

Students' Grievance Redressal Cell

Dr. Birinchi Kumar Barooah College

Puranigudam, Nagaon, Assam

Website: www.bkbcollege.in

Report

The Students' Grievance Redressal Cell of Dr. B.K.B. College aims at to provide maximum services (academic as well as non-academic) for the betterment of the students. The main functions of the cell are to look into the grievances of the students regularly, and to provide impartial and fair justice to the students as soon as possible according to the nature of the grievances. The Students' Grievance Redressal Cell has been organized meetings from time to time for redressing the various grievances files by the students. A meeting was held on 29/01/21 and discussed to revive the old grievance cell, to prepare profile of grievance cell, to install grievance boxes etc., and accordingly have executed by the authority. An awareness programme was organized by the Students' Grievance Cell on 10/03/2021 newly admitted students in the college to familiarize them with the disciplinary as well as grievance redressal mechanisms. Another meeting was held on 15/03/2021 and discussed over the grievances filed by the students and resolved that adequate CCTV cameras should be installed in the important and sensitive areas of the college for tight security, snacks and/or food items of the canteen should be available as per Canteen Menu and accordingly the authority has taken necessary actions of the issues. Further, a meeting was conducted on 12/08/2021 and discussed on the issues raised by the students like- boy's and Girl's common room cleanliness/hygiene, drinking water problem in the boys and girls common room, running water issue on girls wash room etc., and decided to resolve the issues as soon as possible. As per the resolutions of the meeting, the authority has taken actions of the issues.

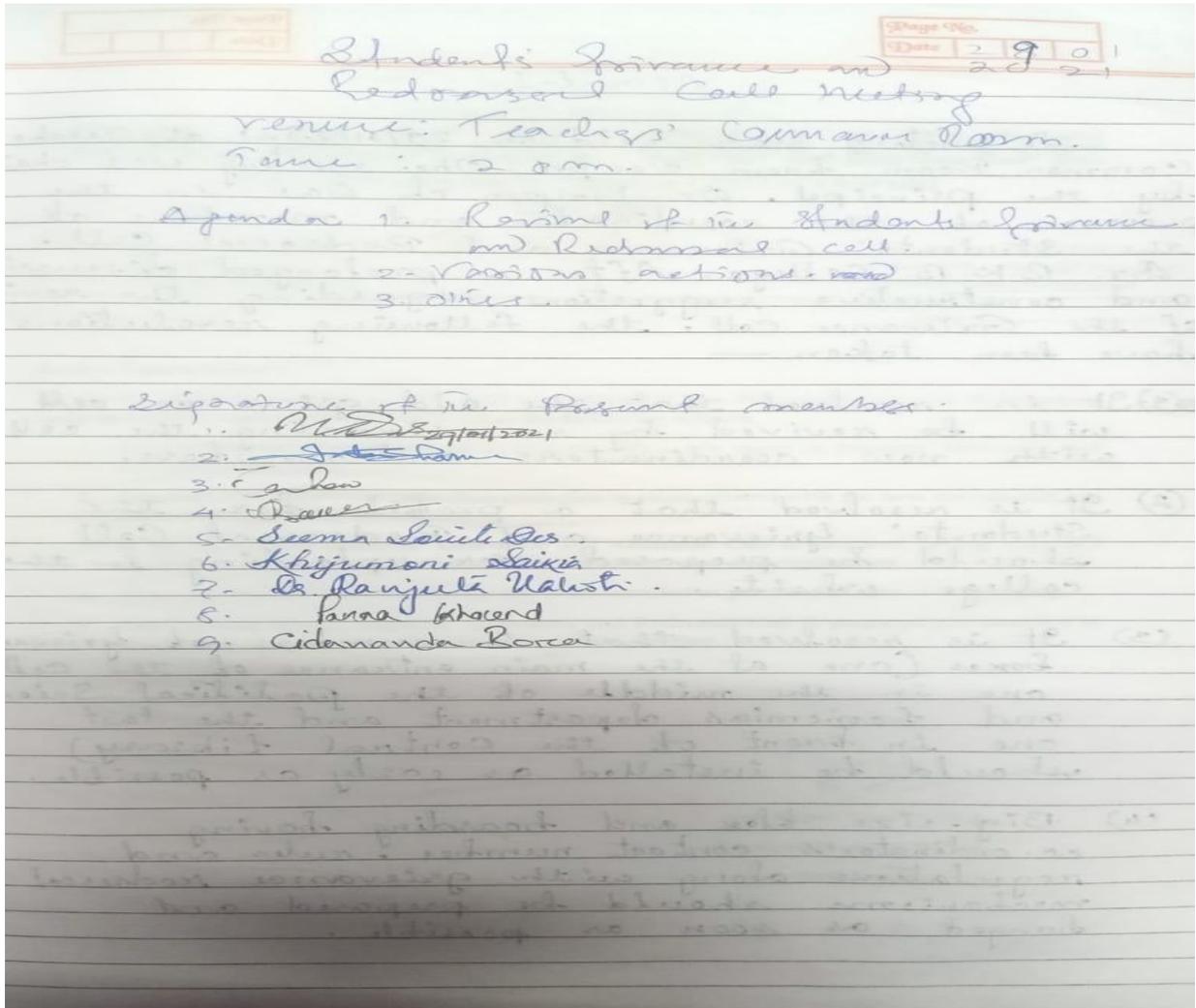
The Students Grievance Redressal Cell of Dr. B.K.B. College is very much concern about the issues and problems of the students (academic, personal and non-academic) and accordingly tries to resolve those issues for building sound mental health among the students for academic exercise.



