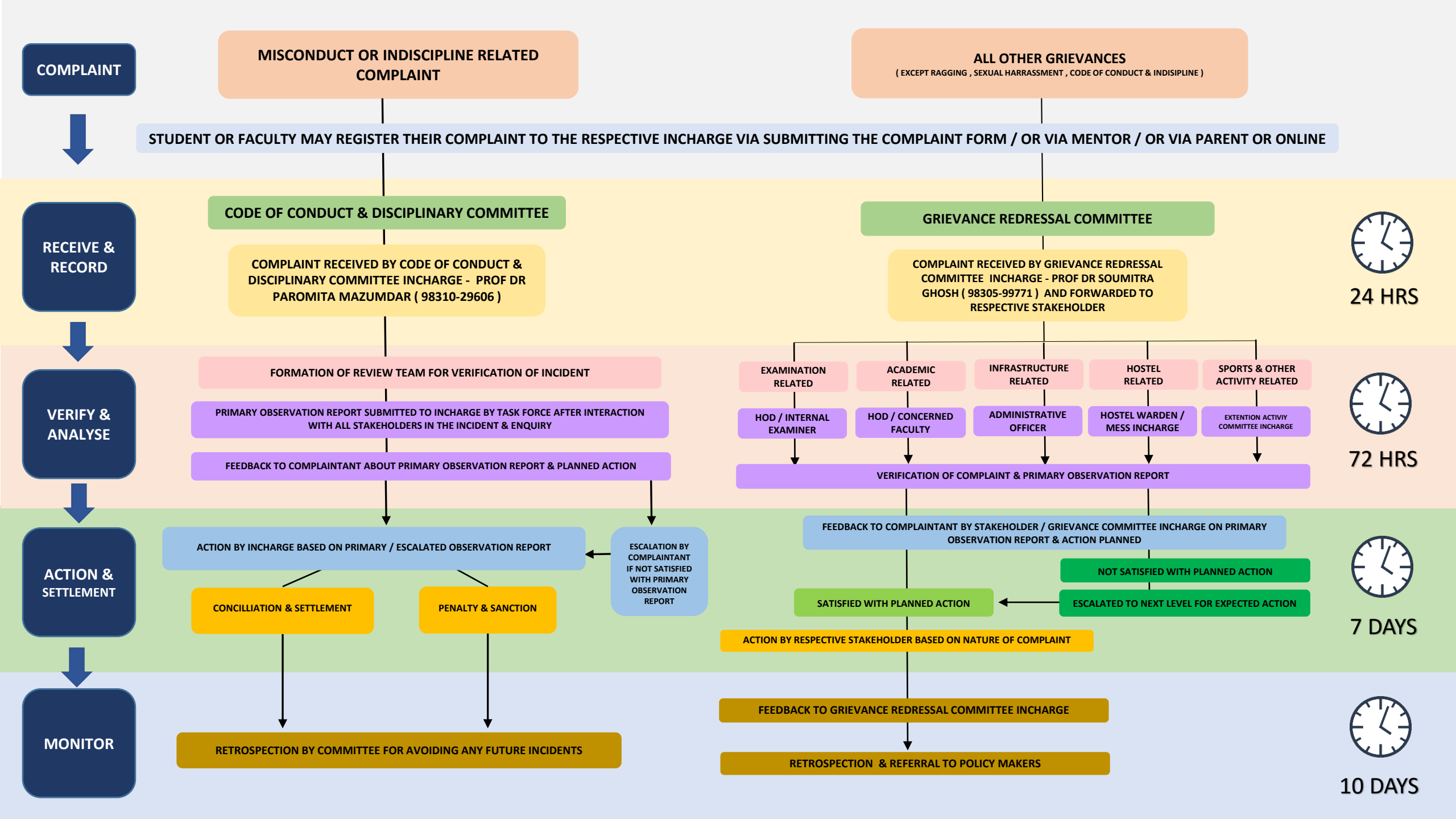
COMPLAINT
MISCONDUCT OR INDISCIPLINE RELATED COMPLAINT
ALL OTHER GRIEVANCES
(EXCEPT RAGGING , SEXUAL HARRASSMENT , CODE OF CONDUCT & INDISIPLINE)
STUDENT OR FACULTY MAY REGISTER THEIR COMPLAINT TO THE RESPECTIVE INCHARGE VIA SUBMITTING THE COMPLAINT FORM / OR VIA MENTOR / OR VIA PARENT OR ONLINE
RECEIVE & RECORD
CODE OF CONDUCT & DISCIPLINARY COMMITTEE
COMPLAINT RECEIVED BY CODE OF CONDUCT & DISCIPLINARY COMMITTEE INCHARGE - PROF DR PAROMITA MAZUMDAR (98310-29606)
GRIEVANCE REDRESSAL COMMITTEE
COMPLAINT RECEIVED BY GRIEVANCE REDRESSAL COMMITTEE INCHARGE - PROF DR SOUMITRA GHOSH (98305-99771) AND FORWARDED TO RESPECTIVE STAKEHOLDER
24 HRS
VERIFY & ANALYSE
FORMATION OF REVIEW TEAM FOR VERIFICATION OF INCIDENT
PRIMARY OBSERVATION REPORT SUBMITTED TO INCHARGE BY TASK FORCE AFTER INTERACTION WITH ALL STAKEHOLDERS IN THE INCIDENT & ENQUIRY
FEEDBACK TO COMPLAINTANT ABOUT PRIMARY OBSERVATION REPORT & PLANNED ACTION
EXAMINATION RELATED
ACADEMIC RELATED
INFRASTRUCTURE RELATED
HOSTEL RELATED
SPORTS & OTHER ACTIVITY RELATED
HOD / INTERNAL EXAMINER
HOD / CONCERNED FACULTY
ADMINISTRATIVE OFFICER
HOSTEL WARDEN / MESS INCHARGE
EXTENTION ACTIVIY COMMITTEE INCHARGE
VERIFICATION OF COMPLAINT & PRIMARY OBSERVATION REPORT
72 HRS
ACTION & SETTLEMENT
ACTION BY INCHARGE BASED ON PRIMARY / ESCALATED OBSERVATION REPORT
ESCALATION BY COMPLAINTANT IF NOT SATISFIED WITH PRIMARY OBSERVATION REPORT
CONCILLIATION & SETTLEMENT
PENALTY & SANCTION
FEEDBACK TO COMPLAINTANT BY STAKEHOLDER / GRIEVANCE COMMITTEE INCHARGE ON PRIMARY OBSERVATION REPORT & ACTION PLANNED
NOT SATISFIED WITH PLANNED ACTION
SATISFIED WITH PLANNED ACTION
ESCALATED TO NEXT LEVEL FOR EXPECTED ACTION
ACTION BY RESPECTIVE STAKEHOLDER BASED ON NATURE OF COMPLAINT
7 DAYS
MONITOR
RETROSPECTION BY COMMITTEE FOR AVOIDING ANY FUTURE INCIDENTS
FEEDBACK TO GRIEVANCE REDRESSAL COMMITTEE INCHARGE
RETROSPECTION & REFERRAL TO POLICY MAKERS
10 DAYS