



**Bethune
College**



GRIEVANCE REDRESSAL POLICY DOCUMENT

Prepared by

**INTERNAL QUALITY ASSURANCE CELL
(I.Q.A.C.)**

Bethune College, Kolkata

Grievance Redressal Policy Document

Bethune College, Kolkata maintains a regular cell for redressal of grievances under four heads to ensure proper monitoring of complaints, if any. These include Disciplinary and Grievance Committee, Internal Complaints' Cell, Backward Class and Minority Cell and Anti-ragging Cell.

The Disciplinary and Grievance Cell of the college, constituted as per the Prevention, Prohibition and Redressal Act 2013, addresses any form of grievance from any stake-holder of the institution, through meetings and one to one discussions with the concerned parties. Any form of harassment, mental or physical, is sternly dealt with. Students can submit complaints / grievances / suggestions (if any) and drop them in the college 'Grievance Box', or they can lodge complaints in person to the Convener/ Information Officer/ members (Heads of the departments) of 'Disciplinary and Grievance Cell'. Alternatively, they may also mail the complaints to the dedicated mail-id. Grievance Redressal form is available on the College Website.

The Internal Complaints' Cell, has been formed according to UGC directives, for Prevention, prohibition and redressal of sexual harassment of women employees and Students in educational institutions Regulations, 2015. The cell holds regular meetings to check if any complaints have been lodged by any student or staff, and because Bethune College is a disciplined girls' college, there are no complaints as such.

The Backward Class and Minority Cell keeps all SC, ST, OBC (non-creamy layer) and Minority students updated about scholarships and stipends offered by Central and State Governments, UGC, and other agencies for providing all kinds of support. The Indian Constitution includes Article 340, Article 29 and Article 30 for the protection and development of the backward and minority section. The SC and ST (Prevention of Atrocities) Act, 1989 and CEI Act 2006 and Amendment Act, 2012 are also taken into account, while framing the policy of the Cell. The college remains committed to the spirit of the Constitution in protecting the rights of students from these sections. The Cell organises awareness programmes for new students about the legalities of the reservation

policy and the rights of reserved candidates, to pre-empt any kind of discrimination. Bethune College believes in zero tolerance against any case of discrimination, on the basis of class and creed. The last programme was held online in September, 2020.

Bethune College strictly adheres to the 'UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009' under Section 26/1 (g) of the UGC Act, 1956. It is clearly stated in the prospectus and on the website of the college that ragging is strictly forbidden. At the time of admission, all students and guardians are required to fill up and submit anti-ragging forms duly signed, containing undertakings that they are aware of the law regarding prohibition of ragging. Posters propagating the anti-ragging law are displayed on the notice boards and prominent places within the college campus. An anti-ragging committee and an anti-ragging squad have been constituted following UGC guidelines. The Anti-ragging Committee, headed by the Principal of the college, includes representatives of Civil and Police Administration, local media, Non-Governmental Organisations involved in youth activities, representatives from faculty, parents and students, as well as non-teaching staff. Meetings are held regularly to ensure no cases of harassment occur at any level.

There is zero tolerance for any kind of discrimination based on caste, creed, race and gender. There is provision for prompt redressal of grievances, in both online and offline mode. The four committees in charge of maintaining discipline and protection of rights of every stake-holder, ensure that a healthy, humane and friendly environment is maintained in the college.