



GOVERNMENT OF WEST BENGAL

Office of the Principal

SHAHID MATANGINI HAZRA GOVT. GENERAL DEGREE COLLEGE FOR WOMEN

Chaksrikrishnapur-Kulberia :: Kulberia :: Purba Medinipur 721649



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Criterion 5 - Student Support and Progression

5.1 Student Support

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases.

Academic Sessions: 2018-19 to 2022-23

5.1.4. DOCUMENT INDEX:

Sl. No	Description of the documents
1	<i>Proof related to Mechanisms for submission of online/offline students' grievances</i>

Principal

Shahid Matangini Hazra Government
General Degree College for Women
Chaksrikrishnapur, Kulberia, Mimtouri
Tamluk, Purba Medinipur
Principal

Shahid Matangini Hazra Govt.
General Degree College for Women,



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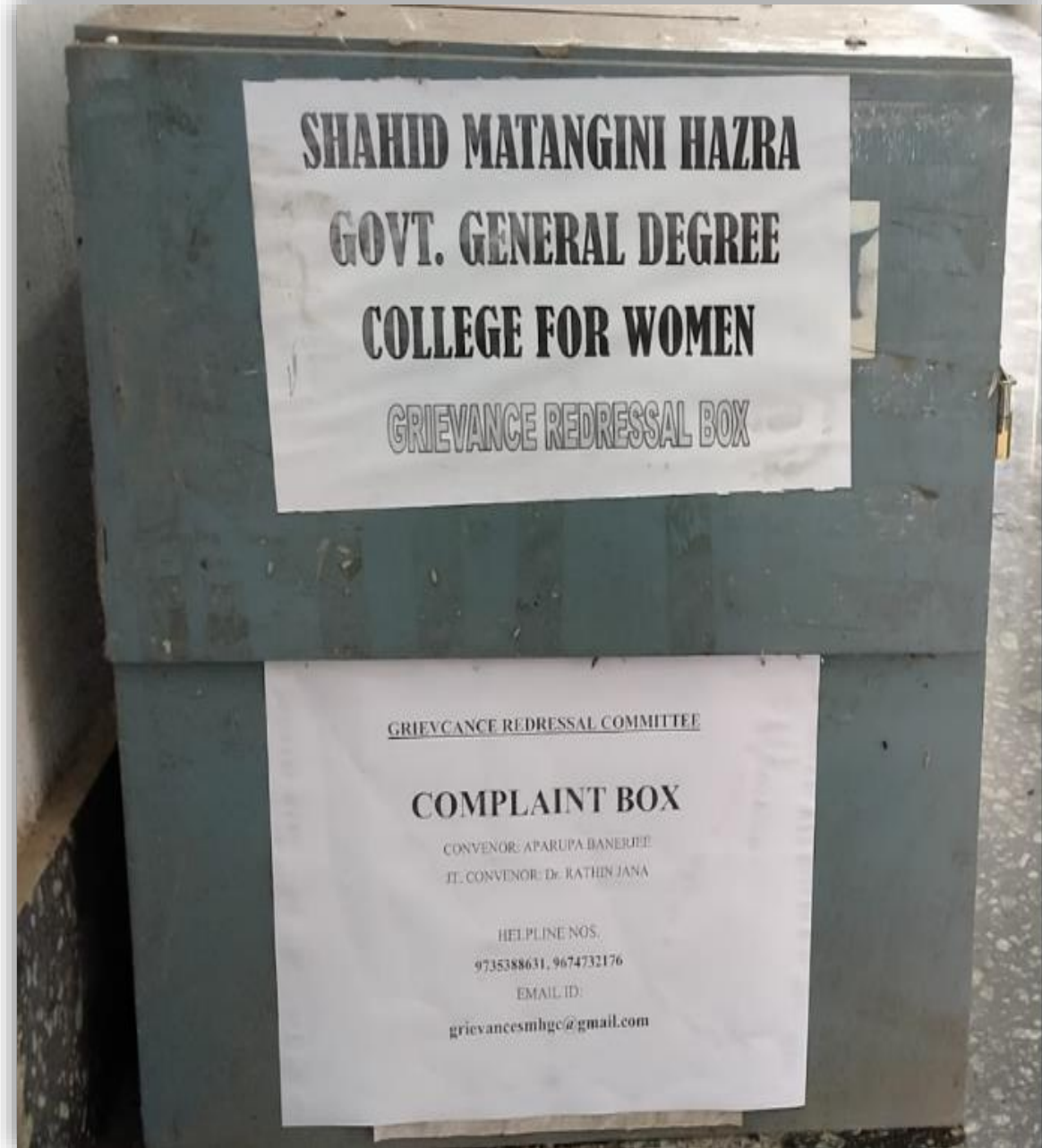
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Student Grievances Drop Box





Sample Copy of Student Grievance Submission Email and Process

<https://matanginicollege.ac.in/Student-grievance-committee.aspx>

HOW CAN YOU APPROACH US WITH YOUR GRIEVANCE

You can write your grievance and submit a hard copy to the committee or register your complaint through this email:
grievancesmhgc@gmail.com

GRIEVANCE PROCEDURE



Four Steps of Students' Grievance Redressal Process:

1. Students lodge their complaints by filing the Online form.
2. Verification of the Complaint.
3. Action Taken.
4. Information to the complainant on the redressal of the Complaint

STEP 1: LODGING OF COMPLAINT

Students are required to fill out the Student Grievance Form [Online Application](#)

and submit the same. Or email / handwritten letter to the Chairperson of the Student Grievance Redressal Committee (SGRC).

