

Office of the Convenor
Grievance & Redressal Cell

PDUAM Amjonga

Phone: +91-7002318878

Email: grcell.pduam@gmail.com



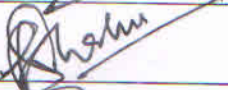

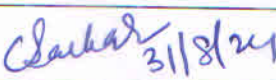
3rd Meeting of the Grievance Redressal Cell

Date: 30.08.2024

Time: 12 PM

Venue: Principal's Chamber, PDUAM Amjonga

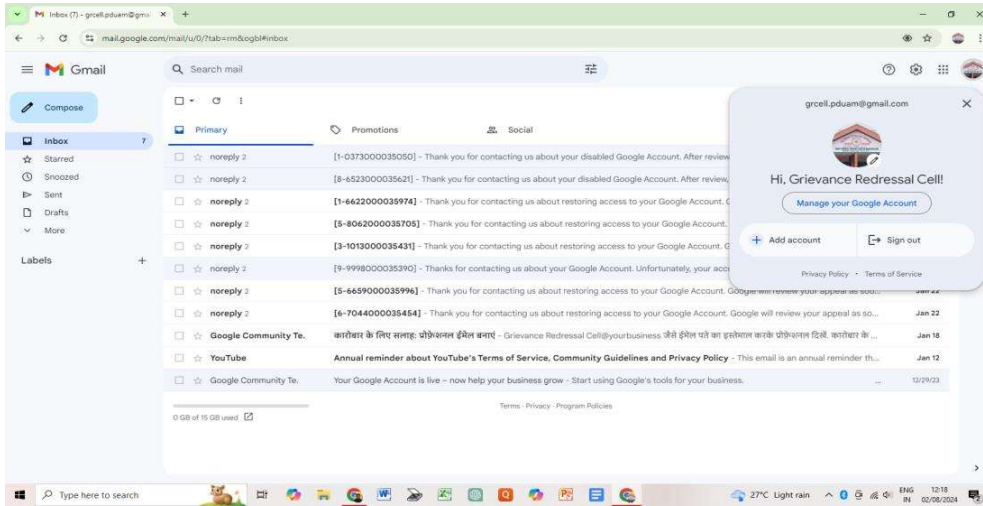
Attendance Sheet

Sl. No	Name	Designation	Signature
1	Dr. Navajyoti Sarmah	Chairman	
2	Dr. Hari Prasad Goutam	Convenor	
3	Dr. Kshirod Sarmah	Member	
4	Mr. Debajit Rabha	Member	
5	Dr. Chandrama Sarkar	Member	 Sarkar 31/8/24

Agendas:

1. Review of Previous Grievances.
2. Assessment of Grievance Handling Procedures.
3. Coordination with Other Committees
4. Preparation for NAAC Peer Team Visit.
5. Miscellaneous.

Grievance Redressal Cell, PDUAM Amjonga



The screenshot shows a Google Sheet titled 'Grievance Redressal Cell, PDUAM Amjonga (Responses)'. The sheet contains a table with the following data:

Timestamp	Name of the Student	Phone No	Email id	GU Roll No	GU Registration No	Issue	Supporting Documents
3/23/2024 13:07:11	Hari Gautam	9401803421	hari.goutam1989@gmail.com	GU-123	GU-1234	Issue	https://drive.google.com/open?id=1SEyGX4EoxJ77_FBNiNjUcE2MjicDLc



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Grievance Redressal Process

1. Grievance Submission

- **Modes of Submission:** Provide multiple channels for submitting grievances, such as:

- **Email:** A designated grievance redressal email ID:

gcell.pduam@gmail.com

- **Google Form:** A digital form, accessible via a link:

<https://forms.gle/7cM6kLoPkgxb7E8u9>

- **Drop Box:** Physical boxes placed in accessible areas for handwritten submissions. The QR code of the Google form is pasted the drop box.

- **Anonymous Submission:** Allow for anonymous grievances to ensure that fear of identification does not deter reporting.

2. Acknowledgment of Grievance

- **Immediate Acknowledgment:** Upon receiving a grievance, acknowledge the receipt within 24-48 hours.
- **Reference Number:** Assign a unique reference number to each grievance for tracking purposes.
- **Initial Review:** Conduct a preliminary review to assess the nature and urgency of the grievance.

3. Preliminary Assessment

- **Classification:** Classify the grievance based on its nature (e.g., academic, administrative, personal issues, harassment, etc.).
- **Urgency Level:** Determine the urgency and seriousness of the grievance to prioritize its handling.
- **Assign Responsibility:** Forward the grievance to the appropriate department or committee for further action.

4. Investigation

- **Fact-Finding:** Investigate the grievance by gathering relevant facts, interviewing involved parties, and reviewing any evidence provided.
- **Committee Review:** The Grievance Redressal Committee or relevant sub-committee should discuss the grievance in detail.
- **Confidentiality:** Ensure confidentiality throughout the investigation to protect all parties involved.

5. Resolution Proposal

- **Discussion:** The committee discusses possible solutions or corrective measures based on the investigation.
- **Decision Making:** Arrive at a consensus on the best course of action to resolve the grievance.
- **Approval:** If necessary, seek approval from higher authorities before implementing the resolution.

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6. Communication of Resolution

- **Inform the Complainant:** Communicate the proposed resolution to the complainant, including the steps to be taken and the timeline.
- **Follow-Up:** Ensure that the complainant understands the resolution and has the opportunity to respond if unsatisfied.

7. Implementation of Resolution

- **Action Steps:** Implement the agreed-upon resolution, whether it involves disciplinary action, policy changes, or other remedial measures.
- **Monitoring:** Monitor the situation to ensure that the resolution is effective and that the issue does not recur.

8. Feedback and Closure

- **Feedback Collection:** After resolving the grievance, seek feedback from the complainant on the effectiveness of the process and the resolution.
- **Documentation:** Record the grievance, investigation, and resolution in a grievance log for future reference.
- **Closure:** Close the grievance formally once the resolution has been implemented and the complainant is satisfied, or if no further action is possible.

9. Review and Improvement

- **Periodic Review:** Regularly review grievance trends and the effectiveness of the redressal process.
- **Continuous Improvement:** Make necessary adjustments to the grievance redressal process based on feedback and outcomes to enhance its effectiveness.

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Date: 31.08.2024

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Resolutions of the meeting

1. Review of Previous Grievances

Resolution: The committee noted that no grievances have been received through any of the available modes (Email, Google Form, Drop Box) to date. It was resolved that the existing channels will continue to be promoted to encourage students and staff to use them if necessary.

2. Assessment of Grievance Handling Procedures

Resolution: The committee reviewed the existing grievance handling procedures and found them to be comprehensive and efficient. It was resolved to maintain the current procedures, with an emphasis on timely and confidential processing of any grievances that may be received in the future.

3. Coordination with Other Committees

Resolution: The committee resolved to establish stronger coordination with related committees such as the Anti-ragging Committee, Discipline Committee, and Internal Complaint Committee. Regular meetings and information-sharing protocols will be implemented to ensure a unified approach to handling grievances.

4. Preparation for NAAC Peer Team Visit

Resolution: The committee discussed the role of the Grievance Redressal Cell in the upcoming NAAC Peer Team visit. It was resolved that all documentation related to grievance handling procedures and any past records will be thoroughly reviewed and organized. The committee will be prepared to present its work and processes effectively during the visit.

5. Miscellaneous

Resolution: Any other miscellaneous issues raised during the meeting were discussed. The committee resolved to address minor concerns and improve communication with the college community regarding the availability and functions of the Grievance Redressal Cell.

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