



# Siliguri Institute of Technology

## INTERNAL COMPLAINT COMMITTEE EVEN SEMESTER REPORT FOR THE YEAR 2020-21

Number of complaints of sexual harassment: NIL

Number of cases disposed off: NIL

Number of cases pending: NIL

Nature of action taken: N/A



Handwritten signature of the Chairperson, dated 21/06/21.

Chairperson

**Internal Complaint Committee**

Director  
Siliguri Institute of Technology



## ACTION TAKEN REPORT

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/02)

Meeting Date: 24.2.21; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:

Conveners

Minutes Issued By: Conveners

SL. NO.	AGENDA	RESOLUTION	ACTION TAKEN
1	Status Report up to current month	To be prepared by Shrabani Paul	Prepared by her
2	Proposal for holding awareness camp	Needs to be deferred due to pandemic	Deferred
3	Any other issue deemed important by the committee members	No resolution taken as no complaints filed	N/A

Banani Adhikari (Das) Shrubani  
5.3.21

Full Signature with Date



## Signature Roll of the Meeting

Committee Name:

REF. NO.: (SIT/ICC/2020-21/01)

Meeting Date: 24.2.21; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:  
Conveners

SL. NO.	NAME OF THE MEMBER (as per committee list)	POSITION IN THE COMMITTEE	MEMBER DESIGNATION	FULL SIGNATURE WITH DATE
1.	Dr. Banani Das Adhikary	Convener	Associate Professor	Virtual Mode NO Sign
2	Dr. Shuvendu Dey	Convener	Asst Professor	..
3	Shrabani Paul	Member	Asst Professor	..
4	Sharmistha Mandal	Member	Asst Professor	..
5	Sucharita Das	Member	Asst Professor	..
6	Sujit Chatterjee	Member	HR Manager	..
7	Pinaki Sarkar	Member	Librarian	..

Note: Mark as "ABSENT" in case absence of any member/s in the last column.

Banani Adhikari (Das)  
24.2.21  
Coordinator & Convener Full Signature with date:  
.....

Shuvendu Dey  
24.2.21



## MINUTES OF THE MEETING

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/02)

Meeting Date: 24.2.21; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:  
Conveners

Minutes Issued By: Conveners

Meeting Purpose/Agendas:

1. Status Report up to current month
2. Proposal for holding awareness camp
3. Any other issue deemed important by the committee members

I. **Member Present: Shrabani Paul, Sarmistha Mandal, Sucharita Das, Sujit Chatterjee, Pinaki Sarkar**

II. **Member Absent: Nil**

III. **Approval of last Minutes of the Meeting (MoM): Approved**

IV. **Review of Action Taken Report on the last MoM: Review done**

V. **Key Discussion Points on present agendas (Items/Knowledge Shared):**

1. Complaints
2. Awareness camp

VI. **Final Decision Made (What, Why, Impacts):**

1. It was found that till date no complaint has been lodged by any faculty/staff members/students
2. The proposal for holding the awareness camp was discussed as it was still pending due to pandemic situation. It was decided that the same would be held when the situation normalizes.

VII. **Miscellaneous Items (if any): Nil**

VIII. **Next Steps: (Task, Assigned to, Checkpoint Date): Status Report and Action Taken report to be prepared by Shrabani Paul by 01.3.2021**

Banani Adhikari (Das)  
26.2.21

Coordinator & Convener Full Signature with date:

Shrabani Paul  
26/2/21



## Notice-Call for Meeting

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/02)

Meeting Date: 24.2.21; Meeting Time: 11 AM; Meeting Venue: Virtual mode;

Subject: Notice

Address to: Chairperson, Conveners, Members

Copy to: Director, SIT

### Meeting Agendas:

1. Status Report up to current month
2. Proposal for holding awareness camp
3. Any other issue deemed important by the committee members

Banani Adhikari (Dy)  
19.2.21

Convener Full Signature with date: .....

Shuvendu Das  
19/2/21



# Siliguri Institute of Technology

## INTERNAL COMPLAINT COMMITTEE ODD SEMESTER REPORT FOR THE YEAR 2020-21

Number of complaints of sexual harassment: NIL

Number of cases disposed off: NIL

Number of cases pending: NIL

Nature of action taken: N/A

A handwritten signature in black ink, followed by the date '17-12-20' written below it.

