

GRIEVANCE AND REDRESSAL CELL

Swahid Smriti Mahavidyalaya, Belsor, Nalbari,

PIN: 781304

Introduction

Protection of Human Rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberty for everybody, A Grievance Redressal Cell already working in the college since 2019. According to the guidelines of Government, a Committee for GRC (CFGRC) has been constituted. The Committee is indeed to find out solutions for problems like Sexual Harassment - any kind of physical or mental harassment, complaint regarding classroom management, completion of syllabus etc. if and when they arise. The CFGRC convenes meetings from time to time and takes steps to redress the grievance, if any arises. The function of the cell is to look in to the complaints lodged by any student or stake holders and judge its merits. The grievance cell is also empowered to look in to matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in charge of Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may also be lodged in complaint box.

OBJECTIVES:

CFGRC has been created in the college to resolve issues relating to students' problems, develop a responsive and accountable attitude among the all stake holders in order to maintain the harmonious and emotionally bonding atmosphere in the institute. Following are the important objectives of CFGRS.



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1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.

2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.

3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.

4. Encountering the students to express to thout any fear of being victimized, express their grievances / problems freely and frankly,

5. Suggestion or complaint box will be installed in the IQAC block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/ Administration in the college

Committee Members:

1. Mrs. Durga Kalita, Vice Principal, Chairperson

Members:

2. Md. Wahidur Rahman, Asstt. Prof. Deptt. Of English.

3. Mr. Bipul KR. DAS, ASSTT. PROF. DEPTT. OF ENGLISH

4. DR. CHIRAJUL HAQUE. ASSTT. PROF. DEPTT. OF ENGLISH

5. MR. BISWAJIT BAISHYA, ASSTT. PROF. DEPTT. OF POLITICAL SCIENCE.

6. MR. PRANKRISHNA BARMAN. ASSTT. PROF. DEPTT. OF POLITICAL SCIENCE.



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MECHANISM OF THE GRC:

1. The GRC mechanism will cover the three processes of receipt, redress and prevention with some steps like -

1. Receipt of Grievance

- a) Receipt of complaint.**
- b) Communication to complainant.**
- c) Criteria for classification.**

2) Redress of Grievance

- a) Time norms for redress.**
- 3) Prevention for recurrence of repeated grievance.**

- a) Analysis and prevention.**
- b) Seeking interference of Higher authority like Governing Body, if needed.**

Principles:

- a) The GRC shall consider only individual grievances of specific nature of students and staff.**
- b) The GRC shall not consider any grievance of general applicability or of collective nature or raised collectively by more than one student/employee.**
- c) The GRC may mediate between complainant and defendant against whom the complaint been made. if required.**
- d) GRC shall consider redressing of Grievances within a reasonable time.**
- e) The cell will give report to the authority about the cases attended to and seek guidance from the higher authority, if needed.**
- f) Unsolved grievances would be forwarded to the Governing body through the Principal.**



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MEETING MINUTES

Lecture Programme on "Roles and Responsibilities of Grievance and Redressal Cell"

Date: 21/03/2025

Venue: Swahid Smriti Mahavidyalaya, Belsor

Organised by: Grievance and Redressal Cell, SSMB

Presided by: Mrs. Durga Kalita, Vice Principal & President, Grievance and Redressal Cell

1. Attendance

Members of the Grievance and Redressal Cell, faculty members, non-teaching staff, and students were present.

Resource Persons:

Mr. Wahidur Rahman

Mr. Prankrishna Barman

2. Purpose of the Meeting

The meeting was convened as part of the lecture programme aimed at enhancing understanding of the roles, responsibilities, and operational procedures of the Grievance and Redressal Cell of the college.

3. Proceedings

3.1 Opening of the Meeting

The meeting commenced with a welcome address by Mrs. Durga Kalita, who emphasized the importance of a transparent and responsive grievance redressal mechanism in academic institutions. She highlighted the cell's commitment to ensuring a safe, inclusive, and student-friendly environment.

3.2 Lectures by Resource Persons

a) Lecture by Mr. Wahidur Rahman

Explained the core objectives of a Grievance and Redressal Cell.

Discussed the types of grievances generally reported in educational institutions.

Emphasized timely intervention, confidentiality, and documentation in grievance handling.

Highlighted the legal and ethical responsibilities of the committee members.

b) Lecture by Mr. Prankrishna Barman

Spoke on procedural aspects of grievance collection, assessment, and resolution.

Stressed the need for awareness programmes for students regarding grievance submission channels.

Discussed examples of best practices for effective grievance redressal.

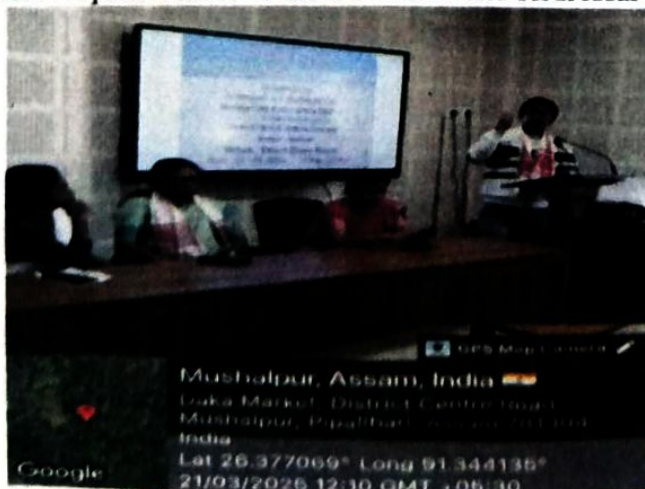
Encouraged transparent communication between students and faculty.

3.3 Interaction Session

Participants interacted with the resource persons, sharing experiences and raising questions on grievance procedures, resolution timelines, and follow-up mechanisms.

Conclusion

The President, Mrs. Durga Kalita, thanked the resource persons, members, and participants for their active involvement. The meeting concluded with a commitment to improving the efficiency and responsiveness of the Grievance and Redressal Cell.



Mrs. Durga Kalita

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