

POLICY DOCUMENT FOR REDRESSAL AND GRIEVANCE CELL

OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, Lakhipur College shall constantly endeavor to improve its service rules, standards and capabilities. The college expects all its teachers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the college and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the

Lakhipur College guidelines and the terms of the policy

The objectives of the Grievance Redressal Policy are:

- a) To develop an organizational framework to resolve Grievances of Students and staff
- b) To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- c) To enlighten the Students and staff on their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy

STUDENT-STAFF FOCUS:

1. Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
2. Lakhipur College shall endeavor to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
3. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
4. Lakhipur College shall take all efforts to abide by and enforce UGC regulations in all its operations.
5. The college shall also abide by the Code of conduct approved by the college.
6. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students namely:

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (viii) On provision of student amenities as may have been promised or required to be provided by the institution.

- (ix) Denial of quality education as promised at the time of admission or required to be provided.
- (x) Non transparent or unfair evaluation practices.
- (xi) Harassment and victimization of students including sexual harassment; and
- (xii) Refund of fees on withdrawal of admissions as per DPU instructions from time to time.

RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The college expects that Grievance Redressal be time bound and result oriented.

DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol. A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the college. Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system. Immediately on receipt of a Grievance, the concerned Cell will send a written communication to the person who lodges the Grievance in the college, stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded.
- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

STRUCTURE OF GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2018.

Grievance Redressal Cell

There shall be a Grievance Redressal Cell at the college level and constituent college / institute level. It shall consist of Grievances Committees.

Grievances Committee constituent Constitution:

- i) Principal of the college designated as Chairperson.
- ii) Three senior teachers will be selected by the principal as Members.
- iii) A student representing the college to be nominated based on academic merit.
- iv) The general secretary of the Students' Union will be a member by default.

Powers and Duties of the Committee :

- i) The grievances committee shall deal with the grievances of teachers, other employees and the students.
- ii) The aggrieved person (teacher, other employee or student) may lodge his grievance with the Principal or the Cell Convener of the college, who shall put it before grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within three months after the grievance is lodged with the committee.
- iv) If the college level committee is unable to settle a grievance, lodged by teachers /other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the concerned authority.



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

**UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002**

NOTIFICATION

F.No.14-4/2012 (CPP-II)

New Delhi, the __ October, 2018

In exercise of the power conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any

qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- v. publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified in the declared admission policy to be charged by such institution;

- viii. breach in reservation policy in admission as may be applicable;
 - ix. nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - x. delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
 - xi. on provision of student amenities as may have been promised or required to be provided by the institution;
 - xii. non transparent or unfair evaluation practices;
 - xiii. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the Commission from time to time.
- (g) "Department Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a Department.
- (h) "Institutional Grievance Redressal Committee" means a committee constituted under these regulations, at the level of an Institution.
- (i) "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college.
- (j) "University Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a University.
- (k) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (l) "Institution" for the purposes of these regulations, means any university, college or such other institutions, as the case may be;
- (m) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;

(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "University" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

i. Every higher educational institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;

(c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;

(d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;

- (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- (f) rules / regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine may be imposed.
- (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
- (h) details of the teaching faculty, including their educational qualifications, alongwith the category they belong to Regular / visiting ---- and teaching experience of every member of its teaching faculty.
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution.
- (k) any other information as may be specified by the Commission:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media:

- ii. Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its

publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)

- (i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:
 - (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
 - (b) Dean of students/Dean, Students Welfare
 - (c) Two senior academicians other than Chairperson.
 - (d) Proctor / Senior academician
- (ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).
- (iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.
- (iv) The quorum for the meetings shall be three, including Chairperson.
- (v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.
- (vi) The IGRC shall follow the principles of natural justice while deciding the grievances.
- (vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.
- (viii) The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)

- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.

(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

(v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.

E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within in a period of six days prefer an appeal to the Ombudsperson.

5. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

(i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.

(ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.

(iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.

