

NAGAON GNDG COMMERCE COLLEGE

Grade 'B++' Accredited by NAAC
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Grievances Redressal Cell

Scope:

As suggested by University Grants Commission, the College has established a Grievance Redressal Cell (GRC), to provide a mechanism for redressal of students' grievances and ensure the transparency in and prevention of unfair practices in the college. The function of the cell is to look into the complaints lodged by any student and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the grievance / suggestion box of the Grievance Cell at Academic Block. Grievances may also be sent through e-mail.

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. A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Academic 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.
- 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.
- 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.

- Certain misgivings about conditions of sanitation, preparation of food, victimization by teachers and any other offensive activity.

Composition:

The college will have a Grievance Redressal Cell (GRC) Committee comprising with the following members;

- One Coordinator (Member from Teaching Staff)
- Three Members (Member from Teaching Staff)

Scope:

The cell will deal with Grievances received in writing or through email from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Hostel matters: preparation of food, conditions of sanitation, facility miss functioning, physical or mental abuse and victimization.
- Other Matters: Related to certain misgivings about conditions of sanitation, facility functioning, victimization by teachers etc.

Functions:

- Aggrieved student needs to submit a hard copy of grievances to the Grievances Redressal Cell of the College.
- The students may feel free to put up a grievance in writing and drop it in boxes or through e-mail.
- The cases will be attended promptly on receipt of grievances from the students. The cell formally will review all cases and will act accordingly as per the College Management policy.
- The cell will give 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.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Institute Head must ensure that the time period between receipt of grievance and redressing the grievance must not exceed stipulated time limit.

- If the student is not satisfied with the decision of the respective Student Grievance Redressal Cell, then his/her grievance must be referred to the principal by the respective coordinator of the Grievance Redressal Cell.
- The college, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Grievance Redressal Cell, and the college shall place it for general information.
- The cell will maintain proper documentation of every Grievance and Action Taken.



Barbha

Principal

Nagaon GNDG Commerce College
Nagaon, Assam