

Grievance Redressal Cell:

(ESTD.2019, 8th August)

Grievance Redress mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user- friendly unless it has established an efficient and effective Grievance Redress Mechanism. The Grievance Redressal mechanism in a democratic setup is important for the sustenance of the system itself. If the grievances of the students are timely solved the people become satisfied with the working of the administration and this satisfaction gives stability to the institution.

Marangi Mahavidyalaya(Degree) has constituted Grievance Redressal Cell on 8th August 2019 according to the guidelines of Government and UGC to realize the primary need of the students and staff and secure civil liberties for all the stake holders. It is composed of teachers from various departments who shall act as the conduit between the administration and the students in effectively communicating grievances and redressing them. These grievances may pertain to any aspect of the student's life on the campus. The cell is intended to find solution for the problem like sexual harassment, any kind of physical or mental harassment complaints regarding classroom teaching classroom management, completion of syllabus, teaching method etc and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

OBJECTIVES:

The main objective of Grievance Redressal Cell is to develop a responsive accountable attitude among all the stake holders in order to maintain a harmonious educational atmosphere in the institute. The objectives of the Grievance Redressal Cell are:

- I) To provide the students access to immediate hassle free recourse to have their grievances redressed.
- ii) To develop an organisational framework to resolve Grievances of students and other stake holders.
- iii) To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- iv) To look into the complaints lodged by any student and redress it as per requirement.
- v) To establish structured interactions with students to elicit information on their expectations.
- vi) To identify systematic flaws in the design and administration of various general insurance products and to seek solutions there on
- vii) To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal policy.
- viii) Inspire the students to express their Grievances Redressal policy.
- ix) Inspire the students to express their grievances.

Responsibility for Redressal :

- i) The college expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved within a maximum period of fifteen working days.

- ii) The final responsibility for Grievance Redressal rests with the principal of college.
- iii) The Grievance Redressal Cell of college shall monitor status and progress of grievance Redressal and shall furnish Quarterly report on Grievance Redressal position to the principal.

Purpose:

The following Purpose are determined for the Grievance Redressal Cell of Marangi Mahavidyalaya (Degree)

- (a) To ensure a democratic environment in the campus.
- (b) To create a student friendly atmosphere in the institution.
- (c) To solve the various personal and educational related grievances of the teachers.
- (d) To ensure the qualitative as well as Quantitative development of the institution through the Grievance and Redressal cell.

Composition:

The Grievance Redressal Cell of the college generally is having the provision of two/three teaching staff as its member and the principal as the chairman. The cell is having the provision of being reconstituted every year if situation arise for so by the principal himself along with suggestions sought from the in charge administrative body care is taken to select staff members from each department. The following staff members are in the charge of this cell.

- 1. Mr. Padmakanta Hazarika. (Chairperson)
- 2. Dr. Daisy rani Chutia Assistant Professor. (Convener)
- 3. Dr. Akhil Bora. Assistant professor, (Member).
- 4. Mr. Nava Kamal Borah, Assistant professor, (Member)

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Principal
Marangi Mahavidyalaya (Degree)
Date 10/08/2019

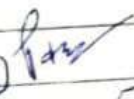

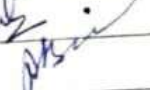

Grievance Cell Meeting

Date 14.08.2019

Agenda :

1. Welcome Address ..
2. Objectives of the Meeting.
3. Discussion Regarding the Grievance and Redressal of the students.
4. Others.

Signature of Attendance :

1. Mr. Padmakanta Hazarika (Chairperson) 
2. Dr. Daisy Zani Chutia (Convener) 
3. Mr. Narakamal Borah (member) 
4. Mr. Akhil Borah (member) 

Proceeding :

Today on 14.8.2019, a meeting has been arranged by Grievance cell to discuss about the topic of above mentioned agenda. The meeting has been presided over by Mr. Padmakanta Hazarika principal of Marangri Mahavidyalaya (Degree) and other members of the cell have attended the meeting. A detail discussion on the agenda has been done in the meeting. All the members of the cell have give their opinion regarding the agenda. On the basis of the 1st meeting discussion some minutes have been accepted in this meeting.

Minutes of the Meeting :

1. Immediate action will be taken as soon as

any grievances arises

2. Serious matters will be discussed with the college authority and will be taken for further action.

3. Every matter or grievances will observe by the cell and try to take immediate settlement.

By taking these resolutions the meeting has been ended by the convener.

14.8.19
Approved by
Principal
Marang Mahavidyalaya

Grievance Form

1. Name of the Applicant: Merazul islm

2. Class: B.A

3. Semester : 1st

4. Department: Political Science

5. Roll No : 11

6. Type of Grievance: Bike stand লগে

7. Event occurred Date : ২.৪.২০১৭

8. Complaint Description : স্ব'দ - যজ্ঞনস ফলত bike ধ্বংস থকা
বাবে অভিযোগ আনা কৰা হৈছে। গতিকে
কঠিনস্বৰূপে উল্লিখিত bike stand য পুনৰায়
লগা

Mislm
Signature of the complainant

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Grievance Form

1. Name of the Applicant: Miss Arpita Kalita

2. Class: B.A

3. Semester: 1st semester

4. Department: Education

5. Roll No: 113

6. Type of Grievance: Supply one Additional bar in the class room.

7. Event occurred Date: 4.9.19

8. Complaint Description: college authority is hereby requested to supply the baby bar comfortable environment enriching learning process.

Arpita Kalita
Signature of the complainant

Grievance Form

1. Name of the Applicant: Minu Bora.

2. Class: B.A.

3. Semester: 1st Semester

4. Department: Education

5. Roll No: 17

6. Type of Grievance: Friends are not coming in the class

7. Event occurred Date: 09/10/2019

8. Complaint Description: Immediately repair the friends in the class room for comfortable environment.

Bora.
Signature of the complainant

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Grievance Form

1. Name of the Applicant: Surajit ~~Paul~~

2. Class: B.A.

3. Semester : Ist Sem

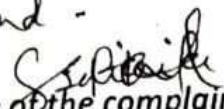
4. Department: Political science

5. Roll No : 108

6. Type of Grievance: Need more play items like
Cricket, Badminton, Football etc. - -

7. Event occurred Date : 5.10.19

8. Complaint Description : We need a specific playground
for our development and ^{request to} authority to
fullfill our demand -


Signature of the complainant

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