



DIGBOI COLLEGE

ITAVATA, P.O.: DIGBOI-786171(ASSAM)

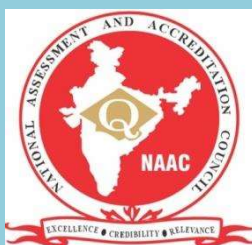
Third Cycle NAAC Accreditation

Criterion: 5

STUDENT SUPPORT AND PROGRESSION

5.1.5 MECHANISM FOR TIMELY REDRESSAL OF STUDENT GRIEVANCES

Submitted to



THE NATIONAL ASSESSMENT
AND ACCREDITATION COUNCIL

5.1.5: Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

Meeting Minutes



Meeting of the Grievance Redressal Committee held on 20/07/2016 at 3 p.m. in the Principal's Chamber.

The meeting begins with the assumption of the chair by the Principal of Digboi College. Principal places before the meeting following grievances.


- (i) One student who has not received marksheet for B.A. 4th Semester backlog examination held on May-June 2016.
- (ii) One B.Com 4th Semester student whose result has been withheld due to non-submission of I.A. marks.

After discussion, the Committee decides to redress above grievances by adopting the following resolutions:

- (a) Resolve that the Controller of Examination be requested to issue marksheet of the concerned student.
- (b) HoD., of Commerce Department be requested to submit IA marks of the concerned students.

After getting IA marks, Principal has to take necessary step through a formal approach to the Controller of Examination, Dibrugarh University to resolve the matter as early as possible.

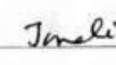
The meeting comes to an end with vote of thanks to and from the chair.


 20/7/2016

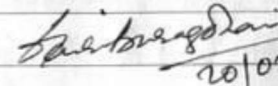
Principal & Secretary
Digboi College Digboi

Dr. Dip Saikia.
Chairman, Grievance
Redressal Committee
Principal, Digboi College.
Digboi - 786171.

Members Present :

1. Mrs. Jonali Dutta :  20/7/16

2
2. Dr. A.C. Dutta :  20.07.2016

3. Mr. Gauri Buragohain :  20/07/2016

Meeting of the Grievance Redressal Cell held on 25-07-2017 at 3.30 PM



Meeting of the Grievance Redressal Cell held on 25/07/2017 at 3.30 p.m. in the Principal's Chamber.

The meeting begins with the assumption of the chair by the Principal of Digboi College. Principal places before the meeting the grievances given by 5-students who appeared in B.A. 2nd, 4th and 6th Semester Examination held in May-June 2017 that these students have found anomalies in their statement of marks (getting absence instead of marks).

Principal also states that one student of B.Com 4th Semester whose result has been with-held due to non-submission of IA marks in major subject of marketing.

In order to solve these grievances, the meeting adopt the following decisions:

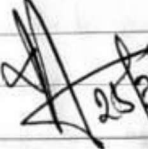
(a) The Conduction Board has to verify the matter of 5-students whether the students were present in the said exam or not in the concerned subjects.

(b) The HoD, Commerce Department has to check and verify the I.A. marks of the students in the concerned subject.

The Principal if satisfied by the verification of the Conduction Board and HoD of Commerce Dept., should take necessary action through a formal approach to the Controller of Examination,

Discrepancy University to resolve the matter as early as possible.

The meeting comes to an end with vote of thanks to and from the chair.

 25/07/2017
Principal & Secretary
Digboi College Digboi

Dr. Dip Saikia,

Chairman,

Grievance Redressal Cell

Principal, Digboi College.

Digboi - 786171.

Members Present:

1. Mrs. Jonali Dutta : Jonali Dutta
25/7/17

2. Dr. Jayanta Handique : Handique

3. Mr. Gauri Buragohain : Gauri Buragohain
25/07/2017

MEETING OF THE GRIEVANCE REDRESSAL CELL, DIGBOI COLLEGE

Date: March, 06-03-2018

Minutes:

The meeting of grievanceredressal cell has been convened today, on 6th March, 2018 in the chamber of Principal, Digboi College, under the chairmanship of Dr. Dip Saikia, Principal, Digboi college at 3.00 PM in presence of the members. In this meeting the chairman has explained the objective of the meeting regarding the absence of two students Ms. Jharna Thakuli, BA 6th Sem, Roll no-219 for expiry of her father and illness of mother from 08-01-2018 to 27-02-2018, and Sri Mohan Chandra Koch, BA 6th Sem, Roll no-19 in Sessional examination due to severe illness and to consider their cases as requested.

