



GARGAON COLLEGE
AFFILIATED TO DIBRUGARH UNIVERSITY

***Grievance Redressal
Report***

Period: 2019 - 2024

Background

The Gargaon College has developed a platform for different stakeholders of the institution to seek redressal of their grievances as a part of its initiatives for quality improvement towards its mission of achieving excellence in higher education. The grievances can be filed either in online or offline mode.

A grievance committee is designated with the role of receiving the grievances/complaints and initiating corrective actions. Accordingly, once the grievance has been submitted, the committee takes up the issue. Based on the type of grievances received which include teaching/learning, library, hostels, administration, infrastructure, sports and other facilities, the committee takes a final resolution to solve the issues to the extent possible.



In case of minor grievances, the grievance is addressed by the competent authority within a period of 3-5 working days whereas major grievances take nearly 30 days or more. Stakeholders can provide their feedback on the quality of resolution of a grievance through "Satisfied" / "Dissatisfied" option. If they are dissatisfied with the grievance resolution, same can be escalated to the higher authority.

Grievance Redressal Committee

The following Committee has been constituted for grievance redressal

SL. NO	NAME	DESIGNATION	MOBILE NO.	SIGNATURE
1	Dr. Sabyasachi Mahanta	Chairman		
2	Dr. Ranjana Gogoi	Coordinator	9425055461	<i>Ranjana Gogoi</i>
3	Dr. Meghali Borah	Member	9435154251	<i>Meghali Borah</i>
4	Mr. Nilutpal Chutia	Member		<i>Nilutpal Chutia</i>
5	Mr. Rituraj Tahu	Member	8011349790	<i>Rituraj Tahu</i>
6	Dr. Rituraj Neog	Member	8402934549	<i>Rituraj Neog</i>
7	Dr. Chirantan Bhagawati	Member	8080559801	<i>Chirantan Bhagawati</i>
8	Dr. Ankur Dutta	Member	7002971002	<i>Ankur Dutta</i>
9	Ms. Sujata Goala	Member	9954336154	<i>Sujata Goala</i>
10	Ms. Ankika Dutta	Member	9954272431	<i>Ankika Dutta</i>
11	Mr. Ankur Gogoi (Zoology)	Student Representative	9365062681	
12	Ms. Puja Konwar (Zoology)	Student Representative	7002534391	

Surajit Saikia → Co.ordinator IQAC → 8876215595

S. S. S.
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)

Objectives:

The main objective of the Grievances Redressal Committee is to maintain a favourable and harmonious educational environment among the students as well as different stakeholders of the institute, including teachers, employees, parents. The Grievances Redressal Committee endeavors to take every possible steps for the redressal of the problems reported by the different stakeholders in the College.

