



## STUDENTS GRIEVANCE REDRESSAL COMMITTEE/CELL (SGRC)

### Chilarai College, Golakganj

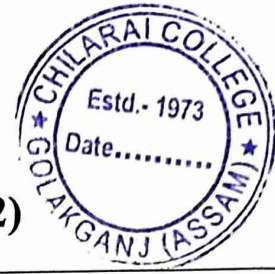
**Introduction:** Students Grievance Redressal Cell (GRC) has been functional and this cell has been constituted as per updated guidelines of government and UGC. The SGRC is institutionalized to resolve issues of the aggrieved students. The SGRC aims at looking into complaints lodged by the students. They can place their grievance regarding any academic and non-academic matter within the campus through the box installed for the purpose. Any students with a genuine grievance can also approach the members of the cell within the institution and drop the grievance(s). The reconstruction of the SGRC has been done as per recent guidelines of UGC.

**Objectives of SGRC:** The Students' Grievance and Redressal Cell has been constituted to redress the grievances of the students within a reasonable timeframe for further strengthening the bond of the students with the college. The institution takes care so that available facilities can be provided to the students satisfactorily.

**Grievance Redressal Mechanism:** There is a grievance Box installed in a concrete post of New Building (Ground Floor) for lodging grievances by students conveniently. Grievance Box is generally opened every Saturday and if it is public holiday, the next working day is considered for the purpose). Complaint (s) is redressed accordingly in jurisdiction of the institution. The Cell is committed to act upon those cases which have been supported by necessary documents (evidences). Redressal of the students' grievances are resolved by the concerned cell within a span of prescribed time of at least 15 days.

An aggrieved student can make complaint(s) in respect of the following:

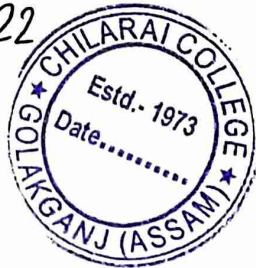
- Any issue relating to the Admission Procedure/ reservation of seats in the institution
- Delay of the Internal Examinations/ other modes of evaluation beyond the schedule specified by affiliating university
- Failure of the college in declaration of internal marks of the students
- Complaints of alleged discrimination of students of the Scheduled Castes, the Scheduled Tribes, OBC/MOBC, Women, Minorities or persons with disabilities category.
- Academic matters
- Any kind of harassment or victimization of students
- Issues relating to regularity of classes and available facilities like library facility, internet facility, sports & gym facility, canteen facility and other issues relating to teachers & employees of the institution.



Structure of the Committee/Cell ( w.e.f 15-09-2022)

Sl no	Name	Position in the SGRC	Contact details
1	Dr Bharat Bhusan Mohanty, Principal	Chairperson	9707339836 Email id: <a href="mailto:principal.chilaraicollege@gmail.com">principal.chilaraicollege@gmail.com</a>
2	Prakash Chakrabarty, Vice Principal & Associate Professor, Economics	Member	7896923980 Email id: <a href="mailto:chakrabartyeco@gmail.com">chakrabartyeco@gmail.com</a>
3	Nitai Chandra Roy, Associate Professor, Assamese	Member	9577775521 Email id: <a href="mailto:roy.nitaichandra@gmail.com">roy.nitaichandra@gmail.com</a>
4	Arunava Sen , Associate Professor, Economics	Member	7002261719 Email id : <a href="mailto:sen_arunava@rediffmail.com">sen_arunava@rediffmail.com</a>
5	Krishna Bhowmick, Assistant Professor, History	Member	9365061134 Email id: <a href="mailto:bhowmikkrishna42@gmail.com">bhowmikkrishna42@gmail.com</a>
6	Suprabha Das, B.A 1 <sup>st</sup> Year	Member	9387099480

Date: 15.09.2022  
Place: Golakganj



*R. Das* 15.9.22.  
Principal  
Chilarai College  
Golakganj  
Principal  
Chilarai College, Golakganj

**PROCEEDINGS OF STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**



**Meeting Date: 15<sup>th</sup> February, 2022**


**Venue: Digital Classroom**

**Time: 2.30 pm**

A meeting of is convened under the Chairmanship of Dr Bharat Bhusan Mohanty, Principal Chilarai College for formation of Students Grievance Redressal Cell in the college to discuss the following agenda.

