### **Annual Report of**

## The Grievance Redressal Cell Nalbari College, Nalbari

### 2018-19

The Grievance Redressal Cell of Nalbari College has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Composition of Grievance Redressal Cell:**

The grievance redressal committee of the college has the following composition:

1	Dr.Dipak Goswami, Principal	Chairman
2	Dilip Kr. Deka, HoD, Statistics	Convener
3	Surajit Kr. Sarma, Asst. Prof., Physics	Member
4	Dr. DhanjuMani Pathak, Asst. Prof., Chemistry	Member
5	Kaberi Dutta, Asst. Prof., Political Science	Member
6	Kaushik Das, President NCSU	Student Member
7	Sonmani Kalita, General Secretary, NCSU	Student Member

### **Report of 2018-19**

Four meetings of the Grievance Redressal Cell were convened during the session 2018-19 to discuss the grievances/complaint of/about Nikumani Deka, Monitress, Nalbari College, Girls Hostel, Ratneswar Barman, Staff, Nikumani Deka, Monitress, Nalbari College, Girls Hostel, Rumi Devi, Library Staff. The Committee under the chairmanship of the Principal discussed each issue separately and takenthe following actions respectively:

- 1. The Grievance Redressal Cell discussed about the scarcity of drinking water in the Girls Hostel of the college and decided to immediately bore an additional deep tube well (size 4 inch)in the hostel campus.
- 2. The committee decides to seize the mobile phones of the accused students who were found to be mishandling the phone on the rooftop of the zoology building.
- 3. The college authority assures to provide one additional gas sylinder in the Girls Hostel shortly.
- 4. The salary of the aggrieved staff has been increased from Rs.2500/- to Rs. 3200/-

(Dr. Dipak Goswami)

Principal Nalbari College,Nalbari

### **Evidences**

N/B. Samples of Grievance Letters along with proceedings are attached below.

*	
61	Redessed Call
Grievance	Redressal Cell
DR. H. K. GOSW	VAMI GIRLS' HOSTEL
NALBARI CO	DLLEGE, NALBARI
To	
The Principal & Chairman	
Grievance Redressal Cell	
Nalbari College, Nalbari	
Sub: Grievance	Date: 10-06-18
काशी निवासक वर्ष	भार भारीव अवस्मिति अव
	अ - विश्वित वैकाव अञ्चला १०-
	ाजाव विकास कालाव अवस्ता,
	भाषि रहमा भूभ । मिहिर्द
	्ञाञाब- लातीव- अअभागति
_ अ ि अति विश्व असी	क्षित कराव वाबुधा कराव व्यत ।
august so her lest on a so was	
	Faithfully Yours,
Hell with	Name: Nikumani Alka (monithick)
sud here was	
war to	class: B. Se - 5th SLM
a rayout s see	Roll. No. 908
Jan we was a series to the state of the stat	E-mail ID: nikemanidaha 24 @ gmill.c
Jackstone Hotel	
Or resident Hostel Hollan	to the Oak
21/0	ice Use Only
Letter Received H:	
Action taken: The green anes	committee took the mather
with principle . A mete	
to old me is undergo	1 1 0 1 1 1 1
1 11 11 11	
Completion of the work	is expected within a very
Short time.	, ,
R.F.	\ /
Principal® Chairman	a day
Grievance Redressal Cell rincipal	Coordinator -
Nalbari College, Nalbari College, Nalbari	Grievance Redressal Cell Nalbari College, Nalbari
Nalhari z Assam	www.coweRe' Mannati
4 4	



## Grievance Redressal Cell NALBARI COLLEGE, NALBARI

To

The Principal & Chairman Grievance Redressal Cell Naibari College, Naibari

Sub: Grievance

Date: 18|9|18

Taking Selfie	on the roof of the Zoology  ng by Rupjyoti Dela and
Priyanka Choudhun	
0	
	Faithfully Yours,
	Name: Ratheener Bannan (St
	Class:
	Roll. No.
	E-mail ID :
F	or Office Use Only
atter Secolved on: 19/0//18	**************************************
Action taken: Th	a grievance committee serged
their mobile pho	a grievance committee seized
	0
1K	1

Principal Principal Principal Chairpa Nalbari Grievanos Redessas Cell Nalbari College, Nalbari