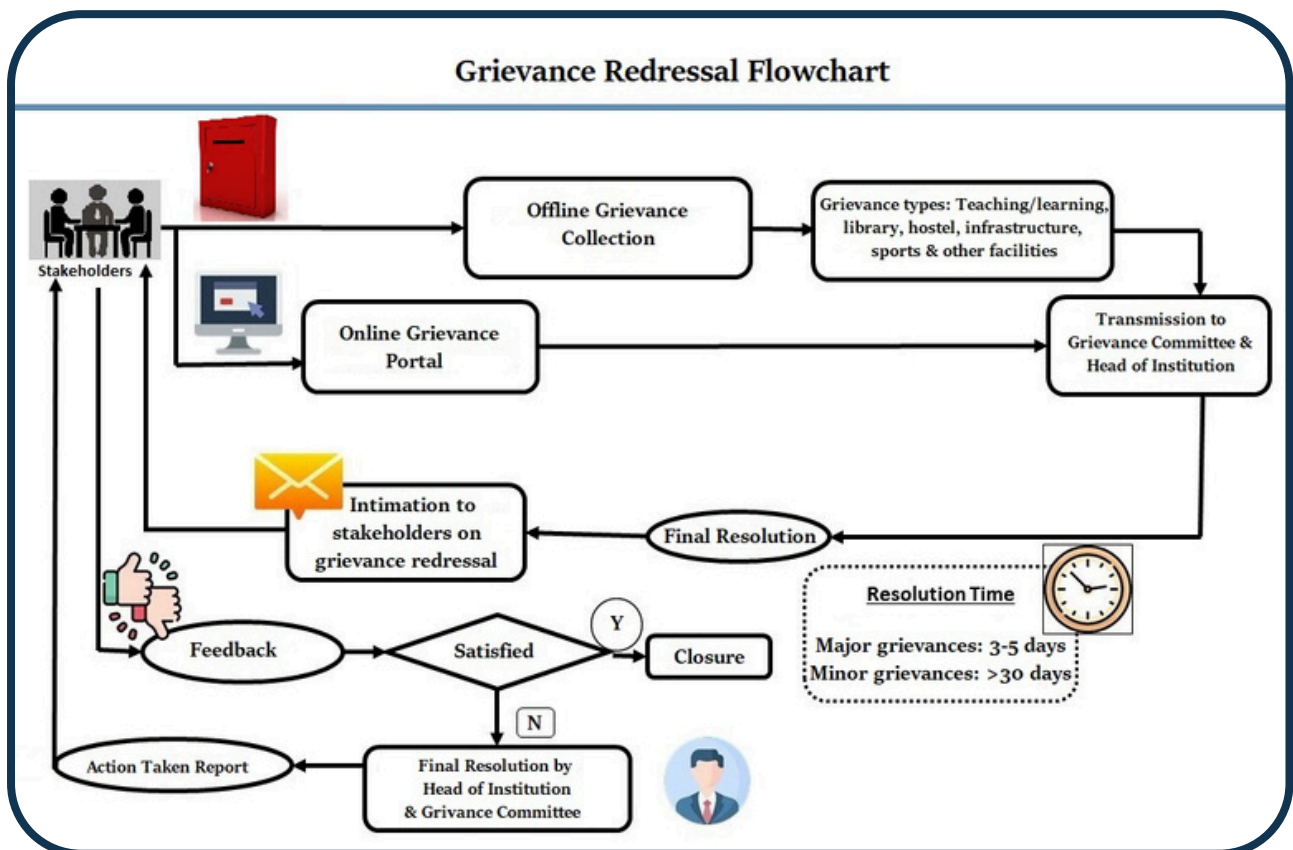
Grievance Redressal Committee

These main objectives of the Committee are enlisted below:

- The Committee is formed in order to keep a healthy working atmosphere amongst staff, students and parents.
- The Committee helps Students to record their complaints and solve their problems related to academics, resources, personal grievances freely and honestly without any fear of victimization.
- To keep the dignity of the college high by ensuring a conflict-free atmosphere in the College by promoting student-teacher relationships.
- To ensure effective solutions to the students' open-minded approach.
- To develop integrity within students' community and encourage the students of the College to respect each other and be patient whenever any occasion of conflict arises.
- To prevent students from agitating with other students, teachers and College administration.
- Prevention of ragging in any form 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.
- Resolve woman harassment complaints as per government guidelines by respective section.
- Students can complain about matters related to of sanitation, preparation of food in the canteen and hostel, canteen services and hygiene, cleanliness in classroom & college campus, victimization by teachers, examination related matters, financial matters related to dues and payments etc.

Methodology for Grievance Redressal

For Grievances Redressal, a mechanism is adopted which begins with the collection of grievances, followed by a step-by-step procedure of resolving the issue. The overall mechanism is highlighted in the flow chart below:



Collection of grievances:

The grievances are collected either in online or in offline mode. In the online mode of grievance collection, a Google Form is prepared for collecting grievances which is uploaded in the Grievance Portal of the official website of the Institute. In the offline mode, the grievances are collected through hardcopies in Complaint Boxes installed in the College campus.

Methodology for Grievance Redressal

Evaluation of grievances:

The grievances collected in online or in offline mode are then transmitted to Grievance Committee for evaluation. The Committee sits once in a month and discusses the grievances received and prepare a strategy for a follow up action. The head of the Institution takes the final resolution on the decisions and instructs the committee to initiate the actions to resolve the issues.

Action & feedback:

Once a resolution is taken, the committee endeavors to accomplish the tasks at the earliest possible. For minor grievances it takes a time period of 2-3 days whereas in case of major grievances it takes around 30 days or more for resolving the issue. After the issue is resolved, the committee undertakes a satisfactory survey from the stakeholders. If the stakeholders are satisfied with the grievance redressal, the Committee decides to close the issue whereas in case the stakeholder is dissatisfied, the issue is again sent to the Head of the Institution for further necessary actions.

Action taken report:

After resolving the issues, the Committee prepares an Action Taken Report highlighting the steps taken to resolve the issue and the feedback received in the satisfactory survey.

Minutes of Grievance Meetings

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Minutes of Meeting - 1

Date: 19-09-2019

An offline meeting of Grievance Committee was held on 19th August, 2019. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee. Dr. Mahanta pointed out the significance of an efficient and transparent grievance redressal mechanism.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor

Item No. 01 Discussion on acquiring grievance in offline format

The Chairperson requested the members to formulate a procedure for grievance collection and redressal. Accordingly the committee decided to collect the grievances in complaint boxes and sit once every month to discuss the complaints and resolve the issues.

Resolution No. 1 Resolved that grievances shall be collected from different stakeholders in complain boxes and seat once every month to discuss the complaints and resolve the issues.

Item No. 2 Implementation of grievance redressal mechanism

The members decided to prepare list of activities for developing an efficient grievance redressal system. The committee decided that minor grievances will be resolved within a time span of 3-4 days and

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major grievances will be resolved in around 30 days or more. Committee also emphasized the need for each members to actively participate and distribute the tasks of evaluating the grievances and monitor the progress of the redressal mechanism.

Resolution No. 2 Resolved to develop an efficient grievance redressal system wherein minor grievances will be resolved within a time span of 3-4 days and major grievances will be resolved in around 30 days or more.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)



Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
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Minutes of Meeting - 2

Date: 04-03-2020

An offline meeting of Grievance Committee was held on 4th March, 2020. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee. Dr. Mahanta pointed out the significance of online grievance redressal mechanism for quality enhancement.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on acquainting online grievances

The Chairperson requested the members to discuss about different steps necessary for developing the online grievance portal. The members decided to prepare a Google form to collect online grievances. Accordingly, the members prepared a questionnaire in order to collect the grievances of different nature through the Google form.

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Resolution No. 1 Resolved to prepare a questionnaire in Google form in order to collect the grievances of different nature through an online portal.

Item No. 2 Implementation of online grievance system

The members decided to make the online grievance system efficient through periodic evaluation. Moreover, members decided that after resolving the complaints, a satisfaction survey will be conducted whereby feedbacks shall be collected from the complainants.

