



Bharatiya Vidya  
**Bhavan**  
AGARTALA KENDRA

# **BHAVAN'S TRIPURA COLLEGE OF TEACHER EDUCATION**

(Recognised by N.C.T. E. & Affiliated to Tripura University, A Central University)

(Recognized by UGC under Section 2(f) & 12(B) of UGC Act, 1956)

P.O : Bimangarh (Narsingarh), Agartala, West Tripura, PIN - 799 015

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**Dr. Rajat Dey**  
Principal

Chairman

F.1(1)/Chairman/Policy/BVB/2021/6

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## **GRIEVANCE REDRESSAL POLICY**

The Grievance Redressal Cell has been developed to settle the grievances of the students within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student or group of students and redress it as per requirement. The students can state their grievances regarding any academic and non-academic matter within the campus to the Cell. The institution aims at solving the grievances of the students within stipulated time.

The Grievance Redressal Cell of Bhavan's Tripura College of Teacher Education was formally constituted in 2005 with ten members to look into the students grievances at an individual level as well as class level.

### **Objectives:**

- To redress the grievances at an individual or class level for their common interest.
- To redress complaints of students and parents as soon as they are received.
- To maintain a conducive, unprejudiced, affectionate educational environment in the institution.
- To create a healthy atmosphere for the smooth running of the institution.

### **The Procedure and Functions:**

- In case of any grievance, students can drop their written complaints in the suggestion box which is kept at a fixed suitable place in the college.
- The duty of the committee is to review the complaints and scrutinize properly.
- The cell has to enquire the cases and keep the records in a register. A file is maintained for this purpose.
- After reviewing the cases the same will be reported to the competent authority to take necessary and appropriate action.

  
(DR. RAJAT DEY)  
Principal  
Bhavan's Tripura College of  
Teacher Education  
Narsingarh, Agartala-799015

  
Debashis Chakraborty  
Chairman  
BHARATIYA VIDYA BHAVAN  
AGARTALA


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Students can put their grievances in the following areas.

- i. Academic matter.
- ii. Hygienic issue.
- iii. Minimum infrastructural facilities.
- iv. Disciplinary matter.


**Committee:**

1. President – Principal.
2. Co-ordinator – Senior faculty of Institution.
3. Member –
  - (a) 3 Teaching Staff.
  - (b) 2 Non-Teaching Staff.
  - (c) Class Representatives from B.Ed & D.El.Ed programme.



Shri. Debashis Chakraborty  
Chairman  
BVB, Agartala Kendra

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