(Dr. Jahangir Hussain Alom)

Co-ordinator, Students' Grievance Redressal Cell
Dr. B.K.B. College, Puranigudam

Minute-1



A meeting was held on 29/01/2021 at Teachers' Common Room from 2.00 pm. The meeting was chaired by the Principal, Dr. Nripen Ch. Das in the presence of the coordinator and members of the Students' Grievance and Redressal Cell, Dr. B.K.B. College. After a prolonged discussion and constructive suggestions regarding the revival of the grievance cell, the following resolutions have been taken:

1. It is resolved that the old grievance cell will be revived by reconstituting the cell with new coordinator and members.
2. It is resolved that a profile for the Students' Grievance and Redressal Cell should be prepared for uploading in the college website.

3. It is also resolved that 3 numbers of Grievance boxes (one at the main entrance of the college, one in the middle of the Political Science and Economics department and the last one in front of the central library) should be installed as early as possible.
4. Big size flex and hoarding having coordinator's contact number, rules and regulations along with grievance redressal mechanisms should be prepared and hanged as soon as possible.

OFFICE OF THE PRINCIPAL
DR. B.K.B. COLLEGE
P.O. : Puranigudam, Nagaon - 782141 (Assam)
Estd. 1967

From :
Dr. Nripen Ch. Das
Principal & Secretary
Dr. B.K.B. College, Puranigudam

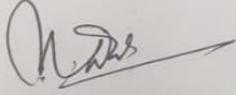
Cont. No. +91-8638733591
E-Mail: bkb.college@hotmail.com
Website: www.bkbcollege.in

Ref. No.
Date

Action Taken Report:

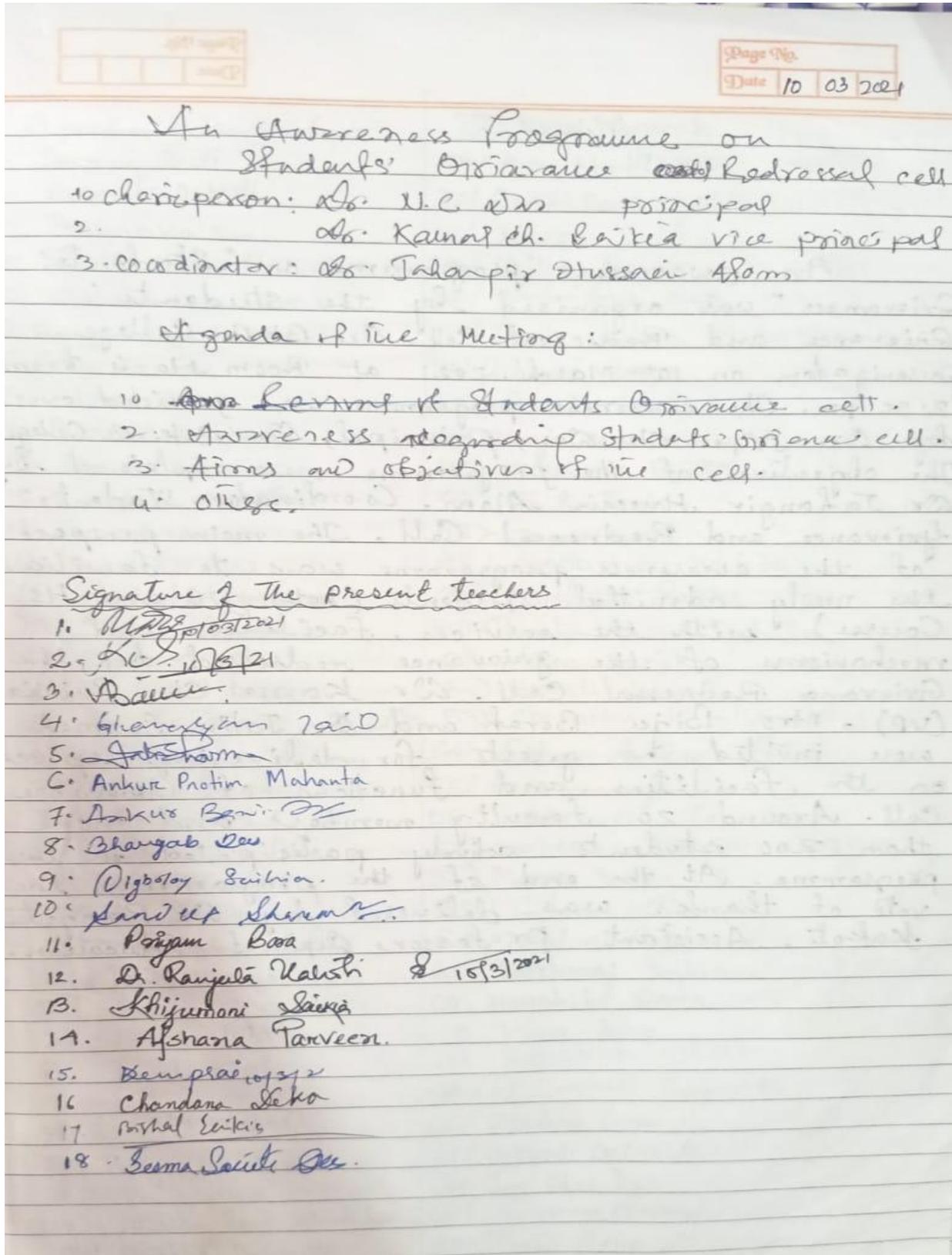
As per the resolutions of the meeting held on 29/01/2021, the Principal along with the statutory body and others concerned has finally taken the following actions:

1. The old grievance redressal cell is revived with a new name as Students' Grievance and Redressal Cell.
2. The Students' Grievance and Redressal Cell is reconstituted with the new coordinator and a few new members.
3. A profile for the Students' Grievance and Redressal Cell is prepared having aims and objectives, redressal mechanisms along with other rules and regulations.
4. Three numbers of grievance boxes has been installed as per the decision of the meeting.
5. One big size flex of Students' Grievance and Redressal Cell is prepared and installed in the college campus as per the resolution of the meeting.


(Dr. Nripen Chandra Das)
Principal, Dr. B.K.B. College,
Puranigudam, Nagaon, Assam

Principal
Dr. B.K.B. College
Puranigudam
Nagaon (Assam)