Resolution No. 2 Resolved to make the online grievance system efficient through periodic evaluation and after resolving the complaints, a satisfaction survey will be conducted whereby feedbacks shall be collected from the complainants.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)



Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
IQAC, Gargaon College

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Minutes of Meeting - 3

Date: 04-11-2020

An offline meeting of Grievance Committee was held on 4th November, 2020. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee. Dr. Mahanta pointed out the need of quick redressal of grievances to encourage the youths considering the growing mental stress among the youths due to COVID pandemic.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on grievances received during the session

The Chairperson requested the members to discuss the grievances received during the session. The members evaluated the grievances and decided to take immediate steps to resolve the issues.

Resolution No. 1 Resolved to take immediate steps to resolve the grievances of different nature collected through the online portal.

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Item No. 2 Preparation of action taken reports

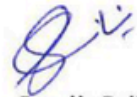
The members discussed the steps taken to resolve the grievances obtained in previous session and accordingly prepare an action taken report.

Resolution No. 2 Resolved to prepare an action taken report to highlight the steps taken to resolve the grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)



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Minutes of Meeting - 4

Date: 10-02-2021

An offline meeting of Grievance Committee was held on 10th February, 2021. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee. Dr. Mahanta appreciated the steps taken to resolve the issues addressed by the students during the COVID period.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on grievances received during the session

The Chairperson requested the members to discuss the grievances received during the session. The members evaluated the grievances and decided to take immediate steps to resolve the issues.

Resolution No. 1 Resolved to take immediate steps to solve the grievances of different nature collected through the online portal.

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Item No. 2 Preparation of action taken reports

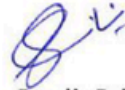
The members discussed the steps taken to resolve the grievances obtained in previous session and accordingly prepare an action taken report.

Resolution No. 2 Resolved to prepare an action taken report to highlight the steps taken to resolve the grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



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Minutes of Meeting - 5

Date: 08-12-2021

An offline meeting of Grievance Committee was held on 08th December, 2021. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on installation of new students' complaint boxes

The committee decided to install new students' complaint boxes in different locations within the college premise. The members also decided to evaluate the grievances and take immediate steps to resolve the issues.

Resolution No. 1 Resolved to install new students' complaint boxes in different locations within the college premise.

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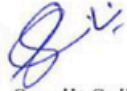
Item No. 2 Prepare a Complaint Letter Format for online and offline grievance

The members decided to prepare Complaint Letter Format for online and offline grievances. The offline grievances shall be collected through the complaint boxes whereas for online grievance, the complaints will be collected in a Google Form format.

Resolution No. 2 Resolved to prepare Complaint Letter Format for online and offline grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.


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Principal & Chairperson, IQAC
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Minutes of Meeting - 6

Date: 20-12-2021

An offline meeting of Grievance Committee was held on 20th December, 2021. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on complaints received through the complaint boxes and online forms

The committee discussed the complaints received through students' complaint boxes in different locations within the college premise. The members also decided to evaluate the grievances and take immediate steps to resolve the issues.

Resolution No. 1 Resolved to solve the complaints received through complaint boxes and the online Google form.

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Item No. 2 Prepare the action taken reports for online and offline grievance

The members decided to prepare the action taken reports for online and offline grievances. The report focuses on different steps taken to resolve the issues and improve the quality.

Resolution No. 2 Resolved to prepare action taken reports for online and offline grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
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Minutes of Meeting - 7

Date: 11-05-2022

An offline meeting of Grievance Committee was held on 06th June, 2022. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on complaints of different natures received through the complaint boxes and online forms

The committee discussed the complaints of different natures including cleanliness, library or administrative issues received through students' complaint boxes in different locations within the college premise. The members also decided to evaluate the grievances and take immediate steps to resolve the issues.

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Resolution No. 1 Resolved to install new students' complaint boxes in different locations within the college premise.

Item No. 2 Prepare the action taken reports for online and offline grievance

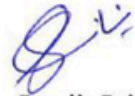
The members decided to prepare the action taken reports for online and offline grievances. The report focuses on different steps taken to resolve the issues and improve the quality.

Resolution No. 2 Resolved to prepare action taken reports for online and offline grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



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Minutes of Meeting - 8

Date: 01-06-2022

An offline meeting of Grievance Committee was held on 01st June, 2022. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on preparation of bilingual Google forms

The committee decided to make the online form bilingual. The members also decided to evaluate the grievances and take immediate steps to resolve the issues.

Resolution No. 1 Resolved to make the online Google form bilingual.

Item No. 2 Discussion on grievances received and preparation of the action taken reports for online and offline grievances

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The members decided to evaluate the grievances received and preparation of the action taken reports for online and offline grievances. The report focuses on different steps taken to resolve the issues and improve the quality.

Resolution No. 2 Resolved to evaluate the grievances received and preparation of action taken reports for online and offline grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
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Dr. Surajit Saikia
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Minutes of Meeting - 9

Date: 06-09-2022

An offline meeting of Grievance Committee was held on 06th September, 2022. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on grievances of different nature

The committee discussed the grievances of different natures received through online and offline formats. The grievances related to cleanliness and administrative issues were selected for quick redressal whereas those related to infrastructure facilities were planned to resolve in a systematic procedure in co-ordination with the infrastructure committee.

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Resolution No. 1 Resolved for quick redressal of grievances related to cleanliness and administrative issues whereas those related to infrastructure facilities were planned to resolve in a systematic procedure in coordination with the infrastructure committee.

Item No. 2 Preparation of action taken report

The members decided to prepare the action taken reports for online and offline grievances. The report focuses on different steps taken to resolve the issues and improve the quality.

Resolution No. 2 Resolved to prepare the action taken reports for online and offline grievances.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.


Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)


Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
IQAC, Gargaon College

Minutes of Grievance Meetings



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Minutes of Meeting - 10

Date: 09-12-2022

An offline meeting of Grievance Committee was held on 09th December, 2022. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on Grievances received through online and offline formats

The committee discussed the issues and complaints received through online and offline Grievances. It was observed that students showed active interest on Indian Knowledge Systems and requested for workshops and programs related to the same. Based on grievances received the committee discussed different steps which can facilitate the effective conduct of programs focusing on Indian Knowledge System. In addition the committee also decided to propose for a Bhona which can impart knowledge on values and traditions of the region.

Minutes of Grievance Meetings

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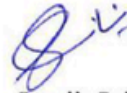
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Resolution No. 1 Resolved to undertake different steps which can facilitated the effective conduct of mentorship program and upgrade the ICT Infrastructure.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)



Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
IQAC, Gargaon College

Minutes of Grievance Meetings

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Minutes of Meeting - 11

Date: 23-03-2023

An offline meeting of Grievance Committee was held on 23rd March, 2023. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on Grievances received through online and offline formats

The committee discussed the steps to resolve the issues and complaints received through online and offline Grievances. Based on grievances received the committee discussed different steps which can facilitate the effective conduct of mentorship program. In addition the committee also decided to upgrade the ICT infrastructure of the college.

Minutes of Grievance Meetings

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Resolution No. 1 Resolved to undertake different steps which can facilitated the effective conduct of mentorship program and upgrade the ICT Infrastructure.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.


Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)


Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
IQAC, Gargaon College

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Minutes of Meeting - 12

Date: 19-05-2023

An offline meeting of Grievance Committee was held on 19th May, 2023. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on Grievances received through online and offline formats

The committee evaluated the issues and complaints received through online and offline Grievances. Based on grievances received the committee discussed different steps for campus cleanliness, upgrade canteen facilities.

Minutes of Grievance Meetings

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Resolution No. 1 Resolved to undertake different steps for campus cleanliness, upgrade canteen facilities.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.


Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)


Dr. Surajit Saikia
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Minutes of Meeting - 13

Date: 13-12-2023

An offline meeting of Grievance Committee was held on 13th December, 2023. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on Grievances received through online and offline formats

The committee made a thorough evaluation of the issues and complaints received through online and offline Grievances. Based on grievances receive the committee discussed different steps for campus cleanliness, upgrade and repair damaged infrastructures.

Minutes of Grievance Meetings

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Resolution No. 1 Resolved to undertake different steps for campus cleanliness, upgrade and repair damaged infrastructures.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.


Dr. Sabyasachi Mahanta
Principal & Chairperson, IQAC
Gargaon College
Principal
Gargaon College
Simaluguri, Sivasagar (Assam)


Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
Coordinator
IQAC, Gargaon College

Minutes of Grievance Meetings

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Minutes of Meeting - 14

Date: 24-04-2024

An offline meeting of Grievance Committee was held on 24th April, 2024. The meeting was chaired by Dr Sabyasachi Mahanta, Principal. Dr. Mahanta delivered a welcome note to all the members of the committee.

The following members were present at the meeting:

Sl No.	Name	Designation
1	Dr Sabyasachi Mahanta	Principal
2	Dr Surajit Saikia	Coordinator, IQAC
3	Dr Ranjana Gogoi	Associate Professor
4	Dr Meghali Borah	Associate Professor
5	Mr Nilutpal Chutia	Assistant Professor
6	Mr Rituraj Tahu	Assistant Professor
7	Dr Chirantan Bhagawati	Assistant Professor
8	Dr Ankur Dutta	Assistant Professor
9	Ms Sujata Goala	Assistant Professor
10	Ms Ankika Dutta	Assistant Professor

Item No. 01 Discussion on preparation of the five years Grievances Report

The committee decided to prepare a five year report highlighting the Grievances and Action Taken. The members prepared a format for the report and also decided to upload the report in the official website of the institution.

Minutes of Grievance Meetings

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Resolution No. 1 Resolved to prepare a five year report highlighting the Grievances and Action Taken upload the report in the official website of the institution for transparency.

Item No. 02 Discussion on Grievances received through online and offline formats

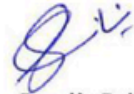
The committee also evaluated the issues and complaints received through online and offline Grievances. Based on grievances receive the committee discussed different steps for improvement of computer laboratories and internet facilities within the institution premises.

Resolution No. 2 Resolved to undertake different steps for improvement of computer laboratories and internet facilities within the institution premises.

The meeting ended with this important discussion, and a concluding vote of thanks was offered by the Chair.



