



VIVEKANANDA COLLEGE

Estd : 1985

P.O. ALIPURDUAR, DIST. ALIPURDUAR
Pin : 736121, Phone & FAX : 03564 - 274705

Ref. No.

Date

Introduction

The students' grievance Redressal cell is very important mechanism through which an aggrieved student can raise their discontent or dissatisfaction relating to college for fair justice. In accordance with the UGC (Grievance Redressal) Regulations our college have a mechanism to redress the grievances of the students. Accordingly, a policy has been outlined by grievances cell committee of our college to redress the grievances of the students in a fair and impartial manner.

Objective of the Grievance Cell

1. To ensure a fair, impartial and consistent mechanism for redressal of various issues faced by the students.
2. To make the officials of college responsible, accountable and courteous in dealing with the students.
3. Encouraging the students to express their grievances / problems freely and frankly without any fear of being victimized.
4. To ensure prompt and effective solution to the student's grievance with an impartial and fair approach and complete confidentiality.

Students' Grievance procedure

The grievance procedure is a machinery to sort out the problematic issues between students and college. The students can drop their grievance complaint with their name, year, class, Roll no. In the grievance box placed in front of the college office. They also lodge their complaint through grievance portal: pgportal.gov.in. The grievance should always be logical, authentic/ genuine and constructive. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. The committee ensures effective solution to the student's grievance with an impartial and fair approach. The grievances found inappropriate will be subjected to serious disciplinary action. The grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment of the college.

PRESENT GRIEVANCE CELL COMMITTEE

- Dr. Gobinda Rajbanshi – Vice Principal
- Ms. Dipa Chakraborty – Convener
- Sri Kanak KR. Singha – Member
- Sri Sourav Paul – Member
- Miss Maniska Dey – Student Member