**Chairperson**

**Internal Complaint Committee**

Director  
Siliguri Institute of Technology





## ACTION TAKEN REPORT

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/01)

Meeting Date: 16.7.20; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:  
Conveners

Minutes Issued By: Conveners

SL. NO.	AGENDA	RESOLUTION	ACTION TAKEN
1	Status Report up to current month	To be prepared by Pinaki Sarkar	Prepared by him
2	Any other issue deemed important by the committee members	No resolution taken as no complaints filed	N/A

Banani Adhikari (Das) 23-7-20

Name of the Coordinator & Convener

 23/7/20

Full Signature with Date



## Signature Roll of the Meeting

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/01)

Meeting Date: 16.7.20; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:  
Conveners

SL. NO.	NAME OF THE MEMBER (as per committee list)	POSITION IN THE COMMITTEE	MEMBER DESIGNATION	FULL SIGNATURE WITH DATE
1.	Dr. Banani Das Adhikary	Convener	Associate Professor	Virtual Mode - 20/07/20
2	Dr. Shuvendu Dey	Convener	Asst Professor	"
3	Shrabani Paul	Member	Asst Professor	"
4	Sharmistha Mandal	Member	Asst Professor	"
5	Sucharita Das	Member	Asst Professor	"
6	Sujit Chatterjee	Member	HR Manager	"
7	Pinaki Sarkar	Member	Librarian	"

Note: Mark as "ABSENT" in case absence of any member/s in the last column.

*Banani Adhikari (Das)*  
16-7-20

*Shuvendu Dey*  
16/7/20

Coordinator & Convener Full Signature with date:

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# Siliguri Institute of Technology

## MINUTES OF THE MEETING

Committee Name: Internal Complaint Committee

REF. NO.: (SIT/ICC/2020-21/01)

Meeting Date: 16.7.20; Meeting Time: 11 AM; Meeting Venue: Virtual mode; Meeting Facilitator:

Conveners

Minutes Issued By: Conveners

Meeting Purpose/Agendas:

1. Status Report up to current month
2. Any other issue deemed important by the committee members

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- I. **Member Present:** Shrabani Paul, Sarmistha Mandal, Sucharita Das, Sujit Chatterjee, Pinaki Sarkar
  - II. **Member Absent:** Nil
  - III. **Approval of last Minutes of the Meeting (MoM):** Approved
  - IV. **Review of Action Taken Report on the last MoM:** Review done
  - V. **Key Discussion Points on present agendas (Items/Knowledge Shared):**
    1. Complaints
    2. Awareness camp
  - VI. **Final Decision Made (What, Why, Impacts):**
    1. Awareness camp to be organized only when students come to the college regularly
    2. Members expressed satisfaction as no complaints were registered with the committee
  - VII. **Miscellaneous Items (if any):** Nil
  - VIII. **Next Steps: (Task, Assigned to, Checkpoint Date):** Status Report and Action Taken report to be prepared by Pinaki Sarker by 22.7.2020

✓ Banani Adhikari (Day)  
20/7/20  
Coordinator & Convener Full Signature with date:

Shuvendu  
20/7/20

# SILIGURI INSTITUTE OF TECHNOLOGY

## CIRCULAR

Ref. No- Admin/2020/01/38.  
Date: 05/03/2020

This is to inform all concerned that a revised **Internal Complain Committee** has been formed with the following members. The roles and responsibilities will be unchanged.

Chairperson

Director-SIT

Convener

Dr. Banani Adhikari Das  
Dr. Subhendu Dey

Members

Ms. Shrabani Pal  
Ms. Sharmistha Mandal  
Ms. Sucharita Das  
Mr. Sujit Chatterjee  
Mr. Pinaki Sarkar

  
Director  
Siliguri Institute of Technology

Director  
Siliguri Institute of Technology  
Cc to: All Concerned



## NOTICE

Ref. no. SIT/PO/NOTICE-2020-21/225

Date: 20.10.2020

This is to inform all concerned that **GRIEVANCE REDRESSAL COMMITTEE** has been constituted with effect from 01.11.2020 to resolve issues related to student's problems, grievances from employees and develop a responsive and accountable attitude among the all stakeholders in order to maintain a harmonious educational atmosphere in Institute. The following will be the constitution and guidelines of the Committee.