Coordinator Grievance Redressal Cell Nalbari College, Nalbari

21/0 18/4/18 should - cuping systems est or only oner shepentarent as somes. for selline Experience Grow and comme ment and hour our I order one Dorgar gar man 1 Gran whi Gother sought En was regarden communition for garder and confer stang west 1 Rigorika Osaskung Address Rupiroti Deka Phr. - BAT20 383 17 Poseblat seka Aful croud nord st 7663896903



DR. H. K. GOSWAMI GIRLS' HOSTEL NALBARI COLLEGE, NALBARI

To

The Principal & Chairman Grievance Redressal Cell Nalbari College, Nalbari

Sub: Grievance

Date: 26-09-18

Parks.	PA41313	वर्डमात्र	2775	रमक किलिश्च
DALLE I	ATA T DEWIN	Teffe	5 -98 AR	- 3030Y8-
अध्यामान	21 2191	7215 1	मिंदित-	भद्रा विक्रा निष
याद्वास्त्री	7006 -67	र किएका वर्ष	T TOTIST	7 713 DIATI

forward leder and Call

Faithfully Yours,

Name: Nikumani seka (manituu)

Class: B. Sc. 5th bem

Roll, No. 998

E-mail ID: rekremanideka 24 @ gmail.

For Office Use Only

Letter Received on :

Action taken: The grievance committee discussed the anallir with the principal and Principal assure to prioride one more gas cylinder within a short time.

Principals Chairman Incipal Grievance Redressal College, Nalbari Nalbari College, Nalbari : Assam

Coordinator Grievance Redressal Cell Nalbari College, Nalbari er te

उज्ञान अट्यस्न (स्ट्रांस्ट्र) द्वान्य अस्ट्राह्म स्ट्रायम् । अस्य स्ट्राय स्ट्रायम्ब ट्याट्यस्य अस्ट्रिश श्रेट्यास्या

312134317

अगाउ आटि। (कारक प्रमान १९६८ - १९९८ मार । सन प्रमा कारक कारमां के कारमां कारक कारमां कारक दिया पुराय कारक कारमां कारमा

मञ्चाद्व प्रायुद्ध। । प्रवास्त्र प्रिट्यिय प्रायुद्ध शतु स्थियेकाट्य प्रायम्ब ट्यट्येट्ठ रेथाय यतु स्थियंग्रिट्या वेस्त्र

> ३२), अभटवम जाव विश्वामा बन्डा। टहेंग्री।



### Grievance Redressal Cell NALBARI COLLEGE, NALBARI

To

The principal & Chairman
Grievance Redressal Cell
Nalbari College, Nalbari

Sub: Grievance

Increase in the salary of furth grade
employee of Library Rumi Devi.

Faithfully Yours,
Name: Faithfully Yours,
Class:
Roll. No.
E-mail ID:

For Office Use Only

Letter Received on: 12/11/18

Action taken:

The grievance hedrenal committee
discurred the matter with the principal and
accordingly of the Salary is increased from 2500/- to
3200/-

Principal& Chairman Grievance Redressal Cell Nalbari College, Nalbari Coordinator Grievance Redressal Cell Nalbari College, Nalbari

### **Annual Report of**

## The Grievance Redressal Cell Nalbari College, Nalbari

### 2019-20

The Grievance Redressal Cell of Nalbari College has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Composition of Grievance Redressal Cell:**

The grievance redressal committee of the college has the following composition:

1	Gitima Buzar Baruah, Principal, i/c	Chairman
3	Surajit Kr. Sarma, Asst. Prof., Physics	Convener
4	Dr. DhanjuMani Pathak, Asst. Prof., Chemistry	Member
5	Kaberi Dutta, Asst. Prof., Political Science	Member
6	Kaushik Das, Student	Student Member
7	Sonmani Kalita, Student	Student Member

### **Report of 2019-20**

A meeting of the Grievance Redressal Cell was convened during the session 2019-20 to discuss the grievances/complaint of Bagmita Kashyap, Student, Nalbari College. The Committee under the chairmanship of the Principal discussed the issue and took the following action:

- 1. The Grievance Redressal Cell discussed the students' problems in attending classes.
- 2. The Committee discussed the required desk benches in the classroom and decided to immediately provide the necessary desk benches.

