



**Joya Gogoi College, Khumtai-785619
Golaghat (Assam)**

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 frameworks to aware the students and staff of the institution to report Grievances.
- The grievances shall be collected through boxes placed in the campus.
- An online system for raising the grievances is available in the college website. Students can submit their grievances through this portal.

- The committee investigates the reasons of Grievance.
- Grievance and Redressal committee works separately in three layers to solve particular and specific problems. Following are the three working layers of it:
 1. General Grievance Redressal Committee --- to redress the general issues of students and staff members.
 2. Prevention to Sexual Harassment Committee --to prohibit any kind of discrimination, harassment, sexual-assault or other against women of the College.
 3. Anti-Ragging Committee --- to prevent ragging within and outside the campus and redress ragging related issues.

4. Mechanism of Governance:

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.

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.

Note: While this platform allows to voice the concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of this committee comprising of senior faculty of the institution.
