



OFFICE OF THE PRINCIPAL  
অধ্যক্ষৰ কাৰ্যালয়

# HATICHONG COLLEGE

হাতীচোং মহাবিদ্যালয়

Recognition of the College Under Section 2(f) & 12 (B) of UGC ACT-1956

P.O.- HATICHONG, NAGAON, PIN- 782142 (ASSAM)

Web site : www.hatichongcollege.org

From:

*Sri Luit Hazarika (M. A.)*

শ্ৰী লুইত হাজৰিকা (এম.এ.)

Principal I/C, Secretary

(O): 03672-288350

(M): 94013-19556

e-mail : hatichongcollege@gmail.com

Ref No. ....

Date.....

## Grievance and Redressal Cell

Hatichong College, Nagaon

Sl No	Name	Designation/ Portfolio	Department	Contact No
1	Mozibur Rahman	President	Asstt.Prof.- Education	7002274659
2	Kshirod Kr. Nath	Convenor	Asstt.Prof.- Pol.Science	8638380013
3	Nakibur Rahman	Member	Asstt. Prof.- English	9435067715
4	Bobi Borah	Member	Asstt. Prof.- Assamese	8638789242
5	Animesh Borthakur	Member	Asstt. Prof.- English	9101514584
6	President	Ultimate Member	Student`s Union, H.C	-----

(Mr. Luit Hazarika)

Principal I/C



## Objectives of Grievance and Redressal Cell.



As per the direction of Hon`ble Principal of Hatichong College and Considering the smooth functioning of the College atmosphere, a Grievance and Redressal Cell has been constituted with a commitment to provide security and good academic atmosphere for all round development of the student community and to promote amicable relationships among the students, faculty members and the office bearers. The cell intends to facilitate the settlement of Grievances related to the stakeholders.

### Objectives:

The following are the objectives behind the formation of the cell...

1. To Examine the Grievances of the stakeholders and justify its genuineness.
2. To provide access to the stakeholders so that the remedial action related to grievances can be ensured immediately.
3. To be fair and impartial in finding solutions for the issues faced by the grievant.
4. To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.
5. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
6. To assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved.

### Machanism:

The Grievance and Redressal Cell of Hatichong College, Nagaon aims to look into the grievances/complaints lodged by any student/stakeholder and redress it as per requirement. They can state their grievance regarding any academic and non- academic matter within the campus through online and grievance/ suggestion box (Offline).

1. If the stakeholders of the college face any problems/difficulties in the college related to infrastructure and teaching-learning Process, he/she can go for submitting grievance through both online and offline mode.
2. The common grievances of the stakeholders submitted through online will be examined once in a month.
3. The grievance/Suggestion box will be opened once in a month and the committee members in its executive meeting will verify the genuineness of the grievances.
4. The grievances will be sought out by the Cell in its executive meeting as far as possible. If it is a major grievance, the cell will forward the grievance to the Principal and the Principal will call for an extended meeting for the solution of the grievance.
5. Serious grievances will be met as soon as possible.
6. The name of the grievant will not be disclosed. Complete confidentiality will be maintained for the purpose.
7. The grievance must contain students/stakeholders name, (class, Roll No, if student), email id and mobile number.

Any Grievance related to the administration, will be forwarded to the Governing Body of the college for information and necessary action.