



HALDIA GOVERNMENT COLLEGE

Estd. 1988

P.O.-Debhog, Dist.-Purba Medinipur, West Bengal, Pin-721657

Email: hgchaldia@gmail.com

(First Government general degree college in Purba Medinipur, West Bengal)

Accredited by NAAC with Grade B+ in 2017

Criterion 5 – Student Support and Progression

Metric No.: 5.1.4 [Q_nM]

Proof related to Mechanisms for submission of online/offline students' grievances

Mechanisms for submission of offline students' grievances:

Students' Grievance drop box (installed at difference location of college)



Mechanisms for submission of online students' grievances:

Through College website portal:

Link for Online Grievance Form:

<https://haldiagovtcollege.org.in/grievance-redressal.php>

Screen shot of **Online Grievance Form** from college website:

https://haldiagovtcollege.org.in/grievance-redressal.php 70% ☆

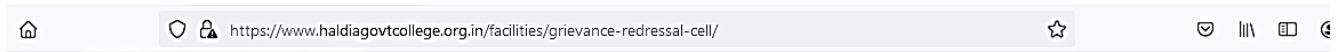
 **HALDIA GOVERNMENT COLLEGE**
AFFILIATED TO VIDYASAGAR UNIVERSITY
ESTD. 1988

Grievance for Student

Name	Your name..
Semester	Select
Subject/Department	Subject/Department
Contact (*)	Your Mobile
Email	Your Email
Grievance Type	General
Grievance Details (*)	Your Grievance Details
Enter Captcha (*)	 Need another security code? click
Submit	

Screenshot of “Grievance Cell” page of college website:

<https://www.haldiagovtcollege.org.in/facilities/grievance-redressal-cell/>



GRIEVANCE REDRESSAL CELL FUNCTIONS:-

- To accept written and relevant grievances from all the stakeholders related to the system.
- To analyze the nature of grievances and conduct formal enquiry as the case may be.
- To protect privacy and confidentiality of the complainant during the enquiry.
- To collect the facts through relevant sources in a fair and objective manner.
- To ensure timely disposal of every grievance application.

PROCEDURE FOR LODGING COMPLAINT AND THE MECHANISM OF REDRESSAL:-

- Receiving and recording complaints mainly through **ONLINE GRIEVANCE FORM**, e-mail and written contents in the **Grievance Cell drop box**.
- After receiving complaints the cell explores the complaints and grievances and verifies the facts and evidence provided.
- The cell facilitates communication with other related cells such as: Anti-Ragging Committee, ICC cell (if necessary) to address the issues concerned for more effective solutions and measures.
- The cell may arrange meetings and conference to resolve a complaint.
- The cell addresses the grievances within a reasonable time frame and submits the report to the competent authority.

FOR CONTACT AND COMMUNICATION

Write to us- hgcgrievancecell@gmail.com

COMPOSITION OF COLLEGE GRIEVANCE REDRESSAL CELL:-

Sl No.	Name	Designation	Position
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Activate Windows
Go to Settings to activate