

Estd. 1986

☎ 03674-299989, 9435739006

Dr. Mamun Azam Barbhuiya

Principal & Secretary

M.A.,LL.B.,Ph.D., PGDHRM



OFFICE OF THE PRINCIPAL
HAJI ANFAR ALI COLLEGE

P.O. Doboka : Pin : 782440 :: Hojai :: Assam

NAAC Reaccredited : Grade 'B'

UGC 2 (f) & 12 B Recognised

(Permanently affiliated to Gauhati University, Guwahati)

www.haac.ac.in

haacdaboka@gmail.com

Ref. No.

Date :

Grievance Redressal Policy for Students and Staff

Policy Statement: The Grievance Redressal Cell (GRC), Hajj Anfar Ali College, Doboka is established to address and resolve individual grievances of students and staff members promptly and effectively. The GRC aims to maintain a positive and conducive environment within the institution by providing an accessible platform for addressing grievances related to both academic and non-academic matters.

Scope: This policy applies to all students and staff members of the institution who wish to file a grievance pertaining to their individual concerns.

Composition of Committee:

Grievance Redressal Cell (GRC) is formed by the Principal and also is re-constituted in due of time.

The Cell:

- | | | | |
|----|---|---|---------------|
| 1. | Dr. Sahab Uddin, Associate Professor | - | Nodal Officer |
| 2. | Mr. Pijush Chakroborti, Associate Professor | - | Member |
| 3. | Mrs. Tulika Goswami, Associate Professor | - | Member |
| 4. | Mr. Gobinda Sarma, Associate Librarian | - | Member |
| 5. | Mr. Manir Uddin Laskar, Jr. Asstt. | - | Member |

Policy Guidelines:

1. Grievance Redressal Committee (GRC):

a. The GRC shall be responsible for considering individual grievances of specific nature lodged by students and staff members.

b. The GRC shall not entertain grievances of general applicability or those raised collectively by more than one employee or student.

c. The committee shall consist of designated members who are impartial and knowledgeable in handling grievances.


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d. The committee will maintain strict confidentiality throughout the grievance redressal process.

1. Grievance Lodging Procedure:

a. Students may lodge their grievances through the online mechanism provided on the institution's website. A dedicated link for lodging grievances will be made available.

b. Students can also choose to submit a written complaint in the grievance/suggestion box, which allows for anonymous submissions if required.

c. Grievances must include necessary details and supporting documents, if applicable, to facilitate proper investigation and resolution.

2. Grievance Handling Process:

a. Upon receipt of a grievance, the Grievance Cell will acknowledge the complaint and initiate the necessary actions.

b. The GRC will assess each grievance on its merits and conduct a thorough investigation, considering all relevant information and evidence.

c. The GRC will aim to resolve grievances within a reasonable time period, ensuring a fair and unbiased approach.

d. During the investigation, the GRC may request additional information or conduct interviews with the concerned individuals, if required.

e. The GRC will provide regular updates to the complainant regarding the progress and status of their grievance.

3. Grievance Redressal:

a. The GRC will provide a fair and impartial resolution to the grievance based on the investigation and the available facts.

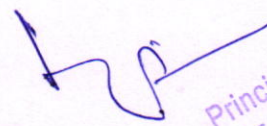
b. The GRC may recommend appropriate actions, remedies, or disciplinary measures to address the grievance.

c. The resolution provided by the GRC will be communicated to the complainant in a timely manner.

d. The institution will ensure the implementation of the GRC's decision and take necessary steps to prevent recurrence of similar grievances.

4. Reporting and Documentation:

a. The Grievance Cell will maintain accurate records of all grievances received, actions taken, and resolutions provided.


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