Minute- 2

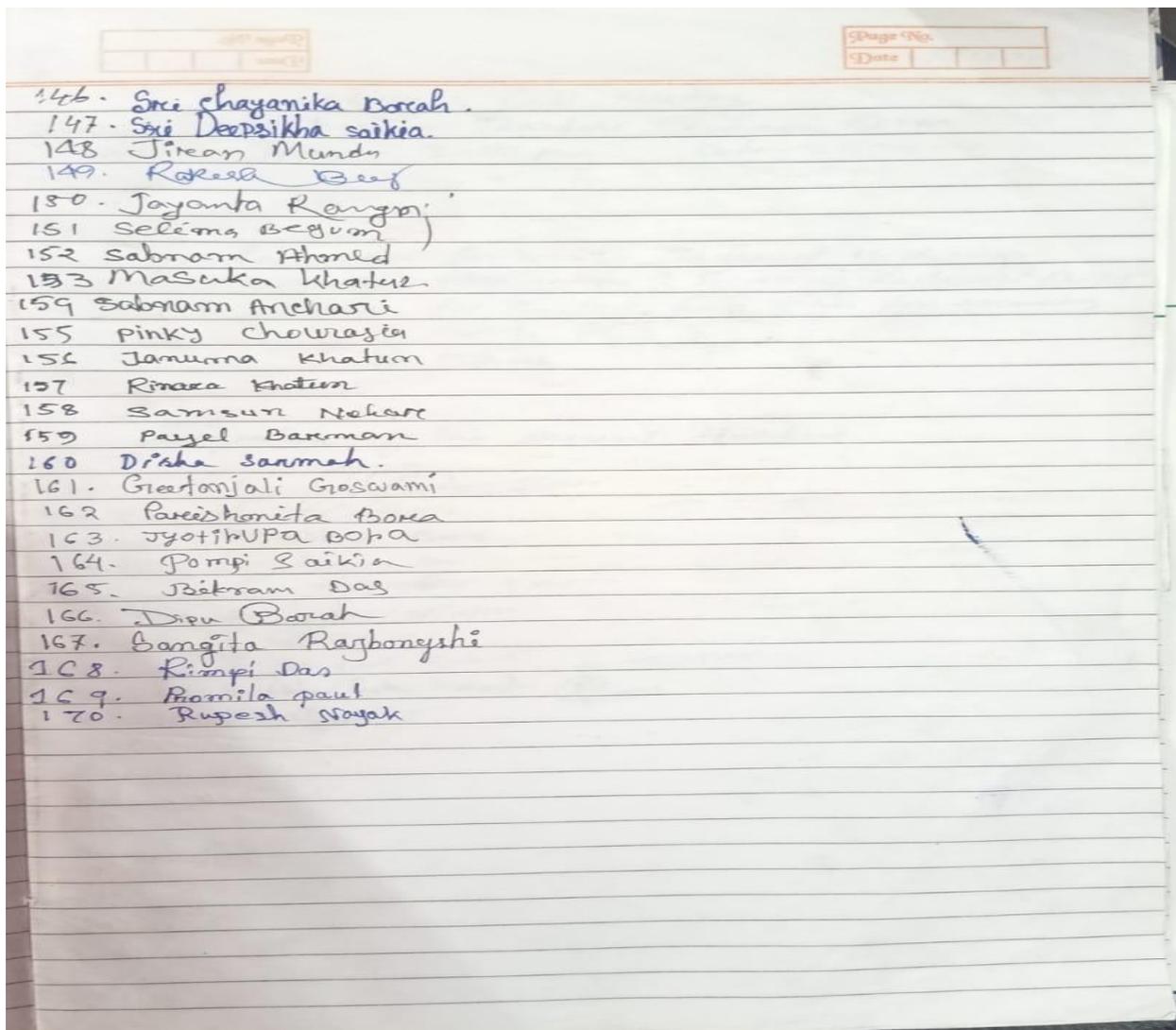


Signature of the students

1. Sangita Tanti
2. Susmita Debnath
3. Priyanka Das
4. Suklaman Hazarika
5. Showeta Tanti
6. Bhagya Priya Boruah
7. Saagar Konwar
8. Sima Sahu
9. Samrati Das
10. Susmita Ch Das
11. Sanjida Pradhan
12. Anjali Nayak
13. Suchitra Nayak
14. Rashidul Haque
15. Rahul Leish
16. Prasanta Das
17. Tauhid Rahman
18. Abanob Kar Siddik
19. Mujaharul Islam
20. Kishore Sumar Das
21. Achim Chosh
22. Dipankaj Das
23. Hemang Liso
24. Priya Bhosmik
25. Rajeswar Saha
26. Priya Kusur
27. Priya Chowradia
28. Proya Das
29. Priyali Hah
30. Nirejala Mallik
- 31) Priyanka Das
- 32) Priyanka Mondal
- 33) Nitika Rani Khalkho
- 34) Nikita Debnath
- 35) Jayanti Debnath

- 36) Puja Boruah
- 36/ Puja Khalkhara
- 37/ Rakhi Debnath
- 38/ Naregis Sultana
- 39/ Najma Begum
- 40/ Parvati Das
- 41/ Rashmi Sakha Hazarika
- 42/ Rashmi Borua
- 43/ Rumli Kalindi
- 44) Manju Mummu
- 45) Mausumi Begum
- 46) Teeti Tirokey
- 47) Joyanti Sarda
- 48) Nabamita Kalita
- 49) Monalisa Rakha
- 50) Binita Moni Gohain
- 51) Maina Parika
- 52) Bonali Kalindi
- 53) Choynika Khalkhara
- 54) Eshna Sultana Begum
- 55/ Mela Yezangi
- 56/ Dikhita Saikia
- 57) Farhana Yashmin Begum
- 58) Maman Das
- 59) Gitamoni Baruah
- 60/ Maloni Rongpipi
61. Krishanji Saikia
62. Harshita Bora
63. Hima Das
64. Karishma Uraij
- 65) Jayanti Debnath
- 66/ Jjetika Bora
- 67/ Jayanti Debnath
- 68/ Jay Shre Das
- 69/ Junmoni Mandal
- 70/ Jurali Bora
- 71/ Karabi Hazarika

