

*Policy
Document
For
Grievance
Redressal*



**Sonapur College, Sonapur
Kamrup(M), Assam**



Rationale of the Policy

Grievance redressal of students forms an integral part of the growth of any educational institution. Grooming of students to mould them as productive human resource for the country and to prepare them for challenges is the cornerstone of any educational institution. Apart from the students, it is also the responsibility of the college to tend to the grievances of all its stakeholders for fostering mutual co-operation and goodwill for all-round development. Therefore, this policy has been framed for redressing the grievances regarding academic matters, extension and extra-curricular, amenities and maintenance, general administration, health services, library and other available services.

Objective

The Policy for Grievance Redressal has been framed with the following objectives:

- i) To redress the grievances of the stakeholders of the college by sorting out the problems promptly and judiciously that will result in pleasant, ambient atmosphere and good work culture with an in-built goodwill and mutual understanding among its stakeholders.
- ii) To outline the guidelines for the constitution of a committee to oversee grievance redressal, the functions of the committee and the procedures for filing complaints / grievances, maintaining anonymity of the complainant, etc.

Further, as mandated by the Ministry of Women and Child Development, Govt. of India, an **Internal Complaint Committee (ICC)** has been constituted in the college as per the guidelines of the UGC to specially look into issues faced by women in the organisation. The policy and guidelines of the ICC are laid down in the Handbook on Sexual Harassment of Women at Workplace (Prevention / Prohibition and Redressal) Act, 2013. The policy seeks to ensure the anonymity of such complainants by making the ICC easily accessible through an email id uploaded in the College Website.




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CONSTITUTION OF COMPLAINT COMMITTEE

The Complaint Committee shall be responsible for the redressal of grievances related to all other matters viz. academic, extension and extra-curricular, amenities and maintenance, general administration, health services, library and other available services.

1. Selection of Coordinator, Faculty Members & Student Representatives:
 - (i) **Selection of coordinator:** Selection of Coordinator is at the sole discretion of the Principal.
 - (ii) **Selection of Faculty member:** Faculty members are selected by the Principal with the consultation of the committee coordinator.
 - (iii) **Selection of Student representatives:** Student representatives are selected by the Principal of the College.

2. No. of Members:

Chairperson-1

Coordinator -1

Faculty member- 2

Student Representative -4

3. Role of Coordinator, Faculty Members & Student Representatives:

3.1. Role of Coordinators:

3.1.1 The coordinators have to coordinate with all the members and students' representatives for issues pertaining to Grievance Redressal Cell.

3.1.2 The coordinator shall hold a meeting of members and the aggrieved person.




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3.2. Role of Faculty Members:

3.2.1 Faculty member shall participate in meetings and give his/her suggestion to redress the grievances in best way possible.

3.2.2 Faculty member shall maintain minutes of meeting in a file.

3.2.3 Faculty member shall inform the complaining party regarding time and place of the meeting.

RESPONSIBILITY OF COMPLAINT COMMITTEE

1. The Grievance Cell shall inform the complaining party and individuals or groups named in the complaint of the time and place of the hearing in writing or via-e-mail.
2. Encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. To forward the case to the higher authority, if required.
4. Maintenance of records till the time grievances are redressed.

CONSTITUTION OF ICC OF SONAPUR COLLEGE

The Anti-Sexual Sexual Harassment Committee has been restructured as the Internal Complaints Committee (ICC) as per the UGC guidelines with the following members.




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