The meeting has decided to consider their cases and allow them to continue their classes to attain the required attendance.

At the end the chairman has extended his heartfelt thanks to the members for their presence and active participation in the meeting.



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26/3/2018

Dr. Dip Saikia
Chairman, Grievance Redressal Cell,
Principal, Digboi College
Principal & Secretary
Digboi College Digboi

Members Present

1. Mrs. Jonali Dutta, Member.

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6/3/18

2. Dr. A.C. Dutta, Member

[Handwritten signature]
26.03.2018

3. Mr. Gauri Buragohain Member

[Handwritten signature]
26/03/2018

MEETING OF THE GRIEVANCE REDRESSAL CELL, DIGBOI COLLEGE

Date:28-03-2018

Minutes:

A meeting of grievance redressal cell has been held today, on the 28th of March, 2018 at 3.00pm in the Principal's chamber, Dr. Dip Saikia, Principal, Digboi College, has assumed as the chairman of the meeting in presence of the members and stated the grievance of all B Sc and B Com , Sem -II students on dtd.26-03-2018 where they expressed their inconvenience for not allowing to use calculator in examination and requested to allow them to use the same in the examination

The Principal and members have discussed the issue and came to the resolution as calculator is not allowed in examination as per rule, it would not be permitted to use the same.

The meeting has ended with the heartfelt thanks of Principal to all members present in the meeting for their participation and sincere cooperation.



Dr. Dip saikia

Chairman, Grievance Redressal Cell
Principal, Digboi College, Digboi
Principal & Secretary
Digboi College Digboi

Members Present

1. Mrs. Jonali Dutta, Member : *Jonali Dutta*
28-03-18

2. Dr. A. C. Dutta, Member: *A. C. Dutta*
28-03-2018

3. Mr. Gauri Buragohain Member: *Gauri Buragohain*
28/03/2018

MEETING OF THE GRIEVANCE REDRESSAL CELL, DIGBOI COLLEGE

Date: 22-10-2018

Minutes:

A meeting of grievance redressal cell has been held on 22-10-2018 at 2.00pm in the Principal's chamber. The meeting has been presided by Dr. Dip Saikia, Principal, Digboi College. He has explained the objective of the meeting, wherein he stated the grievance of a student named Ms Jyoti Kumari Sah, B. Com 3rd Sem, placed on 12-10-2018, who has requested to appoint a athletic coach in college in order to get better coaching by the students from which they have been deprived of.

The Principal and members have agreed in this matter and the meeting has resolved to appoint a physical instructor on contractual basis at the earliest possible.

At the end of the meeting principal has extended his thanks to all members for their presence and valuable suggestions.



[Signature]
22/10/18

Dr. Dip Saikia
Chairman, Grievance Redressal Cell
Principal, Digboi College, Digboi

Principal
Digboi College, Digboi

Members Present

1. Mrs. Jonali Dutta, Member.

Jonali Dutta
22/10/18

2. Dr. J Handique, Member

J. Handique

3. Mr. Gauri Buragohain, Member

Gauri Buragohain
22/10/18

MEETING OF THE GRIEVANCE REDRESSAL CELL, DIGBOI COLLEGE

Date: 23-02-2019

Minutes:

A meeting of grievance redressal cell has been held on 23-02-2019 at 2.30pm in the Principal's chamber in presence of the members of Grievance and redressal cell. The meeting has been presided by Dr. Dip Saikia, Principal, Digboi College. At the outset he has explained the objective of meeting and stated about the grievance of three students as they have been facing difficulties in attending their morning class at 8.00 am. Deepamoni Mech, BA 4th sem, roll no-227, Depika Bhuyan BA, 4th sem, roll no-17 and Geetashree Gohain BA 4th sem, roll no-232, have not been able to reach college regularly at early in the morning due to far distance from college and non availability of regular means of transport as stated by themselves.

The problem has been discussed by the Principal and members present and resolved this issue as follows

1. The students would be considered for their absence only for the month of February, 2019
2. They would be subsequently informed to make the necessary arrangement for stay at nearby college from the next month onwards and
3. The concerned department would be informed to consider their attendance.

