



# GRIEVANCE & REDRESSEL POLICY



**Bijni College, Bijni,**

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# Grievance & Redressal Policy

**Bijni College, Bijni, Chirang, Assam**

## **INTRODUCTION:**

Under the University Grants Commission(UGC) regulation there should be grievance redressal cell in a college. To maintain healthy educational environment in college, Grievance Redressal Cell redresses grievances of the students and staff, which ensures safe environment, conducive and harmonious teaching learning process. On the basis of the priority and necessity the Bijni College, Bijni has constituted a grievance Redressal Committee to look into grievance lodged by the students and staff.

## **OBJECTIVES:**

- To provide opportunities for redressed of certain grievances of students already enrolled in college, as well as those seeking admission in the college and staff also.
- To assure quick and impartial action, maintain sensitivity and full of care to resolve the grievances or issues.
- To uphold and maintain honour and dignity of college and establish unity among divergent communities and create a harmonious atmosphere within the locality.

## **POLICY FORMULATION AND IMPLEMENTATION:**

Students and staff of Bijni College, if they have genuine grievance or complaint against any one, may approach the Grievance Redressal Committee. One can register their grievance or complains lodge by dropping the application of complain letter in the suggestion/ complain box of grievance and redressal cell which is installed in front of the Examination Branch room in the college. More than that the students/ staff can email to the grievance redressal committee or principal, Bijni College.

The suggestion or complaint box is typically opened once a month. After receiving the complaints or suggestions, a preliminary discussion is held among the members of the committee. The committee members assess the merit of the complaints and attempt to resolve

the issues through discussions with the stakeholders. If the issues or complaints require the intervention of higher authority, they are forwarded to the principal for direction and guidance.

**CONCLUSION:**

The Grievance Redressal Cell, Bijni College is one of the important and essential Cell of the College. The core committee of the Cell deals with students and staffs' grievances and redress the issue/complaints. Impartiality, promptly actioned on the grievance of the students and staff will build a confidence of different stakeholders of the college and lead to a healthy teaching learning environment in the college and create unity among the different languages, religions and cultural groups of cosmopolitan towns like Bijni.

