



OFFICE OF THE PRINCIPAL
GOALPARA COLLEGE, GOALPARA

An ISO 9001:2015 Certified Institution
Affiliated to Gauhati University, Guwahati, Assam
The College is covered under Section 2(f) and 12(B) of the UGC Act, 1956
P.O. : Goalpara, Dist. : Goalpara, (Assam) Pin : 783101

Dr. Subhash Barman, M.A. Ph.D
Principal & Secretary
Goalpara College, Assam

Phone No : 03663-240046
Mobile No. : 7399002231
E-mail : goalparacollege55@gmail.com
Website : www.goalparacollege.ac.in

No : GC/

Date :

Grievance Redressal Policy

Goalpara College is dedicated to offer a safe, fair and harmonious learning and work environment. Institute's Grievance redressal cell was formed in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted on July 2019 to inquire into stakeholder's (student, teacher, administrative staff, parents, alumni, public) grievances. This cell facilitates the resolution of grievances in a fair and unbiased manner by maintaining necessary confidentiality. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on gcgrievanceredressal@gmail.com.

1. The college has to ensure an equitable, neutral and consistent mechanism for addressing varied issues faced by the stakeholders.
2. The dignity of the institution to be maintained by promoting cordial student-student relationship, student-teacher relationship, teacher-teacher relationship.
3. The institute has to maintain a congruent environment in the campus by developing an accessible and accountable attitude among the stakeholders.
4. Grievances to be resolved promptly (within a period of seven days), objectively and with sensitivity and in complete confidentiality.
5. The college has to ensure that the views of each grievant and respondent are respected without any discrimination.
6. The stakeholders have to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.
7. A culture of understanding, addressing and providing quick redress to any grievance and take steps to prevent recurrence of such incidents to be developed within the campus.
8. The institute has to bring about transparency in administration and to ensure an unhindered process of teaching and learning and to address the grievances of all the stakeholders (students, teaching staff and administrative staff).


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9. A committee under the guidance of the Principal has to handle all the functions of rectification of grievances. The committee has to consider only formal grievances, received via email at gcgrievanceredressal@gmail.com or in person, and has to put its best effort in order to arrive at a right decision/amicable solution expeditiously.
10. Any student/parent/staff member/alumni/public, if wants to initiate a grievance, has to bring the issue to the notice of the Head of the respective department in first instance who will address the issue and try to resolve it within seven working days of the receipt of the grievance.
11. If there is no response within the stipulated time from the respective department or grievant is discontented with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell of the institution.
12. The grievance against the respective Head of department/office to be made directly in writing via email at gcgrievanceredressal@gmail.com or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.
13. Any stakeholder may lodge a complaint to Grievance Redressal Committee that may be oral, via email (at gcgrievanceredressal@gmail.com) or in writing. If the complaint is oral, it needs to be converted into a written form by the Grievance Redressal Cell member who has received the complaint and authenticated by the complainant under his/her signature immediately.
14. Online grievance redressal portal to be created to provide convenience to the stakeholders by allowing them to lodge any objection effectively.
15. The college has to ensure that there is no reprisal of any kind against any applicant, witness, or any other participant involved in the redressal process.
16. For resolution of any issue facts need to be inspected through relevant sources in a fair and objective manner.


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17. Upon receipt of complaint by any member of Grievance Redressal Committee, the member should forward it to gcgrievanceredressal@gmail.com and immediate response acknowledging the receipt of grievance to be sent to the complainant.
18. The Grievance Redressal Committee has to weed out any grievance disregarding the preferences of religion, caste, colour, gender, linguistic origin or region or age.

*Grievance Redressal Policy approved by the
Governing Body Meeting 4/3/2020. Policy is
circulated in website, notice board etc.*


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