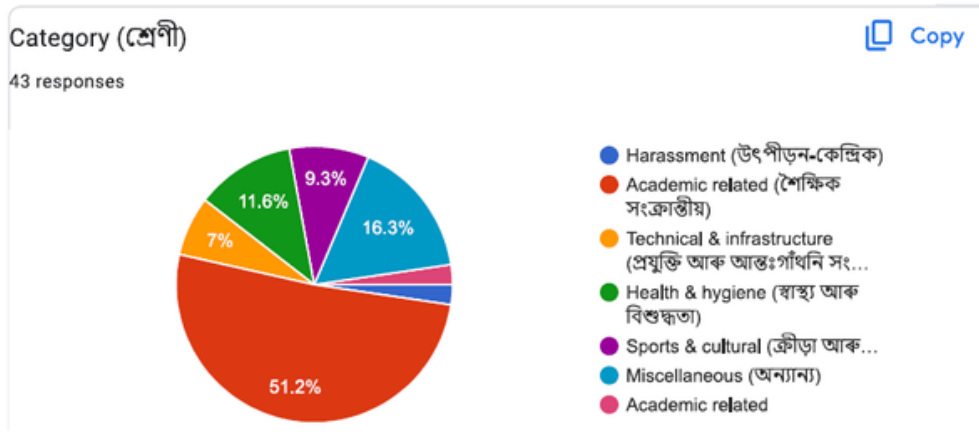
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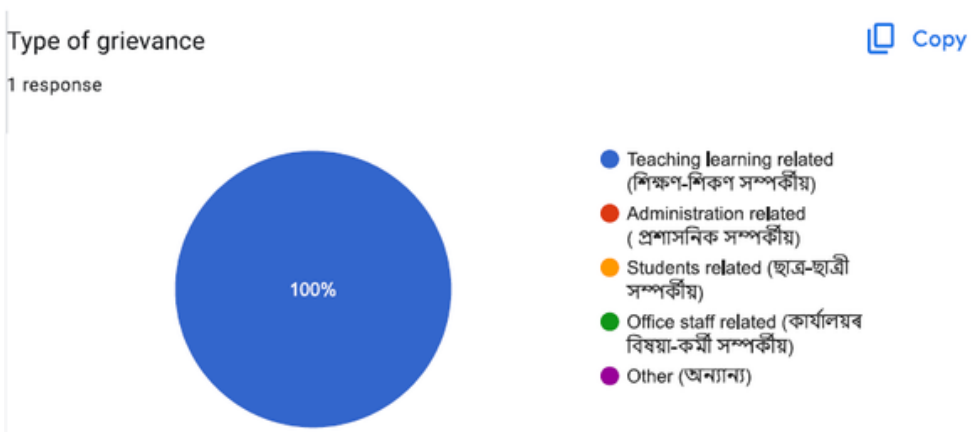
Dr. Surajit Saikia
Coordinator, IQAC
Gargaon College
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IQAC, Gargaon College

