

Grievance Redressal Cell Year wise Report:

A Grievance is a kind of communication that express discontent about an action or lack of action, about standard of service or absence of service of an institution and the complainant asks for remedial action. It is a machinery to short out the issues between students and the Institution. The Grievance Redressal cell of the DGC takes up the Grievance given by the stake holders of Institution try to resolve the matters.

Objectives of the Cell:



To develop on organizational frame work to resolve Grievance of Students.



To enlighten the students on their duties and responsibilities.



To make the students friendly for putting-up grievances without hesitation.



To ensure qualitative and quantitative development of the institution.



To explore the causes of grievance of the stake holders.

Rules of the Cell:



The Cell shall process all the students' complaints and take suitable action as per the college norms.



The cell may form or review the guidelines policy for redressal of the grievances required from time to time.



To conduct meeting whenever required and discuss the relevant issues on various grievances.

1.

Members of the Grievance Redressal Cell:

1. Mrs. Jashashya Borah (Asstt. Prof.) Department of Sociology
1. Mr. Prosanta Gogoi (Asstt. Prof.) Department of Sociology
1. Dr. M. C. P. Gogoi (Asstt. Prof.) Department of Economics
1. Mrs. Himadrika Tamuli (Asstt. Prof.) Department of Economics
1. Mr. Haradhan Ch. Mandal (Asstt. Prof.) Department of Bengali



Grievance Cell

Duliajan Girls' College

Complaint No: _____

Date: _____

To,
The

Re: Complaint against

Department/Branch/Division/cell : _____

Complaint No. : _____

Name of Complainant: _____

Being aggrieved, I am lodging complaint against the above referred
Details are given as under:-

1. Complainant's full Name and Address

- i. Name: _____
- ii. Department.....Semester.....Roll.No.....
- iii. Address: _____

- iv. Telephone no: _____
- iv. Landline no: _____
- v. Mobile No: _____

2. Name of the Institute.....:

Address:.....

.....

3. Subject Matter of Complaint and brief facts of the Purpose:

4. Date of Preferring your Claim/complaint to the Office (please enclose Copy of the letter):

5. Date of reply of Institute /(Cell) (Please enclose a Copy of letter):

6. I hereby declare and solemnly affirm that:

- a) The information given above is true to the best of my knowledge and belief.
- b) The complaint was lodged with the on _____ (Complaint date) as per copy enclosed and the Institute has rejected my claim/complaint/not replied even after a month/replied on _____ (replied on Date) but the same is not acceptable to me.
- c) The period of one year has not elapsed from the date of rejection letter or final from theInstitute
- d) The Complaint is not on the same subject matter for which any proceedings before any court or consumer forum or arbitrator are pending / settled or were so earlier.
- e) The subject matter is not decided earlier by your office or any office of the

7. I/We enclose copies of the following documents:

- 1) Copy of complaint letter written to the Institute.
- 2) Copy of reply received from the said Institute.
- 3) Copy of reminder, if any.

Yours faithfully,

(Name of the Complainant)

(Signature of Grievance Cell Co-Ordinator)

(Signature of the Complainant)



দুলীয়াজান ছোৱালী মহাবিদ্যালয় DULIAJAN GIRLS' COLLEGE

স্থাপিত : ১৯৯২ Estd. : 1992

Regd. Under Societies Act No. RS/DIB/255/40 of 1998-99
Permanent Affiliated to D. U. No. DU/RG/DCDC/DGC/Perm.AFF/2010-2011
Included under Sec 2 (F) 12 B of the UGC Act, 1956, No. 8-394/2010 (CPP-1/C)
P. O. DULIAJAN - 786 602, DIST. DIBRUGARH (ASSAM)

Ph. : (0374) 2801459 (O)
9954295461 (M)

Email ID: duliajangirlscollege@yahoo.co.in
Website: <https://duliajangirlscollege.org>

IQAC Email ID:
iqac.duliajangirlscollege92@gmail.com

Ref:02.....

DATE: 11.08.2016

GRIEVANCE CELL ACTIVITIES REPORT

Event : STUDENT AWARENESS PROGRAM

Objective : To sensitize the students regarding their grievances towards the institution.

Date, Time Place : 11.08.2016, 12:00 p.m./ DGC.

Department : Grievance cell.

Teachers Involved / Conducted : J. Borah, H.Tamuli, Dr.M.Phukon, P. Gogoi, H. Ch. Mandal

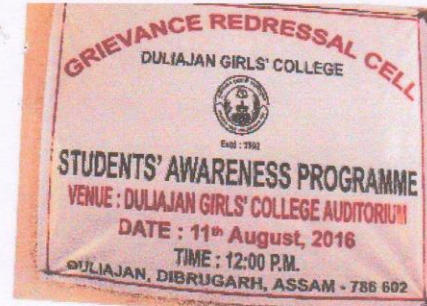
Students Involved (Participants) : XI, XII, B.A. 1st Semester (TDC) total numbers of student 200

Brief Description / Summary Of Events : A Lecture was delivered by Mrs. J. Borah and Mrs. H. Tamuli to aware the students about the insistence of the Grievance Redressal Cell where students can put-up their complaints without any hesitation.

Conclusion / Outcome : The outcome of the programme is that the students were very much benefitted as they know about the Grievance Cell and how they should put their problems in it.

Signature Of Teacher : *[Handwritten signatures]*

Remark Of Co-Ordinator (IQAC) : *Good initiative*



[Handwritten Signature]
Co-Ordinator Signature
Co-Ordinator, IQAC
Duliajan Girls' College
DULIAJAN GIRLS' COLLEGE (UNDER DIBRUGARH UNIVERSITY)



[Handwritten Signature]
Principal Signature
PRINCIPAL
DULIAJAN GIRLS' COLLEGE
P O DULIAJAN





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Ref:03.....

