



গড়গাঁও মহাবিদ্যালয়
GARGAON COLLEGE
NAAC accredited with 'B' Grade

Grievances Redressal Committee
Gargaon College, Simaluguri-785686
Session 2022-2023





গড়গাঁও মহাবিদ্যালয়
GARGAON COLLEGE
NAAC accredited with 'B' Grade

About the Committee:

The Gargaon College Students' Grievances Redressal Committee functions to look into the grievances lodged by any student of the college. Students may approach the committee to voice their grievances regarding academic matters, library and other services provided in the college. Any form of dissatisfaction on the part of the students can be informed to the committee. The committee also looks into the matters of harassment. Anyone with a genuine grievance may approach the coordinator or member of the Students' Grievance committee. 'Students' Complaint Box' is installed at the college campus so that the students can put their complaints in written form in the Box. The committee then redresses the grievances promptly and judiciously. As a result of this mechanism, the college has pleasant surrounding atmosphere and good work culture with inherent friendliness and mutual understanding among the students.



Objectives:

The main objective of the Grievances Redressal Committee is to promote and maintain a favourable and harmonious educational environment among the students. The Students' Grievances Redressal Committee is constituted for the redressal of the problems reported by the students of the College. This is with the following objectives in mind,

(i). The Committee is formed in order to keep a healthy working atmosphere amongst staff, students and parents.

(ii)The Committee helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and honestly without any fear of victimization.

(iii)To keep the dignity of the college high by ensuring a conflict-free atmosphere in the College by promoting good student-student relationships and student-teacher relationships.



(iv) To ensure effective solutions to the student grievances with an unbiased and open-minded approach.

(v) In order to advise Students of the College to respect each other and be patient whenever any occasion of conflict arises.

(vi) To advise all the students to avoid to stir up students against other students, teachers and College administration.

(vii) Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal. Ragging complaints will be handled as per ragging rules.

(viii) Woman harassment complaints will be handled as per government guidelines by respective section.



(ix) Students can complain about matters related to certain misgivings about the conditions of sanitation, preparation of food in the canteen and hostel, canteen services and hygiene, classroom facilities, cleanliness in and around the college campus, victimization by teachers, examination related matters, financial matters related to dues and payments etc.

Functions:

(i) Complaint Box is installed in the College campus in which the students, who want to remain anonymous, can put in writing their grievances and their suggestions also for improving the academics/administration in the College.

(ii) Students can lodge a complaint.

(iii) The person concerned can personally approach to any member of the Committee and can write an application and submit to the Coordinator for grievances of any kind.



(iv) The Committee will review all cases and will act formally accordingly as per the College Management Rule.

(v) The Committee will give a report to the college authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities of the college.

Exclusions:

The Students Grievances Redressal Committee shall not entertain the following issues:

(i) Decisions of the Executive Council, Academic Council, Board of Studies and other administrative or academic committees constituted by the Dibrugarh University, decisions of the Gargaon College Governing Body and other academic and administrative bodies constituted by the College, including IQAC.

(ii) Decisions with regard to the award of scholarship, fee concessions, medals etc.



গড়গাঁও মহাবিদ্যালয়
GARGAON COLLEGE
NAAC accredited with 'B' Grade

(iii) Decisions made by the college with regard to disciplinary matters and misconduct.

(iv) Decisions of the college authority about the admissions in any courses offered by the college.

(v) Decisions by competent authority on assessment and examination result.

14. STUDENT GRIVANCES REDRESSAL COMMITTEE				
SL. NO	NAME	DESIGNATION	MOBILE NO.	SIGNATURE
1	Dr. Sabyasachi Mahanta	Chairman		
2	Dr. Ranjana Gogoi	Coordinator	9435055461	<i>Ranjana</i>
3	Dr. Meghali Borah	Member	9435154251	<i>M Borah</i>
4	Mr. Nilutpal Chutia	Member		<i>N Chutia</i>
5	Mr. Rituraj Tahu	Member	8011346790	<i>R Tahu</i>
6	Dr. Rituraj Neog	Member	8402934549	<i>Rituraj Neog</i>
7	Dr. Chirantan Bhagawati	Member	8080557801	<i>C Bhagawati</i>
8	Dr. Ankur Dutta	Member	9002971002	<i>A Dutta</i>
9	Ms. Sujata Goala	Member	9954336154	<i>S Goala</i>
10	Ms. Ankika Dutta	Member	9954272431	<i>A Dutta</i>
11	Mr. Ankur Gogoi (Zoology)	Student Representative	9365062681	
12	Ms. Puja Konwar (Zoology)	Student Representative	7002534391	

Surajit Sainia → Co.ordinator IQAC → 8876215595

[Signature]
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)



গড়গাঁও মহাবিদ্যালয়
GARGAON COLLEGE
NAAC accredited with 'B' Grade

ONLINE GRIEVANCE PROCEDURE

<https://gargaoncollege.ac.in/pdf/iqac/aqar-data/2022-23/online%20grievances.pdf>