



COLLEGIATE STUDENTS GRIEVANCE REDRESSAL COMMITTEE:

A. INTRODUCTION:

With the sole aim of improving the quality of the institution by providing better facilities and congenial environment for the working, teaching and learning processes, Shillong College constituted the “Shillong College Grievance Redressal Cell” in April 2009 with the then Principal, Dr. (Mrs.) M. P. R. Lyngdoh as the Chairman of the cell and teaching and non-teaching staffs, and students as members of the cell. The Cell was again reconstituted in 2014 through a notification given by the then Principal, Dr. K. D. Ramsiej on 06-09-2014. The Cell was again reconstituted as per UGC regulations as the Collegiate Students Grievance Redressal Committee with effect from March, 2017. The Students’ Grievance Redressal Committee wishes to promote and maintain a conducive and unprejudiced educational environment. The Committee will enable a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. ‘Students’ Grievance Redressal Committee’ enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to ‘the right to be heard and right to be treated without bias.’

B. OBJECTIVES OF THE CELL:

1. To support those students who have been deprived of the services offered by the college, for which he/she is entitled to.
2. To make officials of the college responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the students’ grievances with an impartial and fair approach.



C. MEMBERS:

The present Collegiate Students Grievance Redressal Committee consists of the following members:

Chairperson: Dr. (Mrs) E. Kharkongor (Principal)

Members:

1. Shri. L. M. Pariat,
2. Shri. A. Dkhar,
3. Shri. D. M. Syiem,
4. Dr. B. Wahlang,
5. Dr. S. Byrsat,
6. Smt. P. Khonglah
7. Ms. Linia Marbaniang BBA 4th Semester (**Special Invitee**).

D. FUNCTIONS OF THE CELL:

- Redressal of Students' Grievances by solving their academic and administrative problems.
- To co-ordinate with students and Departments/classes to redress their grievances.
- To pave way for students to redress their problems.

E. STUDENTS GRIEVANCE PROCEDURE:

- The students are to lodge their grievances in the prescribed form available with the Vice – Principal(s)/ Head(s) of the respective department/ Students' Union Office. The form, duly filled, is required to be submitted in the drop box placed outside in the corridor.
- Students can also lodge their grievances online and send to the cell's email id i.e. grievancescell@shillongcollege.ac.in



- Students can even submit their grievances through the teachers of their respective departments, and also directly to the Principal of the college.
- The form can be downloaded from the college website at <https://shillongcollege.ac.in/grievance-cell/> under the webpage of the cell.
- After the receipts of grievances, the Committee shall take up the matter with the department concerned for resolving them. Once grievances are reported, the committee would sit within **15 days** of the receipt of grievances, and the final report and resolution be handed over to the Principal for further action.

Exclusions: Students' Grievance Redressal Cell shall not entertain following issues:

1. Decisions of the administrative committees constituted by the college.
2. Decisions with regard to award of scholarships/ fee concessions/ awards/ medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions to ANY course.
5. Decisions of the competent authority on assessment and examination result.



ACTIVITIES OF THE CELL

1. Based on the meeting held on 6th July, 2017, the Students' Grievance Form was uploaded in the webpage of the Committee in the College website to enable the students to directly download the form and submit their Grievances.
2. In August 2017, notices were displayed to create awareness about the committee/cell and how the students can file their grievances.
3. Notices were again displayed in July 2018 to let the students know about the committee/cell and how they can file their grievances.
4. A poster campaign was held in April 2019 wherein posters were hung up at different strategic positions in the college to create awareness about the committee/cell, its aims and objectives, its functions etc., and how students can file their grievances.
5. Based on the meeting held on 25th May 2022, Information Boards and Grievances drop boxes were placed at different blocks of the college to enable the students to learn about the Grievances Redressal procedure and how they can file their grievances.
6. Posters were also given to respective departments to display in their notice boards.
7. An awareness programme was held during the college orientation programme held on 15th July, 2022 wherein two members of the committee, Shri. L. M. Pariat and Dr. S. Byrsat highlighted the presence of the committee, its functions, redressal procedures, and encouraged the students to air their grievances, if any, and get them redressed.