3. The college authority assures to provide sufficient and good quality desk benches in this regard.

ganh

(Gitima Buzar Baruah)

Principal, i/c Nalbari College,Nalbari

### **Evidences**

N/B. Samples of Grievance Letter along with proceeding are attached below.

to, The Priencipal Nolbarii College, Nalbari, Assam Dated: 4th Feb 2020 Sub: Complaint regarding insufficient desk beach in classroom. with due respect. I beg to state that Six, I com a student of Nalbarci college and I am deeply regretted to say that on class woom has not sufficient desk bench, hence me faces many difficulties for attending classes. Therefore. I request you to please book my preoblem and take a necessary action. yours faithfully Baganeta Kashman BA 2nd Sem Department of Philosophy Nalbari College, Nalbari Nalbari : Assem



## NALBARI COLLEGE Mobile: +0194353-10880 ESTD-1945

Fax: 03624-220241

NALBARI-781335(ASSAM)

Accredited "B" Grade by NAAC

Website: www.nalbaricollege.ac.in E-mail: nalbaricollege1945@email.com

Ref. No.:

Date:

## Proceeding of the meeting held on 10/02/2020

The Committee of the cell chaired by the college's Principal discusses the problem students face during their classes: the classroom lacks desk benches. The committee decided to visit the classroom and take necessary action accordingly. The committee also decides to provide necessary desk benches in the respective classrooms.

Surgist Sarma Signature of the Convenor

Members Present

(Gitima Buzar Baruah)

Principal, i/c

Nalbari College, Nalbari

Principal (i/v) Nalbari College, Nalbari Nalbari : Assam

### **Annual Report of**

## The Grievance Redressal Cell Nalbari College, Nalbari

### 2021-22

The Grievance Redressal Cell of Nalbari College has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Composition of Grievance Redressal Cell:**

The grievance redressal committee of the college has the following composition:

1	Dr. Kamal Nayan Patowary, Principal	Chairman
2	Dr. Nipan Mazumdar, Asst. Prof., Physics	Convener
3	Hitesh Thakuria, Asst. Prof., Geography	Member
4	Piroja Begum, Asst. Prof., Mathematics	Member
5	Mr. Sachindra Kr. Kalita, Asst. Prof., History	Member
6	Palash Jyoti Dutta, Student	Student Member
7	Sankar Sarma, Student	Student Member

### **Report of 2021-22**

Three meetings of the Grievance Redressal Cell were convened during the session 2021-22 to discuss the grievances/complaint of/about Jupitora Bharali, Student, Nalbari College; Nilotpal Deka, Student, Nalbari College; Arnabjan Talukdar, Student Nalbari College. The Committee under the chairmanship of the Principal discussed each issue separately and took the following actions respectively:

1. The Grievance Redressal Cell discusses threadbare about the quality of food in the college hostel. The cooks of the hostel are asked to maintain hygiene and not to use

too much spices. The Committee also decides to appoint one more helper to the cook.

- 2. The Committee discusses the problems that students face regarding inadequate light facilities in and around the college campus. The committee decided to install more light facilities and take necessary actions accordingly.
- 3. The Committee discusses the quality of food and the price of items in the college canteen. The canteen lessee is asked to maintain hygiene and sell items at the price fixed by the college canteen management committee.

(Dr. Kamal Nayan Patowary)

Principal Nalbari College,Nalbari

### **Evidences**

### N/B. Samples of Grievance Letters along with proceedings are attached below.

To, The Phincipal, Nalbani College Nalbani , Assam , India . Date & 30.05.21. Subject: Complain negarding Low quality Food in college Hostel. Sitt, With due reespect I beg to state that, I am a nesident of Nalbani College Ginl's Hostel and I regnet to inform you that the quality of food in the hostel have degreated severly, due to which we all on the tresidents are unable to enjoy to food and it have has impacted in our health. . So. I request you to take timely actions in this regard. Yours faithfully, Jupitoria Bharali. B.Sc 2nd Somester.



# NALBARI COLLEGE

ESTD-1945 NALBARI-781335 (ASSAM) Accredited "B" Grade by NAAC

Website:www.nalbaricollege.ac.in\_E-mail:nalbaricollege1945@gmail.com

Ref.

Mobile:+9194353-10880 Fax: 03624-220241

Date: 01/06/2021

## Proceeding of the meeting held on 01/06/2021

The Committee chaired by Dr. Kamal Nayan Patowary, Principal, Nalbari College, Nalbari discusses threadbare about the quality of food in the college hostel. The cooks of the hostel are asked to maintain hygiene and not to use too much spices. The committee also decides to appoint one more helper to the cook.

