

## Policy for Grievance Redressal

### Purpose

Any student of the Institute who believes that he or she underwent an injustice treatment, it is encouraged to seek resolution of the issue through procedures established by the college to maintain effective and supportive relationships between students and faculty/staff members. Students are encouraged to discuss perceived unfairness or situations at the level where it occurred.

### Grievable matters

A grievance is defined as a formal document submitted by a student against the institution claiming possible non-compliance with institutional policy and/or procedure either online (<http://bcrpc.net>) or through offline.

OFFLINE: A grievance submitted offline should be written as a letter duly signed by the grieving student. The letter should include the following:

- Description of incident.
- Names of individuals you believe are responsible.
- Date of situation.
- Any individuals who witnessed or have knowledge of the incidence.

ONLINE: A grievance may be submitted online through (<http://bcrpc.net>).

### Non-Grievable matters

A student may not use this procedure for grievances related to the following matters of claim of discrimination or other conduct that falls within the jurisdiction of the Sexual Misconduct or ragging.

As per the rules and regulations specified by AICTE/UGC students or other stake holders in a Technical Institute, Dr B. C. Roy College of Pharmacy and AHS, Durgapur has constituted its **GRIEVANCE REDRESSAL COMMITTEE (GRC)** constituting of staff members and students as mentioned below. The committee will enquire the nature and extent of grievance and resolve the grievance.

### *Functions and Responsibilities:*

**The objective of the Grievance Cell is to develop a responsive and accountable attitude in order to maintain a harmonious educational atmosphere in the college.**

- Any student may feel free to lodge a complaint.
- Complaint should be made to **GRIEVANCE REDRESSAL COMMITTEE** through offline or through online mode.
- The complaint should be in written in case of online mode.

### **REDRESSAL MECHANISM**

#### Offline

The complaint must be brought under the notice of any member of GRIEVANCE REDRESSAL COMMITTEE within 7 days of the incidence through a written format.



Upon receipt of complaint, the Secretary of the committee (GRC) will send a response to the complainant acknowledging the receipt of grievance within 4 days after the receipt of the complaint.



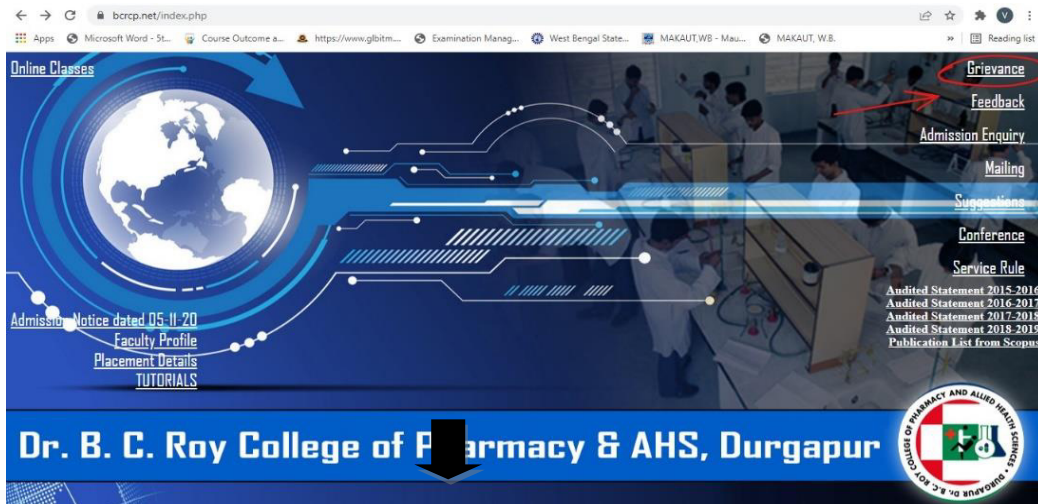
Based on the nature of complaint, the Secretary along with the members will enquire the issue within 15 days of the receipt of the complaint. The committee, as required may also call the person against which the complaint has been made. Final decision of the committee has to be communicated to complainant within 15 days of the receipt of the complaint.



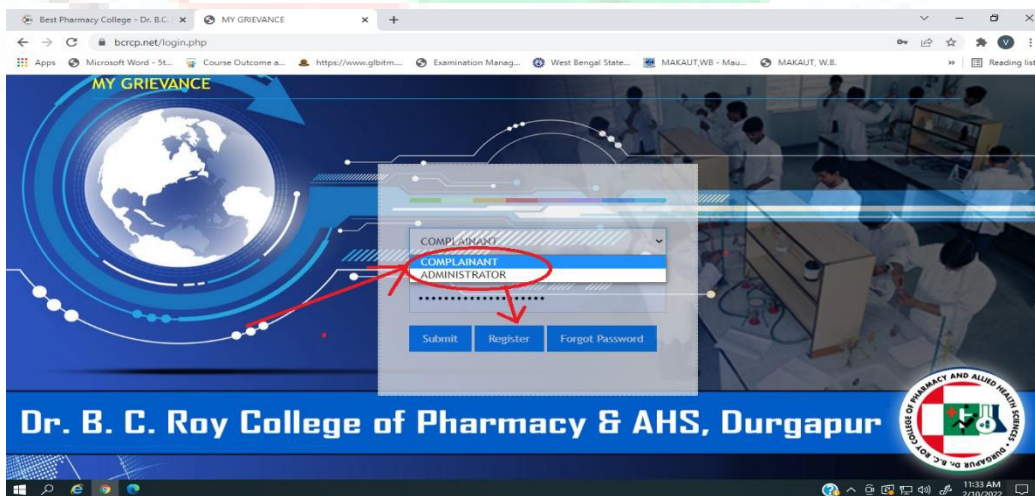
If the complainant is not satisfied with the decision of the redressal committee, he/she can submit an appeal to the Secretary within a week of the receipt of decision with all relevant details.