(iv) The Ombudsperson, or any member of his immediate family shall not -

(a) hold or have held at any point in the past, any post or, employment in any office of profit in the university;

(b) have any significant relationship, including personal, family, professional or financial, with the university;

(c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(v) The Ombudsperson in a State University shall be appointed by the Executive council of the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-

- (a) Nominee of the Governor of the State or his nominee - Chairperson
 - (b) Vice-Chancellor of a University of State to be nominated by the State Government – Member
 - (c) Vice-Chancellor of the concerned State University – Member
 - (d) Registrar of the concerned State University – Secretary (non-voting)
- (vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-
- (a) Nominee of University Grants Commission – Chairperson
 - (b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

- One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member
- (c) The Vice Chancellor of the university – Member
 - (d) The Registrar of the university – Secretary (Non-Voting)
- (vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.
- (viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.

- (ix) The Ombudsperson may be removed on charges of proven misconduct or misbehavior or as defined under these regulations, by the concerned appointing authority i.e. the Executive Council of the University.

6. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear any appeal of an applicant for admission as student or student of the university against the university or institution affiliated to it as the case may be, after the student has availed all remedies available in such institution for redressal of grievance such as IGRC / UGRC;
- (ii) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, the issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- (iii) Ombudsperson may seek the assistance of any person as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the student(s).

7. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND GRIEVANCE REDRESSAL COMMITTEE:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student of that institution may submit an application seeking grievance redressal.
- (ii) On receipt of any online complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.
- (iii) The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved person.

- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal

Committee(s), as the case may be, may proceed to take one or more of the following actions, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) The Commission may take necessary and appropriate action as it may deemed fit, in case of an institution deemed to be university;
- (g) recommend to the concerned State Government for necessary and appropriate action, in case of a university established or incorporated under a State Act;
- (h) The Commission may take necessary and appropriate actions against any institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

(Prof. Rajnish Jain)
Secretary



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Dated: 18th November, 2018


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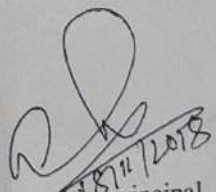
Lakhipir College Grievance Redressal Committee

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. Dr. Abdullah Saleh Uddin- Chairperson
2. Mr. Abdus Samad Shiekh- Convener
3. Mr. Abdur Rashid -Member
4. Mr. Mirza Mannaf –Member
5. Mr. Nurul Islam Mondal- Member
6. General Secretary, Students' Union-Member


18/11/18


18/11/2018
Seal and signature of the principal
Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Email: lakhipurcollegegp@gmail.com

Website: www.lakhipurcollege.in

Minute of opening meeting

Dated: 18th November, 2018

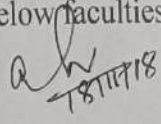
A meeting on Students Grievance Redressal is held on 18th August, 2018 at Teachers' common room, Lakhipur college under the chairmanship of Dr. Abdullah Saleh Uddin, Principal i/c, Lakhipur College.

Agendas:

1. Formation of Students grievance Redressal committee.
2. AoB

Resolution:

1. Resolved that after the discussion in the meeting, as per UGC guideline a Grievance Redressal Committee is formed by the below faculties.
 1. Dr. Abdullah Saleh Uddin- Chairperson
 3. Mr. Abdus Samad Shiekh- Convener
 4. Mr. Abdur Rashid -Member
 5. Mr. Mirza Mannaf-Member
 6. Mr. Nurul Islam Mondal- Member


18/11/18
Signature of Chairperson
Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



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LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Dated: 25th August, 2019


Notice


Lakhipur College Grievance Redressal Committee

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 members of the committee.

