box and issues related to the residential matters should be addressed to the Hostel Superintendent and dropped in the Hostel Complaint Box.
- On receipt of any complaint, if the Principal / Hostel Superintendent finds that the matter can not be solved by himself alone and feels to bring it before the committee, he will forward the complaint to the Grievance Redressal committee, as the case may be, along with comment to address the matter within 7 days from receipt of the complaint. Nevertheless, if not addressed within one week of submission of the complaint, students are advised to enquire about it at the college office or to the concerned teacher (Convenor of the Grievance Redressal Committee).
- The grievances shall be redressed depending on the nature of the grievance.
- The Redressal Committee shall review the complaint and if necessary, may invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.
- In case of any false or frivolous complaint, the institution may recommend appropriate action against the complainant.
- Complaint must not carry any abusive language.
- Complaint should also not include personal attack or defamation against any person.


(Swami Vidyamritananda)

Swami Vidyamritananda
Principal (Offg.)
Ramakrishna Mission Sikshanamandira
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"Education is the manifestation of the perfection already in man."

- Swami Vivekananda

