

Lakhipir college Grievance Redressal Cell

Introduction:

As suggested by University Grants Commission, New Delhi, Lakhipur College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Cell.

Establishment of LCGRC

- The LCGRC established in 11th November, 2022 in college with the purpose to complaints of students relating to college.
- The LCGRC of the college is having three teaching staffs as its members and the principal as the chairman.
- The quorum for meeting including the chairperson and members.
- In considering the grievances the LCGRC shall follow principles of natural justice.
- The LCGRC shall send its report with recommendations, if any to the Vice-chancellor of Gauhati University and a copy to the aggrieved student within a period of 15 days from the receipt of complaint.

Composition of Lakhpir College Grievance Redressal Cell

A Complaint from an aggrieved student relating a college shall be addressed to LCGRC with the following composition, namely:

The following staff members are in the charge of this cell.

1. Mirza Mannaf-Chairperson
2. Dr. Arshad Laskar- Convener
3. Sarat Kumar Nath –Member
4. Dr. Asma Easmin-Member

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Functions:

- The cases will be attended promptly on receipt of written grievances from the students. The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing and drop it in box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Students can register their compliance through the following E-Mail.

lakhipurcollegegrc@gmail.com

OFFICE OF THE PRINCIPAL



LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)

PIN-783129

Whats App & Contact No.9101997329

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Date: 11th November, 2022

Notice

In compliance to UGC directive the following “Grievance Redressal Committee” is constituted to redress the grievances on academic and other matters received from the students of Lakhipur College.

The following are member of the committee.

1. Mirza Mannaf-Chairperson
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Students may send their queries to lakhipurcollegegrc@gmail.com



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