### Preamble:

The All India Council for Technical Education (AICTE) has made it mandatory for all its affiliated institutions to put grievance redressal mechanisms in place so that "each institute is able to receive and dispose of grievance online."

Grievance Redressal cell deals with all types of grievances, complaints and malpractices including those received from Students, Faculty and other Stake holders.

### Objective:

The principle objective of grievance redressal cell is to provide a platform where all the stakeholders can express their difficulties and concerns independently and freely. Stake holder is having full right to register his/ her complaint, if he/ she is not satisfied with academic and administrative activities of the institution including complaints of ragging, complaints of violation of norms and standards.

The Grievance Cell enables a student/ employee to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the institute. The Grievance Cell of SIT desires to promote and maintain a conducive and harmonious educational environment.

### Scope:3

The GRC deals with Grievances received in writing from students about any of the following matters:

- (1) **Academic matters:** Related to timely use of duplicate mark sheet (DMC), transfer certificate, conduct certificate and other examination related matters.
- (2) **Financial matters:** Related to dues and payments for various items from fee clerk, library, etc.
- (3) **Library matters:** Issue and return of books, syllabus, photocopy and university question papers.
- (4) **Other matters:** Related to certain misgivings about conditions of sanitations, preparation of food in Canteen, availability of transport, victimization by teachers etc.





# Siliguri Institute of Technology

Members:

STUDENT GRIEVANCE REDRESSAL CELL			
Sl. No.	Members Name	Designation by Profession	Position in Committee
1	Ms. Ruparna Dutta	B.Tech ECE	Jt Convener
2	Mr. Pritam Sharma	B.Tech IT	Jt Convener
3	Mr. Bikram Ghosh	B.Tech CSE	Member
5	Ms. Riya Sarkar	MBA	Member
4	Ms. Pritam Das	B.Tech EE	Member
6	Mr. Asif Iqbal	B.Tech CE	Member

EMPLOYEE GRIEVANCE REDRESSAL CELL			
Sl. No.	Members Name	Designation by Profession	Position in Committee
1	Dr. Manas Saha	Assistant Professor, ECE	Jt Coordinator
2	Mr. Debayan Nandi	Assistant Professor, MBA	Jt Coordinator
3	Ms Santana Guha	Assistant Professor, MBA	Member
4	Ms. Aditi Sengupta	Assistant Professor, ECE	Member
5	Ms. Banhisikha Das	Assistant Professor, CE	Member

Note: As per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg. and also as per the Section 10(k) of the All India Council for Technical Education Act, 1987.

**Terms of Members:** Two years for nominated members.

**Meetings:** At least two times in every semester and as & when necessary.

**Role and Responsibility:**

- (1) To develop an organizational framework to resolve Grievances of Students and other stakeholders.
- (2) To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
- (3) To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- (4) To establish structured interactions with students to elicit information on their expectations.
- (5) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
- (6) To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
- (7) Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- (8) Suggestion / complaint Box is already installed outside the Chamber of the Principal in the Administrative Block in which the Students, who want to remain anonymous, put in writing their



grievances and their suggestions for improving the Academics / Administration in the College. Also they can ascertain their complaints in the Institute website.

- (10) The cases will be attended promptly on receipt of written grievances from the students / employees.
- (11) The cell formally will review all cases and will prepare statistical reports about the number of cases received and maintain all necessary documents.
- (12) The cell will give report to the HOD through Coordinator - Student Affairs about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### Procedure for lodging complaint:

- (1) The students may feel free to put up a grievance in the website /writing and drop in the Grievance Box or handover to the Coordinator of the Cell.
- (2) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### Standard operating procedure (SOP):

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance. If there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Institute Grievance Redressal Cell. If the grievance is against the respective Head of department, then the grievant may directly submit his/her grievance through the website /writing or submit in person in a sealed envelope to the Coordinator of Grievance Redressal Cell.

### Follow up & monitoring:

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

### Scrutiny:

Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/individual, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.



## **Call for hearing:**

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/individual or upon the Grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

## **Investigation:**

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

## **Final decision:**

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application and pass the resolution to the HOI indicating the reasons for such resolution, as may be deemed fit.

