

GRIEVANCE REDRESSAL MECHANISM

POLICY

The College is committed to providing a congenial atmosphere for learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and nonacademic concerns. The grievance mechanism has in place a Complaint Box placed in the Administrative Block. The students are informed of this redressal mechanism at the time of orientation so that if the need arises, they can drop their suggestions or complaints in the respective drop box which will facilitate firsthand information for action to be taken. Complaints are handled in a sympathetic, fair, and efficient manner encouraging informal conciliation, early resolution, individual privacy and confidentiality.

PROCEDURE

1. The College has an active Grievance Redressal Committee with the leadership of the Principal and all the HoDs and one representative from Administrative Staff as Executive Members.
2. The box will be opened at regular intervals by the coordinator.
3. Letters will be numbered and registered in Complaint Registers, maintained by the coordinator.
4. Depending on the nature of the complaint, the grievance will be referred to the concerned committees and authorities.
5. There is online facility in the website of the college to put messages regarding any grievances and issues related to the college.

The present Committee is constituted by the following members:-

1. Mr. Biren Dutta, Principal as Chairperson
2. Mrs. Bornali Kalita, Vice Principal as Executive Member
3. Mr. Marajul Hussain Bordoloi, as Coordinator
4. Mrs. Bondana Saikia, Head, Department of Assamese as Executive Member
5. Mrs. Noyanmoni Saikia, Head, Department of Education as Executive Member
6. Mrs. Munmoni Saikia, Head, Department of English as Executive Member
7. Dr. Rana Bora, Head, Department of Geography as Executive Member
8. Mrs. Puspa Dhandia, Head, Department of History as Executive Member
9. Mrs. Nivarani Kalita, Head, Department of Sociology as Executive Member
10. Mrs. Piraksy Saikia, Senior Assistant, Administrative as Executive Member



BORHOLLA COLLEGE

Affiliated to Dibrugarh University.

Estd: 1990

P.O. – Borholla - 785631

Dist- Jorhat (Assam)

Ref. No. B/C/Adm./2022/02


Date.10/01/2022

ORDER

Following the directions from the concerned authorities the Grievance Redressal Committee of Borholla College is reconstructed for the current academic session with the following members –

1. Mr. Biren Dutta, Principal as Chairperson
2. Mrs. Bornali Kalita, Vice Principal as Executive Member
3. Mr. Marajul Hussain Bordoloi, as Coordinator
4. Mrs. Bondana Saikia, Head, Department of Assamese as Executive Member
5. Mrs. Noyanmoni Saikia, Head, Department of Education as Executive Member
6. Mrs. Munmoni Saikia, Head, Department of English as Executive Member
7. Dr. Rana Bora, Head, Department of Geography as Executive Member
8. Mrs. Puspa Dhandia, Head, Department of History as Executive Member
9. Mrs. Nivarani Kalita, Head, Department of Sociology as Executive Member
10. Mrs. Piraksy Saikia, Senior Assistant, Administrative as Executive Member

The IQAC is directed to display the committee in the website of the institution with phone numbers of the concerned members.


Principal
Borholla College
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)



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Dist- Jorhat (Assam)

Ref. No. B/e/web/2022/ 03

Date.11/01/2022

Present Members of Grievance Redressal Committee

1	Mr. Biren Dutta, Principal	Chairperson	9435698797
2	Mrs. Bornali Kalita, Vice Principal	Executive Member	7399316190
3	Mr. Marajul Hussain Bordoloi, Assistant Professor, Department of Political Science	Coordinator	8011072116
4	Mrs. Bondana Saikia, Head, Department of Assamese	Executive Member	9859151345
5	Mrs. Noyanmoni Saikia, Head, Department of Education	Executive Member	8638007793
6	Mrs. Munmoni Saikia, Head, Department of English	Executive Member	8721994340
7	Dr. Rana Bora, Head, Department of Geography	Executive Member	7896518625
8	Mrs. Puspaa Dhandia, Head, Department of History	Executive Member	7636051552
9	Mrs. Nivarani Kalita, Head, Department of Sociology	Executive Member	6000639931
10	Mrs. Piraksy Saikia, Senior Assistant, Administrative	Executive Member	9678559511

Principal
Borholla College.

Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

Annual Action Plan of the Grievance Redressal Committee

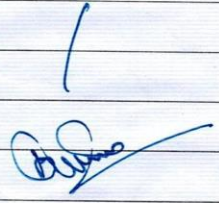
YEAR 2017

Date _____
Page _____

Action plan for the year of 2017 of Grievance Redressal cell

The sitting of the grievance redressal cell meeting held on 10-2-2017 has accepted the action plan for the year of 2017 and accordingly the co-ordinator will intimate the action plan to the authority and the relevant stake-holders

1. The rules and regulations of the institution should be highlighted on the college notice board.
2. The new committees should be awarded just like the previous years about the rules and regulations on the very first day of the interactive session.
3. The authority should be requested to install CCTV


Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

YEAR 2018

Action plan of Grievance Redressal Cell for the year of 2018

The sitting of grievance redressal cell held on 15/21/2018 has accepted the action plan for the year of 2018 and accordingly the Coordinator will inform the action plan to the authority

1. The authority should be requested to upgrade boys toilet and provide boys common room.

2. That the authority to be requested to develop the entrance road of the College Campus.



BORHOLA COLLEGE
Borhola, Jorhat (Assam)

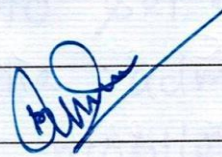
YEAR 2019

Page _____

Action Plan of Grievance Redressal Cell for the year of 2019

Upon the resolution that has been taken in the grievance redressal meeting held on 12-2-2019 and has accepted the following action plan and conveyed the same to the authority

1. That the authority to be requested to provide canteen facility in the college premises.



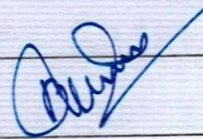
Principal
BORHOLA COLLEGE
Borhola, Jorhat (Assam)

YEAR 2021

Action plan of Grievance
Redressal Cell for the year of
2021

The resolution that has been
taken in the grievance redressal cell
meeting held on 03-02-2021 the
following action plan has taken and
introduced the same to the college authority.

1. That the authority to be
requested to set-up ICT based classroom.



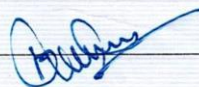
PRINCIPAL
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

Action Plan of Grievance Redressal Cell for the year of 2022

The resolution that has been taken in the grievance redressal cell meeting held on 08-2-2022 the following action plan has taken and informed the same to the college authority

1. The college authority should be requested to renovate the girls common room and facilitated with medical facility.


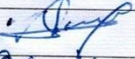
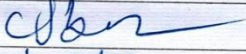

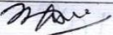
2. That the college authority to be requested to set up a complaint drop box in the administrative building and mobile number of the coordinator of grievance redressal cell should be displayed.



Minutes of the Meeting of Grievance Redressal Committee

YEAR 2017

Attendance Signature of the Grievance
Redressal Cell Meeting Dt 10/2/2017

1. 
2. P. K. Gupta
3. 
4. Dipti Boruah
5. 
6. M. B. Boruah
7. M. B. Boruah
8. M. B. Boruah
9. 
10. 

Agenda

1. Sitting of the Chairperson
2. purpose of the meeting
3. Discussion
4. Resolution
5. vote of thanks
6. Adjourn of the meeting

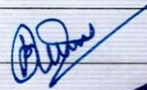
Today dated on 10/2/2017, there is a meeting held of the grievance redressal cell under the chairmanship of Principal Mr. Biren Dutta who is the chairperson of the same. All the departmental HOD has participated in the meeting. The convenor of the cell Marjuel Hussain Borahoti describes the purpose of the meeting. He urges the participants members to discuss on the

question over the matter of solving grievances of the students. The participant members give their respective views to tackle grievances of the students. As per discussion held in this meeting following resolution has taken.

Resolution: 1. That to highlight the rules and regulations at the college notice board to the students.
2. To make aware the new comers of the institution in the very first interactive session.

After that votes of thanks has given by Convenor to all participants for their valuable remarks.

The chairperson satisfies on the proceeding of the meeting and adjourns the meeting.


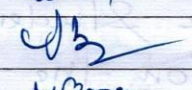
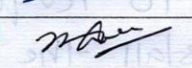


BORHOLA COLLEGE
Borholla, Jorhat (Assam)

BORHOLA COLLEGE
Jorhat (Assam)

Attendance Signature of the Grievance Redressal cell

Dt 23/8/2017

1. 
2. Dipati Boruah
3. Mbaraka
4. 
5. Mbaraka
6. Mbaraka
7. Peri
8. Mbaraka
9. Mbaraka
10. 

Agenda

1. Sitting of the Chairperson
2. Purpose of the meeting
3. Discussion
4. Resolution
5. Vote of thanks
6. Adjourn of the meeting

A. grievance redressal cell meeting is held dt on 23/8/2017. Principal Mr. Biren Dutta who is the chairperson of the cell presided over the meeting. The convenor Marajet Hussain Bordeoi disclose the purpose of the meeting. The sitting satisfies with the progress

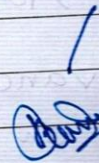
of the cell. Then the discussion reflected on the grievances that has come to the floor. The participant members requested the president to provide drinking water facility to the students. It is also discussed that CCTV to be installed to detect the bad manners of the students.

After discussion the following resolution has taken.

- Resolution: ① That to provide drinking water facility to the students
② That to request the authority to install the CCTV.



Then the convenor applaud the members for their participation.

The chairperson remarks that the sitting is held in a very conducive manner. With that the honourable president adjourns the meeting.



BORHOLA COLLEGE
Borhola, Jorhat (Assam)

Signature Attendance of Grievance
Cell Meeting
DT 15/2/2018

1. 
2. Sipti Boruah
3. Leni
4. Shikha Borah
5. 
6. Mbarde/a
7. Hazareika
8. Mbarora
9. Nakabata
10. Bula

Agenda

1. Sitting of Chairperson
2. Objective
3. Discussion
4. Resolution
5. Adjournment of the meeting

Dated 15/2/2018, a grievance cell meeting is held under the chairmanship of Mr. Principal. The co-ordinator explains the objective of the meeting. The meeting has discussed over the grievance of girls on the matter of providing Sanitary napkin and fast Aid Medical facility in the girls common room. The another grievance comes from boys on the issue of boys common. Both the issues has taken seriously

by the cell and resolves into the following resolution

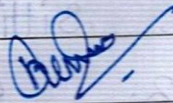
Resolution

1. That to request the authority to provide sanitary napkin and first aid medical facility in the girls common room.

2. That to provide a boys common room and request the authority.


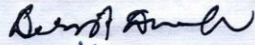
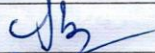
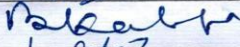
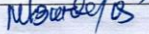
3. That to renovate boys toilet and convey the message to the authority

After that the chairperson gives thanks to all participants in smooth conducting of the meeting. With that he adjourns the meeting.



Principal
BORHOLA COLLEGE
Borhola, Jorhat (A.S.Sam)

Signature Attendance of -the Grievance Cell Meeting of 05/3/2018

1. 
2. Dipti Boruah
3. Skitcom Boruah
4. Bai
5. Jagannika
6. Mera
7. 
8. 
9. 
10. 

Agenda

1. Sitting of -the Chairperson
2. Objective
3. Discussion
4. Resolution
5. Adjournment of -the meeting

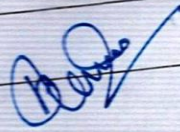
To day dated 05/3/2018, there is meeting held of the grievance cell. The Principal who is also chairperson of the cell acts as the chairperson of the meeting.

The objective of the meeting described by the Coordinator, Mr. Marqul Hussain Bordoloi. He urges the participant members to discuss over the issue of poor entrance road to Gilge campus. The sitting takes concern on the issue and resolved that the matter should be conveyed to the authority.

Resolution: That to request the authority

to develop the entrance road to the College Campus.

With this the sitting ends and thanks to all participants for their attendance in the meeting by the Chairperson.



Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

2019

Signature Attendance of the Grievance
Cell Meeting

Dt 12/21/2019

1. 
2. Dipti Boruah
3. T. Baruah
4. M. Baruah
5. R. Baruah
6. A. Baruah
7. M. Baruah
8. A. Baruah
9. M. Baruah
10. A. Baruah

Agenda

1. Sitting of Chairperson
2. Objective
3. Discussion
4. Resolution
5. Adjournment of the meeting

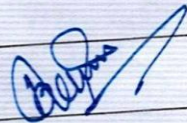
A meeting of the grievance cell meeting is held on 12/21/2019 under the chairmanship of Mr. Biren Dutta, Principal of Borcholla College. The meeting focuses on the grievance comes from the students on the matter of a College Canteen. The participants members concerns over the issue raised by the students.

Ultimately, after discussion, the meeting takes the following resolution.

Resolution:

1. That to request the college authority to construct a college canteen.

After that the meeting comes to an end with the valuable remarks given by the principal, the chairperson of the cell, and adjourns the meeting.



Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

2020

Signature of attendants/participant members
in Grievance Redressal Cell meeting on 6/02/2020:

1. ~~Debraj~~

2. T. Baruah

3. ~~Mdali~~

4. ~~Balabatra~~

5. ~~Dhundi~~

6. ~~Sphulcan~~

7. ~~Baiker~~

8. ~~Dika~~

9. ~~Mhaili~~

10. ~~Kalita~~

Agenda

1. Sitting of the Chairperson
2. Objectives
3. Discussion
4. Resolutions
5. Adjournment

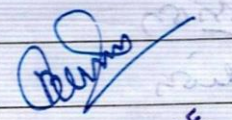
Proceeding

Dated on 6th Feb. 2020, there is a grievance cell meeting held under the chairmanship of Mr. Biren Dutta, Principal Berholla College. In this meeting, disturbance faced by the students because of pandemic and irregularity of classes. The sitting takes the matter seriously and tries to find out a mechanism to

continue the classes. It is discussed until the pandemic appears to be vigorous, the classes should be continued as earlier. The resolution which is taken is :-

That to continue regular classes as earlier until govt. notification to close down the educational institution, 1

After that, the chairperson thanks to all for smooth conducting of the meeting. With that, he adjourns the meeting.


Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)

2021

Signature Attendance of the Grievance Cell Meeting 03/2/2021

1. [Signature]
2. S. Sankar,
3. [Signature]
4. Sphurkan
5. B. Sankar
6. D. Sankar
7. M. Sankar
8. K. Sankar
9. B. Sankar

Agenda

1. Sitting of the chairperson
2. Objective
3. Discussion
4. Resolution
5. Adjournment of the meeting

10 day dated 3/2/2021 there is grievance cell meeting held under the chairmanship of Mr. Bireen Dutta, Principal of Borcholla College. The meeting is basically held to discuss about the ICT classroom. All the participant members agrees on this topic and finally resolved that

Resolution: ICT based classroom to be provided and the matter should be intimated to the authority

2022

Signature Attendance of the Grievance Cell Meeting Dt 8/2/22

1. ~~Aditya~~
2. S. Saha
3. Ghosh
4. M. Saha
5. B. Saha
6. ~~S. Saha~~
7. S. Saha
8. K. Saha
9. B. Saha
10. B. Saha

Agenda

1. Sitting of the chairperson
2. Objective
3. Discussion
4. Resolution
5. Adjournment of the meeting

Today dated 08/2/2022 there is a meeting held of the grievance cell meeting. Mrs. Birsen Dutta, Principal, Borcholla College presided over the meeting. The meeting focuses on the matter of renovation of girls' common room. The participant members give their views that it is utmost necessary to renovate the girls' common room so that the girls would benefit from it.

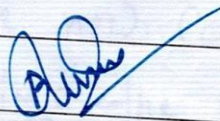
Finally the sitting comes to the following resolution.

Resolution: 1. That the girls common room to be renovate

2. That the matter to be informed to the authority

3. That a grievance drop box to be made

After that the chairperson gives his remarks and thanks to all participants for their contribution in smooth conducting the meeting. With this he adjourns the meeting.



Principal
BORHOLLA COLLEGE
Borholla, Jorhat (Assam)