

Grievance Redressal cell.

Lumding College,

Lumding, Hojai, Assam.



LUMDING COLLEGE (B)

LUMDING II HOJAI II ASSAM

PIN -782447

GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT-2018-19

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE ACTION TAKEN REPORT

Two meeting of Grievance Redressal Committee was conducted during the AY 2018-19 on 22nd May, 2019 at 11.30am and 12th October, 2019 in the Principal's Chamber
Grievance received from the students

- Drinking water facilities
- ICT Class Room
- Renovation of Boys Common Room
- Renovation of Girls Common Room
- Seating arrangement in common rooms
- Availability of syllabus-oriented text book

The action taken report for the above grievances.

- More drinking water stall set up.
- Four projectors purchased for digital class rooms
- Renovation of Boys Common Room is conducted.
- Renovation of Girls Common Room is conducted.
- More chairs are provided in common rooms
- Books are procured as per departments requirements



Principal,
Lumding College,
Lumding, Hojai, Assam.

Principal
Lumding College
Lumding, Hojai, Assam



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GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT-2019-20

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE ACTION TAKEN REPORT

A meeting of Grievance Redressal Committee is schedule on 22nd June, 2020 at 11.30am in online.

Grievance received from the students

- Sanitation of College
- Classes

The action taken report for the above grievances.

- Sanitation is conducted with the help of Municipal Board and Disaster management cell of the district
- Ensure that arrangement of online class will be undertaken.



Principal,
Lumding College,
Lumding, Hojai, Assam.

Principal
Lumding College
Lumding, Hojai, Assam



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GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT-2020-21

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE ACTION TAKEN REPORT

A meeting of the Grievance Redressal Committee is scheduled on 23rd June, 2021 at 10.30am in online.

Grievance received from the students

- Sanitation of College

The action taken report for the above grievances.

- Sanitation is conducted with the help of Municipal Board and Disaster management cell of the district



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Lumding College,
Lumding, Hojai, Assam.

Principal
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GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT-2021-22

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE ACTION TAKEN REPORT

A meeting of Lumding Grievance Redressal Committee is scheduled on 21st May, 2022 at 10.30am in conference hall.

Grievance received from the students

- Girls common room grievance
- In the class room Desk is broken need to change
- The drinking water cooler is not working
- Dustbin is not available in science block

The action taken report for the above grievances.

- One more lady safaiwalai is deputed to Girls common room
- Repairing of desk bench conducted
- Drinking water cooler is repaired accordingly
- Dustbin purchased for science block
- Complaint box renovated
- Strict vigilance and monitoring conducted by the committee members
- Confidentiality is maintained in the matter of complain.


Convenor
Grievance Redressal Committee
Lumding College,
Lumding, Hojai, Assam.





Principal,
Lumding College,
Lumding, Hojai, Assam.

Principal
Lumding College
Lumding, Hojai, Assam



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GRIEVANCE REDRESSAL COMMITTEE

&

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

Lumding College, Lumding, Hojai, Assam

ANNUAL REPORT-2022-23

A joint meeting of the Grievance Redressal Committee and Students Grievance Redressal Committee is scheduled on 21.09.2022 in the Principal's chamber.

Verbal grievance received from students

- Setting up of complaint box in the front of the administrative office
- Parking area of bikes
- Water facilities

The action taken report for the above grievances

Sl. Nos	Grievance	Action Taken
1.	Parking Area	Resolved by deployed one permanent day guard in the second gate for providing parking site
2	Complaint box	Shifted from office of the GRC to administrative office
3	Water facilities	Arrangement of more drinking water stall

A joint meeting of the Grievance Redressal Committee and Students Grievance Redressal Committee is scheduled on 23.06.2023

Verbal grievance received from students

- Fixation of price list of canteen items
- Timely issue of mark sheet etc.
- Better sanitation

The action taken report for the above grievances

Sl. Nos	Grievance	Action Taken
1.	Fixation of price list of canteen items	Resolved the issue amicably in association with canteen committee and vendor.
2	Timely issue of mark sheet etc.	Due to shortage of staffs in the administrative office some problem arises. However, considering the importance of academic matter, the issue resolved immediately.
3	Better sanitation	Dearth of water is the major issue. However, matter resolved by immediate purchase of water tanks



LUMDING COLLEGE (B)

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Convenor
Grievance Redressal Committee
and
Students Grievance Redressal Committee




Principal,
Lumding College,
Lumding, Hojai, Assam.