- | | |
|---------------------------|--------------------------|
| 72 - Jayshree Kalindi | 109. Swajickisham |
| 73 - JOZAHIL AHMED | 110. Jushar Ranjan Sarma |
| 74 - Abdeul Mannan | 111. Manab Biswas |
| 75 - Fardin Sahar | 112 Longtree Terong |
| 76 - Farzul Islam | 113 Jagen Gour |
| 77 - Aditya Bora | 114 Preshad Jereang |
| 78 - Azibul Hoque | 115/Sri Kirti Sanyal |
| 79 - Elias Ahmed | 116 Prasanto Rongpook |
| 80 - Ejajul Haque | 117) Prince, Khan |
| 81 - Ateeq Sabar | 118) Jayanta Rabha |
| 82 - Atul Nayak | 119) Izzul Haque |
| 83 - Dulal Bag | 120) Pratim Bora |
| 84 - Bhurat Kurmi. | 121, Pratik Borang |
| 85 - Dipankar Mardi | 122. Heubert Ekka |
| 86 - Dipankar Gogoi | 123. Rakham Udderi |
| 87 - Bidyasing Terong | 124 Hemanta Biswas |
| 88 - Dibya Jyoti Bora | 125. Garima Bora |
| 89 - Bikram Sarkar. | 126. Raj Saikia. |
| 90 - Bipul Gour | 127 Ronku Biswas. |
| 91 - Dhoni Kumar Singh | 128/ Bhoswati Singh |
| 92 - Maksidul Islam | 129 / Bhogyaashree Das. |
| 93 - Biswajit - Orong | 130/ Ridoy Biswas. |
| 94 - Chintu Sideradh. | 131/ Asana Islam. |
| 95 - Darpan Saikia | 132/ Rohit Engli |
| 96 - Monoj Chetery | 133/ Anna Das |
| 97 - Md Sun Ahmed | 134/ Anketa Vyas |
| 98 - Niraj Phukan | 135/ Rubi Rongpi |
| 99) Partha Pratim Bora | 136/ Anjali Mahanta |
| 100/ Manthan Bora. | 137/ Sulil Ahmed. |
| 1002 PIKU Kaita | 138/ Anamika Sarkar |
| 1003 Anamika Garam | 139/ Diba Guwala. |
| 1004. Alija Begum. | 140/ Rashmi Mandal |
| 1005 Aisha Shiddika Hoque | 141/ Najma Panbi |
| 1006. SUMAN BORA | 142) Anamika Deb Nath |
| 1007 Sumon Sebnath. | 143) Mahbuz Sultan |
| 108 Twinkle Topno | 144) Asana Khatun |
| | 145) Urmi Solman Khatun |



An awareness programme on 'Students' Grievances' was organized by the Students' Grievance and Redressal Cell, Dr. B.K.B. College, Puranigudam on 10th March, 2021 at Room No-04 from 2.30 pm. The awareness programme was presided by Dr. Nripen Ch. Das, Principal, Dr. B.K.B. College. The objectives of the programme were explained by Dr. Jahangir Hussain Alom, Coordinator, Students' Grievance and Redressal Cell. The main purpose of the awareness programme was to familiarize the newly admitted students (both UG and HS course) with the services, facilities and mechanisms of grievance redressed by the grievance cell. Dr. Kamal Ch. Saikia (VP), Mrs. Biju Borah and Dr. Jatin Sarmah were invited as guests for delivering speech on the facilities and functions of grievance cell. Around 20 faculty members and more than 200 students actively participated in the programme. At the end of the programme, the vote of thanks was delivered by Dr. Ranjeeta Kakoti, Assistant Professor, Department of Education.

OFFICE OF THE PRINCIPAL

DR. B.K.B. COLLEGE

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From :

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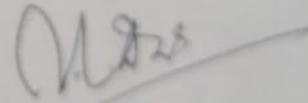
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Date

Action Taken Report:

As per the resolutions of the meeting held on 15/03/2021, the Principal along with the statutory body and others concerned has finally taken the following actions:

1. CCTV cameras have been installed in the college premise and the principal of the college monitors the cameras.
2. An orientation programme was held on 21/03/2021 at room no-04 for operating the vendor machine for the girls' student. In the orientation programme 123 numbers of students actively participated.
3. A meeting was held on 22/03/2021 at teacher's common room with the members of the Canteen committee as well as canteen service providers. After the discussion with the canteen service provider, it is instructed to the canteen service providers that as per the menu of the canteen, food items or snacks should be made available according to the demands of the students and teaching and non-teaching staff.



