



**Narula Institute of Technology**

81, Nilgunj Road, Agarpara, Kolkata-700109

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# **Supporting Documents**

## **Criteria: 5.1.5**

**A case study of grievance redressal**

To,  
The Convener

Grievance Redressal Committee  
Narula Institute of Technology


Dear Sir,

I, Arpita Bhattacharjee (CSE 2A, Rollno 32). I want to lodge a complaint against Sudeshna Das (CSE 2B) regarding her behavior. Today when I went to the class room of CSE 2B for collecting notes at approximately 12.50 pm her bag fell from the desk by me unintentionally. She was furious. I have apologised for my mistake but she ~~it~~ was not even listening to me. She used very aggressive and used derogatory words to me.

Hence I request you to look into the matter and take strict action against her.

Yours sincerely  
Arpita Bhattacharjee  
CSE 2A, 32

Kolkata  
Date: 12.9.2017

  
Principal  
NARULA INSTITUTE OF TECHNOLOGY  
91, Nilguni Road, Anarpara, Kol-109

# Narula Institute of Technology

81, Nilgunj Road, Agarpara,  
Kolkata-700109

Minutes of the Meeting Held on 13.9.2017 at 2:30 pm in the conference room

on verification of the complaint lodged on 12.9.2017

**Members Present:**

1. Prof. (Dr.) Biman Mukherjee, Chairperson, Grievance Redressal Committee
2. Ms. Suchismita Maiti, Convener, Grievance Redressal Committee
3. Ms. Debjani Chakraborty, CSE, member, Internal complaint committee
4. Mr. Jayanta Pal, HOD, CSE

Grievance redressal committee has convened a meeting on 13.9.2017 at 2:30 pm in the conference room for the for the verification information of the grievance lodged on 12.9.2017.

Ms. Suchismita Maiti, convener, Grievance redressal committee welcomed all the members to the meeting. The following agenda has been discussed in the meeting.

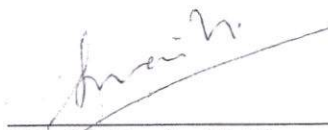
**Agenda 1:** Verification information of the complaint, lodged on 12.9.2017 by Arpita Bhattacharjee, student, B. Tech. 2<sup>nd</sup> year CSE, against Sudeshna Das, student, B. Tech 2<sup>nd</sup> year CSE regarding her misbehavior in the classroom.

**Resolution:** Ms. Debjani Chakraborty and Mr. Jayanta Pal have stated that they have talked to some of the students who were present in the classroom at the time of the matter. They have confirmed that Sudeshna Das was very aggressive at the time and she also used derogatory words in spite of Apita's apology for the unintentional matter. Ms. Suchismita Maiti stated that the complaint hence is regarded asa verified one. After discussing the matter, it has been



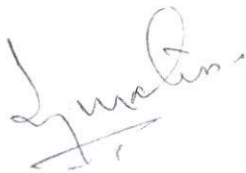
decided that both the students would be called for a meeting on 14.9.2017 for the final redressal.

The meeting ended with a vote of thanks to the chair and the members present in the meeting.



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Ms. Suchismita Maiti  
Convener, Grievance redressal committee



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Prof. (Dr.) Biman Mukherjee  
Chairperson, Grievance Redressal Committee



**Principal**  
**NARULA INSTITUTE OF TECHNOLOGY**  
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Minutes of the Meeting held on 14.9.2017 at 11:30 am in the conference room  
on wrapping up of full redressal of the complaint lodged on 12.9.2017

**Members Present:**

1. Prof. (Dr.) Biman Mukherjee, Chairperson, Grievance Redressal Committee
2. Ms. Suchismita Maiti, Convener, Grievance Redressal Committee
3. Dr. B. K. Medya, IT, convener, Anti-ragging committee
4. Ms. Sarmistha Basu, convener, Internal complaint committee
5. Ms. Debjani Chakraborty, CSE, member, Internal complaint committee
6. Mr. Jayanta Pal, HOD, CSE
7. Arpita Bhattacharjee, student, B. Tech 2<sup>nd</sup> year CSE
8. Sudeshna Das, student, B. Tech 2<sup>nd</sup> year CSE

Grievance redressal committee has convened a meeting on 14.9.2017 at 11:30 am in the conference room for the final redressal of the grievance lodged on 12.9.2017. Members from anti-ragging committee, internal complaint committee, disciplinary committee and the HOD's from the respective department of the involved students have been invited to the meeting. Ms. Suchismita Maiti, convener, Grievance redressal committee welcomed all the members to the meeting. The following agenda has been discussed in the meeting.

**Agenda 1:** Redressal of the complaint, lodged on 12.9.2017 by Arpita Bhattacharjee, student, B. Tech. 2<sup>nd</sup> year CSE, against Sudeshna Das, student, B. Tech 2<sup>nd</sup> year CSE regarding her



misbehavior in the classroom.

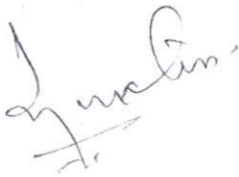
**Resolution:** Ms. Suchismita Maiti stated that the complaint has been verified. After discussing the matter, Sudeshna Das was called to the meeting. She was thoroughly counseled by the members and was warned about the consequences of such behavior towards her classmate. She was convinced about her deeds. Then the complainant was called and Sudeshna Das apologized for her behavior. The complainant stated that she had no further grievances. The grievance was redressed. A report of the redressal shall be submitted to the principal.

The meeting ended with a vote of thanks to the chair and the members present in the meeting.



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Ms. Suchismita Maiti  
Convener,  
Grievance redressal committee



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Prof. (Dr.) Biman Mukherjee  
Chairperson, Grievance Redressal Committee

