



STANDARD OPERATING PROCEDURE (SOP) OF GRIEVANCE REDRESSAL CELL



**MORIDHAL COLLEGE
P.O MORIDHAL, DHEMAJI**



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P.O. - MORIDHAL, DHEMAJI
PIN- 787057



STANDARD OPERATING PROCEDURE (SOP) OF GRIEVANCE REDRESSAL CELL, MORIDHAL COLLEGE

The Rules and Regulations of Grievance Redressal Cell, Moridhal College, 2003-2004 amended on **08-06-2023** and entitled as Standard Operating Procedure (SOP) of Grievance Redressal Cell, Moridhal College. This Standard Operating Procedure (SOP) will be in-force for redressal of grievances of the stakeholders of the college.

MOTTO: YOU SHARE WE CARE

Formation of the Cell

The Grievance Redressal Cell of the college is constituted by the Principal in consultation with IQAC subject to the approval of the Governing Body for a term of 3 (Three) years from the members of the faculty and Student Union Body. The Cell comprises of the following officials and members:

- President
- Secretary
- Asstt. Secretary
- Teacher members : 04 (four) 02 must be lady teachers
- Student members : 01/02 (one or two)

Objectives

- To facilitate mechanism for lodging grievances of the stake holders.
- To provide due weightage of students' ^{relevant} ~~genuine~~ grievances in plan and development of the college.
- To provide opportunities to students to express their views and opinions on various academic and other student-related activities.
- To develop the sense of responsibility and belongingness among the students through involvement in opinion building towards the institution.

Functions

The Cell shall:

1. Have to maintain the records of problems, complaints, grievances and suggestions lodged by different stake holders either submitted to the member secretary of the Grievance Redressal Cell and/or in the Complaint Boxes.

2. Have to open the Complaint Boxes every weekend by the member secretary in presence of at least one third ($1\frac{1}{3}$) of its members by maintaining ~~secret~~ ^{secrecy} and anonymity.
3. Note down the complaints deserving attention in the Grievance Register and discuss in the Cell ^{the} at its earliest.
4. Not entertain the grievances which are absurd and unreasonable.
5. Send the grievances, considering its nature, to the concern Cell, Committee and college authority for follow up action.
6. Bring matters of complicated nature and matters of financial involvement to the notice of the college authority for action.
7. Refer cases of grave concern or serious offences entailing breach of law for police action in consultation with the Disciplinary Committee and the College authority.
8. Have to take steps for inclusion of relevant and affordable constructive suggestions in the annual action plan of the college.
9. Have to hold its regular meeting and keep records of the proceedings and minutes.

N.B. The Cell may be re-constituted by the college authority in consultation with IQAC with the approval of the Governing Body as and when required.

Approved
Aash
14/6/23
Principal
Moridhal College
P.O. Moridhal, Dhemajli

