



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 (<https://bcrpc.ac.in/>) 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:

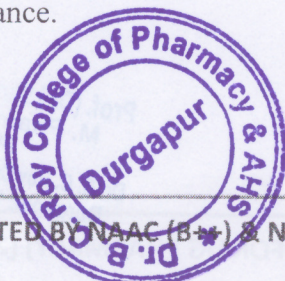
- Description of incident.
- Names of individuals you believe are responsible.
- Date of situation.
- Any individuals who witnessed or have knowledge of the incidence.

ONLINE: A grievance may be submitted online through (<https://bcrpc.ac.in/>).

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 it's GRIEVENCE 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.



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Principal
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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

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Upon receipt of complaint within 7 days of the incidence by any member of GRC, the member should forward it to the cell.



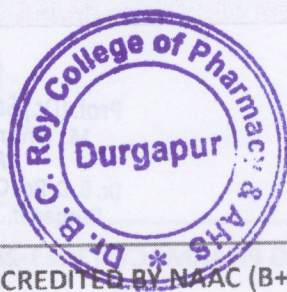
Upon receipt of complaint, the Secretary of the committee (GRC) will send a response to the complainant acknowledging the receipt of grievance within 4 days after the receipt of the complaint.



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 to 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.



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Approved by PCI & Affiliated to MAKAUT, WB and WBSCT&VE&SD
Dr. Meghnad Saha Sarani, Bidhannagar, Durgapur-713206, West Bengal (India)


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

Grievance Redressal Committee (GRC)

Name	Designation
Prof. Samir Kumar Samanta, Chairman	Professor
Mr. Sagar Sengupta, Member Secretary	Associate Professor
Dr. Abhik Si	Associate Professor
Mr. Saptarshi Dutta	Assistant Professor
Dr. Sagarika Deepthy T	Assistant Professor
Mr. Sanjoy Konar	Assistant Professor




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