



STUDENTS GRIEVANCES & REDRESSAL CELL
KATAHGURI COLLEGE
P.O- TUKTUKI, DIST- NAGAON: ASSAM.
ESTD: 1988



CONSTITUTION OF STUDENTS GRIEVANCES & REDRESSAL CELL:

Students Grievances and Redressal Cell of Katahguri College was established as per meeting of IQAC of Katahguri College with staff held on 2nd February 2018 (Resolution No. 02). It is a forum where grievances of all the students of Katahguri College are received and takes all steps to redress and solve their grievances.

As suggested by University Grant Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure transparency in admission, the prevention of unfair practices, etc. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Students Grievances and Redressal Cell has been working in our college since 2018. The function of the cell is to look into the complaints lodged by any students and judge their merit. The Students Grievances and Redressal Cell is also empowered to look into the matter of harassment. In case the person is unwilling to appear in self, grievances may be dropped in writing at the grievance/ suggestion box.

There is a grievance/suggestion box fitted on the wall in front of the office room of Katahguri College and easily approachable to students for submit their complaints. Grievance box is opened at the end of every month and complaint(s) are redressed accordingly. For disposable of complaint, institute has a Students Grievances and Redressal Cell and this cell is liable to timely disposal of complaint.

The Students Grievances and Redressal Cell aims to look into the complaints lodged by any student and redress them as per requirement. The students can state their grievances regarding any academic and non-academic matter within the campus through the online mode from www.katahguricollege.org.in which visible like <https://docs.google.com/forms> or grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matters within the campus through the online or grievance/ suggestion box. The Students Grievances and Redressal Cell deals with all types of grievances, complaints, and malpractices including those received from Students, Faculty, and other Stakeholders.

Students' Grievance Procedure:

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he or she has been treated unfairly with respect to his or her academic/ administrative affairs or is convinced to be

discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Students Grievances and Redressal Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

The students are ought to lodge their grievances in the prescribed form available online. Grievance can also be lodged by dropping in written in the grievance/suggestion box in front of the office room of Katahguri college or online google form which is visible in college website www.katahguricollege.org.in. Final report based on grievance received and resolved is submitted to the Principal of Katahguri College and further course of action will be decided and the same shall be intimated to the students.

Mission:

1. To ensure a democratic environment on the campus.
2. To make the institute as student-friendly.

Vision:

To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and educational atmosphere in the institute.

Objectives:

The main objectives of the Students Grievances and Redressal Cell of Katahguri College are as -

1. To develop an organizational framework to resolve grievances of students and other stakeholders.
2. To provide the student's access to immediate, hassle-free recourse to have their grievances redressed.
3. To establish structured interactions with students to elicit information on their expectations.
4. To institute a monitoring mechanism to oversee the functioning of the grievance redressal policy.
5. Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
6. Suggestion/complaining Box will be installed in front of the office room of Katahguri College 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.

7. To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.

8. To make officials of the college responsive, accountable and courteous in dealing with the students.

9. To ensure effective solution to the students' grievances with an impartial and fair approach.

Functions:

1. Redressal of Students' grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments to redress the grievances.
3. To guide ways and means to the students to redress their problems.

Powers:


1. In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.


2. In case the members fail to find out any solution then the matter is referred to the principal for final comment the matter.

Composition:

The Students Grievances and Redressal Cell of Katahguri College has consists of the following members:

Sl. No	Name	Designation	Portfolio	Department	Contact No.
1	Dr. Khairul Islam	Principal	Chairman	Economics	9101438469
2	Md. Shahidul islam	Asstt. Professor	Convenor	Pol. Science	9101121569
3	Monisha Saikia	Asstt. Professor	Member	Assamese	8368683859
4	Shamim Khanam	Asstt. Professor	Member	Education	7002177430
5	Anjarul Azam Fakir	Asstt. Professor	Member	Economics	7662804391
6	President	Student	Ultimate member	Student Union K.C.	


Convenor
Students Grievances and Redressal Cell
Katahguri College


Principal
Katahguri College
Naga Bargaon (Assam)