Nipan Mayondar

Signature of the Convenor

Members Present

1. Hiterh Thakuria

2. S. Kalita 3. Pinoja Begun

(Dr. Kamal Mayan Patowary) Principal, Nalbari College, Nalbari

> Principal Nalbari College, Nalbari Nalbari : Assam

To, The Principal, Northani Callege Nathani, Assam

Ate - 18/09/2021 Sub - Complaint negarding inadequate light facility in and around the college compres.

Respected Sin,

with the nespect, I wanted to address the inadequate light facility in and around the college comprise. It is not says for the students especially during winter. Therefore, I neguest you to give us assistance in this methor.

Thanking you and antropoling for your

Yours faithfully Nilotpal Deka Department of Zoology BSc 5th Sem.

Halbar College, Assam



## NALBARI COLLEGE

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Website: www.nalbaricollege.ac.in E-mail: nalbaricollege1945@gmail.com

Ref. No.:

Date:

Mobile: +9194353-10880 Fax: 03624-220241

#### Proceeding of the meeting held on 04/10/2021

The Committee chaired by the college's Principal discusses the problems that students face regarding inadequate light facilities in and around the college campus. The committee decided to install more light facilities and take necessary actions accordingly.

Nipan Maxumdar.

Signature of the Convenor

Members Present

1.8 Kalita 2 Hitesh Thakurla 3. Pinoja Begum

(Dr. Kamal Nayan Patowary) Principal,

Nalbari College, Nalbari

Principul Naibari College, Naibari Naibari : Assam

To, The Principal Nalbari College Nalbori, Assam

Date: 5.02.2022

Sub: - Complain about price of food in the College Canteen.

that the college authorities took steps on

the matter. Thanking and waiting for your necepouse regarding the matter.

Your faithfully
Armabjam Talukdan. Roccinson B.Sc. Stide Sem.



# NALBARI COLLEGE

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Website:www.nalbaricollege.ac.in\_E-mail:nalbaricollege1945@gmail.com

Ref .:

Date:

## Proceeding of G.R. Cell meeting held on 07/02/2022

The meeting of the cell chaired by the principal of the college discusses about the quality of food and price of items in the college canteen. The canteen lessee is asked to maintain hygiene and sell items at the price fixed by the college canteen management committee.

Nipan Mazumer. Signature of the Convenor

NALBARI

(Dr. Kamal Nayan Patowary) Principal, Nalbari College, Nalbari

> Principal Nalbari College, Nalbari Nalbari : Assam

Members Present

1. Pinoja Begum. 2. Httpsh Thakania 3.S. Kaleta

### **Annual Report of**

## The Grievance Redressal Cell Nalbari College, Nalbari

### 2022-23

The Grievance Redressal Cell of Nalbari College has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Composition of Grievance Redressal Cell:**

The grievance redressal committee of the college has the following composition:

1	Dr. Kamal Nayan Patowary, Principal	Chairman
2	Mr. Surajit Sarma, Asst. Prof., Physics	Convener
3	Dr.Kakali Dutta, Assoc. Prof., English	Member
4	Hitesh Thakuria, Asst. Prof.; Geography	Member
5	Sachindra Kr. Kalita, Asst. Prof., History	Member
6	Mayurakshi Bhattachary, Student	Student Member
7	Poli Deka, Student	Student Member

#### **Report of 2022-23**

Three meetings of the Grievance Redressal Cell were convened during the session 2022-23 to discuss the grievances/complaints of/about Elora Nath, Student, Nalbari College; Ujjal Barman, Student, Nalbari College; Mamita Deka, Student Nalbari College. The Committee under the chairmanship of the Principal discussed each issue separately and took the following actions respectively:

1. The Grievance Redressal Cell discusses the problems that students face regarding the chemistry lab's poor and inadequate facilities. The committee decided to visit the departmental lab and take necessary actions accordingly. The Principal also suggested the

- committee to have a discussion with the faculties of the Chemistry department and submit the list of new types of equipment necessary for the lab.
- 2. The Committee discusses the problem students face regarding short-term notification of project submission. The faculties of the respective department are asked to be present before the committee and take necessary actions in this regard.
- 3. The Committee discusses the grave situation faced by students in the exam hall. The committee members agreed that discipline should be maintained by students and the invigilators in the examination hall. The committee decided to address the examination committee beforehand to sensitize invigilators to maintain and manage discipline inside the examination hall. Necessary actions will be taken by the committee accordingly.