Principal
Lumding College
Lumding, Hojai, Assam

Grievance Redressal Cell
Lumding College: Lumding: Hojai: Assam.

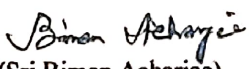


The first meeting of the reconstituted Grievance Redressal Cell, Lumding College, Lumding has been organized on 21. 5. 2022 and chaired by Sri Biman Acharjee, Convenor of the Cell and attended by all the hon'ble members of the cell signed at the resolution book at the Conference Hall. At the beginning of the meeting, the Convenor read out the policies of the Cell for necessary approval. Accordingly, all the members of the cell unanimously approved all the policies.

In the meeting, the Convenor also discuss on Grievances of students received if any by the cell. Hon'ble member of the cell Dr. Manash Mazumder expressed his views on non-receipt of any serious grievances from student's community which is considered as positive sign of good governance and satisfaction towards the college fraternity. After threadbare discussion it is informed to members by the chairperson that till now no serious complain has been lodged by our students. Some complaints in the earlier years are resolved amicably as there was no merit of such grievances and did not lodged seriously and sincerely. The Convenor of the Cell has informed the cell to take strict action to any Grievances, if received in future with zero tolerance. After threadbare discussion the following resolutions are adopted in the meeting.

1. Resolution No. 1: The house resolved that student's Complain Box need to renovate and be kept in front of the administrative block of the college and the keys of the said box needs to be kept by the Convenor of the Cell and he is authorized to do the same on weekly basis.
2. Resolution No. 2: The house resolved that it is necessary to act strict vigilance by all members of the cell to prevent all types of grievance of the students in the college campus.
3. Resolution No. 3: The house also decided to carry out a thorough and impartial analysis of the complaint received if any in near future.
4. Resolution No. 4: The house also resolved to maintain strict confidentiality about the complainant if so received so that impartial judgment can be ensured.

The meeting ended with a vote of thanks to the chair.


(Sri Biman Acharjee)
Convenor
Grievance Redressal Cell
Lumding College: Lumding
Hojai: Assam.

Grievance Redressal Cell

Lumding College: Lumding: Hojai: Assam

Meeting of the Grievance Redressal Cell, Lumding College



Date: 21.05.2022

Signature of the members present:

1. Sri Biman Acharjee: *Biman Acharjee*
2. Dr. Manash Mazumder: *Manash Mazumder*
3. Sri Pradip Majumder: *Pradip Majumder*
4. Sri Bidyut Saha: *Bidyut Saha*
5. Mrs. Beauty Das: — *Beauty Das.*



LUMDING COLLEGE (B)

LUMDING :: HOJAI :: ASSAM

PIN - 782447

No: IQAC/2022/Mand- 5/ 1-5

Date: 22.05.2022

To
Mr/Mrs/Dr. Sri Biman Acharjee
Associate Professor/ Assistant Professor
Department of Physics
Lumding College



Sub: Appointed as Convenor/ Member of Grievance Redressal Cell

Dear Sir/Madam

To deal with all types of grievances, complaints and malpractices received from student, faculty and other stakeholder of this college, the undersigned is pleased to constitute Grievance Redressal Cell, Lumding College comprising of the following members.

1. Sri Biman Acharjee, Associate Professor, Department of Physics (Convenor)
2. Dr. Manash Majumder, Associate Professor, Department of History (Member)
3. Sri Pradip Majumder, Assistant Professor, Department of Computer Science (Member)
4. Sri Bidyut Saha, Non-teaching Staff, Lumding College (Member)
5. Mrs. Beauty Das, Non-teaching Staff, Lumding College (Member)

Your active support and cooperation is highly solicited.

