

SUPREME KNOWLEDGE FOUNDATION GROUP OF INSTITUTIONS

GRIEVANCE REDRESSAL CELL MECHANISM

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GRIEVANCE REDRESSAL CELL MECHANISM

Supreme Knowledge Foundation Group of Institution has a Grievance Redressal Cell to address the Grievances of its stake holders. The stakeholders approach the cell to voice their grievances. A stakeholder may send his/ her grievance to the Director through an email grievance@skf.edu.in , or put the note in the grievance/ complaint/suggestion box .The cell redresses the problems by sorting out the problems judiciously at the earliest.

OBJECTIVE

The objective of the cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Cell has been constituted for the redressal of the problems reported by the stakeholders of the college with the following objective:

1. Encouraging the students, faculties and staff of SKFGI to express their grievances / problems freely and frankly, without any fear of victimization.
2. Grievance/ complaint /suggestion box is installed in front of the Administrative Block in which the victim, who may want to remain anonymous, puts in his/her grievance and suggestions for improving the academics/administration of the college.

SCOPE:

The Cell will deal with grievances received in writing or email from students, faculties and staff of SKFGI about any of the following matter:-

1. Academic matters
2. Financial Matters
3. Other matters(This may be related to certain misgivings about the condition of sanitation, preparation of food, availability of transport, etc)

FUNCTIONS:

The following are the functions of the Cell

1. The cases will be attended on the receipt complaints from the stake holders at the earliest.
2. The Cell will formally review all cases and will act accordingly as per policy of the College.
3. The Cell will give the report to the authority about the cases attended to and the number of pending cases, if any, which may require direction and guidance from higher authorities.

PROCEDURE FOR LODGING COMPLAINTS/ GRIEVANCES/SUGGESTIONS

1. A stakeholder may send his/ her grievance to the Director through an email grievance@skf.edu.in , or put the written complaint in the grievance/ complaint/suggestion box.
2. The Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

MEMBERS:

The cell comprises of the following members:

- 1 Prof. (Dr.) Amit Kr. Aditya, Director (ex- officio) - Chairperson
2. Mr. S. Guhathakurta, Registrar (ex- officio) – Convener
3. Prof. (Dr.) Rajib Bag, Dean, Students’ Affairs (ex- officio) – Member
4. Prof. (Dr.) T.K. Dey – Member
5. Prof. (Dr.) T. K. Sengupta – Member
6. Ms. Srirama Nandi, HOD, Dept of Humanities – Chairperson
7. Ms. Sukanya Dutta, Vice Principal, Diploma, SKF GI – Member

WOMEN'S GRIEVANCE REDRESSAL CELL MECHANISM

Supreme Knowledge Foundation Group of Institution has a Women's Grievance Redressal Cell. It has been established to address the grievances filed by its women students and employees. The Women's Grievance Cell also functions as the Internal Complaints Committee as per the Visakha guidelines.

OBJECTIVE

The objective of the Cell is to safeguard the rights of the female students, faculty and staff members and also to provide a platform for listening to their grievances. The Cell will look into developing a responsive and accountable attitude among all towards women in order to maintain a harmonious and healthy educational atmosphere in the institute.

The Cell will aim at:

- 1. Encouraging the women students, faculties and staff of SKFGI to express their grievances / problems freely and frankly, without any fear of victimization.**
- 2. Safeguarding the rights of female students, faculty and staff members.**
- 3. Providing a platform for listening to complaints and redressal of grievances.**
- 4. Ensuring a responsive and accountable attitude among all members towards women in order to maintain a harmonious educational atmosphere in the institute.**
- 5. Ensuring that no gender discrimination takes place at the Institute.**
- 6. Redressing grievances related to sexual harassment of women in workplace, if any (vide Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 and Visakha guidelines)**

FUNCTIONS:

- 1. The cases will be attended on the receipt of grievances from the complainer at the earliest.**
- 2. The Cell will formally review all cases and will act accordingly as per norms.**
- 3. The Cell will give the report to the authority about the cases attended to and the number of pending cases, if any, which may require direction and guidance from higher authorities.**
- 4. The committee shall provide full confidentiality to the complainer/ victim.**

PROCEDURE FOR LODGING COMPLAINTS/ GRIEVANCES/SUGGESTIONS

Grievances may be directly sent to the chairperson or any member of the Women's Grievance Redressal cell or may be put a written and signed complaint in the Grievance / complaint/ suggestion box kept in the main building for collecting grievances. In the second case these grievances may be forwarded to the Women's Grievance Cell after discussing in the Grievance Redressal Cell.

Members:

- 1. Ms. Srima Nandi – Chairperson**
- 2. Mr. S. Guhathakurta – Convener**
- 3. Ms. Sukanya Dutta – Member**
- 4. Ms. Pampa Pratihar – Member**
- 5. Ms Mousumi Chatterjee – Member**
- 6. Mr. Pradip Saha - Member**