



BIKALI COLLEGE, DHUPDHARA

GOALPARA, PIN-783123

ASSAM

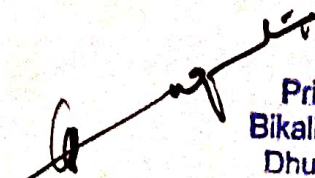
GRIEVANCE REDRESSAL POLICY

BIKALI COLLEG, DHUPDHARA

(Affiliated to Gauhati University)

GOALPARA, PIN-783123

ASSAM


Principal
Bikali College
Dhupdhara

The Students' Grievance Redressal Committee (GRC) was established to provide a formal mechanism for addressing and resolving grievances raised by students within the college community. This policy sets out the framework and procedures for handling grievances in a fair, transparent, and timely manner, ensuring that all individuals have a platform to voice their concerns and seek redressal.

Objectives:

The key objectives of the Grievance Redressal Committee are as follows:

- To provide a structured platform for the aggrieved student(s) to raise complaints and grievances.
- To ensure that grievances are addressed promptly and effectively.
- To uphold principles of natural justice, fairness, and confidentiality in the grievance redressal process.
- To maintain a conducive and harmonious environment for learning, teaching, and working within the college.

Composition of the Committee:

The Grievance Redressal Committee shall be composed of the following members:

Chairperson	Principal
Member	Faculty
Member	Faculty
Member	Faculty
Member	Faculty
Member	Student

NB: The faculty members should include senior faculty, female faculty and representing SC/ST/OBC communities.

The student member should be a special invitee nominated for excellence in academics/arts/co-curricular activities.

(Signature)

Principal
Bikali College
Dhupdhara

Functions of the Committee:

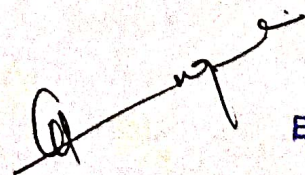
The Grievance Redressal Committee shall perform the following functions:

- Receive and review grievances submitted by individuals within the college community.
- Conduct impartial and thorough investigations into the grievances raised.
- Provide all parties involved with an opportunity to present their perspectives and evidence.
- Make recommendations for the resolution of grievances based on the findings of the investigation.
- Maintain accurate records of grievances received, actions taken, and outcomes achieved for transparency and accountability.

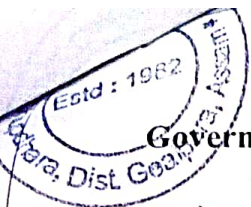
Procedure for Grievance Redressal:

The procedure for grievance redressal shall follow these steps:

- Student(s) shall submit their grievances in writing to the Chairperson or the committee members of the Grievance Redressal Committee either in person or by submitting their grievances in writing through the designated letterbox or suggestion box located in the Administrative Block.
- The student may also submit their grievance through the email grievanceredressalbcd@gmail.com
- The student may also submit their grievance to the GRC members through their mentors or department Heads.
- The Committee shall acknowledge receipt of the grievance and initiate an investigation promptly.
- All parties involved shall be given a fair and equal opportunity to present their side of the story and provide supporting evidence.
- The Committee shall deliberate on the grievance, consider all relevant information, and propose appropriate solutions for resolution.



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Governance and Institutional Integrity:

- **Confidentiality:** All information related to grievances, investigations, and proceedings of the Grievance Redressal Committee shall be treated with the utmost confidentiality to protect the privacy and interests of all parties involved. Confidentiality is essential to maintain trust and integrity in the grievance redressal process.
- **Compliance:** The college shall ensure full compliance with the Grievance Redressal Committee Policy and any relevant regulations, guidelines, or directives issued by the appropriate authorities. Compliance is crucial to upholding the integrity and effectiveness of the grievance redressal mechanism.
- **Review and Amendment:** This policy shall be subject to periodic review to assess its effectiveness and relevance in addressing grievances within the college community. Amendments may be made as necessary to align with changing needs, best practices, and regulatory requirements.
- **Communication:** This Grievance Redressal Committee Policy shall be communicated to all members of the college community, including students, faculty, and staff, to ensure awareness of the grievance redressal mechanism in place. Effective communication is essential to promote transparency and understanding of the grievance redressal process.
- **Implementation:** This Grievance Redressal Committee Policy shall come into effect immediately upon approval by the appropriate authorities and shall be implemented across all departments, units, and affiliated entities of the college.

**Principal
Bikali College
Dhupdhara**