



## **WOMEN'S CHRISTIAN COLLEGE**

**ESTD. : 1945**

6, GREEK CHURCH ROW  
KOLKATA - 700026

**Assessed & Reaccredited by NAAC (01.04.2019)**

**AISHE CODE: C-11920**

**PATRON: The Rt. Rev. Bishop of Calcutta**

**PRESIDENT: Dr. K. K. Mandi, M.Sc., Ph.D.**

**PRINCIPAL & SECRETARY: Dr. Ajanta Paul, M.A., Ph.D.**

e-mail: [wccollegekol@gmail.com](mailto:wccollegekol@gmail.com)

Phone: 2464-3341

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### **5.1.4. Proof related to Mechanisms for Submission of online /offline Students' Grievances**

Principal & Professor  
Women's Christian College  
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Women's Christian College is dedicated to fostering a fair, just and inclusive environment in the college campus, free from discord, discrimination and harassment, with a primary focus on the well-being of its students. The college has a transparent and structured mechanism functioning through different cells for timely redressal of student grievances including sexual harassment and ragging cases. By implementing this mechanism, the college strives to attain harmonious development of its student community.

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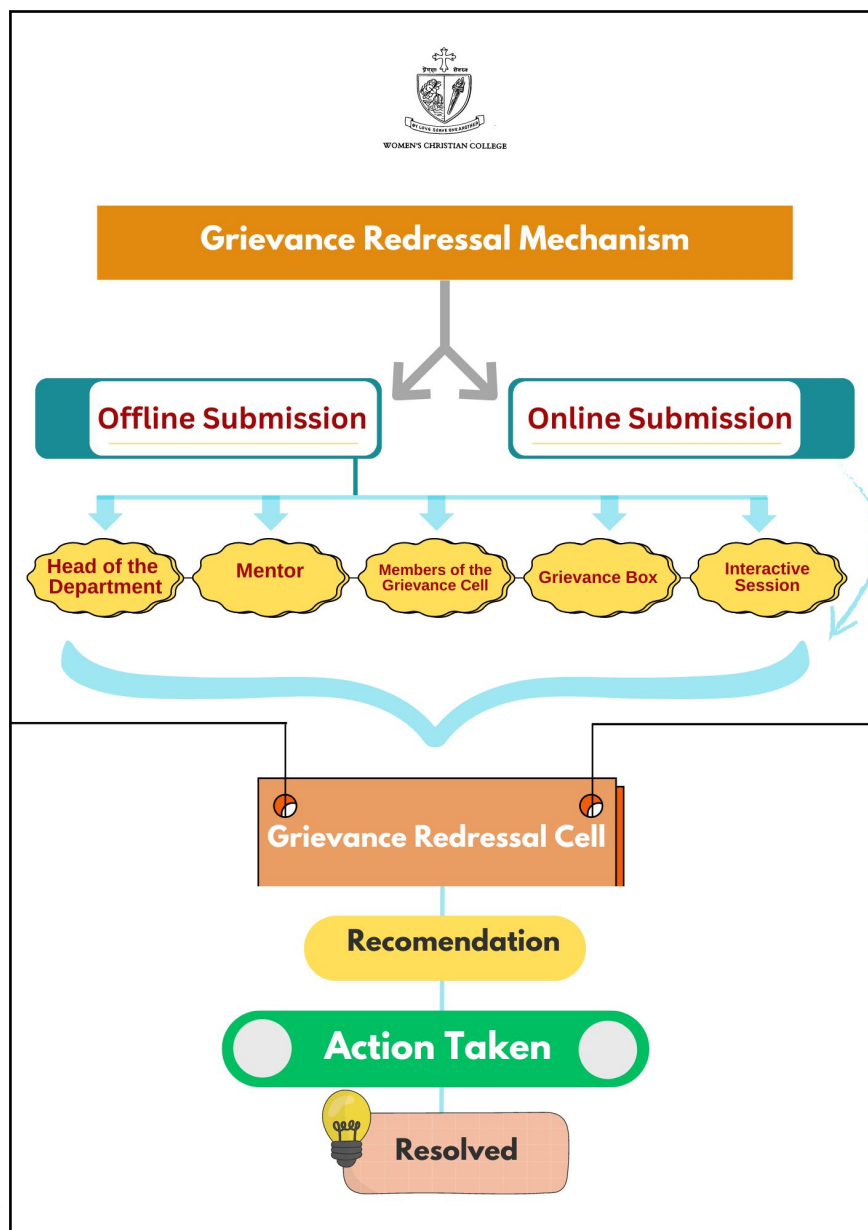
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## A) Grievance Redressal Cell

### Grievance Redressal Mechanism



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## Grievance Redressal Mechanism

### A. Submission of Grievance

Students can vent out their grievances in different ways.

