



## Criterion 5 – Student Support and Progression

**5.1 .4 The Institution Has A Transparent Mechanism  
For Timely Redressal Of Student Grievances  
Including Sexual Harassment And Ragging Cases**

**Proof Related To Mechanism For  
Submission Of Online/Offline  
Students' Grievances**



Officer-in-Charge  
Darjeeling Govt. College



**OFFLINE PROCEDURE FOR GRIEVANCE SUBMISSION**



**Students' grievance drop-box for male students**



*P. Jinnellama*  
**Officer-in-Charge**  
**Darjeeling Govt. College**



Government of West Bengal  
Office of the Principal  
Darjeeling Government College  
Darjeeling - 734 101, West Bengal, INDIA.

Phone / Fax : (0354) 2254078  
(0354) 2254019  
Email : dgc.principal@gmail.com



Students' grievance drop-box for female students

**ONLINE LINK FOR SUBMISSION OF STUDENTS' GRIEVANCE :**

<http://www.darjeelinggovernmentcollege.com/userfiles/file/Grivance%20form.pdf>



Officer-in-Charge  
Darjeeling Govt. College



Government of West Bengal  
Office of the Principal  
Darjeeling Government College  
Darjeeling - 734 101, West Bengal, INDIA.

Phone / Fax : (0354) 2254078  
(0354) 2254019  
Email : dgc.principal@gmail.com

Students in distress due to ragging-related incidents can contact:

The Officer-in-Charge, Darjeeling Government College

or

John Kapil Chettri, Nodal Officer/ Convener Anti Ragging Committee

Mobile Number: 8967100882

For any other information regarding ragging, please visit the UGC website i.e. [www.ugc.ac.in](http://www.ugc.ac.in)  
and [www.antiragging.in](http://www.antiragging.in)

**Contact details regarding complaints to ANTI-  
RAGGING COMMITTEE about ragging as notified  
in the college website**

**RESPECTIVE LINK :**

<http://www.darjeelinggovernmentcollege.com/anti-ragging-cell.html>



**Officer-in-Charge  
Darjeeling Govt. College**



**Procedure for submission of complaint to ICC as notified in college website**

**Procedure for complaint**

- In case of any sexual harassment, as stated by the law the Complainant must give a **written complaint** in the given format by the College.
- For OFFLINE :The Complainant can take the form from the College office or college website and put it in the drop box of the ICC/Greevance Redressal Committee.
- For ONLINE email it to the provided email ID of the ICC, which is [iccdgc23@gmail.com](mailto:iccdgc23@gmail.com). (ICCDGC23@gmail.com)
- **Only written complaints will be considered. Any other form of complaint other than written will not be accepted.**

In special cases, if the complainant is unable to write, the complaint may be oral. In such cases, it shall be documented in writing by the ICC member receiving the complaint and the same shall be authenticated by the complainant under her dated signature or thumb impression, as the case may be. The members of the Committee shall maintain confidentiality about the proceedings conducted by them.

**ONLINE LINK FOR ICC COMPLAINT FORM :**

[http://www.darjeelinggovernmentcollege.com/userfiles/file/Complaint\\_form\\_ICC.pdf](http://www.darjeelinggovernmentcollege.com/userfiles/file/Complaint_form_ICC.pdf)



Officer-in-Charge  
Darjeeling Govt. College