

# Grievance Redressal Committee

*(Barbhag College, Kalag- 781351, Nalbari)*

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal. The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

## NOTIFICATION

Whereas the redressal of different kinds of grievances of students is one of the important functions of an educational institution, the students' and Staff's grievances are being discharged by the Principal's Office with the help of faculty and other non-teaching staff since the inception of the college, it has now been felt expedient to form a Grievance Redressal Committee which will be specifically assigned the work of receiving and dealing with the different kinds of grievances of the students and staff with a view to making the grievance redressal mechanism more transparent, brisk and effective. Hence, Grievance Redressal Committee, Barbhag College is formed on 02.04.2019 with the following operational specifications.

### **Objectives:**

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

### **Functions:**

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.

- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

### **Composition of Grievance Redressal Committee:**

- The principal shall determine the composition and tenures of the Grievance Redressal Committee is for three years.
- The committee in Barbhag College may constitute members from teaching section and nonteaching section.
- All grievances referred to the Grievance Redressal committee by the sub branches (Admission and examination, Sexual harassment and ragging committee) shall be entered in a register to be maintained for the purpose by the convener of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the Principal every month.

### **Sub-Committees:**

In order to deal with grievances specifically related to Admission and Examination, Sexual Harassment and Ragging of students, there will be three sub-committees with 5 (five members each). The sub-committees shall be liable to report to the Grievance Redressal Committee in Connection with a grievance which is referred to it. The members of the sub-committees shall be nominated by the Principal in consultation with the convener of the Grievance Redressal Cell. The following will be the sub-committees:

1. **Admission and Examination Sub-Committee:** In order to deal with grievances specifically related to Admission and Examination, the Admission and Examination Sub-Committee is formed as follows:
 

One Convener:	Asst. Officer-in-charge of B.A. & B.Sc. Examination (Term: Till the time he/she functions in that capacity)
Members:	4 members from among the faculty and one from among the non-teaching staff
2. **Sub-Committee on Sexual Harassment:** As per University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015, the Sub-Committee on Sexual Harassment is formed as follows:
 

Convener:	One Senior faculty member
Members:	4 members from among the faculty and one from among the non-teaching Staff.
3. **Anti-Ragging Sub-Committee Committee:** As per UGC Regulation On Curbing The Menace Of Ragging In Higher Educational Institutions, 2009, the Anti-Ragging Sub-Committee Committee is formed as follows:
 

Convener:	One Senior faculty member
Members:	4 members from among the faculty and one from among the non-teaching Staff.

### **Mechanism:**

- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.

- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

### **Procedure for lodging complaint:**

- ❖ The students can lodge their grievance through offline/online mechanism.
- ❖ The students may feel free to fill the Grievance Redressal form (can be anonymous if required).
- ❖ The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

Form of unlawful work:

Types of unlawful work	Name of Students	Name of Guardians	Phone & Email	Departments (Arts/Science)	Class and Class Roll No.	Signature of students	Remarks
(i) Admission & Examination							
(ii) Sexual harassments							
(iii) Raging							
(iv) Others							
(v) Note & Documents							

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Memo No.


Date: 02/04/2019

### Sexual Harassment Committee

The Sexual Harassment Committee of Barbhag College be form at the date of 2<sup>nd</sup> April, 2019, on behalf of Grievance Redressal cell/committee with the following members -

1. Sushanta Narayan Choudhury (Convener)
2. Dr. Nandita Goswami (Member)
3. Mukut Ch. Baishya (Member)
4. Kailash Ch. Das (Member)
5. Jitu Kalita (Member)

Principal (i/c), Barbhag College

  
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Anti-Ragging Committee

The Anti-Ragging Committee of Barbhag College be form at the date of 2<sup>nd</sup> April, 2019, on behalf of Grievance Redressal cell/committee with the following members -

1. Niren Malakar (Convener)
2. Dr. Biplab Deka (Member)
3. Dr. Anupam Dutta (Member)
4. Ashim Deka (Member)
5. Lohit Hazarika (Member)

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Admission & Examination Committee

The Admission & Examination Committee of Barbhag College be form at the date of 2<sup>nd</sup> April, 2019, on behalf of Grievance Redressal cell/committee with the following members -

1. Ajit Kr. Sharma (Convener)
2. Dr. Satish Ch. Bhuyan (Member)
3. Dr. Bipul Kalita (Member)
4. Khagen Kalita (Member)
5. Rajen Talukdar (Member)

Principal (i/c), Barbhag College

  
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