DATE: 11.08.2017

GRIEVANCE CELL ACTIVITIES REPORT

Event : STUDENT AWARENESS PROGRAMME

Objective : To sensitised the students on their grievances in the institution.

Date, Time Place : 11.08.2017, 12:00 p.m./ place - College auditorium.

Department : Grievance cell.

Teachers Involved / Conducted : J. Borah, H.Tamuli, Dr.M.Phukon, P. Gogoi, H. Ch. Mandal

Students Involved (Participants) : XI, XII, B.A. 3rd & 5th Semester (TDC)
Total numbers of student 200

Brief Description / Summary Of Events : A Lecture was delivered by Mr. P. Gogoi and Mrs. J. Borah to aware the students about the need and importance of the Grievance Redressal Cell and how they put their grievance in it.

Conclusion / Outcome : The outcome of the programme was that Students were benefitted as they could decide to uphold the grievance in full.

Signature Of Teacher : *J. Borah*

Remark Of Co-Ordinator (IQAC) : *Interactive session*



Borah
Co-Ordinator Signature
Co-Ordinator, IQAC
Duliajan Girls' College

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Phukon
Principal Signature

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Ref:04.....

DATE: 11.08.2018

GRIEVANCE CELL ACTIVITIES REPORT

Event : STUDENT AWARENESS PROGRAMME

Objective : To look into the complaints lodged by any students and redress it as per requirement.

Date, Time Place : 11.08.2018, 12:00 p.m./
Place - College auditorium.

Department : Grievance cell.

Teachers Involved / Conducted : J. Borah, H.Tamuli, Dr.M.Phukon, P. Gogoi, H. Ch. Mandal

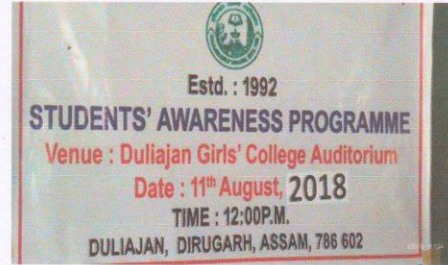
Students Involved (Participants) : XI, XII, B.A. 1st & 3rd Semester (TDC) total numbers of student 250

Brief Description / Summary Of Events : A Lecture was delivered by Mr. H. Ch. Mandal and Mr. P. Gogoi to aware about the Grievance Redressal Cell and how to redress their problems regarding academic and non-academic matters and about the complaint box, where they put-up their grievances.

Conclusion / Outcome : The outcome of the programme is that Students were made aware about the Cell and they realised the importance of their academic and non-academic rights in the institution.

Signature Of Teacher : P. Gogoi, J. Borah, H. Ch. Mandal, Dr. M. Phukon, H. Tamuli

Remark Of Co-Ordinator (IQAC) : Very well organised sensitising programme




Co-Ordinator Signature
Co-Ordinator, IQAC
Duliajan Girls' College


Principal Signature
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Ref:05.....

DATE: 11.08.2019

GRIEVANCE CELL ACTIVITIES REPORT

Event : STUDENT AWARENESS PROGRAMME

Objective : To demonstrate the students to express their complaints to the institution and ensure effective solution of that complaints.

Date, Time Place : 11.08.2019, 12:00 p.m./ place - College auditorium.

Department : Grievance cell.

Teachers Involved / Conducted : J. Borah, H.Tamuli, Dr.M.C.Phukon, P. Gogoi, H. Ch. Mandal

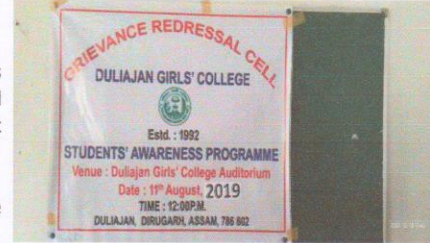
Students Involved (Participants) : XI, XII, B.A. 1st Semester (TDC) total numbers of student 220

Brief Description / Summary Of Events : A Lecture was delivered by Dr. M.C.P. Gogoi and Mr. P. Gogoi to aware about the Grievance Redressal Cell and the availability of the cell members where would help them to entiere the course of their grievances.

Conclusion / Outcome : The outcome of the awareness programme is that, the programme helped the students to know about the cell, cell members, and gave them a tool to resolve their problems instead of quitting it.

Signature Of Teacher : J. Borah P. Gogoi, *[Handwritten Signatures]*

Remark Of Co-Ordinator (IQAC) : *Excellent work done*



Duliajan Girls' College

[Handwritten Signature]
Co-Ordinator Signature
Co-Ordinator, IQAC
Duliajan Girls' College



[Handwritten Signature]
Principal Signature
PRINCIPAL
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Ref:

DATE:2020

GRIEVANCE CELL ACTIVITIES REPORT

Event : STUDENT AWARENESS
PROGRAMME (N/A)
Objective :
Date, Time Place : N/A
Department : N/A
Teachers Involved / Conducted : N/A
Students Involved (Participants) : N/A
Brief Description / Summary Of Events : Due to Covid-19 Pandemic situation, the sensitizing programme of Grievance Redressal Cell could not be held. So it is decided over telephonic conversation of the members that as soon as the Pandemic is over further programme of the Cell will be held.
Conclusion / Outcome : N/A

Signature Of Teacher :

Remark Of Co-Ordinator (IQAC) :

Prof. P. Ghosh J. Borah Ch. L. Das.
msf

Remarkable work done by the cell though the pandemic exists.



Bishya
Co-Ordinator Signature

Co-Ordinator, IQAC
Duliajan Girls' College

Principals
Principal Signature

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