

GRIEVANCE REDRESSAL COMMITTEES



KHOWANG COLLEGE

Khowang Ghat, Dibrugarh, Assam-785676

www.khowangcollege.edu.in



OFFICE OF THE PRINCIPAL, KHOWANG COLLEGE, KHOWANG GHAT.

N-O-T-I-C-E
Dated the 10th Feb, 2021

A Grievance Redressal Cell of Khowang College is hereby constituted with the inclusion of the following faculty members to look into the matter of inconveniences of students and employees. If a student or employee faces any problem while discharging his/her duties in academic or administrative matter he/she can approach this cell.

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|--|--------------|
| 1. Principal | Chairperson. |
| 2. Prof. Protim Sarmah | Convenor |
| 3. Prof. Deepali Bhattacharjee | Member. |
| 4. Prof. Bornali Gogoi | Member. |
| 5. Prof. Biju Chetia | Member. |
| 6. General Secretary (Students' Union) | Member. |


Dipali Saikia,
(Dipali Saikia)
Principal
Principal
Khowang College
Khowang Ghat

OFFICE OF THE PRINCIPAL, KHOWANG COLLEGE, KHOWANG GHAT.

N-O-T-I-C-E
Dated the 4th January 2022

A Grievances Redressal Cell of Khowang College is hereby constituted with the inclusion of the following faculty members to look into the matter of inconveniences of students and employees. If a student or employee faces any problem while discharging his/her duties in academic or administrative matter he/she can approach this cell.

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| 1. Principal | Chairperson. |
| 2. Prof. Protim Sarmah | Convenor |
| 3. Prof. Biju Chetia | Member. |
| 4. Prof. Bornali Gogoi | Member. |
| 5. Prof. Binoy Das | Member. |
| 6. General Secretary (Students' Union) | Member. |


(Dr. T. Dehingia)
Principal Principal
Khowang College
Khowang Ghat

PROOF FOR IMPLEMENTATION OF GUIDELINES OF STATUTORY / REGULATORY BODIES



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STUDENT GRIEVANCE REDRESSAL COMMITTEE POLICY

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 its Students. The Student Grievance Redressal Committee has been formed in Khowang College in compliance with section 5, University Grants Commission (Redress of Grievance of Students) Regulation, 2019 (hereinafter referred as UGC Regulation, 2019). The committee intends to redress the grievance with the highest standard of integrity, fairness and with confidentiality.

1. Objectives:

The objectives of the Khowang College Student Grievance Redressal Committee are as follows:

- a. To provide an opportunity for the students to freely express their grievance with utmost anonymity.
- b. To set up a mechanism for speedy and expeditious resolution of the grievance.
- c. To provide appropriate counselling to the students in the process of grievance.

2. Definition:

- a. Grievance, means, and includes, any complaint or dissatisfaction, whether expressed or not, relation to academic or non-academic matter as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessments. Provided that the grievance shall not include the grievances made before the Sexual Harassment Committee, Anti Ragging Committee and SC/ST Commission.
- b. Student Grievance Redressal Committee means the committee constituted under this policy as per the UGC Regulations, 2019.
- c. Aggrieved student means a student, who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulation, 2019.
- d. Student means a person enrolled, or seeking admission to Khowang College.

3. Structure & Composition of the Khowang College Student Grievance Redressal Committee:

The committee shall consist of:

- i. Principal of the college – Chairperson;
- ii. Three senior members of the teaching faculty to be nominated by the Principal – Members;
- iii. A representative from among students of the college to be nominated by the Principal.

4. Functions:

- a) To review the complaints received by the Student Grievance Redressal Committee.
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- b) To follow the principles of natural justice in considering the grievance.
- c) To report with recommendations, if any to the aggrieved student within a period of 15 days from the date of receipt of the complaint.
- d) To conduct the surveys to identify the problems of students and provide suitable solutions.

5. A Process of Submitting the Complaint:

Any aggrieved student can submit a complaint:

- a. By sending an email to principalkhowangcollege1982@gmail.com;
- b. By dropping complaint in the grievance box;

However, the committee also reserve the right to receive the complaint on its own motion. Further, where a complaint is found to be false or frivolous, disciplinary action will be taken.

6. Grievance Mechanism:

- a. On receipt of a complaint, the college shall refer the complaint to the Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.
- b. The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- c. An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.
- d. The Committee shall report with recommendations, if any, to the aggrieved student within a period of 15 days from the date of receipt of the complaint.


(Dr. D. Chetia)
Principal
Khowang College
Khowang Ghat

**PROOF RELATED TO MECHANISMS
FOR SUBMISSION OF
ONLINE/OFFLINE STUDENTS'
GRIEVANCES**



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Meeting of the Grievance Redressal cell
held on 20-04-2021

Meeting of the Grievance Redressal cell
committee held on 20-04-2021 at 3 P.M in the
principal's chamber.