Assessment of types of online grievances

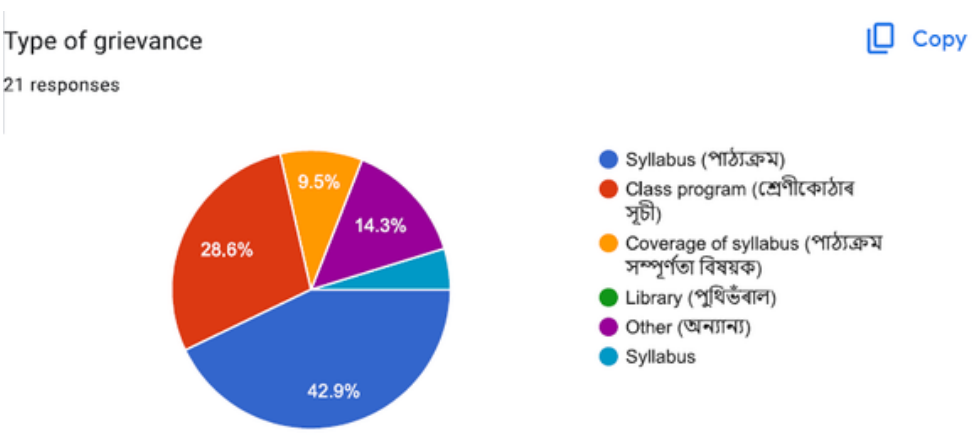
Grievance categories



Sub-category: Harrassment

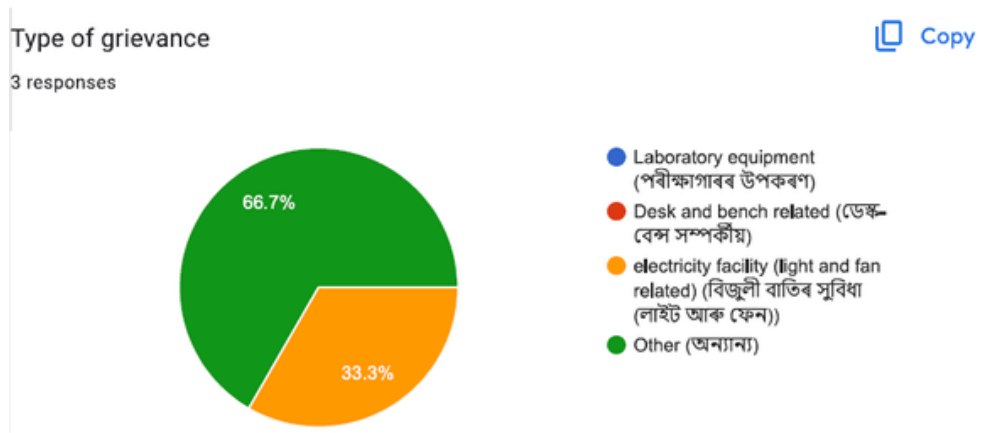


Sub-category: Academic related

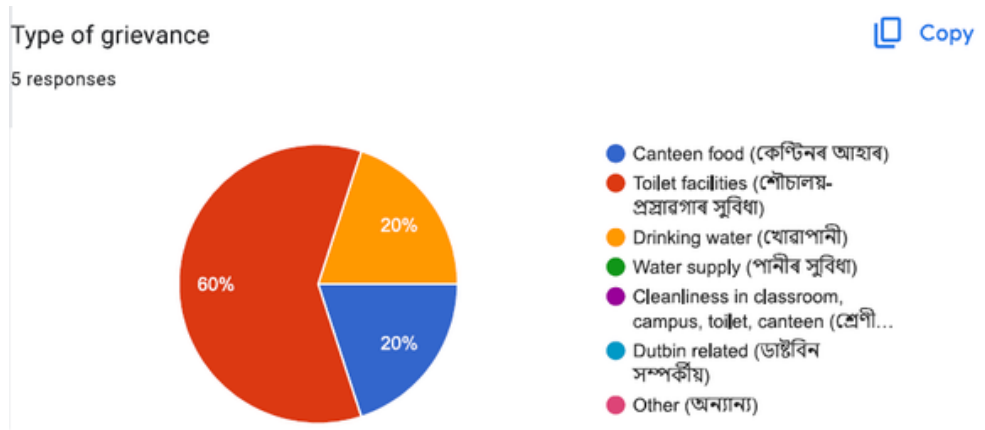


Assessment of types of online grievances

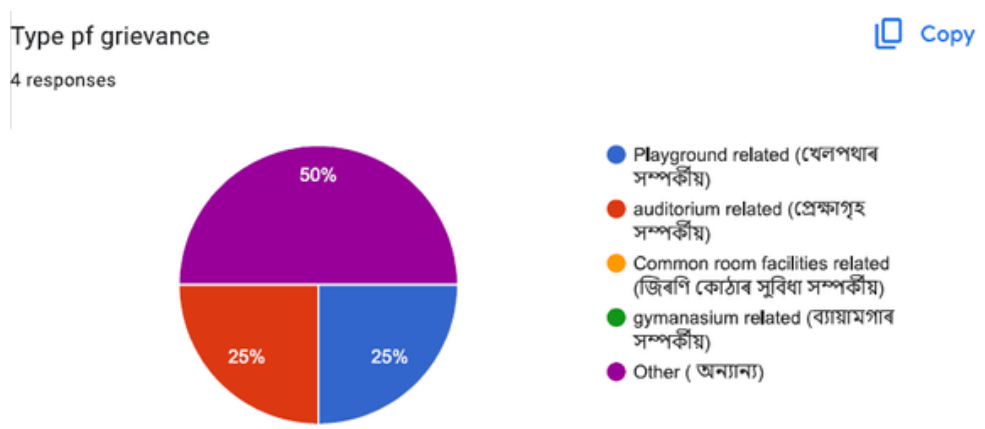
Sub-category: Technical & infrastructure



Sub-category: Health & hygiene



Sub-category: Sports & culture



Action Taken Report

In the last five years, the Grievance Committee has taken prompt initiatives and recommended various tasks towards resolving the issues and complaints received from different stakeholders. Based on the Recommendations of the Grievance Committee a number of steps have been taken by the administration towards redressal of the grievance and quality improvement as per the needs.

Some major recommendations of the Grievance Committee are:





- 1.Preparing a framework for collection and redressal of grievances using offline as well as online grievance collection system and upgrading the official website of the institution and incorporation of grievance portal on the website.
- 2.Repair and maintenance of the damaged infrastructure of the institution including roofs, paneling of Golden Jubilee Hall as well as Academic Gallery.
- 3.Preparing a model for improving the food quality as well as upgradation of infrastructure of college canteen with focus on health and hygiene.
- 4.Provide clean drinking water facilities in the college campus.
- 5.Clean and plastic free campus as well as maintaining hygiene in toilets.
- 6.Improving the ICT infrastructure, computer labs and installation of advanced ICT interactive platforms for online and video classes.
- 7.Focus on active conduct of ICT classes and mentorship programs.
- 8.Conduct workshops and conferences on various aspects related to health, career as well as Indian Knowledge System as per interests and requests shown by students and faculty members of the institution.

Following sections of the report depicts the grievances with the links highlighting the steps taken for resolving the complaints and requests received from different stakeholders.



Grievance Redressal Session 2019-20

Sl No.	Issues	Nature of grievances	Resolution	Link
1	<p>Collaborative events Grievances:</p> <ul style="list-style-type: none"> Requesting to increase events related to participative learning through collaboration with other organisation 	Administrative	Arrange MoUs for 5 years with the linkages already established with various organizations & institutions	
2	<p>Collaborative events Grievances:</p> <ul style="list-style-type: none"> Problems in writing reports of projects 	Teaching/Learning	Arrange workshop on Students' Project Writing	
3	<p>Laboratory assistance Grievances:</p> <ul style="list-style-type: none"> Problems in laboratory assistance during practical 	Teaching/Learning	Arrange workshop on Laboratory Equipment Training for the new bearers of the science laboratories	
4	<p>NCC Grievances:</p> <ul style="list-style-type: none"> Request to initiate NCC program 	Administrative	Dr Raktim Patar, Assistant Professor, Department of History was entrusted with the responsibility of initiating the process of applying for NCC	


Grievance Redressal Session 2020-21

Sl No.	Issues	Nature of grievances	Resolution	Link
1	<p>Online classes Grievances:</p> <ul style="list-style-type: none"> • Problem in network connectivity during online classes in the remote locations 	Teaching/ Learning	Upload recorded classes and teaching materials in the E-shiksha portal of the institutional website	
2	<p>Covid 19 and its impact Grievances:</p> <ul style="list-style-type: none"> • social anxiety developed due to myths spread in social media about Covid 19 	Health and career	Arrange special lecture to impart awareness on health and Covid 19	
3	<p>Mental health of youths Grievances:</p> <ul style="list-style-type: none"> • Mental stress in students due to impact of Covid 19 in job sector and career 	Health	Arrange special lecture to impart awareness on Covid 19 and its impact on economy of Assam and prospective job avenues	
4	<p>Career and higher studies Grievances:</p> <ul style="list-style-type: none"> • challenges and mental agony faced by students 	Health	Arrange special lecture to impart awareness on Youth, Mental Health and Suicide	