*Online through (<http://bcrp.net>)*

Step 1: Visit the website <http://bcrp.net> and click **Grievance**



Step 2: A window with a drop down is shown, select **COMPLAINANT**



Step 3: One has to register himself/herself in this regard

**MY GRIEVANCE**

**USER REGISTRATION**

Name:

User Type:

Department:   
  
B.Pharm  
M.Pharm

University Roll no:

Email:

Mobile:

User ID:

Password:

Confirm Password:

**BCRCP**

**Contact Us**

(0343) 2532678 / 2679

[info@bcrp.net](mailto:info@bcrp.net)

Step 4: Write the complaint

The complaint filed through online within 7 days of the incidence will reach the Registrar and upon receipt of complaint, it is should forward it to the **GREIVANCE REDRESSAL COMMITTEE OF THE INSTITUTE.**

Upon receipt of complaint, the **SECRETARY** of the Committee (GRC) will send a response to the complainant acknowledging the receipt of grievance within 4 days after the receipt of the complaint.

Based on the nature of complaint, the Secretary along with the members will enquire the issue within 15 days of the receipt of the complaint. The committee, as required may also call the person against which the complaint has been made. Final decision of the committee has to be communicated to complainant within 15 days of the receipt of the complaint through online mode.

If the complainant is not satisfied with the decision of the redressal committee, he/she can submit an appeal to the Secretary within a week of the receipt of decision with all relevant details.



### Timelines as per the Act

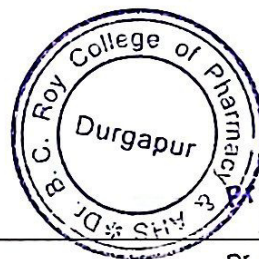
Submission of Complaint	Within 7 days of the incident
Notice to the Respondent	Within 4 days of receiving copy of the complaint
Completion of Inquiry	Within 20 days
Submission of Report by GRC	Within 10 days of completion of the inquiry
Implementation of Recommendations	Within 30 days
Appeal	Within 60 days of the recommendations

The timeline is same for online and offline mode.

### Grievance Redressal Committee (GRC)

2016-17

Name	Designation
Mr. Shyamapada Roy, Chairman	ASSITANT PROFESSOR
Mr. Hiranmoy Roy	REGISTRAR
Mr. Nihar Ranjan Pal	ASSITANT PROFESSOR
Mr. Soumen Banerjee	ASSITANT PROFESSOR
Mr. Shobhan Bose	ASSITANT PROFESSOR
Mrs. Rituparna Chaki Ghosh	ASSITANT PROFESSOR



*Roy*  
14/11/17

**Prof. (Dr.) Subhabrata Ray**  
Principal, M. Pharm, Ph.D.  
Dr. B. C. Roy College of Pharmacy & A.H.S.  
Bidhannagar, Durgapur-713206, Burdwan

2017-18

Name	Designation
Mr. Shyamapada Roy, Chairman	ASSITANT PROFESSOR
Mr. Hiranmoy Roy	REGISTRAR
Mr. Nihar Ranjan Pal	ASSITANT PROFESSOR
Mr. Soumen Banerjee	ASSITANT PROFESSOR
Mr. Shobhan Bose	ASSITANT PROFESSOR
Mrs. Rituparna Chaki Ghosh	ASSITANT PROFESSOR
Mr. Shyamapada Roy, Chairman	ASSITANT PROFESSOR



**2018-19**

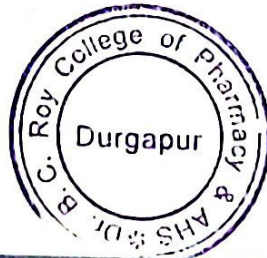
Name	Designation
Dr. Nilanjan Ghosh, Chairman	ASSOCIATE PROFESSOR
Mr. Sagar Sengupta, Coordinator	ASSOCIATE PROFESSOR
Mr. Shyamapada Roy	ASSITANT PROFESSOR
Mr. Saptarshi Dutta	ASSITANT PROFESSOR
Ms. Puja Mishra	ASSITANT PROFESSOR


**2019-20**

Name	Designation
Dr Nilanjan Ghosh, Chairman	Asso. Professor
Ms Puja Mishra	Assistant Professor
Mr Shyamapada Roy	Asso. Professor
Mr. Saptarshi Dutta	Assistant Professor

**2020-21**

Name	Designation
Dr Nilanjan Ghosh, Chairman	Asso. Professor
Ms Puja Mishra	Assistant Professor
Mr. Saptarshi Dutta	Assistant Professor



  
**Prof. (Dr.) Subhabrata Ray**  
Principal, M. Pharm, Ph.D.  
Dr. B. C. Roy College of Pharmacy & A.H.S.  
Bidhanagar, Durgapur-713206, Burdwan