



Grievances Redressal Mechanism

Rangapara College, Sonitpur, Assam

(Affiliated to Gauhati University)

Rangapara College is committed to provide a congenial environment of learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and non academic concerns.

OBJECTIVES

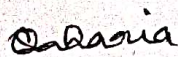
1. To develop an organizational framework to resolve grievances of students.
2. To uphold the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial relationships with stakeholders.
3. To ensure that grievances are resolved promptly, quantitatively and in complete confidentiality.
4. To ensure the respectful and indiscriminate conduct towards both the respondent and grievant.


POLICIES

1. The college guarantee a strong redressal mechanism for student grievances.
2. As mandated by the government, a grievance mechanism is in place to resolve any academic or administrative complaints.
3. The college's code of conduct applies to all students.
4. The college has a zero tolerance policy for any form of ragging or sexual harassment.
5. The college strictly adheres to all norms against sexual harassment, ragging and other offences as issued from time to time by the government.

Rangapara college has constituted the following committees that aid in the effective and timely grievance redressal of the students. All the committees have their respective mechanisms for any grievances.

1. Students Grievance Redressal Cell
2. Anti Ragging Committee


(Dr. Charu Saharia Nath)
President
Governing Body
Rangapara College



(Dr. Ranjan Kalita)
Principal
Rangapara College


3. Internal Complaint Committee

MECHANISM

Students may register their grievances through both offline and online channels as given below:

1. The aggrieved student may directly approach the convenor of appropriate committee with a written application or through email.
2. In case of grievance related to ragging, the aggrieved student may directly inform any of the members of the Anti-Ragging Committee.
3. In case of grievance related to sexual harassment, the aggrieved student may directly inform any of the members of the Internal Complaint Committee.
4. Grievances, on plain paper may be posted in complaint box fixed in the common area of the campus.
5. For any grievances and matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned department as each department has department level grievance redressal mechanism. On non resolution of grievance in the department level, the student may approach the institutional level with a written application or through email.
6. For any other grievances the student may approach the convener or any member of Grievance Redressal Cell with a written application or through email.
7. Aggrieved student may also submit their grievance in writing or through email to the Principal, Rangapara College.
8. The student may also register their grievance through the online mechanism as provided in the college website.


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