

**POLICY DOCUMENT  
ON  
GRIEVANCE REDRESSAL**



**Birjhora Mahavidyalaya,  
Bongaigaon (Assam)-783380**

## ADOPTION OF THE POLICY

This policy has been drafted and adopted in the meeting of the drafting committee held on 15/05/2018 in the presence of the following drafting committee members:

1) Convenor: Mr. Sanjib Kr. Baglari, IQAC Coordinator:.....

*Sanjib Kr. Baglari*  
15/05/2018

2) Members:

i. Dr. PareshChakrabarty:.....

*Paresh Chakrabarty*

ii. Dr. BalenChoudhury:.....

*Balen Choudhury*

iii. Dr. Amal Kr. Deka:.....

*Amal Kr. Deka*



Signature of the Principal

Principal  
Birjhora Mahavidyalaya  
Bongaigaon



## 1. Definition and background:

- 1.1 The term 'Grievance' herein is defined as the dissatisfaction of the employee/students of the college with respect to any activities and services of college authority or other employee/students.
- 1.2 The term 'Employee' herein is defined as any person belonging to teaching or non-teaching staff of the college.
- 1.3 The term 'Student' herein is defined as the person who is enrolled in BirjhoraMahavidyalaya, Bongaigaon for a particular course and continuinghis/her study in the institute.

The Grievance Redressal Cell (GRC) in our college is established to ensure a fair and transparent mechanism for addressing and resolving grievanceraised by employee/students of the college so that a harmonious environment can be maintained within the college community.

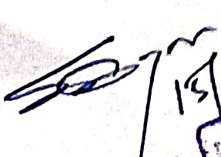
## 2. Objectives:


The main objectives of the Grievance Redressal Cell of the college are as follows:

- 2.1 To provide a platform for individuals to address and resolve their complaints, concerns, or grievances in a fair, transparent, efficient, and timely manner.
- 2.2 To promote open communication channels between stakeholders to maintain a positive and harmonious environment within the college.
- 2.3 To improve the overall experience of the college by addressing the issues which may interfere in smooth operation of the academic and administration activities of the college.
- 2.4 To uphold the policies and regulations of the college as well as to maintain the ethical standards in all aspects.

## 3. Types Of Grievances:

- 3.1 *Grievances of Employee:* Grievances of employee may include grievances against other employees and students, matters related to service conditions, regarding lack of facilities in the workplace and any other academic as well as administrative matter for well-being of the employee and the institute.
- 3.2 *Grievances of Students:* Grievances of students may include grievances related to academic matters such as teaching, curriculum etc., examination system,

  
19/5/2018  
Co-ordinator  
IQAC, Birjhora Mahavidyalaya  
Bongaigaon

  
Principal  
Birjhora Mahavidyalaya  
Bongaigaon

administrative matters, facilities to students. It may also include grievances against other students as well as employees, conflicts between students, etc.

#### 4. Mechanism of Action of Grievance Redressal cell


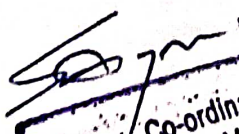
The mechanism of action of Grievance Redressal cell of Birjhora Mahavidyalaya, Bongaigaon involves the following steps:


- 4.1 *Submission of Complaints:* Individuals can submit their complaints or grievances through offline application or WhatsApp to the Grievance Cell or to the Principal directly.
- 4.2 *Acknowledgment:* Upon receiving a complaint, the cell acknowledges receipt to the complainant, providing a signed photocopy of the application to the applicant.
- 4.3 *Investigation:* The cell investigates the complaint to gather relevant information, including gathering evidence, interviewing involved parties, and reviewing relevant policies or procedures.
- 4.4 *Resolution:* Based on the findings of the investigation, the cell works towards resolving the complaint. This could involve corrective actions, compensation, or other measures to address the issue.
- 4.5 *Communication:* Throughout the process, the cell communicates with the complainant, updating them on the progress and outcomes of the investigation and resolution efforts.
- 4.6 *Feedback:* After resolving the complaint, the cell may seek feedback from the complainant to assess their satisfaction with the resolution and identify areas for improvement in the grievance redressal process.

However, the grievances of the employees are addressed by the Grievances redressal cell in consultation with Principal and Governing Body of the college as per the Assam Services (Discipline and service) rules, 1964 and the Assam Education service rules, 1982 amended from time to time.

#### 5. Conclusion

The Grievances Redressal Cell is committed to upholding principles of justice, fairness, and integrity in addressing grievances and promoting a positive and inclusive college environment.

  
  
Co-ordinator  
IQAC, Birjhora Mahavidyalaya  
Bongaigaon

  
Principal  
Birjhora Mahavidyalaya  
Bongaigaon