

General Guidelines of Redressal Cell, Bongaigaon College

The following guidelines are to be followed for collecting and redressing the Grievances of students, teachers and staff.

- 1) The grievances can be submitted in relation the classroom facilities; teaching learning & evaluation; academic atmosphere and discipline; students support and progression; infrastructural deficiencies; service deficiency in the office; library facility, hostel, canteen and common room facilities, etc.
- 2) A General Grievances Redressal Cell box is to be installed in the Vice-Principal's chamber and the Principal/ Vice-Principal will be custodian of holding the keys.
- 3) The Grievances is to be submitted as per the prescribed Proforma.
- 4) The Grievance box is to be opened weekly on every Saturday at 12 Noon in the presence of Principal, Vice-Principal, Coordinator, Convener and Asst Convener.
- 5) The grievances after scrutiny would be sent to the related departments/ office/ library for necessary validation to be replied within 48 hours.
- 6) The Grievances is to be redressed initially by a Core Committee with the following members:
 - a) Vice-Principal
 - b) Co-ordinator
 - c) Convener
 - d) Asst – Convener
- 7) If the Core Committee fails in satisfactory redressal within three days, then the matter would be referred to the Grievance Redressal Cell for necessary disposal within a period of ten days.
- 8) If the redressal of the Cell is not found satisfactory, the Principal would refer the matter to the Governing Body for final settlement. The GB would release the final judgment within a period of two weeks, which would be binding on all the parties.

PROFORMA FOR SUBMITTING GENERAL GRIEVANCES

(To be submitted by students and staff of Bongaigaon College)

- 1.Name of the student/staff : _____
- 2.Father's name : _____
- 3.Class/ department : _____ Roll No. _____
- 4.Residential Address : _____

- 5 Nature of grievance :
- a. Relating to class room facilities: _____

 - b. Relating to teaching learning and evaluation : _____

 - c. Relating to academic atmosphere & discipline: _____

 - d. Relating to students support & progression : _____

 - e. Relating to infrastructural deficiency : _____

 - f. Relating to service deficiency in the office: _____

 - g. Relating to library facilities : _____

 - h. Relating to hostel, canteen, recreation facilities: _____

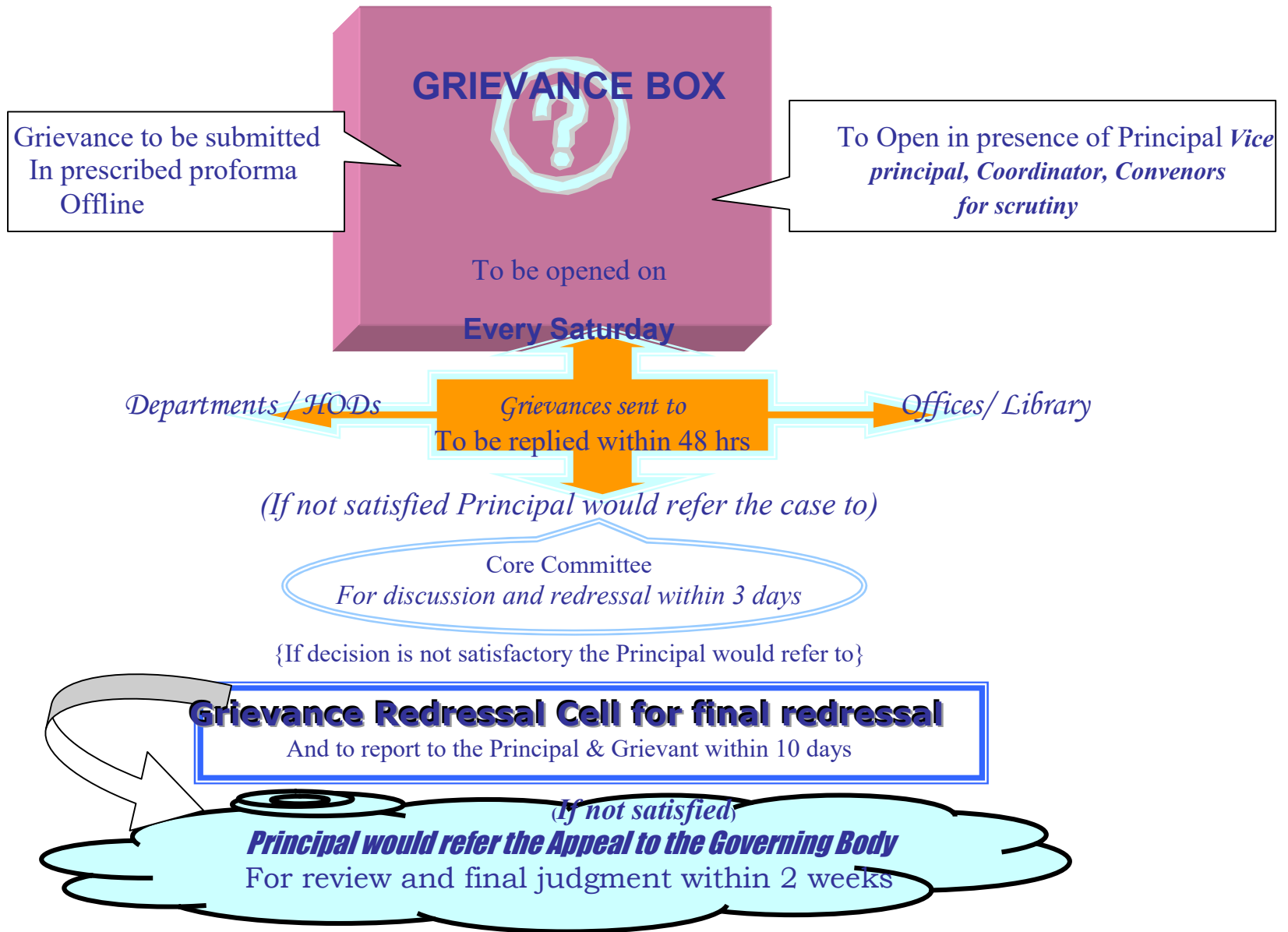
 - i. Relating to co-curricular/extra-curricular activities: _____