- i. Objective of the agenda.
- ii. Committee formation for Students Grievance Redressal Cell
- iii. Misc.

The following members from Teaching , Non-Teaching Staff and student community attend the meeting.

1. 
2. Alakesh Chandra Roy.
3. Umesh Das .
4. Jugal Kishor Bhattacharya .
5. Nitai Chandra Roy .
6. Topu Choudhury
7. Arup Das .
8. P. Chakraborty
9. Suprabha Das

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Discussion: Prince Zakir Abdullah, Assistant Professor & Co-ordinator of the IQAC shares the objectives of the meeting. In his speech, he proposes the justification to form the Students Grievance Redressal Cell for the greater interest for the students. The committee shall be committed specifically to address and resolve if students experience any difficulties during the tenure of pursuing higher education in the college. This is followed by a briefing of the Chairperson for urgency to form the Students Grievance Redressal Cell . The Chairperson requests the house to select members for the formation of Students Grievance Redressal Cell.

**Resolution No 1:** The house unanimously resolved to name the Cell for Minority as “Students Grievance Redressal Cell” formed on 10<sup>th</sup> April, 2022 and the structure of the stated cell is as follows. The Committee will be valid for a period of three years w.e.f 15-02-2022.


- a. **Chairperson/President:** Dr Bharat Bhusan Mohanty, Principal & Secretary, Chilarai College, Golakganj.
- b. **Members:**
  1. Mr. Prakash Chakraborty, Vice Principal & Associate Professor & Head Department of Economics
  2. Mr. Nitai Chandra Roy, Associate Professor & HoD, Dept. of Assamese
  3. Arunava Sen, Associate Professor, Dept. of Economics
  4. Krishna Bhowmik, Assistant Professor, Dept. of History
  5. Suprabha Das, B.A 1<sup>st</sup> Year, Student Member

**Resolution No 2:** The Students Grievance Redressal Cell is empowered by the house to address and resolve the issues raised by the students of Chilarai college.

**Resolution No 3:** The house has resolved to frame duties and responsibilities for proper functioning of the Committee. The house requests the committee to do the needful for the students of the college if they experience any difficulties in any situation. The house also requests the members to give a presentation in ensuing Student Induction Programme regarding the functions of “Students Grievance Redressal Cell”.

The meeting ends with vote of thanks from the Chairperson. He urges all to inform about the newly formed students Grievance Redressal Cell in Chilarai College.




  
Principal  
Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj

### Action Taken Report

Students Grievance Redressal Cell, Chilarai College has been restructured on 15<sup>th</sup> February/2022 under the Chairmanship of the Principal of the college and the committee shall be valid for a period of three years w.e.f the stated date of restructuring.

  
Principal  
Chilarai College, Golakganj

**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**



**Meeting Date: 28<sup>th</sup> May, 2022**

**Venue: Digital Classroom**

**Time: 2.00 pm**

A joint meeting of the Students Grievance Redressal Cell and Academic Council, Chilarai College, Golakganj is convened under the Chairmanship of Dr Bharat Bhusan Mohanty, Principal Chilarai College for discussing the following agenda.

- i. Admission process for academic session 2022-2023
- ii. Misc

Members present:

1. *[Signature]*
2. Alakesh Chandra Roy
3. *[Signature]*
4. Jugal Kishor Bhattacharya.
5. Nitai Chandra Roy.
6. Topu Choudhury
7. Anup Sams.
- 8.
- 9.
- 10.

The house unanimously adopted the following resolutions.

**Resolution No 1:** The house unanimously resolves to strictly follow the Government Reservation Policy regarding the admission of H.S 1<sup>st</sup> Year & B.A 1<sup>st</sup> Semester students for Academic Session 2022-2023.