ACTIONS/ DECISIONS TAKEN BY THE CELL:

1. Staffs of the college (both teaching and non-teaching) are advised to submit their grievances, if any, in plain paper.
2. Heads of Departments were requested to urge upon the teachers of their respective departments to individually create awareness about the Cell in their respective classes.
3. Members of the cell were also entrusted to create awareness in their respective classes to encourage the students to air their grievances, if any, to enable fair and timely resolution of their grievances.
4. Grievance by the BCA 3rd semester students for lack of proper ventilation of their classroom (August 2022). The problem was taken up with the management who had taken proactive steps to provide permanent solution to the problem.
5. Grievance submitted by BSc 3rd Semester students (October 2022) regarding smoking in the Boys' toilet which had affected them. The problem was taken very seriously and handed over to the discipline committee which handled the problem with the seriousness that it deserves.



NOTICE:

The Students' Grievance Redressal Cell wishes to promote and maintain a conducive and unprejudiced educational environment. The Cell will enable a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. 'Students' Grievance Redressal Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

The students are to lodge their grievances in the prescribed form available with the Vice - Principal(s)/Head(s) of the respective department/ Students' Union Office. The form, duly filled, is required to be submitted in the drop box placed outside in the corridor.

Students can also lodge their grievances online and send to the cell's email-id:
grievancescell@shillongcollege.ac.in

The Form can be downloaded from the College website at www.shillongcollege.ac.in under the cell's webpage.



THE SHILLONG COLLEGE GRIEVANCE REDRESSAL CELL SHILLONG COLLEGE

The Shillong College Grievance Redressal Cell wishes to promote and maintain a conducive and unprejudiced educational environment for students, faculty members and staff of the college. The cell will enable any aggrieved person(s) to express his/her feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. The Grievance Redressal Cell shall conduct an enquiry and thoroughly examine the nature and pattern of the grievance in a strictly confidential manner. Emphasis on procedural fairness will be given with a view to "the right to be heard and right to be treated without bias".

GRIEVANCE PROCEDURE:

> The students or staff who wish to file their grievances are to do so in the prescribed form available with the vice-principal(s)/head of the respective department/ students' union office/boys and girls common room.

> The form, duly filled, can be dropped in any of the grievances drop boxes placed at different blocks of the college or may be submitted directly to the convener or joint convener of the cell. The form can also be submitted through the heads of respective departments.

> Students can also lodge their grievances online and send to the cell's email-id: grievancescell@shillongcollege.ac.in

> The form can be also downloaded from the college website at www.shillongcollege.ac.in under the cell's webpage.

GRIEVANCE REDRESSAL CELL SHALL NOT ENTERTAIN FOLLOWING ISSUES:

- Decisions of the college governing board of studies and other academic / administrative committees and queries by the college.
- Decisions with regard to award of scholarships / fee concessions / awards / results.
- Decisions made by college under the discipline rules.
- Decisions of the college in admissions of any course.
- Decisions of the competent authority on matters related to examination results.
- Any other matter (academic or administrative) that the cell, after thorough examination, deems to be out of its purview.

GRIEVANCES DROP BOX



GRIEVANCE REDRESSAL CELL SHILLONG COLLEGE

The Shillong College Grievance Redressal Cell wishes to promote and maintain a conducive and unprejudiced educational environment for students, faculty members and staffs of the college. The Cell will enable any aggrieved person(s) to express his/her (/their) feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. The Grievance Redressal Cell shall conduct an enquiry and thoroughly examine the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness will be given with a view to "the right to be heard and right to be treated without bias".

Objectives of Grievance Redressal Cell

- To support those who have been deprived of the services offered by the college, for which s/he is entitled.
- To make officials of the college responsive, accountable and courteous in their dealings, more particularly with the students.
- To ensure effective solution(s) to the grievances with an impartial and fair approach.