- ❖ May lodge complaints in person to the concerned Head of the Department / the Mentor / any member of the Grievance Redressal Cell.
- ❖ May drop complaints/ grievances/suggestions (if any) anonymously in the **Grievance Box** which is located in the ground floor of the college.
- ❖ May voice concerns directly to the Principal and the members of the cell in the Interactive Session.
- ❖ May submit grievances online through the Grievance Redressal Form available on the college website.

### B. Discussion of the Grievance/s

The Convenor of the Grievance Redressal Cell convenes periodic meetings or urgent meetings, if necessary, which are chaired by the Principal of the College. The cell attempts to resolve the issue within 15 days of the receipt of the complaint. To sort out grievances (if any) of the student/ students following steps are taken.

- ❖ To get a comprehensive understanding of the issue a thorough discussion and review is undertaken.
- ❖ To investigate the issue, if required, in an unbiased and impartial way.

### C. Resolution of the Grievance/s

- ❖ to resolve the issue on the basis of discussion, review and investigation the Grievance Redressal Cell makes recommendations which are communicated to the aggrieved.

### D. Action

  
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- ❖ On the basis of recommendation of Grievance redressal Cell appropriate actions are taken for the resolution of the issue.

### E. Follow-up

- ❖ The implementation of actions to be done, decided in the meeting is monitored.

By providing a systematic and structured procedure for registering complaints, conducting investigations and finding resolutions the college strives to promote an equitable, fair and just educational environment in the campus.

### Offline Submission



### Online Submission

  
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Link of the online portal: <https://womenschristiancollege.net/grievance/>



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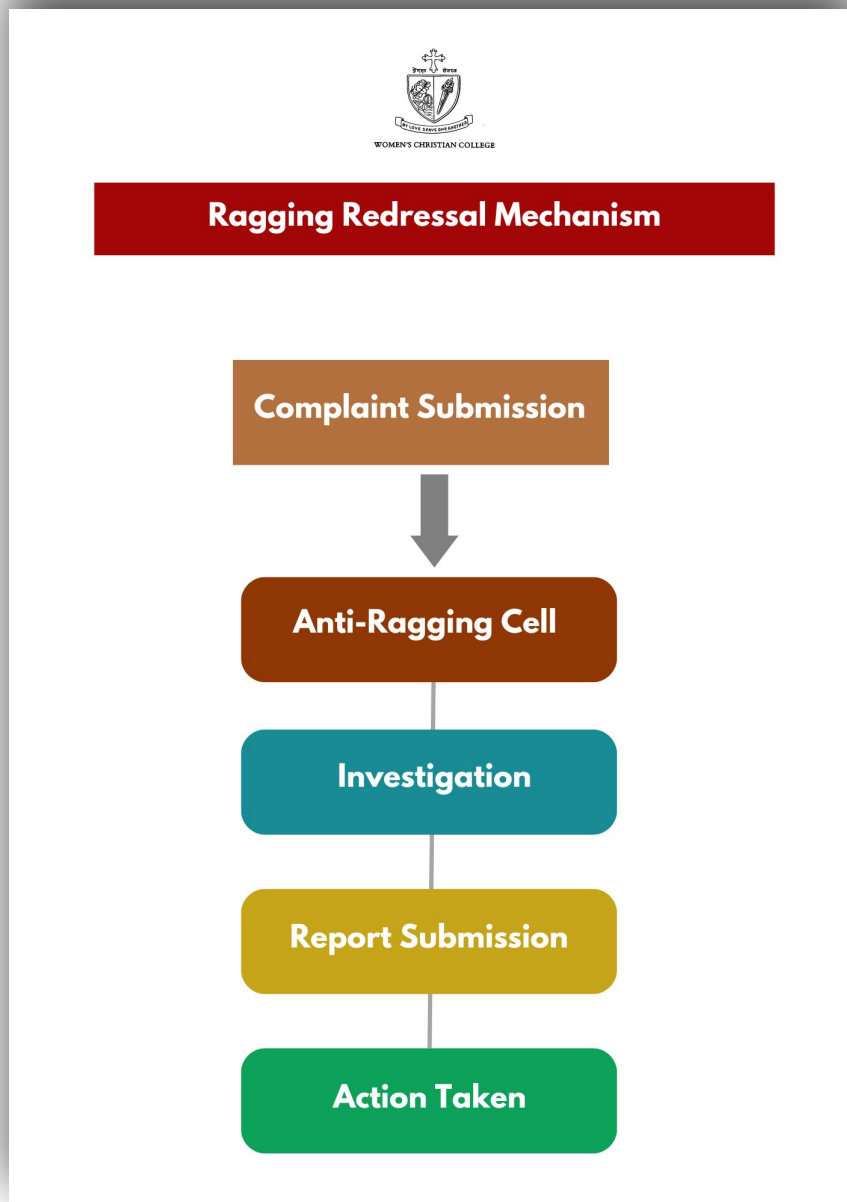
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## B)Anti-Ragging Cell

### Ragging Redressal Mechanism



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### ❖ Complaint Submission

A student may submit complaint either through the helpline or directly to any member of the Anti- Ragging Cell

### ❖ Investigation

After receiving the complaint, the cell makes a thorough investigation speaking with all the stakeholders.

