

## NAZIR AJMAL MEMORIAL COLLEGE OF EDUCATION

Recognised by NCTE and Affiliated to Gauhati University

Run by - AJMAL FOUNDATION

### Policy For Grievance Redressal Cell


#### **Introduction:**

In order to redress individual as well as collective grievances of the students and staff of the college, a grievance redressal mechanism has been devised. The staff refers to all academic and non-academic staff members. It includes faculty (full time, parttime or visiting), academic support staff members, full-time or part time employees and full-time consultants who are involved in administrative or non-academic work.

#### **Objectives:**

1. To maintain a healthy working atmosphere amongst the academic faculties, students, and other stake holders of the institution.
2. To record the students' complaints regarding academics, administration, behavioral issues, and infrastructure of the college in an unfiltered manner and solve them unbiasedly.
3. To keep the personal grievances anonymous keeping the dignity of the individuals in mind.
4. To ensure effective solutions of the students' grievances fairly and impartially.
5. To preserve the peaceful atmosphere of the college by maintaining and promoting a healthy student-teacher relationship.
6. To prohibit misconduct in any form both inside and outside the institution.
7. To handle complaints of each individual keeping in mind their individual differences and treat them justly.
8. To develop respect and tolerance among the students, teachers, and other stakeholders of the institution, on any conflict or disagreement.




  
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## Procedure:

1. Annual Awareness Program on Grievance Redressal will be organized for freshly enrolled students.
2. Grievance forms will be made available in the College website for individual or anonymous use.
3. Grievance Drop Boxes will be set up on each floor in the College building that can be utilized for submitting grievances.
4. Grievance Drop Boxes will be checked on every Monday and after careful consideration, necessary actions will be taken.
5. Only the grievances accompanied by necessary documents and not taken up by any other Cells/Departments will be addressed by Grievance Redressal Cell.
6. Upon receipt of complaint, the Convener of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately. A copy of the grievance will be sent to all the members of the grievance redressal committee within 5 working days.
  - o Option 1:
    - ✦ The Convener of the committee may address the issue directly with the help of the concerned department case the matter is resolved directly with the help of the concerned department then the grievance redressal committee will be sent an update on the matter along with a closure report on the matter.
  - o Option 2:
    - ✦ The Convener may also call for a meeting of the grievance redressal committee.
    - ✦ The grievance redressal committee may, as required, also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
    - ✦ Final decision meeting of the grievance redressal committee will be held within 15 days of the receipt of the complaint.
    - ✦ The Convener of the committee will communicate the decisions to the concerned parties/departments via e mail and a copy of the case and decision will be sent to the Chairperson i.e., Principal.
    - ✦ In case the complaint has been made against a member of the grievance redressal committee; the concerned member will be barred from participating in any proceedings till the case has been closed.
    - ✦ Aggrieved parties (whether students/faculty/staffs) who are not satisfied with the decision of the committee, may appeal to the appeal authority for GRC for a reconsideration and review within six working days.
    - ✦ The appeal authority will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint. In case of any false or frivolous complaint, the appeal authority may order appropriate action against the complainant.



  
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- 4 The decision of the appeal authority, in such matters shall be final and there shall be no further appeal in the matter.

**Tenure of Membership:**

To be notified by the principal.

Following are the list of people present in the current Grievance Redressal Cell:

1.	Dr. Ashis Saha, Principal	Chairperson
2.	Ms. Sumi Choudhury, Assistant Professor	Convener
3.	Mr. Ranjit Kumar Singha, Assistant Professor	Member
4.	Ms. Pratima Das, Assistant Professor	Member
5	Dr. M.R.H Azad, General Manager, Ajmal Foundation	Member
6.	Dr. R.K Rath, Chief Academic Director	Special Invitee
7.	Mr. Deepak Debnath, Assistant Professor Cum Lawyer, Ajmal Law College	Special Invitee

4 **Note:**

a) The student representatives shall be special invitee only to those meetings in which grievances of students are to be considered and they shall attend only that part of the meeting, during which grievances of students are to be considered.

b) The HR representative of Ajmal Foundation shall be special invitee only to those meetings in which grievances of academic & non-academic staff members are to be considered and they shall attend only that part of the meeting, during which grievances of academic & non-academic staff members are to be considered.



*Ashis Saha*  
Principal  
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