1. Mr. Idrish Ali Ahmed- Chairperson
2. Mr. Abdur Rashid - Convener
3. Mr. Santannu Roy -Member
4. Mr. Mirza Mannaf -Member
5. Mr. Nurul Islam Mondal- Member
6. General Secretary, Students' Union-Member


25/08/2019


25/08/2019
Seal and signature of the principal
Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



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LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Minute of opening meeting

Dated: 25th August, 2019

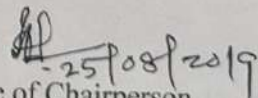
A meeting on Students Grievance Redressal is held on 25th August, 2019 at Teachers' common room, Lakhipur college under the chairmanship of Mr. Idrish Ali Ahmed, Principal i/c, Lakhipur College.

Agendas:

1. Formation of Students Grievance Redressal Committee.
2. Others

Resolution:

1. Resolved that after the discussion in the meeting, as per UGC guideline a Grievance Redressal Committee is formed by the below faculties.
25/08/2019
1. Mr. Idrish Ali Ahmed- Chairperson
3. Mr. Abdur Rashid - Convener
4. Mr. Santannu Roy -Member
5. Mr. Mirza Mannaf -Member
6. Mr. Nurul Islam Mondal- Member


Signature of Chairperson
Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Dated: 3rd September, 2020

Notice

Lakhipur College Grievance Redressal Committee

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 members of the committee.

1. Mr. Idrish Ali Ahmed- Chairperson
2. Mr. Zohurul Islam Mollah - Convener
3. Mr. Santannu Roy -Member
4. Mr. Abdur Rashid -Member
5. Mr. Nurul Islam Mondal- Member
6. General Secretary, Students' Union-Member

AP
03/09/2020

AP
03/09/2020

Seal and signature of the principal

Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Dated: 10th September, 2021

Notice

Lakhipur College Grievance Redressal Committee

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 members of the committee.

1. Mr. Idrish Ali Ahmed- Chairperson
2. Mr. Abdus Samad Sheikh - Convener
3. Mr. Jayanta Kumar Saloi -Member
4. Mr. Mirza Mannaf -Member
5. Mrs. Nilima Das- Member
6. General Secretary, Students' Union-Member

AS
10/09/2021

AS
10/09/2021
Seal and signature of the principal
Principal
Lakhipur College
P.O. Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Minute of opening meeting

Dated: 10th September, 2021

A meeting on Students Grievance Redressal is held on 10th September, 2021 at Teachers' common room, Lakhipur college under the chairmanship of Mr. Idrish Ali Ahmed, Principal i/c, Lakhipur College.

Agendas:

1. Formation of Students Grievance Redressal Committee.
2. Others

Resolution:

1. Resolved that after the discussion in the meeting, as per UGC guideline a Grievance Redressal Committee is formed by the below faculties.
1. Mr. Idrish Ali Ahmed- Chairperson
3. Mr. Abdus Samad Sheikh - Convener
4. Mr. Jayanta Kumar Saloi -Member
5. Mr. Mirza Mannaf –Member
6. Mrs. Nilima Das- Member

Idrish Ali Ahmed
10/09/2021

Idrish Ali Ahmed
10/09/2021

Signature of Chairperson
Principal
Lakhipur College
P.O.Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

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

PIN-783129

Whats App & Contact No.9101997329

Email: lakhipurcollegeglp@gmail.com

Website: www.lakhipurcollege.in

Date: 11th November, 2022

Notice

Lakhipur College Grievance Redressal Committee

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
2. Dr. Arshad Laskar- Convener
3. Sarat Kumar Nath –Member
4. Dr. Asma Easmin-Member
5. General Secretary, Students' Union-Member

Seal and signature of the principal

Principal
Lakhipur College
P.O. Lakhipur, Dt. Goalpara



OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Minute of opening meeting

Dated: 11th November, 2022

A meeting on Students Grievance Redressal is held on 11th November, 2022 at Teachers' common room, Lakhipur College under the chairmanship of Mr. Mirza Mannaf, Principal i/c, Lakhipur College.