## **Communicating the decision:**

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

## **Closure of complaint:**

The complaint shall be considered as disposed off and closed when:

1. the grievant has indicated the acceptance of the resolution;
2. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.





# Siliguri Institute of Technology

## Modus operandi:

1. The Committee/Cell/Council will be reporting to Coordinator - Student Affairs as SPOC w.r.t. the office order (Ref. No. SIT/PO/2020-21/141 dated 19.08.2020) to discuss and resolve issues of committee & inter-disciplinary nature on regular basis.
2. The Coordinator - Student Affairs will report to HOI with all required details.
3. The HOI may call the individual committee for meeting as and when deemed fit by the same.

20.10.2020

**Dr. Pradosh Kumar Advaryy**  
Director

CC: Director, Administrator, All HoDs/In-charges, Co-ordinator IQAC, TPO, Librarian, System Admin



## ACTION TAKEN REPORT

Committee Name: Grievance Redressal Committee

REF. NO.: SIT/GRC/2020-21 /01

Meeting Date: 23/11/2020

Meeting Time: 4.30 PM onwards

Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)

Minutes Issued By: Jt. Coordinator

SL. NO.	AGENDA	RESOLUTION	ACTION TAKEN
1	Online class problem due to network issues	The house decided to request the head of the departments to arrange for uploading of recorded lectures especially for the subjects having conceptual content so that students missed the regular lectures can view that when they will get the network.	Ms. Santana Guha called up all the HODs on 25 <sup>th</sup> November 2020 for making request of uploading video lecture links in the online classrooms. Message received from the HODs that most classroom already are having good number of lecture links.

Dr. Manas Saha

27.11.20

Debayan Nandi

23/11/2020

27.11.20

Name of the Coordinator & Convener

Full Signature with Date



## MINUTES OF THE MEETING

Committee Name: Grievance Redressal Committee

REF. NO.: SIT/GRC/2020-21 /01

Meeting Date: 23/11/2020

Meeting Time: 4.30 PM onwards

Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)

Meeting Facilitator: Mr. D. Nandi Minutes Issued By: Jt. Coordinators

1. Meeting Purpose/Agendas: To discuss the courses of action of the committee
2. To discuss Scope and modus operandi of the committee.

- I. **Member Present: 09**
- II. **Member Absent: 02**
- III. **Approval of last Minutes of the Meeting (MoM): NA**
- IV. **Review of Action Taken Report on the last MoM: NA**

V. **Key Discussion Points on present agendas (Items/Knowledge Shared):**

Mr. D. Nandi welcomed all the new members of these committees. Explained the roles and responsibilities of the members, modus operand, procedure for lodging complaint, standard operating procedure, monitoring, scrutiny, call for hearing, investigation, final decision, Communicating the decision, closure of complaint etc. to all.

The members present in the house informed that a good number of students are unable to attend the online classes due to network issues.

- VI. **Final Decision Made (What, Why, Impacts):** The issue raised by the student cell members related to non availability of network during online classes were noted sympathetically. The house decided to request the head of the departments to arrange for uploading of recorded lectures especially for the subjects having conceptual content so that students missed the regular lectures can view that when they will get the network.

VII. **Miscellaneous Items (if any):** Next Meeting Date : 17/02/2021 at around 3 PM

VIII. **Next Steps: (Task, Assigned to, Checkpoint Date) :** Ms. Santana Guha by 25/11/2020

*Delsan Wam* 23/11/2020   
Coordinator & Convener Full Signature with date:



## ACTION TAKEN REPORT

Committee Name: Grievance Redressal Committee  
REF. NO.: SIT/GRC/2021-22 /02  
Meeting Date: 17.02.2021  
Meeting Time: 2.30 PM onwards  
Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)  
Subject: Review of the functioning of the GRC

Minutes Issued By: Jt. Coordinator

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SL. NO.	AGENDA	RESOLUTION	ACTION TAKEN
			No grievance noted

Dr. Manas Saha 

17.02.21

  
Debayan Nandi

17.02.21

Name of the Coordinator & Convener

Full Signature with Date





## MINUTES OF THE MEETING

Committee Name: Grievance Redressal Committee

REF. NO.: SIT/GRC/2021-22 /02

Meeting Date: 17.02.2021

Meeting Time: 2.30 PM onwards

Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)

Subject: Review of the functioning of the GRC

Meeting Facilitator: Mr. D. Nandi Minutes Issued By: Jt. Coordinators

1. Meeting Purpose/Agendas: To discuss the courses of action of the committee
2. To discuss Scope and modus operandi of the committee.