**Resolution No.2** The house collaboratively resolves that there should be proper guidance to the students to encourage them for their future studies. The house elaborately discussed about the admission Notification, Review, Selection list, waiting list and as a whole admission process

The meeting ends with vote of thanks from the Chairperson.

  
Principal

Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj



**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**

**Meeting Date: 28<sup>th</sup> May, 2022**

**Venue: Digital Classroom**

**ACTION TAKEN REPORT**

- 1 The college strictly follows the directives/guidelines of Govt. reservation policy in admission process.
- 2 Properly distribute the admission Notification, Review, Selection list, waiting list etc.



Principal

Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj



**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**



**Meeting Date: 6<sup>th</sup> August, 2022**

**Venue: Digital Classroom**

**Time: 1.00 pm**

A meeting of Students Grievance Redressal Cell was conducted on 6<sup>th</sup> August, 2022 at 1.00 pm in the Digital Classroom, Chilarai College, Golakganj. In the meeting issues received from the students verbally were discussed. The agenda of the meeting are as follows.

- i. Library should be updated with collection of new books
- ii. Installation of dustbins at various vital places
- iii. Inadequate lighting in classroom
- iv. Misc.

Members present:

1. *[Signature]*
2. *Alakesh Chandra Roy*
3. *Jugal kishor Bhattacharya.*
4. *[Signature]*
5. *Nitai Chandra Roy.*
6. *Topu Choudhury*
7. *Arup Sen*
- 8.


**Resolution 1:** The house has made a detailed discussion for the increase of text books in the central & departmental libraries.

**Resolution 2.** The house unanimously resolved for Installation of dustbins at various vital places within the campus.

**Resolution 3:** The house requests the Principal of the college to take necessary steps for provision of adequate lighting in classroom

The meeting ends with vote of thanks from the Chairperson of the Cell.



  
Principal & Chairperson  
Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj


**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**

**Meeting Date: 6<sup>th</sup> August 2022**

**Action Taken Report**

- 1 New books were purchased for the library.
2. New dustbins were installed in various places in the campus.
3. Lighting facility is improved.



  
Principal & Chairperson  
Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj

**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**

**Meeting Date: 24<sup>th</sup> January, 2023**

**Venue: Digital Classroom**

**Time: 1.00 pm**

A meeting of the Students Grievance Redressal Cell was conducted on **24<sup>th</sup> January, 2023** at 1.00 pm in the Digital Classroom, Chilarai College, Golakganj. In the meeting suggestions received verbally from the students were discussed in a detailed manner.

In this meeting, students had raised the following problem:

- i. About cleanliness in the Boys' and Girls' Common Room
- ii. Availability of Wi-Fi facility
- iii. Problem regarding vehicle parking
- iv. Misc.

Members present:

1. 

2. Alakesh Chandre Roy .
3. Nitai Chandra Roy .
4. Umakant .
5. Topu Choudhury
6. Aray Sam .
- 7.
- 8.

**Resolution 1:** The house has made a detailed discussion for adequate cleanliness in the Boys' and Girls' Common Room

**Resolution 2.** The house requests the Principal of the college to take necessary steps for adequate service of the Wi-Fi facility within the college campus.

**Resolution 3:** The house makes a proposal to set up a vehicle parking within the college campus.

The meeting ends with vote of thanks from the Chairperson of the Cell.



Principal & Chairperson  
Chilarai College, Golakganj

Principal  
Chilarai College, Golakganj

**STUDENTS GRIEVANCE REDRESSAL CELL  
CHILARAI COLLEGE, GOLAKGANJ**

**Meeting Date: 22<sup>nd</sup> January, 2023**

**Venue: Digital Classroom**

**Action Taken Report**

- 1 Proper hygiene is maintained.
2. Wi-Fi facility is provided in the college campus.
3. Action is awaited for setting up a vehicle parking..





Principal & Chairperson  
Chilarai College, Golakganj

*Principal*  
Chilarai College, Golakganj