(Dr. Kamal Nayan Patowary)

Principal Nalbari College,Nalbari

### **Evidences**

N/B. Samples of Grievance Letters along with proceedings are attached below.

To, The Principal. Nalbari College Nalbari, Assam	
Dated! 8th Sept 2022 Sub: Complaint regarding poor condi- Lab.	tion of chamistry
Six. With due respect 9 beg to state with due respect 9 beg to state student of Nalbari college and 9 a student of Nalbari college and 9 a student our department lab to say that our department lab to say that our department cleaning and facilities for frequent cleaning and hence is becomes very difficult for warks.  Therefore, 9 humbly beg for the matter at earliest convenie yours faithfully  Eloka North  B.Se. 5th Sem  Department of Chemistry	has not sufficient and maintainonce.  our practical to look into ne.



# NALBARI COLLEGE

Mobile: +9194353-10880 Fax: 03624-220241

ESTD-1945 NALBARI-781335 (ASSAM) Accredited "B" Grade by NAAC

Websiter www.naibaricollege.ac.in E-mail: naibaricollege1945@gmail.com

Ref. No.:

Date:

### Proceeding of the meeting held on 05/10/2022

The Committee chaired by the college's Principal discusses the problems that students face regarding the chemistry lab's poor and inadequate facilities. The committee decided to visit the departmental lab and take necessary actions accordingly. The Principal also suggested the committee to have a discussion with the faculties of the Chemistry department and submit the list of new types of equipment necessary for the lab.

Surajit Sakora Signature of the Convenor

(Dr. Kamal Nayan Patowary)

Principal,

Nalbari College, Nalbari

Members Present

1. Hopenh Thakunia 2.S. Kalita

3. Pineja Begum

Principal Naibari College, Naiban Naibari : Assam To The Snineigal. Nalboni Callege , Nalbari , Msam.

Dated & 6th oct 2022

Sub? Complain regarding Start-teum Notification of Project Submissions.

Respected Sir.

I am writing to being to your attention a matter that its causing considerable concern and Stress among the students of BA 5th Dem. Recently, ne received a notification regarding the submission of projects with a very short dedline.

Tranking and waiting for your response regarding the matter.

yours faithfully Vsjal Barman BA 5th Bem Dept Bhilosophy



## NALBARI COLLEGE ESTD-1945

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NALBARI-781335(ASSAM)

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Website: www.nalbaricollege.ac.in E-mail: nalbaricollege1945@gmail.com

Ref. No .:

Date:

### Proceeding of the meeting held on 12/10/2022

The Committee of the cell chaired by the college's Principal discusses the problem students face regarding short-term notification of project submission. The faculties of the respective department are asked to be present before the committee and take necessary actions in this regard.

Surgist Sahna Signature of the Convenor

Members Present

1. Hotel Thaturia 2. Staleta

2

(Dr. Kamal Nayan Patowary)

Principal

Nalbari College, Nalbari

Principal Nalbari College, Nalbari Nalbari : Assam To, The Principal Nolbaria college, Nolbaria, Assam

Date: 26+2 May 2023

Subject: Complain regarding distrubences during exam.

Siz, With sue respect, 9 beg to state that 9 orm a student of Hallanie college that 9 regreet to inform you that 9 home and 9 regreet to inform you that 9 home faces so many difficulties during exam. faces so many difficulties during exam. During the exam so many students disturbed During the exam so many exam results.

So. I request you to take necessary actions in this regard.

yours faithfully Mamita Deta BA 6th Sem Department of Philosophy

Principal Nabati Nabati College, Nabati Nabati: Assam



## NALBARI COLLEGE

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ESTD-1945 NALBARI-781335 (ASSAM) Accredited "B" Grade by NAAC

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Ref. No.:

Date:

### Proceeding of the meeting held on 08/06/2023

The Committee chaired by Dr. Kamal Nayan Patowary, Principal, Nalbari College discusses the grave situation faced by students in the exam hall. The committee members agreed that discipline should be maintained by students and the invigilators in the examination hall. The committee decided to address the examination committee beforehand to sensitize invigilators to maintain and manage discipline inside the examination hall. Necessary actions will be taken as per the actions taken by the committee accordingly.

Signature of the Convenor

Members Present

1. Koulton

2 Merajut Sarmar

(Dr. Kamal Nayan Patowary)

Principal, Nalbari College, Nalbari

TRY 1.1

Nalbari College, Nalbari Nalbari : Assam

> Principal Nalbari College, Nalbari Nalbari : Assam

1