

College Grievance Redressal Cell, IQAC

Lala Rural College

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Cell has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. The Committee has been under the direct purview of the principal.

A fully functional Grievance Redressal Cell is constituted vide Resolution No. 3 of the IQAC, Lala Rural College on 26th January 2019 which was again reconstituted vide Resolution No. 10 of the IQAC, Lala Rural College on 18th January in the year 2021 for monitoring the grievances of the student as well as the staffs of the College.

The grievances received by the principal are forwarded to the concerned Cell who look in to the problems depending upon the seriousness of the issue. The Cell has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Composition of College Grievance Redressal Cell

Sr. No.	Name	Designation	Position
1	Dr Himabrata Chakravarty	Principal	Chairman
2	Dr Ng Dayamay Singha	HOD History & IQAC Coordinator	Convener
3	Dr L Chiro Kumar Singha	HoD, Political Science	Member
4	Mr Gautam Chandra Banik	Asstt. Prof., Commerce	Member
5	Mrs. Anuradha Saha	Asstt. Prof., Economics	Member
6	Dr A. Keswarjeet Sharma	Coordinator - M.Com.	Member
7	Mr. A. S. Borbhuiya	Asstt. Prof., Persian	Member

Functions of the Grievance Redressal Committee:

1. To accept written grievances from students and staff related to the system.
2. To create and implement a mechanism to handle the reported grievances.

3. To forward the findings to the Governing Body, if necessary, for further action.
4. To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
5. To attend to the grievances based on the authenticity and gravity of the complaint made.
6. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
7. To convene periodical meetings to discuss whether the grievances have been settled.
8. To make a follow-up of these matters at regular intervals till their final disposal.
9. To maintain strict confidentiality, if necessary.

All the students enrolled at Lala Rural College have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct and Administrative Policies and Procedures may be mentioned

If any problem arises and is not resolved informally, students may file a grievance with Grievance Redressal Cell of the College. Any type of student complaint or problem may be presented to the meeting of Grievance Redressal Cell for official review. The deadlines for filing any kind of a grievance are the last day of the concerned semester.

Any student who wishes to file a grievance can contact the chairperson of College Grievance Redressal Cell in college office or Students can drop their complains in the drop box hanged in front of the principal's office.

Principal
(Dr. Himabrata Chakravarty)
Lala Rural College, Lala

Co-Ordinator, IQAC
(Dr. Ng Dayamay Singha)
Lala Rural College, Lala