Agendas:

1. Formation of Students Grievance Redressal Committee.
2. AoB

Resolution:

After threadbare discussion the following resolution was adopted in the meeting:

1. Resolved that after the discussion in the meeting, as per UGC guideline a Grievance Redressal Committee is formed by the below faculties.
 1. Mirza Mannaf- Chairperson
 3. Dr. Arshad Laskar- Convener
 4. Dr. Asma Easmin-Member
 5. Sarat Kumar Nath-Member

Signature of Chairperson
Principal
Lakhipur College
P.O. Lakhipur, Dt. Goalpara

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

Mechanisms for Grievance Redress

Procedure for lodging complaint:

- A complaint box has been kept for students 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



Complaint Box

To
The Examination Controller
Gauhati University, Ghy-14

Through the principal,
Lakhipur College, Lakhipur

Date: 11/9/23

Sub: Application for providing Corrected Grad Sheet.
Sir,

Respectfully I Muktar Hussain would like to inform you that I had failed in the Seminal Exam held in December, 2018 in the subject Arabic General. Again I have appeared in the Seminal Exam and passed in the same. I enclosed Marksheet and answer script here with.

Therefore, I request you for your kind

Consideration.

Forwarded & recommended for kind consideration as passed for.

25/09/2023
Principal
Lakhipur College
D. Lakhipur, Dt. Goalpara

Yours faithfully
Muktar Hussain

Roll No. - DA1711010213

BA 1st Sem. (General)

Cont. No. 8822673964



To

The Controller of Examinations,
Guwahati University, Guwahati-14

Through the principal, Lakhipur College, Lakhipur

Dated: Lakhipur the

Sub: Request for Declaring of Result of BA 6th Sem Exam, 2023

Sir,

With reference to the subject cited above, I have the honour to state that I appeared in BA 6th Sem Arrear Exam 2023 bearing Roll No. UA-191-101-0063 While downloading Grade Sheet guportal shows as Either you are not student or you entered an incorrect Roll No.

Therefore, I request you kindly to make necessary correction of my Grade sheet and declare my result of BA 6th Sem as early as possible.

I shall remain ever grateful to you for this act of your kindness.

Enclosure:

1. Grade sheets
2. Top Sheet
3. Attendance sheet

Yours faithfully,

Jiaur Rahman

Signature:

Roll No. UA-191-101-0063

BA 6th Sem Exam, 2023

Lakhipur College

Contact No. 9101068958



To

The Controller of Examinations,
Guwahati University, Guwahati-14

Through the principal, Lakhipur College, Lakhipur

Dated: Lakhipur the

Sub: Request for Declaring of Result of BA 6th Sem Exam, 2023

Sir,

With reference to the subject cited above, I have the honour to state that I appeared in BA 6th Sem Arrear Exam 2023 bearing Roll No. UA- UA-191-101-0043 While downloading Grade Sheet guportal shows as Either you are not student or you entered an incorrect Roll No.

Therefore, I request you kindly to make necessary correction of my Grade sheet and declare my result of BA 6th Sem as early as possible.

I shall remain ever grateful to you for this act of your kindness.

Enclosure:

1. Grade sheets
2. Top Sheet
3. Attendance sheet

Yours faithfully,


Principal
Lakhipur College

Signature: Fekku Rabidant

Roll No. UA-191-101-0043

BA 6th Sem Exam, 2023

Lakhipur College

Contact No. 6002812404





OFFICE OF THE PRINCIPAL

LAKHIPUR COLLEGE

P.O. Lakhipur, Dist, Goalpara (Assam)
PIN-783129

Website: www.lakhipurcollege.in

Email: lakhipurcollegegp@gmail.com

Report of Grievance and Activities

Report:

In accordance with the directives from UGC, Grievance Cell, Lakhipur College displayed posters and Anti-ragging slogans in college campus and organized anti-ragging awareness programme on 20th August, 2021, 8th August, 2022 and 12th August, 2023 in order to make students aware of the seriousness of ragging as a crime. The principal of the college informed to the students about the prohibition ragging Act 1998. He also pointed out that ragging is completely prohibited at the college and strict action will be taken against the students who indulge in such activities. Students and faculties were enthusiastically participated in these programmes. The aim of the cell is to create awareness among the students against ragging. The Cell did not find any case on ragging during these sessions.

