



## GRIEVANCE REDRESSAL CELL CONSTITUTE MEETING

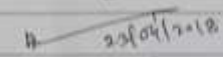
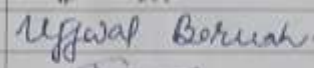
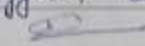
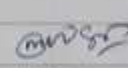

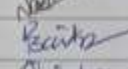
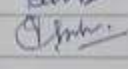

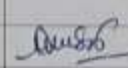
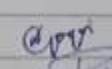
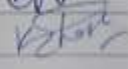
Nakachari College, Nakachari – 785635  
Jorhat – Assam

Date of the Meeting: 23<sup>rd</sup> April 2018


Time of the Meeting: 11.00 A.M

Chairperson: Mr. Uttam Baruah, Principal, Nakachari College, Jorhat – Assam

Persons present at the meeting:

Sl. No.	Name of the person	Signature
1.	Mr. Uttam Baruah, Principal & Chairperson	
2.	Mr. Ujjwal Boruah, Vice Principal	
3.	Mr. Jayanta Chutia, Coordinator, IQAC	
4.	Mrs. Amiya Saikia, Assistant Professor	
5.	Mrs. Monika Gogoi, Assistant Professor	
7.	Mr. Abdul Amin, Assistant Professor	
8.	Mrs. Pronita Saikia, Assistant Professor	
9.	Mr. Jitul Ch. Borah, Assistant Professor	
10.	Mr. Anjan Borah, Assistant Professor	
11.	Mr. Arupjyoti Saikia, Assistant Professor	
12.	Mr. Porag Tasa, Assistant Professor	
13.	Mrs. Mamoni Gogoi, Assistant Professor	
14.	Mr. Jogajivan Hazarika, Assistant Professor	
15.	Mrs. Mouchumi Gogoi, Assistant Professor	
16.	Mr. Parag Gogoi, Assistant Professor	
17.	Mrs. Arbin Haque, Assistant Professor	
18.	Dr. Dinamoni Gogoi, Assistant Professor	
19.	Dr. Kumud Ghosh, Assistant Professor	
20.	Mrs. Archana Hazarika, Assistant Professor	

GRIEVANCE REDRESSAL CELL

  
Co-ordinator  
IQAC, Nakachari College

Page 1  
23/04/2018  
Principal  
Nakachari College, Jorhat



21.	Mrs. Nilakshi Saikia, Assistant Professor	
22.	Mrs. Geetanjali Bora, Assistant Professor	
23.	Mrs. Noni Chutia, Assistant Professor	
24.	Mr. Pulak Ranjan Gogoi, Assistant Professor	
25.	Mr. Swagat Rajkumar, Assistant Professor	
26.	Mrs. Mitali Savapandit, Librarian	
27.	Mr. Bitul Prasad Gogoi, Sr. Assistant	
28.	Miss Pranati Dey, Sr. Assistant	<i>Pranati</i>
29.	Mr. Madhab Gogoi, Jr. Assistant	<i>Madhab Gogoi</i>
30.	Mr. Umashankar Thakur, Jr. Assistant	<i>Umashankar</i>

In accordance with the UGC guideline, Nakachari College has constituted in 23<sup>rd</sup> April 2018, a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student and judge their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Cell members in person, or in consultation with the officer in charge of Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box at Administrative Block. Grievances may also be sent through e-mail to the officer-in-charge of the Student's Grievance Cell.

**Objective:**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. The Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- a. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationships and Student-teacher relationships etc.

GRIEVANCE REDRESSAL CELL

*23/04/2018*  
Principal  
Nakachari College, Jorhat



- b) Encouraging the Students to express their grievances/problems freely and Frankly, without any fear of being victimized.
- c) Suggestion/letter Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- d) 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.
- e) Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- f) Advise all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- g) Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

**Composition:**

The Cell will consist of 4 members as follows;

- (i) Chairperson: Principal/Vice Principal
- (ii) Convener: One senior faculty member.
- (iii) Member: Two senior faculty members.

**Meeting:**

The Cell will meet once in a year or whenever required. The Cell members' names shall be displayed on the website of the College and on the Notice Board.

**Scope:**

The Grievance Redressal Cell of Nakachari College will deal with Grievances received in writing from the students about any of the following matters:-



- (i) **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- (ii) **Financial Matters:** Related to dues and payments for various items from the library, hostels etc.
- (iii) **Library Matters:** Issue and return of books, syllabus, and university question papers of previous years
- (iv) **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

**Functions:**

- (i) The cases will be attended promptly on receipt of written grievances from the students. The cell formally will review all cases and will act accordingly as per the Management policy.
- (ii) Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion, the matter is solved.
- (iii) The cell will give a report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- (iv) If anybody is found to be guilty of any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if the situation arises for so) and expelling from the college as per the rule of the university

**Procedure for lodging complaint:**

- (i) The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it inboxes.
- (ii) The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

GRIEVANCE REDRESSAL CELL.

23/04/2018  
Principal  
Nakachari College, Jorhat



(iii) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

*Current Composition the Grievance Redressal Cell with effect from 23<sup>rd</sup> April 2018:*

**Chairperson**

Mr. Ujjwal Boruah, Voice principal, Nakachari College

**Convener**

Mr. Jayanta Chutia, Assistant Professor, Department of Political Science, Nakachari College

**Members**

1. Mr. Dinomani Gogoi, Assistant Professor, Department of Sociology, Nakachari College
2. Mr. Abdul Amin, Assistant Professor, Department of English, Nakachari College

*Ujjwal Boruah*  
Signature of the Chairperson

Date: 23<sup>rd</sup> April 2018

**Principal**

Nakachari College, Imphal

Nakachari College, Nakachari.

Grievance Redressal Cell

Minutes - 2021-22.

Minutes of meeting held on - 17. May, 2022



Time: 2.30 PM

venue: Principal's Chamber

Chairman: Ujjwal Boruah (Vice-Principal)

Members Present.

Chairman: Mr. Ujjwal Boruah.

S/No	Name	Signature
1.	Mr. Ujjwal Boruah (Vice-Principal and Chairman)	Ujjwal Boruah
2.	Dr. Jayanta Chutia (Convener of Grievance Redressal cell)	
3.	Dr. Dinamoni Goswami (Member of Grievance Redressal cell)	
4.	Hon. Abdul Amin (Member of Grievance Redressal cell)	

Agenda:-

Grievance Redressal Cell activities during the Academic Session - 2021-22.

Decision Taken:

1. To conduct counselling session among the students for ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship.

2. To provide information about various government schemes / scholarships relating to all students and counsel them about the process of availing such schemes.

Ujjwal Boruah  
Principal  
Nakachari College.

Chairman of Grievance Redressal Cell.