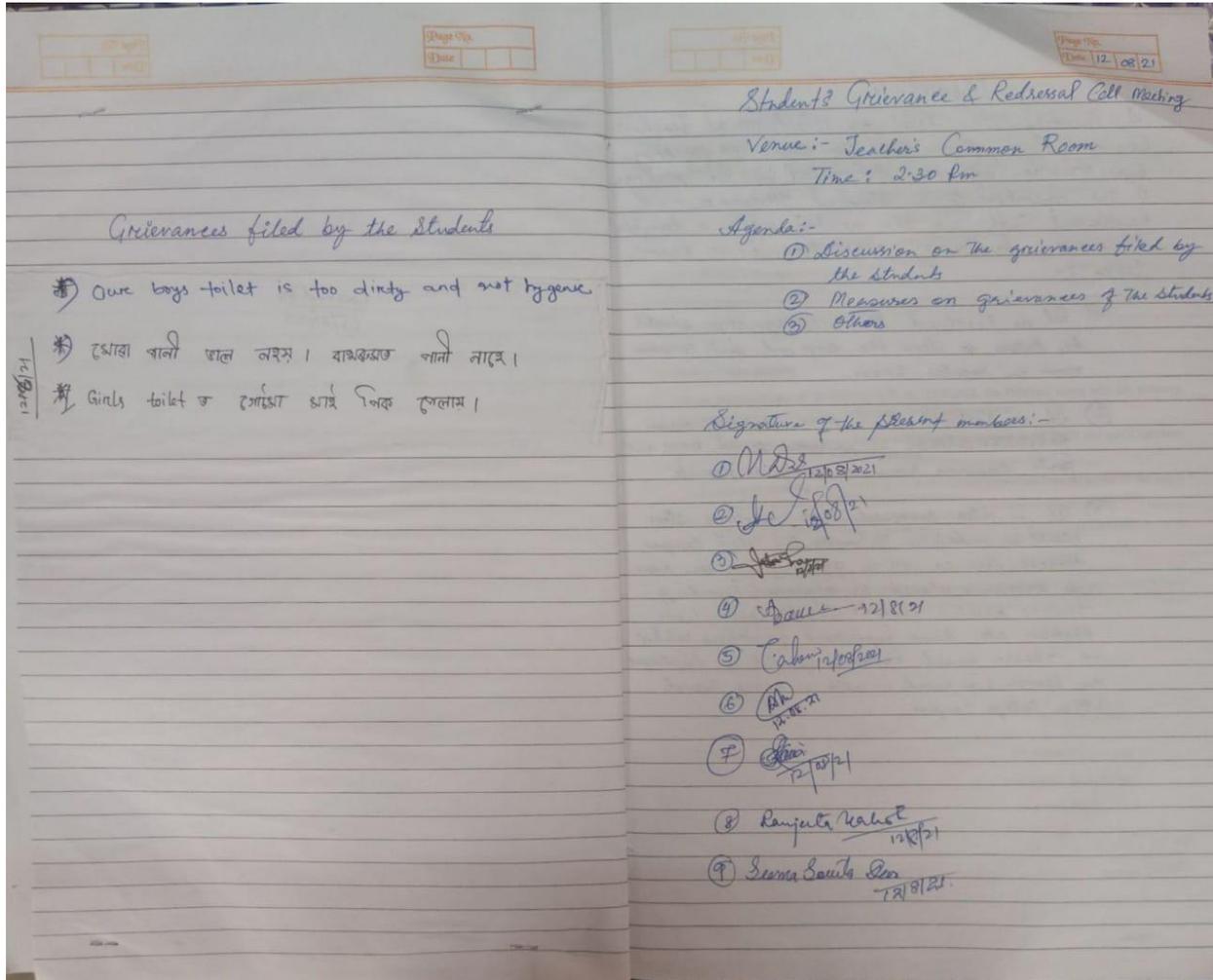
(Dr. Nripen Chandra Das)

Principal, Dr. B.K.B. College,

Puranigudam, Nagaon, Assam

Principal
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Nagaon (Assam)

Minute- 4



A meeting was held on 12/08/2021 at Teachers' common room from 2.30 pm onwards and the meeting was chaired by the Principal of Dr. BKB College in the presence of the members of the Students' Grievance Redressal Cell. In the meeting after a fruitful discussion, the following resolutions have been taken:

1. It is resolved that necessary steps should be taken to clean the boy's and girl's common room on regular basis.
2. It is resolved that pure drinking water facilities should be provided to the boy's and girl's common room as early as possible.
3. It is resolved that necessary steps should be taken to supply running water facility in the wash room of girl's common room as soon as possible.
4. It is also resolved that necessary steps should be undertaken to make the college campus tobacco free as well as guthka free. Awareness programme should be organized regarding

tobacco related diseases like TB, Cancer, Liver dysfunction etc. In addition, some important quotations related to tobacco based diseases should be displayed on banner, sign board as well as notice board within the college campus.

