

Grievance Redressal Policy

Pub Kamrup College



Grievance Redressal Mechanism

The college follows a mechanism to redress the various grievances received from time to time. The college constitutes Grievance Committee with Principal as Chairperson and a few senior most faculties as members. It aims to maintain a conducive and harmonious atmosphere in the campus. The mechanism of dealing with students' grievances is such that at the basic level Department takes initiatives to redress the grievances. However if the grievances cannot be redressed at the departmental level, the HOD informs the Principal and accordingly Principal may either tries to redress the grievance or he may place it before the Grievance Redressal Cell of the institution. However, any aggrieved parents/students have the liberty to put cases directly to the principal or they mail to the college authority or write to the college authority his/her issue(s). The complaint letters may be put in the complaint box placed in the office of the Principal.

Grievances include the following complaints of the aggrieved students:

1. Complaints related with the Admission Procedure.
2. Complaints regarding the publications of misleading/wrong information.
3. Complaints regarding the conduct of examination.
4. Complaints regarding the evaluation process.
5. Complaints in connection with the Payment of Student Scholarships.
6. Complaints related with the faculties for curricular and co-curricular activities.
7. Complaints regarding ragging malpractices.
8. Complaints regarding sexual harassment.
9. Any other issues (if the concerned cell considers important for the maintenance of good academic environment)

Grievance submission

All the students, employee of the college shall have the right to file a complaint or application to the committee to redress his or her grievance. The grievance shall be submitted in any of the following ways:

- The victim or the complainant shall make attempts to resolve the issue upon discussion with the accused.



- If informal attempt appears fruitless or unresolved, a formal grievance process shall be initiated in person by the victim by meeting the HOD/Mentor Grievance Redressal Cell/Principal.
- The Grievance Redressal Cell of Pub Kamrup College and its policies come into force as and when situation arise.

How to formally submit a grievance:

- A grievance may be submitted in written form either in paper or electronic medium to the concerned HOD/Class teacher/ mentor.
- A grievance may be submitted in written form either in paper or electronic medium to the Principal/convenor of the concerned cell.
- A formal grievance shall include the following information:
 1. Name of the accused and the place of happening along with time and date should be there in the written grievance.
 2. Names of witnesses or individuals who may have direct and relevant information about the specific allegation (with accompanying addresses, email addresses, and telephone numbers)
- The grievance (which may be accusation/ formal submission) shall be brought to the attention of the Principal for formal acceptance.

Working procedure of the Grievance Redressal Cell

1. The Grievance Cell, upon accepting the grievance, shall handle the grievances within 48 hours.
2. The Principal of Pub Kamrup College and the Grievance Redress Cell shall be the final authorities in the matters of composition of the grievance hearing special team.

Principal
Pub Kamrup College
P.O. Baihata Chariali