The meeting begins with the assumption
of the chair by the principals of Khowang
college. principal place before the meeting
the grievance come from student.



Here three nos of student B.A 3rd semester
① Akash chetia ② paritosh Khatonier ③ pratim
Das, has not registered their Examination
form fill up record due to some technical
problem of online procedure.

In this matter after discussion the
committee decided to investigate the
whole procedure of online record and asked
to principal has to take necessary step
through a formal approach to the controll-
er of examination, Dibrugarh university
to re-open the partial form fill up.

The meeting comes to end with vote of
thanks from the chair.

Dipali Saitia,
Dipali Saitia
Chairman
Grievance Redressal Cell
Principal, Khowang College
Khowang ghat


Member present :

1. Sjt protim Sarmah — Barnali
 2. Dr. Deepali Bhattacharjee — ~~Shakti~~
 3. Mrs Barnali Gogoi 
 4. Sjt Biju Chetia 
 5. General Secretary (Student Union
Khowang College) Sangay das Gogoi
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Meeting of the Grievance Redressal cell
held on 13-12-2022

An urgent meeting of the Grievance Redressal cell of the College is held today on 13th of December, 2022 at 2.30 P.M in the office of the principal of the college, the meeting chaired by the Chairperson of the cell Dr. Tralukya Behingia, has mainly discussed the complaint lodged by Smiti Kunti Nayak, a student of B.A. 4th Semester (Non-Honours) against the theft of her Mobile Handset - VIVOY15C from the Girls' common Room of the College.

After discussing the matter seriously, the meeting has unanimously decided to ~~organise~~ organise a series of counselling programmes among the students on the impact of victims acts instead of lodging a complaint in the local police station. The meeting has ended at 3.30 P.M with a vote of thanks to be asked from the Chair.


Dr. Trailakya Behingia
Chairperson
Civilians Redressal cell
Principal, Khowang College
Khowang Ghat.

Members Present :


1. Sjt Pralim Sarmah — 
 2. Dr Deepali Bhattacharjee — 
 3. Mrs. Bornali Gogoi — 
 4. Sjt Biju Chelia, — 
 5. General Secretary — Chitra Ranjan Gogoi
(Student Union, Khowang College)
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Proceeding of the meeting of Grievance Redressal Cell, Khowang College held on 23/01/2023

An executive meeting of the Grievance Redressal Cell is held today on 23/01/2023 (Monday) at Principal's chamber of the college. The meeting was chaired by the principal of the college Dr. Trailokya Dehingia. In explaining the objective of the meeting, the co-ordinator of the Grievance Redressal Cell Prof. Proton Sarmah stated about the progression of the investigation of the loss of the mobile phone of Smti Kunti Nayak who lodged a complaint to the cell on 12/12/2022. All the members have expressed their robust optimism of getting the lost item within a short span and also they have informed the counselling of the students are going on in full swing.

The coordinator also expressed his happiness in expressing his view that no complaint of any grievance has been found in opening the complaint boxes.

The meeting has ended with a vote of thanks from and to at the chair.


Dr. Trailokya
Dr. Trailokya Dehingia,
Chairperson,
Grievance Redressal Cell,
Principal, Khowang College,
Khowang Ghat, Dibrugarh.

Members Present :

1. Sjt Przetim Sarmah - *Barmah*
 2. Dr. Deepali Bhattacharjee - *Dr. Deepali*
 3. Mrs. Bornali Gogoi - *Bornali*
 4. Sjt. Biju Chetia *Biju*
 5. General Secretary (Students' Union) Chitra Ranjan Gogoi
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Meeting of the Grievance Redressal cell
held on 10-04-2023

A meeting of the Grievance Redressal of the college is held today at 3-30 P.M. in the principal's Chamber of the College. The meeting has been chaired by the honourable principal of the College Dr. Tralukya Behingia.

The co-ordinator of the Grievance Redressal cell is explaining the objective of the meeting has expressed his thankfulness to the members of the cell as the android mobile of Kuntli Nayak, a student of B.A. 4th Semester (N.H.), has been returned by one of her class mates smiti Jenuy Wang with a letter of regret.

The Chairperson has expressed his thankfulness to the members of the cell for their grand success

The meeting has come to an end at 4-45 P.M. with a vote of thanks from and to of the Chair.

Dr. Tridevya
Dr. Tridevya Dehingia,
Chairperson

Grievance Redressal cell
Principal, Khowang College
Khowang Ghat.

Member Present:

1. Sjt Pratiksha Sarmah - *Barmah*
2. Dr. Deepali Bhattacharjee - *Shetty*
3. Mrs. Bornali Gogoi - *Bornali*
4. Sjt. Biju Chelia - *Biju*
5. General Sec. (Student Union) - *Chitra Ranjan Gogoi*