

INTERNAL QUALITY ASSURANCE CELL (IQAC)

Policy Document On Grievance Redressal Cell

August 14, 2018



**PRAMATHESH BARUA COLLEGE,
GAURIPUR, DIST: DHUBRI (ASSAM), PIN- 783331**

GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Cell, P.B. College, Gauripur, is a statutory committee to look into the grievances and complaints lodged by the students and to examine the issue to arrive at inferences for recommending remedial measures. The Chairperson of the Cell is the Principal and six senior faculties from both Arts and Commerce Stream of the college are the members.

Objectives of the committee

The main objectives of the Cell are as follows:

- To examine the issues and the complaints raised by the students with respect to the matters like harassment, victimization, unfriendly treatment or any other grievance which disturb the learning process of the student.
- To address issues related to student to student relationship, student to teacher relationship, student to non-teaching staff relationship and the relationship between student and the academic community.
- To encourage the students to lodge their grievances freely and frankly without any fear of being victimized.
- To collect and examine the complaints/ grievances/ suggestions put by the students on Academic, Administrative, Infrastructural and any other matters in the complaints/suggestion box or received by e-mail at pbcollegefeedback@gmail.com
- To encourage students to follow moral and ethical values and to desist from undesirable activities in the college campus.

Scope of the Committee

The Student's Grievance Redressal Cell will receive grievances in writing from the students about any of the following matters-

- Academic Matters - The grievances of the students regarding syllabus completion, teaching methodology, approach and accessibility of the teacher, availability of the learning materials or any other academic matter.

- Administrative Matters - The grievances related to the unfriendly approach of the office staff, delay in providing services from the office, inconvenient schedule of fees collection, problems in getting necessary certificates, functioning of the Library and such matters.
- Other Matters - The Cell will also examine the grievances related to insufficient facilities for recreation, shortage of hygiene facilities, problems of sanitation and water availability, and all other matters not falling under the purview of other cells and committees.

Procedure of the Committee

The Cell will follow the following procedure.

- On obtaining a written grievance/ complaint the meeting of the Cell is convened by the Principal to look into the matter.
- If the names of the students are mentioned in the complaint, they will be called for an explanation. Otherwise the Cell will conduct an enquiry into the matter.
- If there is any merit in the complaint, the Cell will recommend to the Principal of the college to take appropriate measures for the redressal of the grievances.

Contact Details:

Dr. Jafar Wajeb
Associate Professor & Academic In-Charge
P.B. College, Gauripur

Formation of the Committee:

1. Chairperson : Principal, P.B.College, Gauripur
2. Convenor : Sri M.R.Jodder, Associate Professor
3. Teacher members :
 - i. Dr Jafar Wajeb, Associate Professor
 - ii. Smt Dubori Dolisa Choudhury, Associate Professor
 - iii. Mr. Dulal Ch. Karmakar, Assistant Professor

iv. Mr. Taybul Islam Mollah, Assistant Professor

v. Dr. Akhtarul Islam, Associate Professor

4. Non- Teaching Staff Member:

i. Mr. Mazidur Rahman, Senior Assistant

5. Two Students Representative

OFFICE OF THE PRINCIPAL
PRAMATHESH BARUA COLLEGE: GAURIPUR
GAURIPUR, DHUBRI, ASSAM.783331
NAAC ACCREDITED GRADE "B" (CYCLE-II)

No. PBC/Admin/Office Order/2018-2019/

Date:

From: Dr. A.H. Talukdar, M.A., Ph.D.
Principal i/c & Secretary
P.B. College, Gauripur.

OFFICE ORDER

Date: 07-08-2018

The Grievance Redressal Cell of the College is hereby constituted with the following members. They are requested to take necessary steps in this connection.


1. Chairperson : Principal, P.B. College, Gauripur
2. Convenor : Sri Mofizur Rahman Jodder, Associate Professor
3. Teacher Members:
 - (i) Dr. Jafar Wajeb, Associate Professor
 - (ii) Smt. Dubori Dolisa Choudhury, Associate Professor
 - (iii) Mr. Dulal Ch. Karmakar, Assistant Professor
 - (iv) Mr. Taybul Islam Mollah, Assistant Professor
 - (v) Dr. Akhtarul Islam, Associate Professor
4. Non-Teaching Staff Member:
 - (i) Mr. Mazidur Rahman, Senior Assistant
5. Two Student Representative

Sd/-
(Dr. A.H. Talukdar)
Principal i/c
P.B. College, Gauripur.

No. PBC/Admin/Office Order/2018-2019/1238 (A-F)
Copy forwarded for information to:

Date: 07.08.2018

1. President, G.B., P.B. College, Gauripur.
2. Academic in-charge, P.B. College, Gauripur.
3. Coordinator, IQAC, P.B. College, Gauripur.
4. Person Concerned
5. Head Assistant, P.B. College, Gauripur.
7. Guard File.


Principal i/c
P.B. College, Gauripur.

Online Grievance Redressal Mechanism

On recommendation of feedback analysis collected from all the stakeholders of P.B. College, Gauripur, the College authority has introduced online Grievance Mechanism, where the students, Alumni, Guardians, Teachers and well- wishers of the intuition can register their grievances which may be addressed with utmost effort by Grievance Redressal Cell of the College towards holistic teaching learning environment of the College.

Link for registration of online Grievance: <https://pbcollege.co.in/online/GRC/>

Sd/-

Dr Kalyan Das
Principal, P.B.College, Gauripur