



Phone : (03213) 272 275

BEJOY NARAYAN MAHAVIDYALAYA

(GOVT. SPONSORED)

NAAC ACCREDITED

P.O. ITACHUNA, DIST. HOOGHLY, PIN - 712147

website : www.bnmv.ac.in ★ e.mail ID : bnmv2012@yahoo.in


Ref. No.

Date.

Mechanism of Grievance redressal in Bejoy Narayan Mahavidyalaya

Any student or parents or staff member who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it.

- If there is no response within a stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to present his/her grievance to the college Grievance Redressal Cell.
- If the grievance is against the respective Head of the department/office, then the grievant may directly submit his/her grievance in the online mode,
- If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as to the concerned grievant. Depending on the seriousness of the problem, the issues are settled by the Cell in consultation with other members of the management, faculty and parents.
- If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request the parties to submit such additional information. If a resolution is not achieved through hearing, then it takes necessary steps to conduct an investigation of the facts giving rise to the grievance. Grievance Redressal Committee will have the right to interview witnesses,
- After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

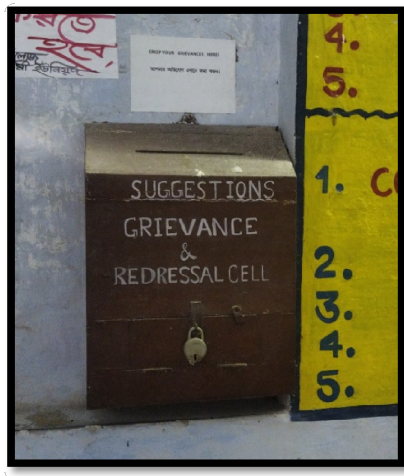

Principal 01-03-2023
Bejoy Narayan Mahavidyalaya
P.O.- Itachuna, Dt.- Hooghly

Procedure for lodging complaint:

- ✓ The students can lodge their grievance through online mechanism in the link provided below for lodging grievance –

<https://bnmv.ac.in/grievance.php>

- ✓ 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 those cases which have been forwarded along with the necessary documents.