### ❖ Report Submission

On the basis of findings, the cell prepares a report recommending action to be taken.

### ❖ Action Taken

Based on the report and recommendation of the cell, the college authority takes appropriate disciplinary action.

  
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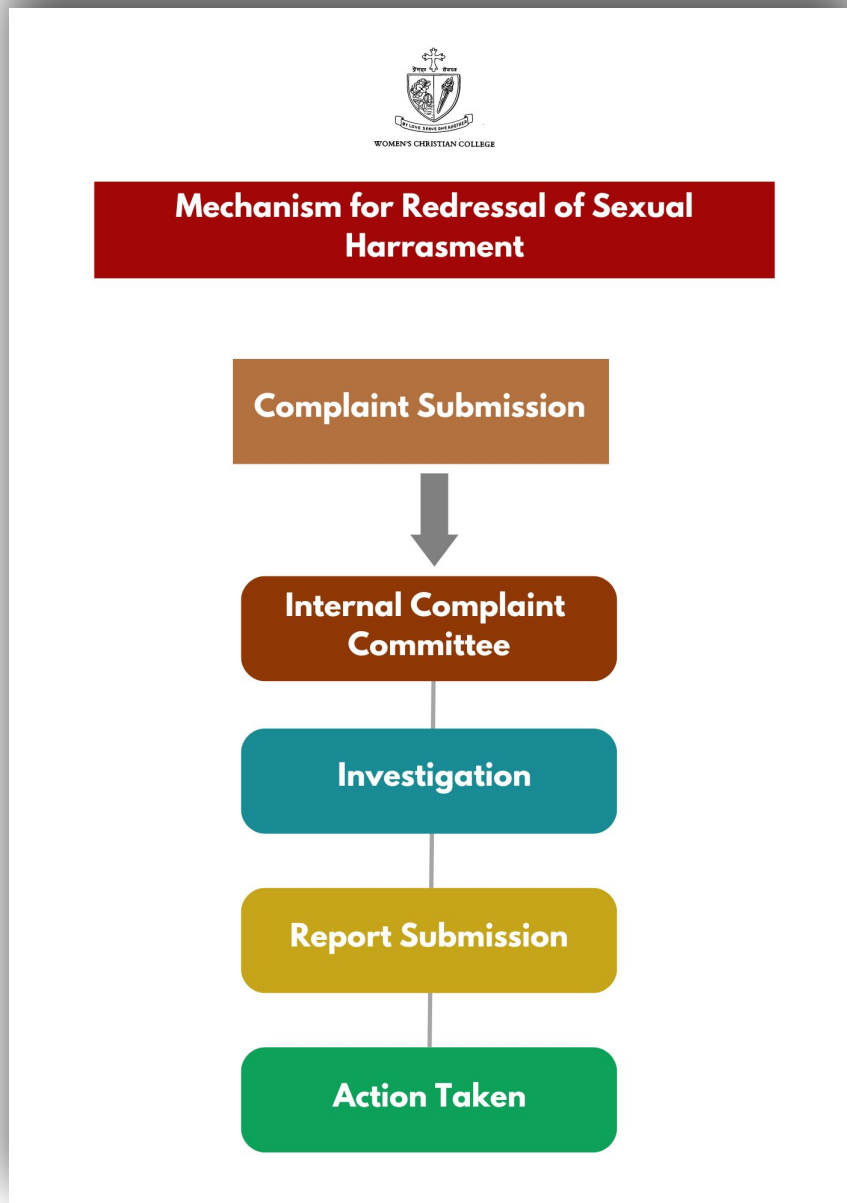
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## C) Internal Complaints Committee (ICC)

### Mechanism for Redressal of Sexual Harassment



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- ◆ An aggrieved woman may lodge a written complaint to the Principal or to any member of the Internal Complaints Committee.
- ◆ Upon the receipt of the complaint, the committee will investigate the case thoroughly.
- ◆ On the basis of the enquiry, the committee will prepare a report recommending a course of action.
- ◆ The college authority will act upon the recommendation of the committee

  
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