At the end of the meeting principal has extended his thanks to all members for their presence and valuable suggestions.



[Signature]
23/02/2019

Dr. Dip Saikia
Chairman, Grievance Redressal Cell
Principal, Digboi College, Digboi
Principal & Secretary
Digboi College Digboi

Members Present

1. Mrs. Jonali Dutta, Member. *Jonali Dutta*
23/2/19
2. Dr. J. Handique, Member *J. Handique*
3. Mr. Gauri Buragohain Member *Gauri Buragohain*
23/02/2019

MEETING OF THE GRIEVANCE REDRESSAL CELL, DIGBOI COLLEGE

Date:01/08/2019

Minutes:

A meeting of grievance redressal cell has been held on the 1st of August, 2019 at 3.00 pm in the Principal's chamber. The meeting has been presided by Dr. Dip Saikia, Principal, Digboi College, in presence of the members of the Grievance Redressal Cell. At the outset Principal has explained the objective of the meeting wherein he stated the grievance of a student named Mrs Supriya Moran, BA, Sem-3, roll no-93, placed on 10-07-19 requesting for maternity leave for four months w.e.f. 01/08/2019 onwards, expressing her willingness to continue her study so as to consider her attendance also.

All the members and principal have discussed the issue, considering the sensitiveness of the matter, the meeting resolved to grant her maternity leave for the said period and to consider her attendance at the same time.

The meeting has ended with the thanks of Principal to all members present in the meeting for giving their valuable time and for sincere cooperation.



[Signature]
01/08/2019

Dr. Dip Saikia
Chairman, Grievance and Redressal Cell,
Principal, Digboi College
Principal & Secretary
Digboi College Digboi

Members Present

1. Mrs. Jonali Dutta, Member: *[Signature]*
1/8/19

2. Dr. J. Handique Member: *[Signature]*

3. Mr. Gauri Buragohain Member: *[Signature]*
01/08/2019

Meeting of the Grievance Committee, Digboi College, held on 20th July, 2021

Under the Chairmanship of Dr. Dip Saikia, Principal, Digboi College, a meeting has been convened at 3.00 p.m. on 20th July, 2021 at the Principal's Chamber to solve a grievance placed through telephonic conversation by 12 (twelve) numbers of students for the correction of their Internal Assessment marks. In the presence of all the members of all the members of Digboi College Students Grievance Committee, the objective of the meeting has been placed by the Principal, Digboi College and has stated in his speech that 4 (four) students from B.A. 1st Semester, 2(two) students from B.Com. 1st Semester, 3 (three) students from B.Sc. 3rd Semester and 3 (three) students from B.A. 3rd Semester had requested him through a telephonic conversation for the correction of their Internal Assessment Marks stated in their mark-sheets received from the University. He, in his speech has also appealed the members to place their valuable suggestions. After a long discussion the committee has decided to solve the grievance as soon as possible with the help of the following resolutions :

- i. That the students should be intimated to submit their mark-sheets to the Principal, Digboi College for proper verification.
- ii. That the concerned Head of the Departments to be intimated to check the Internal Assessment marks whether they tally with the recorded marks in the concerned departments or not.
- iii. That the Principal, Digboi College, if satisfied by the verification, should take necessary action through a formal approach to the Controller of Examination, Dibrugarh University, Dibrugarh to resolve the matter as early as possible.

The meeting has ended at 4.00 p.m. with a vote of thanks from the Vice-Principal, Dr. A. C. Dutta, thanking the Principal and the members present for their active participation and giving their valuable time in the meeting.