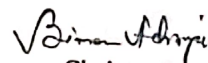
Principal/ Chairperson
IQAC, Lumding College

**Proceeding of the Joint Meeting of grievance redressal committee held on 21st
Sep, 2022 in the chamber of Principal, Lumding College.**

Resolution adopted:

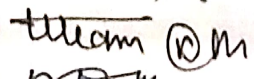
1. The house discussed and assigned Dr. Uttam Das to survey the parking area and handles the case immediately with the security guard and the Principal of the College may be asked to take necessary action in this respect.
2. The house also discussed about the necessity of installing a complain box in the college campus and nearby assigned one senior most member to check all the grievances time to time. The saying should be reported to the Principal of the college at the earliest.

The meeting is ended with a vote of thanks from the chair.


Chairperson

Grievance redressal committee
Lumding College

Members present

1.  21/09/22
2.  @M
3. 
4. Pradip Rajinder
5. Bidut Saha
6. Beauty Das.
- 7.
- 8.

LUMDING COLLEGE



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PIN-782447

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Phone : 263375(Office)
Website : www.lumdingcollege.org
Email : lumdingcollege@yahoo

Ref No.

Date: / /

No: LC/2023/Mand- 5A/ 02-01

Date: 06/05/2023

To
Sri Biman Acharjee
Associate Professor
Department of Physics
Lumding College



Sub: Appointed as Chairperson of Students' Grievance Redressal Committee

Dear Sir/Madam

To deal with all types of grievances, complaints and malpractices received from student of this college and to comply with UGC letter D.O.F.1-13/2022 (CPP_II) dated 12th April and 28th April, 2023, the undersigned is pleased to constitute Students' Grievance Redressal Committee, Lumding College comprising of the following.

1. Sri Biman Acharjee, Associate Professor, Department of Physics (Chairperson)
2. Dr. Manash Mazumdar, Associate Professor, Department of History (Member)
3. Sri Pradip Majumder, Assistant Professor, Department of Computer Science (Member)
4. Dr. Jahnabi Das, Assistant Professor, Department of Bengali (Member)
5. Dr. Uttam Das, Assistant Professor, Department of Political Science (Member)
6. President, LCSU, Lumding College (Member)
7. Secretary, LCSU, Lumding College (Member)

Your active support and cooperation is highly solicited.

Principal
Lumding College
Lumding, Hojai, Assam

Joint Meeting held on 23rd June, 2023 at Seminar Hall, Lumding College by grievance redressal committee.

The following resolutions taken by the said committee.

Resolution 1. The cell dealt with verbal grievance received from the students about the following matters.

- a. Academic matters related to timely issue of duplicate mark sheets, transfer certificates and other examination related matters.
- b. Financial matters related to dues and payments for various items like Library, hostel fees and canteen price list of food items etc.
- c. Other matters related to certain misgiving about conditions of sanitation, quality of food, availability of transport and pure drinking water.

The house resolved after discussing above matters in depth that the committee shall use its best approach to work out all the short fall within a short period of time.

Resolution 2. As per verbal complain received from faculty as well as students grievance redressal committee observed that Wi-Fi speed in the college campus is not enough and often it is disconnected. It is therefore resolved that with the help of system admin person the speed has to be enhanced considerably for smooth work.

Resolution 3. The house also discussed various aspects related to stress & strain of the examination and office work of students as well as faculty members. Henceforth counseling of individual including students and faculty by committee members can be done periodically when necessary.

The meeting is ended with a vote of thanks from the chair.

Binon Akharye

Chairperson
Grievance redressal committee
Lumding College

Members present

1. *[Signature]* 23/06
2. *[Signature]* *[Signature]*
3. *[Signature]*
4. Pradipt Majumdar.
5. Bidyut Saha.
6. Beauty Das.