



## GRIEVANCE REDRESSAL COMMITTEE REPORT U.M.K. College, Majuli

### **POLICY**

#### **PURPOSE:**

The primary objective of the Student Grievance Redressal Policy of U.M.K. College, Majuli is to provide students with a fair, transparent and accessible mechanism through which they can raise complaints or grievances regarding matters affecting their academic and campus life. The policy seeks to ensure that grievances are addressed promptly and effectively, thereby promoting a healthy and harmonious educational environment.

The College is committed to safeguarding the interests of students and to resolving grievances in a just and unbiased manner.

### **INTRODUCTION**

U.M.K. College, Majuli strives to provide a peaceful, safe and conducive environment where students can avail themselves of all academic and infrastructural facilities and participate actively in the teaching-learning process as well as co-curricular and extracurricular activities.

Timely management and resolution of grievances are essential for maintaining a healthy institutional atmosphere. The Student Grievance Redressal Policy accepts grievances relating to, but not limited to, the following matters:

- a) Academic issues relating to classes, teaching-learning process, library facilities and other academic services.
- b) Canteen facilities.
- c) Hostel facilities.
- d) Medical facilities.
- e) Sports and games facilities.
- f) Harassment or discriminatory practices.
- g) Any other issue affecting the welfare of students.

However, grievances relating to admission procedures, individual marks or grades, academic probation and suspension, attendance shortages, administrative withdrawals, disciplinary actions, etc., shall ordinarily not fall under the purview of this policy unless any form of unfair treatment or discrimination is alleged.

Students may directly approach the College authority or the concerned committees for grievances relating to admission, examination and other specific matters. For attendance-related grievances, students may approach the concerned Department.

### **THE MECHANISM**

Students may submit their grievances through any of the following mechanisms:

#### **I. Application to the Principal**

Students may submit their grievances in writing by addressing an application to the Principal of the College, clearly stating the nature of the grievance.

#### **II. Through Grievance Box**

Students may submit their grievances anonymously by dropping written complaints in the **Grievance Box** installed at a convenient location within the College campus.

#### **III. Through Email**

Students may submit their grievances electronically by sending an email to the official email address of the College, describing the issue in detail.

#### **IV. Through the College Website Portal**

Students may also submit their grievances online through the Grievance Redressal Portal available on the official website of U.M.K. College, Majuli. This facility has been introduced to strengthen e-governance and ensure easy accessibility for all students.

#### **IMPLEMENTATION**

The Student Grievance Redressal Policy is implemented through:

1. The Policy Manual of the College.
2. The official College Website and Online Grievance Portal.
3. The Students' Grievance Redressal Cell constituted under the Internal Quality Assurance Cell (IQAC), U.M.K. College, Majuli.

The Grievance Redressal Cell comprises a committee duly approved by the Governing Body of the College. Grievances received through both online and offline modes are accepted on all working days and are examined by the concerned authority for necessary action.

#### **MONITORING**

The Grievance Redressal Cell keeps constant vigil over the grievance redressal mechanism of the College.

The Cell undertakes the following measures:

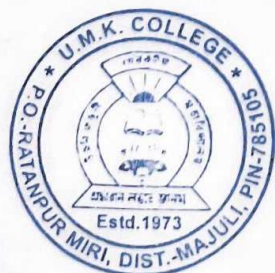
1. Organises orientation programmes at the beginning of every academic session to make students aware of the grievance redressal mechanism.
2. Periodically checks the Grievance Box for new complaints and forwards them to the competent authority for appropriate action.
3. Maintains confidentiality and transparency in the grievance redressal process.
4. Reviews the effectiveness of the grievance redressal mechanism and suggests improvements whenever necessary.


#### **REPORT**

During the reporting period, the Grievance Redressal Committee of U.M.K. College, Majuli functioned effectively in addressing students' concerns and ensuring a student-friendly environment on the campus. The Committee remained committed to resolving grievances in a fair, transparent and time-bound manner.

The College administration, IQAC and the Grievance Redressal Cell worked in coordination to provide multiple channels for grievance submission and redressal. Regular awareness programmes and orientation sessions were conducted to familiarise students with the grievance redressal mechanism.

The Committee continuously monitored the functioning of the system and took necessary measures to maintain a healthy academic atmosphere, thereby strengthening students' confidence in the institutional grievance redressal process.



  
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