Grievance Redressal Session 2020-21

Sl No.	Issues	Nature of grievances	Resolution	Link
5	Skill development Grievance: <ul style="list-style-type: none">• Problems regarding selection of career opportunities in upcoming fields	Career	Arrange workshops on data science and emerging fields	
6	Recent advancements in technology and needs Grievance: <ul style="list-style-type: none">• Problems regarding exploring career related to innovative research opportunities.	Career	Arrange workshop on Innovations for Change and Role of Youth	



Grievance Redressal Session 2021-22

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding cleanliness of toilets 	Campus cleanliness	Cleanliness was made mandatory in every toilet in the college campus	--
2	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding fees of form fillup 	Administrative	Matter not resolvable as this is beyond the jurisdiction of the College	N/A
3	Cleanliness Grievance <ul style="list-style-type: none"> complaint regarding bad odour near College gate 	Campus cleanliness	Arrange cleanliness drives and request the market authority to keep the surroundings clean	
4	Ceiling repair Grievance <ul style="list-style-type: none"> complaint regarding damaged ceiling in Sociology 	Infrastructure	Immediate repair of the ceiling	--
5	Personal books in library Grievance <ul style="list-style-type: none"> complaint regarding permission for carrying personal books to library 	Library	permission cannot be granted as per existing rules of the library as bringing personal books can threaten the security of existing books	N/A



Grievance Redressal Session 2021-22

Sl No.	Issues	Nature of grievances	Resolution	Link
6	<p>Admission procedure Grievance:</p> <ul style="list-style-type: none"> Complaints regarding haphazard and unsystematic admission procedure 	Administrative	Adopt measures such as creating help desks and telephonic support systems for smooth admission procedure	--
7	<p>Food quality Grievance:</p> <ul style="list-style-type: none"> Complaints regarding poor quality of food in college canteen 	Canteen	Adopt a new model for complete upgradation of the college canteen with standard food menu and hygienic environment	
8	<p>Exam related Grievance:</p> <ul style="list-style-type: none"> Complaints regarding difficulties in searching seat plan during exam 	Administrative	Seat plans shall be uploaded in WhatsApp groups of students one day prior to exam	--



Grievance Redressal Session 2022-23

Sl No.	Issues	Nature of grievances	Resolution	Link
1	Mentorship issues Grievance: <ul style="list-style-type: none">• Problems regarding moral support for personal issues	Teaching/ Learning	<ul style="list-style-type: none">• Adopt new strategies to make the mentorship program more effective such as collecting mentorship diaries from each faculty members.• Collect feedback on mentorship for monitoring the effective implementation.	
2	ICT Classes Grievance: <ul style="list-style-type: none">• Complaints regarding poor quality of ICT classes	Teaching/ Learning	<ul style="list-style-type: none">• Equip each classroom with advanced ICT facilities and making at least 2 ICT classes mandatory every week for each faculty members.• Collect feedback on ICT for monitoring the effective implementation.	




Grievance Redressal Session 2022-23

Sl No.	Issues	Nature of grievances	Resolution	Link
3	Career issues Grievance: <ul style="list-style-type: none">• Problems regarding choosing career opportunities in advanced fields of research	Career	Organize workshops for career planning on recent fields of research in premium institutions across the world.	
4	Infrastructure Grievance: <ul style="list-style-type: none">• Complaint regarding requirements of sports facilities	Sports	Develop sport facilities including volleyball court and establish a Sports Academy	
5	Cleanliness Grievance: <ul style="list-style-type: none">• Complaint regarding cleanliness of gardens	Cleanliness	Arrange cleanliness drive within the institute premises incorporating teachers, students and employees.	
6	Indian Knowledge System Grievance: <ul style="list-style-type: none">• Complaint regarding limited promotion of events related to Indian Knowledge System	Teaching/ Learning	Arrange workshops and Bhaona to promote Indian Knowledge System.	

Grievance Redressal Session 2023-24

Sl No.	Issues	Nature of grievances	Resolution	Link
1	<p>Advanced ICT facilities</p> <p>Grievance:</p> <ul style="list-style-type: none"> Complaint regarding requirement of advanced ICT facilities 	Career	Develop an advanced ICT room with Interactive Penales to facilitate ICT classes, online workshops, & webinars.	
2	<p>Infrastructure</p> <p>Grievance:</p> <ul style="list-style-type: none"> Complaint regarding damage roofs in classrooms 	Infrastructure	Take immediate actions to repair roofs of classrooms	--
3	<p>Network Issues</p> <p>Grievance:</p> <ul style="list-style-type: none"> Complaint regarding poor network connectivity 	Infrastructure	Take immediate measures to upgrade the network connectivity within the institute premises.	
4	<p>Academic Gallery</p> <p>Grievance:</p> <p>Complaint regarding damaged walls of Teachers' Common Rooms, Academic Gallery, Golden Jubilee Building</p>	Infrastructure	Upgrade the damaged walls in Teachers' Common Rooms, Academic Gallery, Golden Jubilee Building.	--

Grievance Redressal Session 2023-24

Sl No.	Issues	Nature of grievances	Resolution	Link
5	Sports facilities Grievance: Complaint regarding requirement of good cricket pitch	Infrastructu re	Take immediate measures to build a cricket pitch & practice grounds.	
6	Institute Website Grievance: Requirement of upgrading institute website	Administrat ive	Take immediate measures to upgrade the Institute website including department and employee logins.	
7	Computer lab Grievance: Requirement of new computer lab	Infrastructu re	Take immediate measures to build a a new computer lab with updated PCs.	

