



AL-AMEEN MEMORIAL MINORITY COLLEGE

Grievance Redressal Policy Document

Prepared by

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GRIEVANCES REDRESSAL COMMITTEE (GRC)

Al-Ameen Memorial Minority College (under Article 30 of the Constitution of India) established in 2004, is an undergraduate under co-educational college at Jogibattala, Baruipur, South 24 Parganas district. This is the first Muslim Minority General Degree College in West Bengal. This college is affiliated to the University of Calcutta. The College is very much keen to promote advancement and dissemination of knowledge in an environment conducive to meet the growing demand of the Society for higher education, specially focusing on Muslim community. The prime aim of the college is to encourage & empower aspiring Muslim students to realize their full potential and thereby contribute to intellectual, cultural, social and economic development of the country. To fulfill these objectives the Grievance Redressal Committee (GRC) was set up at the college.

AIMS:

The Grievance Redressal Committee (GRC) attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Committee ensures effective solution to the grievances. The Committee enables the students to express their grievances by initiating and following the grievance redressal procedure in accordance with the rules and regulations of the Al-Ameen Memorial Minority College. The committee meets on regular basis, examines the nature and pattern of the grievances and redresses it accordingly. Any student with a genuine grievance may approach Grievance Redressal Committee to submit her grievances.

The Grievance Redressal Committee of Al-Ameen Memorial Minority College looks into complaints lodged by students and judges each case on its merit. The Committee is empowered to look into both academic and non-academic matters. It has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among all the members of the College. The Committee meets once in three months, or as and when required, at the Instance of the Nodal Officer.

POLICY

1. The Institution has a transparent mechanism for timely redressal of grievances including sexual harassment and ragging cases-
 - i) Implementation of guidelines of regulatory bodies.
 - (ii) Mechanisms for submission of online/offline students' grievances.
 - (iii) Timely redressal of the grievances through appropriate committees.
2. Harassment or victimization of a student, other than cases of harassment which are to be proceeded against under the penal provisions of any law for the time being in force.
3. The proceedings and the information of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee.
4. The register will be treated as confidential and may not be accessed by anyone other than the members of GRC.

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE:

Prof. Matin Ahmed	(Convener)
Prof. Sayera Begum	(Member)
Prof. Sk Asgar Ali	(Member)
Benajir Khatun	(Member)
Sabnam Easmin	(Member)
Rahamatulla Molla	(Member)
Asadulla Khan	(Member)

OBJECTIVES

1. Each case is attended to promptly on the receipt of written grievances from the students.
2. The Committee thus ensures a fair, unbiased and transparent resolution of student grievances.
3. To maintain the dignity of the institution by promoting Student-Teacher relationship.
4. To ensure effective solution to the students' grievances with an impartial and fair approach and in complete confidentiality.
5. To investigate the reason of dissatisfaction.
6. To enlighten the students on their duties and responsibilities.
7. Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
8. To document students' grievances /complaints and to ensure reasonable solutions for further improvement of academic and administrative environment in the College.

PROCEDURES

The bonafide students may submit their grievances, if any, in the GRC complaint box & email box (alameenmemorial@gmail.com) the Redressal Committee shall receive and redress the grievances on the following issues:

1. Complaints of alleged discrimination of against students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minorities or persons with disabilities categories.
2. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution.
3. Any action initiated/taken contrary to the regulations and guidelines issued by the College or the regulatory body concerned.
4. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force.
5. Non-transparent or unfair practices adopted by the institution for the evaluation of students.

6. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the College from time to time; college.
7. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY GRIEVANCE REDRESSAL COMMITTEE AND OMBUDSPERSON:

1. On receipt of a complaint, Student Grievance Redressal Committee shall take necessary action within reasonable time.
2. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
3. Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
4. Grievances not resolved by the Student Grievance Redressal Committee may be referred to the Ombudsperson.
5. The college shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee's for early redressal of grievances.
6. The person may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
7. The Committee will ensure that the grievances are redressed within the stipulated time period.