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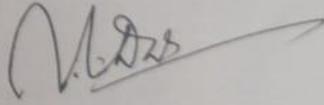
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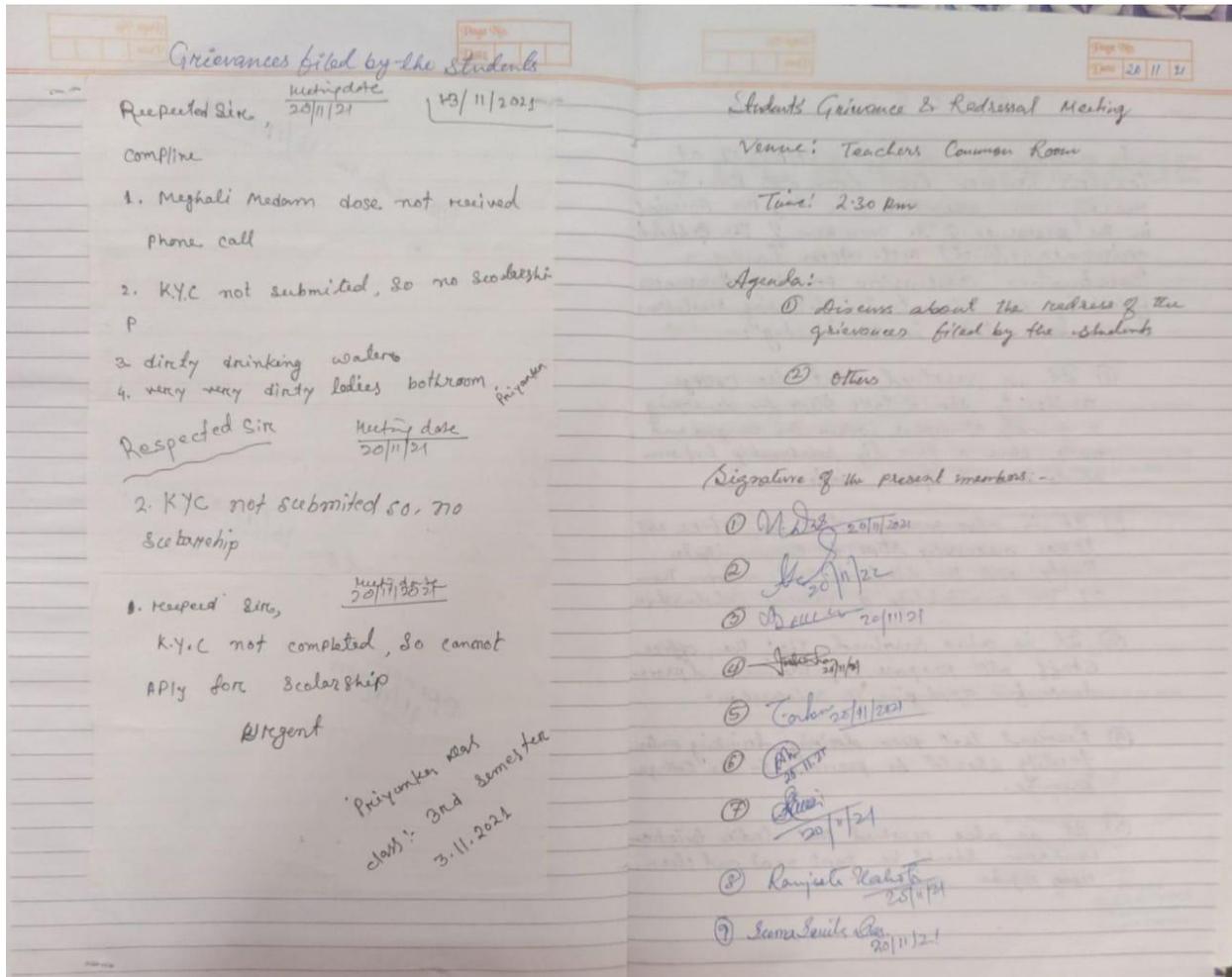
As per the resolutions of the meeting held on 12/08/2021, the Principal along with the statutory body and others concerned has finally taken the following actions:

1. The authority has taken measures to maintain cleanliness in the boy's and girl's common room by the sweeper at regular intervals.
2. For pure drinking water required number of water filters has been installed in the boy's and girl's common room.
3. Provision of proper running water is made in the washroom of the girl's common room within a very short period of time.
4. An awareness programme was organized by the NSS Unit to make the students aware and conscious regarding the side effects of tobacco use. Some hoarding and notice boards have been installed on the wall having rules and regulations along with important tobacco related quotations.


