



**LUMDING COLLEGE,  
LUMDING, HOJAI, ASSAM-782447**

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**Grievance Redressal Policy Document**

The students of the Lumding College may apply for the following grievances

- 1) Academics,
- 2) Hostel facilities,
- 3) Sports Facilities,
- 4) Canteen Facilities,
- 5) Misconduct from fellow students,
- 6) Any other related issues.

**The objective of the Cell**

- Is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution.
- Encouraging the students to express their legitimate rights.
- Suggestion or complaint box is installed in front of the office of the Principal of the college, in which the students put their grievances in writing.
- Advising all the stakeholders to follow the Code of Conduct of the institution.
- The college has constituted a committee for managing complaint and grievances of all stakeholders. The committee is reconstituted time to time to look after the grievances of the students. The composition and name of the members of the committee are displayed in the college webpage.

**Mechanism of Grievance Redressal System**

- Collection of grievances in written format through complaint and suggestion boxes.
- Cell conducts regular meetings.



- Committee sorts out grievances. Grievances related to sexual harassment are transferred to internal Compliance Committee (Anti-sexual Harassment) while ragging related cases are transferred to Anti –Ragging Committee. Code of conduct related issues are transferred to Discipline Committee and Code of Conduct Monitoring Committee.
- Committee after discussing the grievances received from the students sent it to the Principal and advises the authority to take appropriate actions.
- Students can submit their grievances through email also.
- The Cell revises its mechanism from time to time.
- Rules and Regulations of the appropriate authority are strictly followed.

### **Action Plan**

At the beginning of every academic session, the cell presents before the students the mechanism for Grievance Redressal of the College in the Orientation Programme for the fresher's. The committee regularly sit at the meeting and collect regularly the grievances from the complaint box. The cell always considers the grievances in the principle of natural justice.

**Convenor,  
Grievance Redressal Cell  
Lumding College, Lumding, Hojai, Assam**

Signature of the IQAC Coordinator

(Dr. Sanjay Kanti Das)

Coordinator, IQAC

Lumding College

Lumding, Hojai, Assam.

Co-ordinator  
IQAC  
Lumding College  
Lumding, Hojai, Assam

Signature of the Head of the Institution

(Dr. Mrinal Kanti Paul)

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*  
(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.*