



GRIEVANCE REDRESSAL CELL POLICY

Healthy mental health depends on sound environment. A student can grow intellectually and spiritually only in an environment where an individual is guaranteed of fair treatment. Complying UGC directives, Kokrajhar Govt. College has constituted the Grievance Redressal Cell to address the grievances of students and other stakeholders

OBJECTIVES:

The main objective of the GRC is to ensure a congenial environment in the institution towards the students in order to maintain discipline and wellbeing on the campus. So GRC always works:

- To systematically resolve grievances of students
- To aid students unjustly deprived of the services offered by the College
- To ensure responsiveness, accountability and courteousness of management staff in dealing with the students.
- To quickly and effectively settle student complaints in a fair and non-discriminatory way

GRC shall not include the following

- Decisions of the Academic Council
- Decisions made by college under the Discipline Rules and Misconduct.
- Complaints regarding sexual harassment should be addressed to the ICC
- College rules

Students' Grievance Procedure

The grievance redressal procedure is a mechanism to redress the grievance of a student who considers that, he / she has been subject to unjust or discriminatory behaviour with respect to his / her academic / administrative affairs or is convinced to be discriminated in accordance with the rules and regulations of the college.

The complaint management mechanism is implemented in following way:

Departmental Cell

The departmental level grievances should first be addressed to the concerned Head of the Department. Departmental teachers under the leadership of HoD evaluate the complaint and resolve. The student may contact the GRC if they are not happy with the decision.



- The problem solving should be given first priority and should be resolved immediately or at least within 3 days.
- Matters which have deadlines should be given highest priority, lest a student loses out on an opportunity due to the delay.

GRC

Departmental level complaints that have not been resolved are sent to the GRC. Any complaints to the GRC must be made in writing and include the complainant's name, phone number, and address and handed over to any member of the GRC. Anonymous complaints and/or with false addresses will not be entertained.

The member who receives the complaint should notify the convener right once. The convener will then call the GRC to discuss the complaint and hear from the party who was aggrieved.

The report of the GRC should be forwarded to the Principal within 3 days for taking action.

GRIEVANCES OF EXTRAORDINARY NATURE

In case of grievances against any member of the cell, that person will be excluded during the procedure

In the event of a grievance against the Vice Principal, Principal, or Management representatives, the entire cell will constitute the quorum. Reports on complaints against Vice Principal, and the Principal shall be given to the Principal and the Executive Management, respectively.

Form link for complaint

<https://forms.gle/nHmLhdaMKvSEXvox6>

or