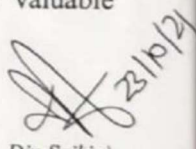
(Dr. Dip Saikia)
Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College

Principal
Digboi College, Digboi

Meeting of the Grievance Committee, Digboi College, held on 23rd October, 2021

A meeting of Digboi College Students Grievance Committee, Digboi College has been convened at 3 p.m. on 23rd October, 2021 at the Chamber of Principal, Digboi College. At the outset, Dr. Dip Saikia, Principal, Digboi College has stated the objective of the meeting wherein he has stated a grievance has been place by a student named Shri Ankit Gorh of 1st Semester, Arts stating his inability to pursue Honours in Philosophy and hence showing his eagerness to take Honours in Education instead. Further, the agenda, the Principal has read out the proceedings of the previous meeting and has showed has delight in the timely (resolve settlement of a grievance placed by 12 (twelve) students of the college whose IA marks has been wrongly registered by the University. With this the members present have extended their gratefulness to the Principal for his kind effort and timely action. Further, the Principal has appealed the members to give their valuable suggestions on the grievance related to Shri Ankit Gorh. After a short discussion the committee has taken a resolution to enable Shri Ankit Gorh to take honours in Education in lien of Philosophy. The committee has resolved to take such a decision keeping in view the individual interest of the student.

The meeting has ended with a vote of thanks from the Vice-Principal of the college, Dr. Arun Chandra Dutta wherein, he has extended his heartfelt thanks to the Chairman and all the members present for their kind co-operation and valuable suggestions in this regard.


(Dr. Dip Saikia)

Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College

Principal
Digboi College, Digboi

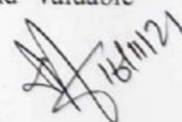


Meeting of the Grievance Committee, Digboi College, held on 16th Nov., 2021

A meeting of the Grievance Redressal Committee, Digboi College is held at 3 pm today, the 16th November, 2021, under the Chairmanship of Dr. Dip Saikia, Principal, Digboi College at his chamber. The meeting is presided over by the Principal in the presence of 5 (Five) members of the students Grievance Committee. At the outset, the Principal states the objectives of the meeting and appraise the house with the past grievances and their timely settlement by going through the minutes of the last meeting. The Chairman, in his objectives, cites about a couple of grievances that he has received on 10th November, 2021 and 16th November, 2021 related to changes of subjects. While placing the grievances of the student name Karan Lama of B.Sc. 01st Semester who has shown his inability to continue honours in electronics and wish to take Botany in lieu of it. Likewise a joint application from 23 (Twenty three) students from B.Com. 3rd Semester with same Grievance have stated about their eagerness to take web science in lieu of Entrepreneurship. He states that not a single Grievance related to ragging and sexual harassment has been registered so far and it has become possible only because of the sense of belongingness developed amidst the students, teachers and office staffs. After the suggestion placed by the members present, the house take the following resolutions:

1. That the concerned departments be intimated about the matter of subject change,
2. That the Applicants should be considered if possible keeping in view the responses from the concerned departments,
3. That the Grievances be settled as early as possible keeping in view the interest of the applicants.

The meeting has ended with a vote of thanks from the Vice-Principal of the college, Dr. Arun Chandra Dutta wherein, he has extended his heartfelt thanks to the Chairman and all the members present for their kind co-operation and valuable suggestions in this regard.



(Dr. Dip Saikia)
Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College



Principal
Digboi College, Digboi

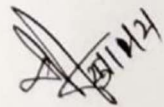
Meeting of the Grievance Committee, Digboi College, held on 25th Nov., 2021

The meeting of the Grievance Redressal Committee, Digboi College starts at 3.30 p.m. on 25th November, 2021 with Dr. Dip Saikia, Principal, Digboi College on the chair. The Principal presides over the meeting and states the objective of the meeting in presence of the members of the Grievance Committee and two invitees- Dr. Deborshee Gogoi H.O.D. i/c, dept. of Commerce and Dr. Prafulla Kumar Mahanta, Librarian, Digboi College. In his objective, he states that a student of B.Com. 3rd Semester named Bipul Debnath has placed a Grievance on 23rd November, 2021 related to non-receipt of Identity Card from the College Library for a reason, of which, he was not aware earlier. It is stated in his letter that somebody has taken three books viz. Human Resource Management, Business Statistics and Basics of Entrepreneurship on 04.01.2021 from the library using his Identity Card of previous Semester without his knowledge and because of the non-clearance of the dues, he has been denied by the library Authority to issue an Identity Card of the present semester. The Chairman further states that on 25th November, 2022, he has received an application from a student of B.Sc. 1st Semester has applied to enable him to take Physics (GE) in lieu of Computer Science (GE). He then places both the matters to the house for discussion and invites possible suggestions to get immediate settlement.