The ICC, Lakhipur College has organized an awareness program on “ Preventing Abuse on Girls’ “ on 10/06/2023 at KGBV girls Hostel, Lakhipur. Mrs. Himani Devi ,Associate Professor, Department of English, lakhipur College was invited as the resource person who delivered an informative lecture. The ICC, Lakhipur college organized an orientation program on “ preventing Sexual harassment at workplace ‘ on 19/12/2023 . assistant professor Miss Rubina Sarkar , Associate professor Mrs. Himani Devi and office assistant Niva Ghosh have oriented the attendants. An awareness program on Gender sensitization Against Sexual Harassment was organized by ICC, lakhipur College on 30/12/2023. Dr. Arshad Laskar was invited as the resource person who sensitized the students on the topic.



Awareness program on Anti-Ragging



College, Lakhipur

Lakhipur Assam India 28°C

27HX+F7Q, Lakhipur, Assam 783129, India

Lat: 26.03 | Long: 90.30

12/08/2023 10:15 am, IST

Sat, 12 Aug

Workshop on Anti-Ragging



Awareness program on "Preventing Abuse on Girls"



Orientation program on “preventing Sexual harassment at workplace



Awareness program on Gender sensitization Against Sexual Harassment

To
The Examination Controller
Gauhati University, Ghy-14

Through the principal,
Lakhipur College, Lakhipur

Date: 11/9/23

Sub: Application for providing Corrected Grad Sheet.
Sir.

Respectfully I Muktar Hussain would like to inform you that I had failed in the Seminal Exam held in December, 2018 in the subject Arabic General. Again I have appeared in the Seminal Exam and passed in the same. I enclosed Marksheet and answer script here with.

Therefore, I request you for your kind

Consideration.

Forwarded & recommended for kind consideration as passed for.

25/9/2023
Principal
Lakhipur College
D. Lakhipur, Dt. Goalpara

Yours faithfully
Muktar Hussain

Roll No. - VA1711010213
BA 1st Sem. (General)
Cont. No. 8822673964



To

The Controller of Examinations,
Guwahati University, Guwahati-14

Through the principal, Lakhipur College, Lakhipur

Dated: Lakhipur the

Sub: Request for Declaring of Result of BA 6th Sem Exam, 2023

Sir,

With reference to the subject cited above, I have the honour to state that I appeared in BA 6th Sem Arrear Exam 2023 bearing Roll No. UA-191-101-0063 While downloading Grade Sheet guportal shows as Either you are not student or you entered an incorrect Roll No.

Therefore, I request you kindly to make necessary correction of my Grade sheet and declare my result of BA 6th Sem as early as possible.

I shall remain ever grateful to you for this act of your kindness.

Enclosure:

1. Grade sheets
2. Top Sheet
3. Attendance sheet

Yours faithfully,

Jiaur Rahman

Signature:

Roll No. UA-191-101-0063

BA 6th Sem Exam, 2023

Lakhipur College

Contact No. 9101068958



To

The Controller of Examinations,
Guwahati University, Guwahati-14

Through the principal, Lakhipur College, Lakhipur

Dated: Lakhipur the

Sub: Request for Declaring of Result of BA 6th Sem Exam, 2023

Sir,

With reference to the subject cited above, I have the honour to state that I appeared in BA 6th Sem Arrear Exam 2023 bearing Roll No. UA- UA-191-101-0043 While downloading Grade Sheet guportal shows as Either you are not student or you entered an incorrect Roll No.

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I shall remain ever grateful to you for this act of your kindness.

Enclosure:

1. Grade sheets
2. Top Sheet
3. Attendance sheet

Yours faithfully,


Principal
Lakhipur College

Signature: Fekku Rabidant

Roll No. UA-191-101-0043

BA 6th Sem Exam, 2023

Lakhipur College

Contact No. 6002812404

