

B N COLLEGE, DHUBRI, ASSAM



GRIEVANCE REDRESSAL POLICY



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OFFICE OF THE PRINCIPAL
B.N. COLLEGE :: DHUBRI :: ASSAM

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Dr. Dhruba Chakrabortty, M.Sc., Ph.D.
Principal

No. B. N. C/

Date

DECLARATION

I hereby declare that all the information given and documents submitted are true to the best of my knowledge and belief.



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Grievance Redressal Policy

B. N. College, Dhubri

Introduction

In all higher educational institutions, redressal of students' grievances is an important area that helps to ensure safe, conducive and harmonious teaching-learning environment. Considering its utmost priority, the B. N. College, Dhubri has constituted a Grievance Redressal Committee to look into issues or complaints lodged by the students and staff. The College has also constituted Anti-Ragging Committee and Anti-Sexual Harassment Cell in order to make the redressal process decentralise and proactive to deal with the specific cases. All the Committees have been constituted in accordance with the guidelines of the UGC or the respective authority.

Objective of the Policy

- To look into the issues or complaints lodged by the student and staff and judge its merit.
- To ensure prompt and impartial action with care and sensitivity in order to resolve the issues or complaints.
- To uphold and maintain dignity of the institution and establish harmonious atmosphere among different stockholders.

Policy Formulation and Implementation

Any student or staff with a genuine grievance or complaint may approach the Grievance Redressal Committee. One can register their complaints verbally by appearing before any member of the Committee or over telephone. In case the student/staff is reluctant to appear in person, s/he can e-mail to the Grievance Redressal Committee or Principal. Complaint can also be lodged by dropping the application/complain letter in the suggestion/complaint box installed in front of the Principal's room of the college.

Upon receiving the complaints, a preliminary discussion among members of the committee about the merit of the issue or complaint is judged. The Committee formally meets to review the cases and if require, send to the higher authority for direction and guidance. The cases are attended promptly on receipt of the grievances from the students and staff.

Conclusion

The Grievance Redressal Committee constitutes a core committee in the college which deals with students' and staffs' grievances and their redressal. Prompt and timely action on the issues or grievances will help to build confidence of different stockholders upon the institution and in the long run, it will ensure healthy teaching-learning environment in the institution.