 - j. Any others : _____

Date: _____

Signature of the Grievant

GRIEVANCE REDRESSAL MECHANISM



The College Grievance Redressal Cell has been constituted to address the grievances of students, staff and faculty members. The same mechanism is followed in settling the disputes arising among the office staff and formulated in the grievance redressing mechanism. However, no such grievance from the sides of staff has been received till date. All small grievances are settled by the principal and the GB without being brought to record and redressed.

The following guidelines are to be followed for collecting and redressing the Grievances of students, teachers and staff.

- 9) The grievances can be submitted in relation the classroom facilities; teaching learning & evaluation; academic atmosphere and discipline; students support and progression; infrastructural deficiencies; service deficiency in the office; library facility, hostel, canteen and common room facilities, etc.*
- 10) A General Grievances Redressal Cell box is to be installed in the Vice-Principal's chamber and the Principal/ Vice-Principal will be custodian of holding the keys.*
- 11) The Grievances is to be submitted as per the prescribed Proforma.*
- 12) The Grievance box is to be opened weekly on every Saturday at 12 Noon in the presence of Principal, Vice-Principal, Coordinator, Convener and Asst Convener.*
- 13) The grievances after scrutiny would be sent to the related departments/ office/ library for necessary validation to be replied within 48 hours.*
- 14) The Grievances is to be redressed initially by a Core Committee with the following members:
a) Vice-Principal b) Co-ordinator c) Convener d) Asst – Convener*
- 15) If the Core Committee fails in satisfactory redressal within three days, then the matter would be referred to the Grievance Redressal Cell for necessary disposal within a period of ten days.*
- 16) If the redressal of the Cell is not found satisfactory, the Principal would refer the matter to the Governing Body for final settlement. The GB would release the final judgment within a period of two weeks, which would be binding on all the parties.*
- 17) Some students' grievances redressed during the preceding five years may be mentioned as follows:
a. Students showed their resentment over the implementation of the verdict of Supreme Court regarding students' election. They raised slogans and demanded election*

process to be continued as per the existing bye-law of the students' union in 2007. The district authority was intimated about the matter and the election was kept in abeyance vide GB resolution taken on 22-09-2007.

- b. Students demanded photocopy of the list of eligible students who can file their nominations for election on 24-09-2007 and demanded for resubmission of nomination on vacant portfolios. After a series of talks, the GB ultimately decided to authorize the Principal to nominate candidates on vacant portfolios through selection process.*
- c. Complain against some candidates on the election Frey during students' union election 2008, relating to the alleged violation of the verdict of Hon'ble Supreme Court and the election code of conduct, came to an end by imposition of monetary punishment on the identified candidates by the grievance Redressal cell.*
- d. One student viz., Miss Sipra Roy of HS 1st year was caught with fake identity card during the election of the students union on 24-9-2009. The father of the incumbent demanded enquiry into the whole affair. An enquiry committee was formed on the same date and based on the report the college authority was directed to reform the identity card issuing system in the college. Miss Sipra Das was suspended for a period of ten days with warning and was debarred from taking the classes.*
- e. The issue of writing the editorial of the college journal in Bengali was raised by a section of students on 22-12-2009. The meeting of editorial board was held on 05-10-2010 which resolved that henceforth the editorial should be written in English and the existing one should also be replaced by a fresh editorial to be written in English.*