Functions of the Cell

- Redressal of Grievances of the aggrieved to solve their academic and administrative problem(s).
- To co-ordinate between students and Department(s) /class or between staffs and the management to redress their grievances.
- To guide or provide ways and means to the students to redress their problems.

Grievance Procedure

The students or staffs who wish to file their grievances can do so in the prescribed form available with the Principal, Vice – Principal(s), Students' Union Office or the same can be downloaded from the college website (<http://shillongcollege.ac.in/grievance-cell/>). The form, duly filled, can be directly submitted to the Convener or Joint-convener, or may be dropped in the Grievance Drop Box, or may be e-mailed at the e-mail address given below.

After the receipts of grievances, the Cell shall take up the matter with the department concern or the management for resolving them. Once grievances are reported, the final report and resolution will be handed over to the Principal for further action.

Exclusions

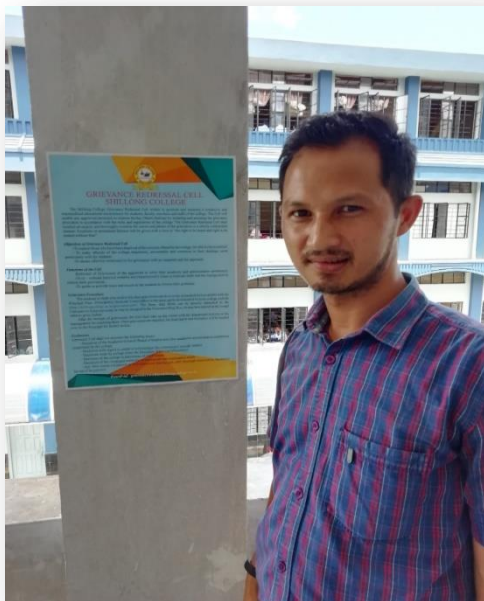
Grievance Cell shall not entertain the following issues:

- Decisions of the Academic Council/ Board of Studies and other academic/ administrative committees constituted by the college.
- Decisions with regard to award of scholarships/ fee concessions/ awards/ medals.
- Decisions made by college under the Discipline Rules and Misconduct.
- Decisions of the college in admissions of **ANY** course.
- Decisions of the competent authority on assessment and examination result.
- Any other matter (Academic or Administrative) that the cell, after thorough examination, deemed to be out of its purview.

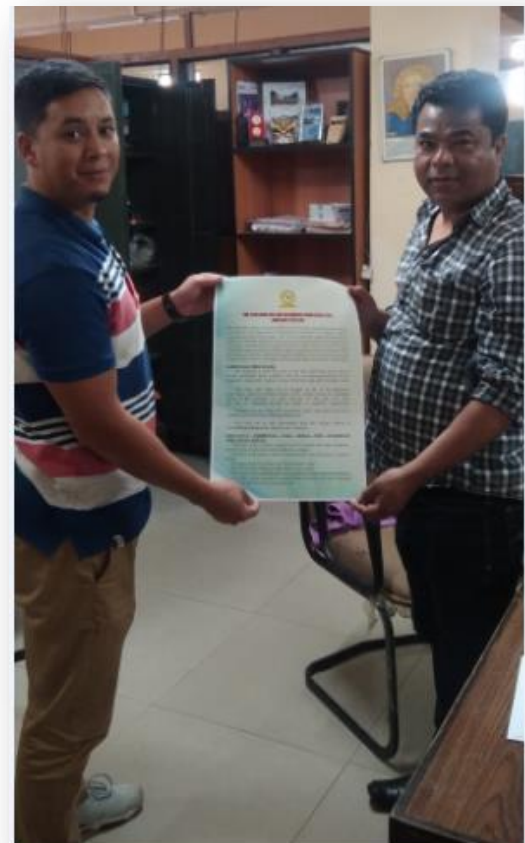
Email-id: grievancescell@shillongcollege.ac.in



**Orientation Programme for 1st Semester UG Students
15th July, 2022**



Shri. D. M. Syiem, Member



Dr. S. Byrsat, Member