(Dr. Nripen Chandra Das)
Principal, Dr. B.K.B. College,
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Principal
Dr. B.K.B. College
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Nagaon (Assam)

Minute- 5



A meeting was held on 20th November, 2021 at Teacher's Common Room from 2.30 pm and the meeting was chaired by the Principal of Dr. BKB College in the presence of the members of Students' Grievance and Redressal Cell. After having a constructive discussion on the grievances filed by the students, the following resolutions have been taken in the meeting:

1. It is resolved that the college authority should take initiatives for developing a friendly atmosphere within the campus and ensure a friendly relationship between students and office staff.
2. It is also resolved that the office will timely communicate with the students and inform them of the availability of various types of scholarships.
3. It is also resolved that the office staff will also prepare a guideline along with a procedure for applying the scholarships.

4. It is also resolved that pure drinking water facility should be made available in the college premise.
5. It is also resolved that the ladies toilet-cum-wash room should be kept neat and clean on regular basis.

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Action Taken Report:

As per the resolutions of the meeting held on 20/11/2021, the Principal along with the statutory body and others concerned has finally taken the following actions:

1. The college authority has taken initiatives by holding meetings and discussion among the office staffs, faculty members and library staff and it was made clear to all to deal with students in a friendly manner.
2. As per the resolution, the office staff of the college informs the students about the different scholarships through WhatsApp group and by displaying in the notice board as well as in college website time to time.
3. The authority has prepared guidelines of the procedures to apply the different types of scholarships and in this regard all HOD's and office staffs will extend their help and cooperation. The members of the scholarship committee are also instructed to involve in the process and procedure scholarship facilities.
4. The authority has made the provision of pure drinking water as per the demands of the students.
5. The authority has instructed the sweeper to maintain cleanliness and hygiene in the ladies toilet-cum-washroom.


(Dr. Nripen Chandra Das)
Principal, Dr. B.K.B. College,
Puranigudam, Nagaon, Assam

**Principal
Dr. B.K.B. College
Puranigudam
Nagaon (Assam)**

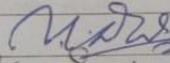
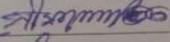
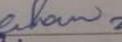
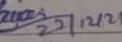
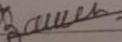
Minute- 6

Page No.	
Date	27/12/2021

Grievance Cell Meeting
Venue - Teachers Common Room
Time - 2.00 Pm , Date - 27/12/2021

Agenda:- 1) Grievance Redressal Mechanism
2) Preparation of Grievance Redressal Report for the last five years for upcoming NAAC visit.
3) Others.

Signature of the present Members

1.  27/12/2021
2.  27/12/21
3. Bijju Bora
4. Anurupa Bora
5.  27/12/2021
6.  27/12/2021
7.  27/12/21
8. Ranjita Kalroti  27/12/2021
9. Anura Pratik Mahanta  27.12.21
10. 

A meeting was held on 27/12/2021 at Teachers Common Room from 2.00 pm. The meeting was chaired by the Principal, Dr. Nripen Ch. Das in the presence of the coordinator and members of the Students' Grievance and Redressal Cell. After a healthy and constructive discussion in the meeting, the following decisions have been taken:

1. It is resolved that the grievance box should be checked within 7 days interval.

2. It is also resolved that at the time of opening of the grievance boxes, the coordinator should be assisted with a member.
3. The students' grievances should be transferred to the authority within 2/3 days through proper channel and it should be recorded properly.
4. Depending on the nature of grievances, action should be taken within 7 days and recorded systematically.

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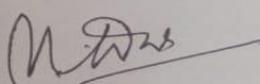
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Action Taken Report:

As per the resolutions of the meeting held on 27/12/2021, the authority along with the statutory body and others concerned has finally taken the following actions:

1. The grievance boxes have been checked within 7 days interval as per the resolution taken in the meeting.
2. It is ensured that at the time of opening of the grievance boxes one member of the grievance cell assists regularly.
3. The grievances of the students are placed to the authority after the resolutions taken in the meeting systematically.
4. The authority takes the action on the grievances within 7 days or as early as possible as per the nature of the grievances.


(Dr. Nripen Chandra Das)
Principal, Dr. B.K.B. College,
Puranigudam, Nagaon, Assam

Principal
Dr. B.K.B. College
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