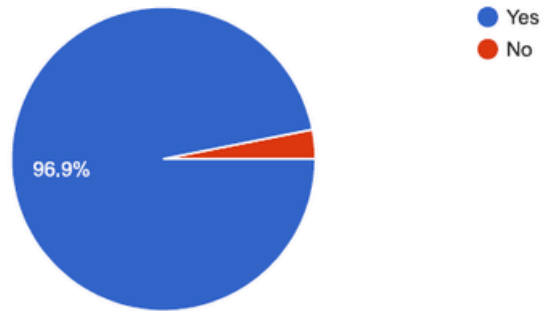
Grievance satisfaction survey

64 responses

Are you aware of the grievance redressal procedure followed in your institution?

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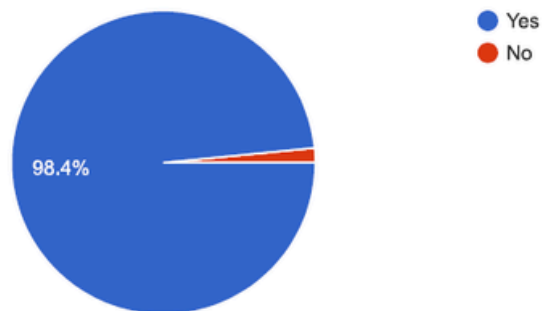
64 responses



Does management redress the grievances?

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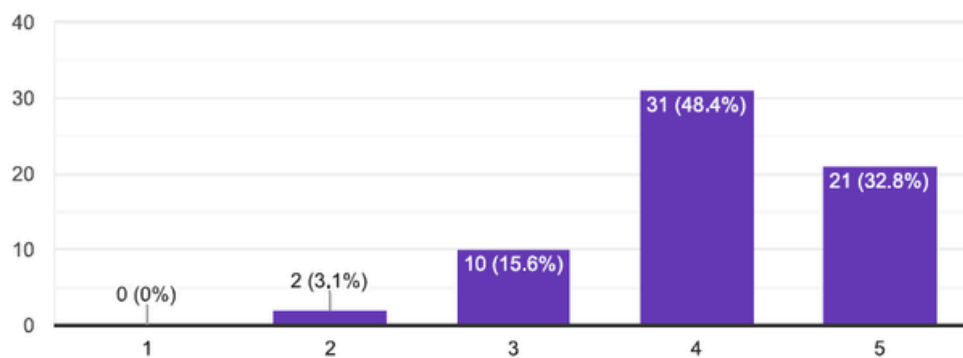
64 responses



How much are you satisfied with the quality of grievance redressal in your institution?

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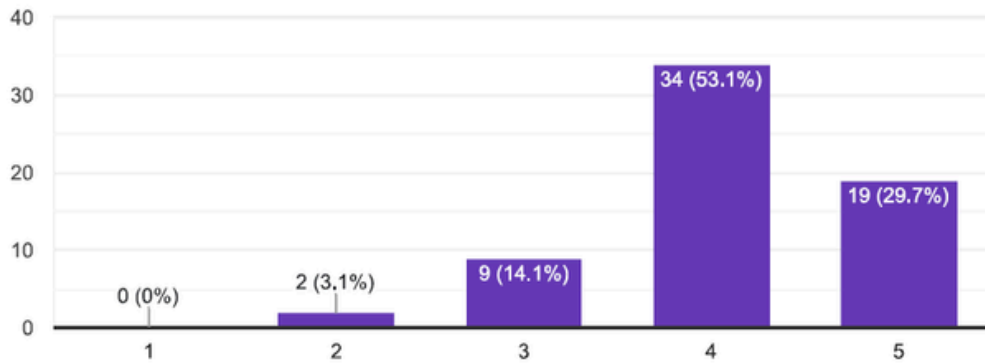
64 responses



How much are you satisfied on the time utilized for redressal of grievances?

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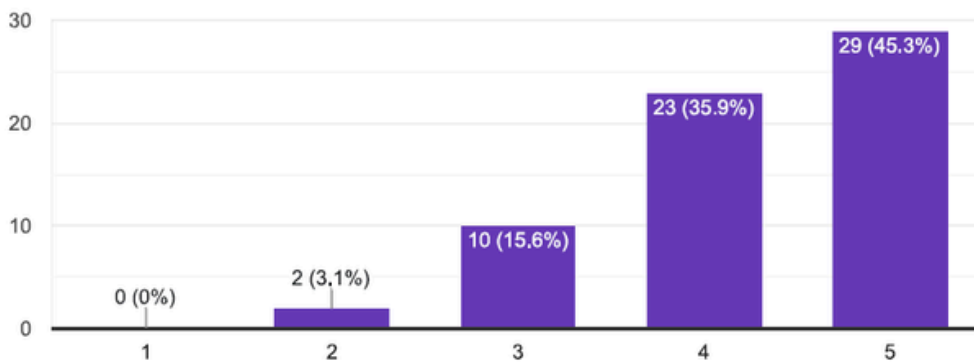
64 responses



Do you feel that the management have been making sufficient efforts to dispose of all grievance procedurally with a view to ensure justice and satisfaction to different stakeholders of the institution?

 Copy

64 responses



Repairing & maintenance works



Repairing the roofs in classrooms



Installing the ceilings in classrooms



Constructing drinking water facilities



Constructing ICT classrooms



Repairing the Academic Gallery