STEP 2: VERIFICATION

On receiving the complaint, the Students' Grievance Redressal Committee (SGRC) will record and verify the complaint.

STEP 3: ACTION

After verification of the complaint, the Students' Grievance Redressal Committee (SGRC) acts upon the complaint and shall fix a date for hearing the complaint which shall be communicated to the aggrieved student as the case may be. An aggrieved student may appear either in person or authorize a representative to present the case. Students' Grievance Redressal Committee (SGRC) takes the measures necessary to resolve the issue within 15 days.

STEP 4: INTIMATING THE STUDENT

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the Department.

OMBUDSPERSON

If the Grievance is not resolved by the Students' Grievance Redressal Committee within the time period provided in the regulations, the aggrieved student may prefer an appeal to the ombudsperson.

[Policy Document Student Grievance Redressal Committee](#)

[Student Grievance Redressal form](#)



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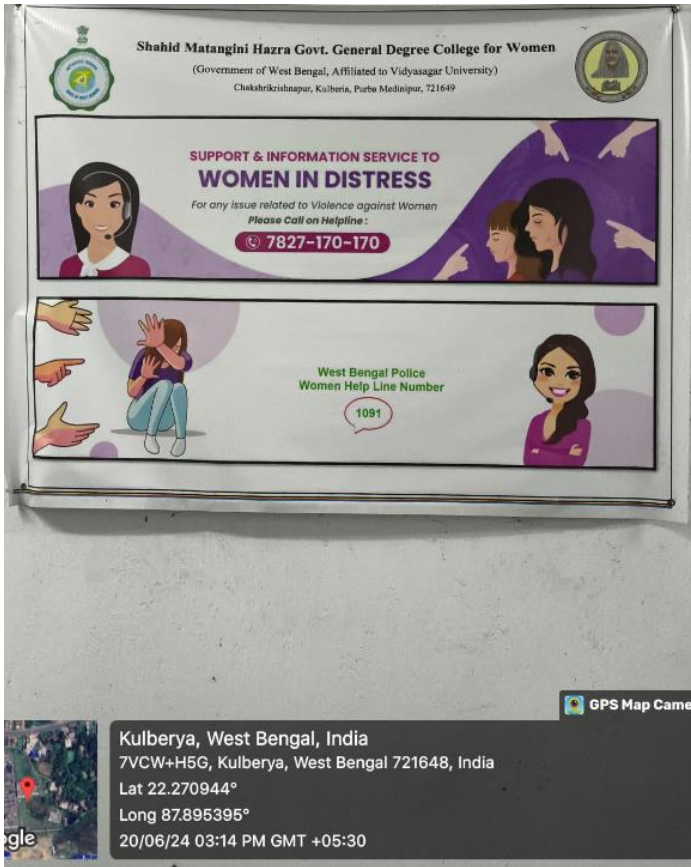
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Gender Sensitization involves creating awareness about issues of gender and sexuality and working towards and creating an enabling environment of gender justice where all can work together with a sense of personal security and dignity.

C. Remedial

The mechanism for registering complaints should be safe, accessible, and sensitive.

Complaints Procedure:

On receipt of a complaint, the ICC shall conduct a preliminary enquiry so as to ascertain the truth of the allegations by collecting the documentary evidence as well as recording statements of any possible witnesses including the complainant. ICC shall then submit the preliminary enquiry report to the Principal, along with all the original documents adduced during the preliminary enquiry proceedings.

In case the allegations are not in the nature of sexual harassment, the ICC may refer such complaints to the Grievance Redressal Cell or to the Principal. Where sexual harassment occurs as a result of an act or omission by any third party or outsider, the ICC shall take all steps necessary and reasonable to assist the affected person in terms of support and preventive action. The ICC shall comply with the procedure prescribed in the aforementioned UGC Regulations 2015 and the Sexual Harassment Act for inquiring into the complaint in a time bound manner. If the ICC concludes that the allegations made were false or malicious, or the complaint was made knowing it to be untrue or forged, or misleading information has been provided during the inquiry, the complainant shall be liable to be punished as per the relevant provision of the aforementioned UGC Regulations 2015 and other applicable guidelines.

The Convener, ICC shall receive the written complaints of sexual harassment, if any, on behalf of ICC and shall coordinate the deliberations of the ICC on the complaints received.

Who can approach ICC for help?

Any faculty member, student or non-teaching staff member of SMHGDCW can seek redressal from the ICC.

Definition of Sexual Harassment:

"Sexual harassment" includes any unwelcome sexually inclined behaviour, whether directly or indirectly, such as:

- Physical contact and advances
- A demand or request for sexual favours
- Making sexually coloured remarks (including jokes)
- Showing pornography (books, photographs, paintings, films, pamphlets, packages, etc. containing 'indecent representation of women')
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature. Under the Act, the following also count as sexual harassment:
- Implied or explicit promise of preferential treatment in her employment.
- Implied or explicit threat of detrimental treatment in her employment
- Implied or explicit threat about her present or future employment status
- Interference with her work or creating an intimidating or offensive work environment for her.

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