

Grievance Redressal Cell

Abhayapuri College has a grievance redressal cell to deal with all the grievances which are directly related to the problems of the students, teachers and employees of the College. The President of the governing body of the college has constituted the grievance redressal cell with the following members of the teaching staff.

1.1: Constitution of grievance redressal cell:

Sl. No	Name of the committee/Duty Assigned	Name & Designation
1	Chairman	Dr.Sadananda Nath (Principal)
2	Vice-Chairman	Dr. Dhiren Sarmah (Vice-Principal)
2	Convener: (1 (One) senior Professor)	Dr. Chintamani Sarma (Associate Professor)
3	Members: 1. 3-4 (three-four) Senior professor including 1(One) lady Professor 2. Programme Officers of NSS, NCC, Red Cross Youth Unit 3. President/ Secretary of ACTC	1. Prof. Jayanta Bora (Associate Professor) 2. Prof. S. Br. Choudhury, (Associate Professor) 3. Prof. H. Roy (Associate Professor) 4. Prof. N.R.Bhuyan (Associate Professor) 5. Prof. Baburam Sarma (Associate Professor) 6. Prof. Jaganath Das (Associate Professor) 7. Dr. Bijay Barman (Assistant Professor) 8. Dr. Subrata Sakar (Assistant Professor)
		2 Representatives of Students' Union

1.2: Objectives:

The Cell will work to fulfill the following objectives:

1. To maintain a peaceful environment in the Campus.
2. To promote discipline among the students, office-employees and teachers, and to create the sense of obedience to elders/senior members.
3. To encourage co-operation and cohesion among the members of the teaching and non-teaching staff and the students.
4. To promote the feelings of belongingness to one family and maintain peace and harmony.
5. To create an environment where students can raise their problems, regarding academic and non-academic matters.

1.3: Functions:

In order to achieve the objectives, the cell will try to settle amicably, through mutual persuasion, understanding and discussion with both parties separately or jointly any dispute that may arise i) Among the students, ii) between the students and employees, iii) among the employees, iv) between the teachers and students, v) among teachers and vi) between the teachers and employees.

It is to be noted that dispute may involve two persons as specified above on their individual capacity or two groups of such persons. Again, grievances that involves above persons within the College as well as Hostel campus will fall within the jurisdiction of the cell.

The cell will try to redress any dispute/grievance when

- i) A party approaches it for redressal
- ii) The Principal refers the grievance to the cell, or
- iii) It may suomoto can take up any grievance involving above parties for redressal for greater interest of the peaceful environment of the campus.

1.4: Procedures:

The students may feel free to put up a grievance in written in the hand of principal or may drop in the drop box/complaint box exist in the front of Principal's Office or can lodge in online mode in prescribed format.

In any matter of dispute or grievance, the Principal, as head of the institution and with his administrative capacity, is to redress the same. In case he thinks that redressal of a particular grievance needs, the involvement of the cell, he will refer the same or he may dismiss the compliant if the aggrieved person fail for filing complaint immediately and incident takes place in the college and hostel campus.

The cell will call both the parties and hold detail discussion with them separately first trying to settle the issue in a give and take manner. The cell will adopt a joint discussion involving both parties when this will be found to yield desired results. The cell will always try to make a comprehensive and honourable settlement of any dispute so that peace, amity and cordiality maintained in the campus.

In the hearing, members of both the parties must be present and majority of the members of grievance redressal cell must be attended. The hearing must be presided by the Chairperson. In the absence of Chairperson, the nominee of the chairperson may take the responsibility to preside the hearing.

All the decisions of grievance cell and proceedings and meetings must be recorded and open to all the stakeholders.

In matters where disciplinary and penal actions become imperative for its redressal, the cell will refer them to the GB for appropriate actions. Further, any grievance relating to the student Union Election will not be taken up by the cell as there is an 'Election Board' to decide the same.



1.5: Expected Outcome:

The grievance redressal cell has been functioning actively and as a result of the activity of the cell, the College has been able to protect the protect the right of every students, teachers and employees leading to developing a responsive attitude among them, creating a harmonious/ democratic atmosphere in the College campus. It is a matter of pleasure for the college that during last five years, very few complaints were lodged, which were redressed promptly.



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