

Rajiv Gandhi Memorial College,
PO- Langtisinga PS- Abhayapuri
Dist- Bongaigaon (Assam)
Pin- 783384

GRIEVANCE REDRESSAL CELL

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at near Principal cabin. Grievances may also be sent through e-mail to the officer in- charge of Student's Grievance Cell and also to the college email. On receiving in the complain it is always try to redress the grievances at the earliest.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

The college Grievance Cell has been constituted for the redressal of the problems reported by the Students of the College with the following objectives by upholding the dignity of the College by ensuring free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized

Suggestion / complaint Box is installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College

Mechanism of the GRC:

1. GRC of Rajiv Gandhi Memorial College will consider only individual grievances of specific nature of the students and the faculty members.
2. The GRC will not accept any Grievance of collective nature raised by the students and the faculty members.

3. The GRC acted as mediator between complainant and defendant.
4. The GRC will consider redressing of Grievance within a stipulated period of time.
5. The GRC will submit report of the case to the subsequent authority if necessary.
6. The GRC will consider the case who has the merit in the sense of authenticity.


Coverage of the GRC:

The students and the faculty members lodge complain about academic and non-academic related matters.

1. Grievance related to the conduct of faculty members and students.
2. About sanitization conditions of the college.
3. Grievance related to Scholarship matters.
4. Timely issue of Certificate.
5. Dues and payments.

Grievance and Redressal Committee Members:

Sl No	Name	Nominated as
1	Mrs Reeta Sarma (Principal, I/C)	President
2	Sadullah Dewan (Asst Professor)	Convenor
3	Ayub Khan(Asst Professor)	Member
4	Abdul Khaleque(Asst Professor)	Member
5	Md Saidul Islam(Asst Professor)	Member


 Principal I/C
 R. G. M. College, Lengtisinga'
 Principal I/C
 Rajiv Gandhi Memorial College
 Lengtisinga