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## **B.P. CHALIHA COLLEGE, NAGARBERA**

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### **REVISED POLICY DOCUMENT ON Grievance Redressal**





বিমলা প্রসাদ চলিহা মহাবিদ্যালয়  
**BIMALA PRASAD CHALIHA COLLEGE**



PO: Nagarbera, Dist: Kamrup Assam  
Pin: 78117, Estd: 1972  
Email: [bpccnagarbera1972@gmail.com](mailto:bpccnagarbera1972@gmail.com)

## POLICY ON STUDENT GRIEVANCE

Redressal of students' grievances in a fair and impartial way is a vital aspect of any educational institution to ensure safe, encouraging and harmonious teaching-learning environment. The Student Grievance Redressal Committee of B. P. Chaliha College, Nagarbera has been constituted to provide the students with equal opportunity to raise genuine complaints in order to avoid any kind of discontentment leading to unfavorable condition. The Committee has been formed in accordance with the UGC Regulations, 2019 and intends to redress the grievances with the highest standard of integrity, fairness and confidentiality.

### Objectives of the Policy:

- To provide opportunity to the students for free expression of their grievances.
- To set up a just and efficient mechanism for speedy resolution of the grievances.
- To provide appropriate counselling to the students during the process of resolving the grievances.

### Definitions of the Key Terms:

- The term **Grievance** implies any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matter as defined under Regulation 2(h) of the UGC, Regulations, 2019
- **Aggrieved student** means a student, who has any complaint in the matters relating to the grievances defined under UGC Regulations, 2019.
- **Student** means a person enrolled or seeking admission in B. P. Chaliha College, Nagarbera.

### Structure and Composition of the Student Grievance Redressal Committee, B. P. Chaliha College, Nagarbera:

The composition of the Student Grievance Redressal Committee is as follows:

- i. Principal of the college – **Chairperson**
- ii. Three senior members of the teaching faculty to be nominated by the Principal – **Members**
- iii. A representative from students community of the college to be nominated by the Principal based on his/her excellence in academic or co-curricular activities – **Special Invitee**



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**Process of submitting Complaint:**

Any aggrieved student can submit a complaint:

- By sending an email to [grievance.bpcc@gmail.com](mailto:grievance.bpcc@gmail.com); or
- Through the online portal provided on the website of the college; or
- By dropping the complaint in the grievance redressal box.

However, the committee also reserves the right to receive a complaint on its own motion. Further, if a complaint is found to be false, disciplinary action will be taken.

**Grievance Mechanism:**

- Upon receiving a complaint, the Committee members shall conduct a preliminary discussion about the merits of the complaint or issue.
- The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.
- The Committee shall report with recommendations, if any, to the aggrieved student within a period of 15 days from the date of receipt of the complaint.

**Consequences of Non-Compliance:** Any contravention by the college would invoke the actions as per Regulation 10 of the UGC Regulation, 2019.

*Approved in the GB meeting  
held on 05/12/2023.*



*[Signature]*  
Principal  
B.P. Chaliha College  
Nagarbera



Office of the Principal & Secretary  
**B.P. CHALIHA COLLEGE, NAGARBERA**

P.O.: NAGARBERA  
DIST.: KAMRUP (ASSAM)  
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Date: 14/09/2023

Memo No. : .....

From :  
**Dr. Kamal Chandra Pathak, M.A.(G.U.), Ph.D (NBU), D.Litt (UCA)**  
Principal/Secretary  
B. P. Chaliha College, Nagarbera

**Notice**

I have the pleasure to constitute the Grievance Redressal Cell for the session 2023-24 of B. P. Chaliha College, Nagarbera with the following members. The members are requested to take charge immediately.

Sl No	Name	Portfolio in the committee	Signature
1	Dr K C Pathak, Principal	Chairman	
2	Prof J N Talukdar, Associate Prof	Vice Chairman	
3	Dr Atowar Rahman, Associate Prof	Convenor	
4	Prof Anita Keot, Associate Prof	Jt Convenor	14/9/23
5	Prof Arun Kr Sarkar, Associate Prof	Member	
6	Prof Abdul Jubbar, Associate Prof	Member	14/9/23
7	Dr Alaka Hujuri, Associate Prof	Member	
8	Prof Basanta Kalita, Assistant Prof	Member	
9	Dr Diganta Kalita, Assistant Prof	Member	
10	Prof Inku Devi, Assistant Prof	Member	
11	Dr Bhusita Patowary, Assistant Prof	Member	

Copy to: 1) Coordinator, IQAC

2) Office File

(Dr K C Pathak)

Principal  
Principal  
B.P. Chaliha College  
Nagarbera