I. **Member Present: 07**

II. **Member Absent: 04**

III. **Approval of last Minutes of the Meeting (MoM): NA**

IV. **Review of Action Taken Report on the last MoM: NA**



V. **Key Discussion Points on present agendas (Items/Knowledge Shared):**

Mr. D. Nandi once again explained the roles and responsibilities of the members, modus operand , procedure for lodging complaint, standard operating procedure, monitoring, scrutiny, call for hearing, Investigation, final decision, communicating the decision, closure of complaint etc. to all. The student members present in the house informed that they are highly interested to attend the physical classes as online classes are becoming monotonous for most of the students.

VI. **Final Decision Made (What, Why, Impacts):** The issue raised by the student cell members related to monotonous online classes as students are missing the physical classes. But this forum is not in a position to take any decision in this regard.

VII. **Miscellaneous Items (if any):** Next Meeting Date : 29/06/2021 at around 3 PM

VIII. **Next Steps: (Task, Assigned to, Checkpoint Date) :**

 17/2/2021   
Coordinator & Convener Full Signature with date:



## ACTION TAKEN REPORT

Committee Name: Grievance Redressal Committee

REF. NO.: SIT/GRC/2021-22 /03

Meeting Date: 29.06.2021

Meeting Time: 3.30 PM onwards

Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)

Subject: Review of the functioning of the GRC

Minutes Issued By: Jt. Coordinator

SL. NO.	AGENDA	RESOLUTION	ACTION TAKEN
1	Ms. Riya Sarkar of MBA Department mentioned that it is becoming difficult for the MBA students to undergo Summer Internship program in online mode as they are not so proficient in MIS	The issue raised by the student cell members related to internship were addressed to the T&P cell by Mr. D. Nandi	T&P cell members assured that they will speak to the industry experts so that training related to functional areas (specializations) can be extended to the MBA students.
2	Mr. Mr. Asif Iqbal of CE department mentioned that they are also finding it difficult to pursue internship as most companies are not accepting their applications.	The issue raised by the student cell members related to internship were addressed to the T&P cell by Mr. D. Nandi	T&P cell members assured that they are trying their level best to arrange internship for the students in engineering.

  
Dr. Manas Saha

  
Debayan Nandi

Name of the Coordinator & Convener

03.07.21

03.07.21

Full Signature with Date





## MINUTES OF THE MEETING

Committee Name: Grievance Redressal Committee

REF. NO.: SIT/GRC/2021-22 /03

Meeting Date: 29.06.2021

Meeting Time: 3.30 PM onwards

Meeting Venue: Google Meet (<https://meet.google.com/hzb-phcp-txa>)

Subject: Review of the functioning of the GRC

Meeting Facilitator: Mr. D. Nandi Minutes Issued By: Jt. Coordinators

1. To discuss the regular courses of action of the committee
2. To discuss the grievances noted by any member

I. **Member Present: 08**

II. **Member Absent: 03**

III. **Approval of last Minutes of the Meeting (MoM): NA**

IV. **Review of Action Taken Report on the last MoM: NA**

V. **Key Discussion Points on present agendas (Items/Knowledge Shared):**

Mr. D. Nandi invited the students and faculty members to share if anyone has any grievance on any issues related to well being of institute life.

Student cell member Ms. Riya Sarkar of MBA Department mentioned that it is becoming difficult for the MBA students to undergo Summer Internship program in online mode as they are not so proficient in MIS.

Mr. Mr. Asif Iqbal of CE department mentioned that they are also finding it difficult to pursue internship as most companies are not accepting their applications.

VI. **Final Decision Made (What, Why, Impacts):** The issue raised by the student cell members related to internship will be addressed to the T&P cell so that some arrangements can be done

VII. **Miscellaneous Items (if any):** Next Meeting Date : 30/11/2021 at around 3 PM

VIII. **Next Steps: (Task, Assigned to, Checkpoint Date) :** Mr. D.Nandi agreed to talk to T&P cell within a week.

*Debajit Sanyal* 29/6/2021

Coordinator & Convener Full Signature with date: