



DULIAJAN COLLEGE
P.O. DULIAJAN – 786602 Dist. Dibrugarh (Assam)
(Registered Under The Societies Registration Act. XXI of 1860) Registration No. 279 of 1977-78
Under Section 2(F) and 12(B) of the UGC Act, 1956
Website: www.duliajancollege.in Email: duliajancollege@yahoo.com

STUDENT GRIEVANCE REDRESSAL POLICY

Grievance Redressal System is an indispensable part of the administration of an academic institution. It is the responsibility of the College Administration to provide a safe, secured and contented environment to the students while pursuing their studies. Keeping in view of such a goal, the Grievance Redressal Cell has been constituted in the year 2019 with compliance with Section 5, University Grants Commission (Redress of Grievances of Students) Regulations, 2019 along with the approval from the Duliajan College Governing Body. The Cell has been entrusted with the responsibility of redressing the grievances of the students in accordance with the grievance redressal policy of the college with the highest standard of integrity, impartiality, fairness and confidentiality.

Objective:

- i. To provide a platform and opportunity to the students to freely express their grievances without any fear.
- ii. To develop a mechanism for quick, justified and amicable solution of the grievances.
- iii. To provide appropriate counseling and assistance to the students while mitigating the grievance.

Definitions:

- i. Grievance means and includes any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matter as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessment. Provided that the grievance shall not include the grievances made before the Anti Ragging Committee, OBC Cell, ST/SC Cell and Internal Complaint Committee.
- ii. Grievance Redressal Cell means the Committee constituted under this policy as per the UGC Regulations, 2019.
- iii. Aggrieved student means a student who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulations, 2019.
- iv. Student means a person enrolled, or seeking admission to Duliajan College.

Composition of the Duliajan College Grievance Redressal Cell:

The Grievance Redressal Cell shall consist of the following members:

- i. Chairperson: Principal of Duliajan College
- ii. Convener: A senior faculty member of Duliajan College nominated by the Principal.
- iii. Faculty member: Two faculty members, one lady and one gents, nominated by the Principal.
- iv. Staff member: Head Office Assistant
- v. Student member: President of the Duliajan College Student Union.

Function:

- i. To review the complaint received by the Grievance Redressal Cell.
- ii. To follow the principle of natural justice in considering the grievances.
- iii. To report with recommendations, if any, to the complainant student within a period of 10 days from the date of receipt of the grievance.
- iv. To conduct an enquiry to identify the problem along with its solution.



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Grievance submission procedure:

Any aggrieved student can submit a complaint:

- i. By sending an email to duliajancollege@gmail.com
- ii. By dropping the complaint in the Grievance Box.
- iii. While submitting the complaint, the student must mention his/her name, class, roll no and contact no. along with the complaint.

Grievance Redressal Mechanism:

- i. On receipt of a complaint, the college authority shall forward the complaint to the Grievance Redressal Cell along with a comment (if necessary).
- ii. The Cell shall fix a date for hearing the complaint which shall be communicated to the complainant.
- iii. The aggrieved student must appear in person before the Committee of the Cell to present the case. However, for a justified reason for his/her inability to present physically, he/she may authorize his family member to present the complaint before the Committee of the Cell.
- iv. Upon hearing the complaint the Committee shall initiate an appropriate enquiry to mitigate the problem within a maximum period of 10 days.
- v. The Committee shall report with recommendations (if any) to the aggrieved student within a period of 10 days from the date of receipt of the complaint.
- vi. If a complaint is found to be false or frivolous, the College authority reserves the right to take disciplinary action against such student.

Consequences of Non-compliance:

Any contravention of the regulations by the college would invoke the actions as per Regulation 10 of the UGC Regulations, 2019.

(Dr. L.B. Gogoi)

Principal

Duliajan College

Principal
Duliajan College

