



BENGAL SCHOOL OF TECHNOLOGY

Approved by Pharmacy Council of India, New Delhi

Affiliated to: Maulana Abul Kalam Azad University of Technology (MAKAUT) (Formerly known as West Bengal University of Technology) & West Bengal State Council of Technical and Vocational Education and Skill Development (WBSCT&VE&SD)

Accredited by NAAC with "A" Grade, Accredited by NBA for B. Pharm

Sugandha, Delhi Road, Near Chinsurah Railway Station, Dist: Hooghly-712 102, West Bengal

Estd: 2006

Date: 17.01.2025

BST Grievance Redressal Committee

An Institutional level Grievance Redressal Committee is constituted by the Head of the Institution with the following members for redressal of the problems reported by the students of Institution.

Sl No	Name	Designation	Status	Contact No
1.	Mr. Surajit Nag	Member Governing Body	Ombudsperson	9263631439
2.	Dr. Paramita Dey	Professor	Chairperson	9051477424
3.	Dr. Suchandra Goswami	Professor	Member	8173843528
4.	Dr Sudip K. Kar	Assoc. Professor	Member	9830357354
5.	Dr Atanu Chatterjee	Assoc. Professor	Member	6291910580
6.	Mr. Sovanlal Sengupta	Social worker	Member	9831910035
7.	Ms. Soujanya Ghoshal	Student of B Pharm 4 th year	Member	7980096467
8.	Mr. Subinoy Bag	Administrative Officer	Member	7605036747

Roles and Responsibilities:

- Receiving grievances and redressal of the grievances of the students in appropriate manner
- Conduct an investigation into the complaint appropriately
- Opportunities should be given to all those who are having grievances to present their grievances giving them appropriate patient hearing
- Initiate measures for maintaining a strife free environment in the campus
- Initiate measures for maintaining cordial relationship with proper decorum between students and teachers and between student and student
- Install suggestion/complaint boxes in prominent places in the institutional campus for anonymous grievance mechanism
- Grievances of academic nature with suggestions for improvement of the academics/administration/infrastructure/library facilities and grievances of all nature (both offline and online) need to be given adequate space
- Advise and counsel students for maintaining a healthy and academic friendly campus for the smooth classwork, to nurture their career for a holistic growth of the institution
- Counsel students and staffs to maintain the dignity and respect of the classmates/co-faculty, respecting each other in dignified and professional friendly manner
- Counsel the students to develop sense of respect to ethics in special reference to the code of ethics, code of conduct as demanded by the profession of Pharmacy
- Maintain desired confidentiality of all matters with regard to Grievance Redressal mechanism
- Unbiased opinion and redressal of grievances of any nature irrespective of gender, class, year of study etc.
- Make proper documentation of all grievances and its redressal system with findings and recommendation for consideration by the HOI (Head of the Institution)
- Maintain transparency of the investigation protocols and procedures

To promote the causes to develop desired brotherhood amongst the students irrespective of caste, creed, and other parameters