



Joya Gogoi College
Khumtai-785619
Golaghat (Assam)
Affiliated to Dibrugarh University

Policy Document On Grievance & Redressal Mechanism

1. Introduction

To redress individual and collective grievances of the students and the staff of the college, Grievance Redressal mechanism has been developed by the College.

According to rules and regulations set by the UGC for students or other staff members in an academic institution, Grievance Redressal Committee of Joya Gogoi College has been established to investigate and timely redress the grievances.

2. Scope

- A grievance is a concern, problem or complaint which may be related to work, working environment. The committee creates awareness about the availability of the Committee for students and faculties to report grievances.
- The Grievance and redressal committee enquires, investigate and timely redress any types of grievance by the students, permanent and contractual employees of the College and ensures successful solution.

3. Policy

- It formulates policies to aware the students and staff of the institution to report Grievances.
- The committee investigates the reasons of Grievance.
- Grievance and Redressal committee works separately in three layers to solve particular and specific problems. It consists of following three layers:

1. General Grievance Redressal Committee: To redress the general issues of students and staff members including the examination related grievances.

2. Internal Complaints Committee (ICC): In pursuance of the UGC Regulations (Prevention, Prohibition, and Redressal of sexual harassment of women employees and students in higher educational institutions), 2015, an Internal Complaints Committee (ICC) of Joya Gogoi College is constituted in 2022-23.

3. Anti-Ragging Committee: To prevent ragging within and outside the campus and redress ragging related issues.

- Principal of the College controls and supervise works of all the three committees to redress the grievance. There is a provision to forward serious grievances to highest authority like Governing body of the College. Small and common issues are sorted out at the committee level only.



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- The grievances shall be collected through boxes placed in the campus, in person in written format or online. The Committee shall meet at least twice in an academic year but in emergency condition it can meet any times. The committees are required to maintain the record sincerely in the form of notice, agenda, minutes, and action taken, etc.



Principal
Joya Gogoi College
Khumtai, Golaghat