During the discussion, the Librarian, Digboi College places the matter related to Shri Bipul Debnath states that he has no objection in issuing the ID-card to the student provided he returns the three books recorded as borrowed by him. Dr. Deborshee Gogoi states that the matter related to Bipul Debnath has already been placed by the student before the faculty members of the Dept. of Commerce and as the student pleaded innocence, Dr. Gogoi personally comes forward to help the student by purchasing the said books and submitting them in the college library. Hence the house decides to resolve the grievance on the assurance given by Dr. Deborshee Gogoi. As regard to the grievance related to Miss Anisha Saikia, the house decides to allow her to change generic subject of Computer Science to Physics after a telephonic conversation with the concerned Head of the Departments.

The meeting ends with a vote of thanks from the Chairman wherein, he extends his heartfelt thanks to all the members for their co-operation. He specially thanks Dr. Deborshee Gogoi and Dr. Prafulla Kr. Mahanta for sacrificing their valuable time to resolve the issue.




(Dr. Dip Saikia)
Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College

Principal
Digboi College, Digboi

Meeting of the Grievance Committee, Digboi College, held on 1st December., 2021

The meeting of the Grievance Redressal Committee, Digboi College starts at 3.30 p.m. on 1st December, 2021 with Dr. Dip Saikia, Principal, Digboi College on the chair. The Principal presides over the meeting and states the objective of the meeting in presence of the members of the Grievance Committee wherein, he states about 29 boarders from Digboi College Girls Hostel who have sought for 50% fee waiver in hostel admission due to COVID pandemic. He then reads out the minutes of the previous meeting and shows his pleasure in the timely settlement of all Grievances. He also states his satisfaction in resolving minor Grievances and extends his gratitude to everyone for their co-operation in maintaining a healthy environment in the college and thereby keeping him away from major issues like ragging and sexual harassment. He also takes pleasure on the measures taken by the whole Digboi College Family in bringing out discipline and order in the college. His speech is followed by a discussion among the members and all the members show their concern for the parents and guardians of the poor students who had to pass through a troubled time because of COVID pandemic. Keeping in view the financial conditions of the poor families to which the boarders belong, the house decides with the consent from the Principal, Digboi College to take a resolution to waive 50% of the Hostel admission fee for 29 boarders of Digboi College Girls Hostel.

The meeting ends with a vote of thanks from the chairman wherein, he extends his heartfelt thanks to all the members present for their co-operation and valuable suggestions in resolving the issue.



11/12/21

(Dr. Dip Saikia)
Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College



Principal
Digboi College, Digboi

Meeting of the Grievance Committee, Digboi College, held on 29th December, 2021

A meeting of the Grievance Redressal Committee, Digboi College is held at 3 pm today, the 29th December, 2021, under the Chairmanship of Dr. Dip Saikia, Principal, Digboi College at his chamber. The meeting is presided over by the Principal in the presence of 5 (Five) members of the students Grievance Committee. At the outset, the Principal states the objectives of the meeting and appraise the house with the past grievances and their timely settlement by going through the minutes of the last meeting. He also states that not a single Grievance related to ragging and sexual harassment so far which is a healthy sign for the smooth functioning of the college. The Chairman in his objective cites about a couple of grievances that he was received on 10th November, 2021 and 16th November, 2021 related to changes of subjects. While placing the grievances of the student name Karan Lama of B.Sc. 01st Semester who has shown his inability to continue honours in electronics and wish to take Botany in lieu of it. Likewise a joint application from 23(Twenty three) students from B.Com. 3rd Semester with same Grievance have stated about their eagerness to take web science in lieu of Entrepreneurship had reached the committee. After the suggestions placed by the members present the house takes the following resolutions:

1. That the concerned departments be intimated about the matter of subject change,
2. That the Applicants should be considered if possible keeping in view the responses from the concerned departments,
3. That the Grievances be settled as early as possible keeping in view the interest of the applicants.

The meeting has ended with a vote of thanks from the Vice-Principal of the college, Dr. Arun Chandra Dutta wherein, he has extended his heartfelt thanks to the Chairman and all the members present for their kind co-operation and valuable suggestions in this regard.



(Dr. Dip Saikia)
Chairman, Grievance Redressal Committee, Digboi College
Principal, Digboi College

Principal
Digboi College, Digboi