



Siliguri B.Ed. College

Baramohan Singh Jote

P.O. Kadamtala, Dist Darjeeling, Pin-734013

NCTE, BSAEU, UGC affiliated

Grievance Redressal Awareness Program Report 2022

About the College:

Siliguri B.Ed. College is situated in the wonderful landscape of North Bengal where the mountain Himalaya touches the plain. It was established on 28th August, 1989 under the affiliation of University of North Bengal to fulfill a long cherished dream of people of this region. After a long wait and persistent effort, ultimately the college started its own building in 1990. Since then, this college has been serving as one of the premier Teachers' Training Colleges not only of North Bengal but the entire West Bengal also. Since 2017, the college came under the West Bengal University of Teachers' Training, Education Planning and Administration (WBUTTEPA), now renamed as Baba Saheb Ambedkar Education University (BSAEU). It is also recognized by the National Council of Teacher Education (NCTE).

STUDENTS' GRIEVANCE REDRESSAL CELL

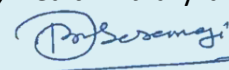
The grievance procedure is a machinery to sort out the issues between students and the college. It is a cell by which a student who believes that he/she has been treated unfairly concerning his/her academic/administrative affairs or is convinced to be discriminated against is redressed.

AIM

The main aim of the Students' Grievance Redressal Cell (GRC) is to look into the complaints lodged by any student and redress them officially as per requirement.

PROCEDURE

This cell takes into account any grievance regarding academic and non-academic matters within the campus through the online grievance/ suggestion box. It enables them express feelings by initiating and pursuing the grievance procedure according to the rules and regulations of the college. "Grievance Redressal Cell" of our institution aims to solve the grievances within the stipulated time. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to the right to be heard and right to be treated without biases. The Grievance Redressal Cell has been developed to settle the grievances of the student's and other stakeholders within a reasonable period for further improving the academic environment and also relationship of the students with the institution. The students' grievance Redressal cell deals with grievances received in written form from the students regarding academic, examination, financial, health library and other services.



Principal
Siliguri B.Ed. College

OBJECTIVES:

- To ensure a democratic environment on the campus.
- To acquaint all teacher-trainees with their rights and duties
- To solve the various personal and educational related grievances of the trainee-teacher.
- To provide the students access to immediate, hassle- free recourses to have their grievances redressed.
- To make the institute student friendly.
- To encourage the students to express their grievances/ problems freely and frankly without any fear of being victimized.
- To ensure the qualitative as well as quantitative development of the college through students' grievance Redressal cells.

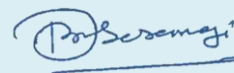
According to the UGC (Grievance Redressal) Regulations, 2018, the composition of the Grievance Redressal Committee

Sl. No.	Name	Designation
1.	Dr. Bibhuti Bhusan Sarangi	Chairman
2.	Dr. Ratna Nandi	Convenor
3.	Shri Kanad Datta	Joint Convenor
4.	Dr. Rituparna Basak (Dasgupta)	Member
5.	Aditi Sharma	Student representative

SCOPE:

The students may lodge grievances about any academic and non-academic matters related to -

- Admission and orientation process
- Examination and evaluation process
- Scholarship provisions



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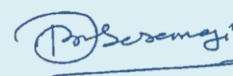
- Availability and quality of infrastructural facilities
- Provision and quality of academic support
- Cleanliness and hygiene
- Ragging
- Gender discrimination/ harassment

The procedure of making a grievance registered with students Grievance Redressal cell:

- The students can lodge their grievance through mail ID provided below -
sbc.icc.grc@gmail.com
- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon cases which have been forwarded along with the necessary documents.

AWARENESS PROGRAM

In the previous academic year 2022-23, one awareness program on “Grievance Redressal” was held on 22/11/2022 for the trainees. The convenor of the “Grievance Redressal Cell” Dr. Ratna Nandi discussed about the guidelines of the cell and the procedure of lodging grievances to the cell. The mail id of the cell was shared also.



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Photo Album



P947+74V, Siliguri, West Bengal 734011, India

Latitude

26.705731666666665°

Longitude

88.36296333333333°

Local 01:24:34 PM

GMT 07:54:34 AM

Altitude 9.72 meters

Tuesday, 22.11.2022



P947+74V, Siliguri, West Bengal 734011, India

Latitude

26.705786666666667°

Longitude

88.36299166666667°

Local 01:21:20 PM

GMT 07:51:20 AM

Altitude 9.72 meters

Tuesday, 22.11.2022

Prasenjit

Principal
Siliguri B.Ed. College