

# MECHANISM OF GRIEVANCE REDRESSAL



**NOWGONG GIRLS' COLLEGE**

Re-accredited at A Grade by the NAAC (2<sup>nd</sup> Cycle)



**NOWGONG GIRLS' COLLEGE**  
Nagaon, Assam

## **GRIEVANCE REDRESSAL MACHANISM**

Grievance Redressal Cell is one of the important cells functioning within the college along with anti-ragging committee, anti-harassment committee, women's forum, etc. to deal with the issues and problems faced by students and staff. Any activity happening within the campus that may directly or indirectly intended to abuse the student or staff both physically and mentally are observed and discussed by the respective committee/cell to resolve the matter. The committee functions in accordance with the directions and orders issued by the UGC, state government and the affiliating university. In case of any issues relating to internal assessment of the students, they first approach their respective tutors. Students can carry the matter to the head of the department if they are not satisfied with the tutor's solution. If the issue is not sort out at the departmental level, they can bring the matter to the Principal and finally to the university authority for solution, if necessary. Thus, a three tier grievance resolving mechanism is carried out to find solution for the complaints related to internal marks of the students.

The victims of sexual harassment can directly approach the anti-harassment committee. This type of issues are discussed in presence of female faculty members and student representative.

Harassment related to caste, religion, community, etc. are discussed in presence of at least one faculty or student representative from that particular caste/ religion.

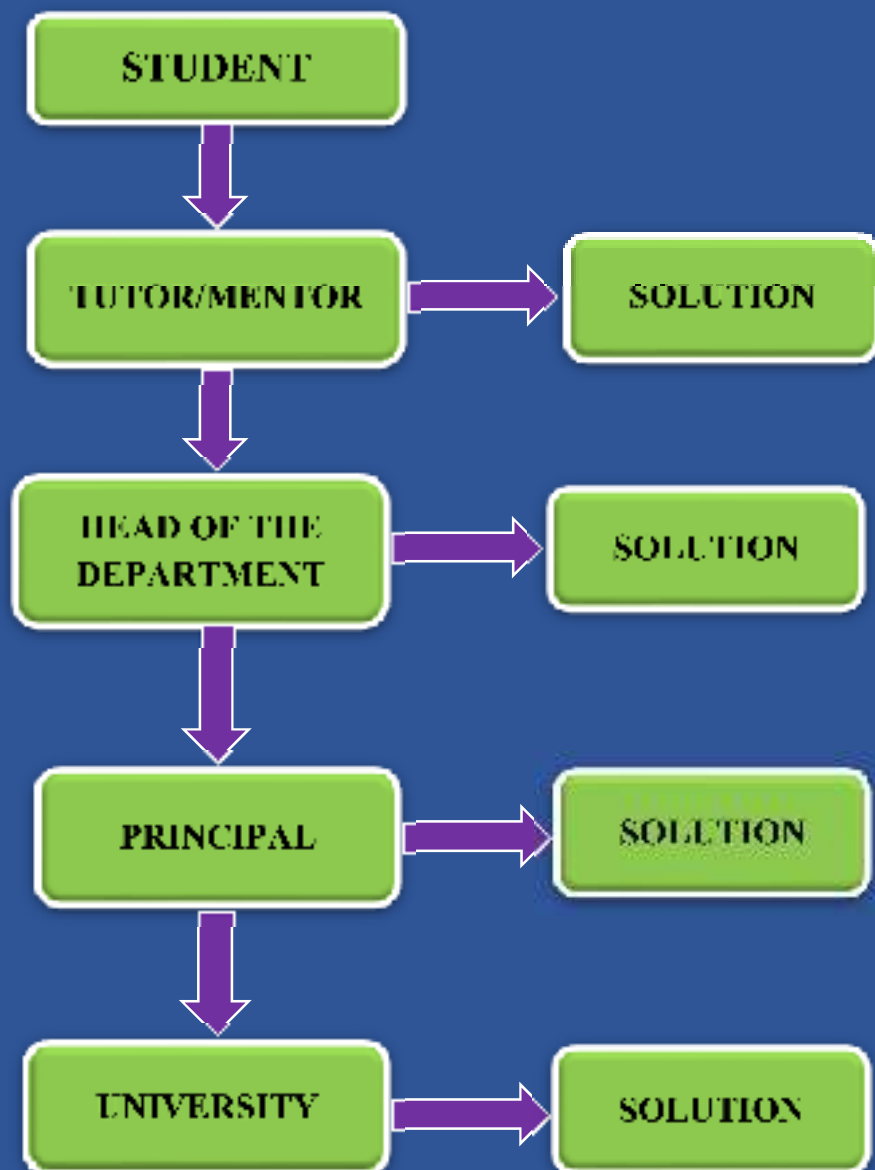
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## **GRIEVANCE REDRESSAL MACHANISM**

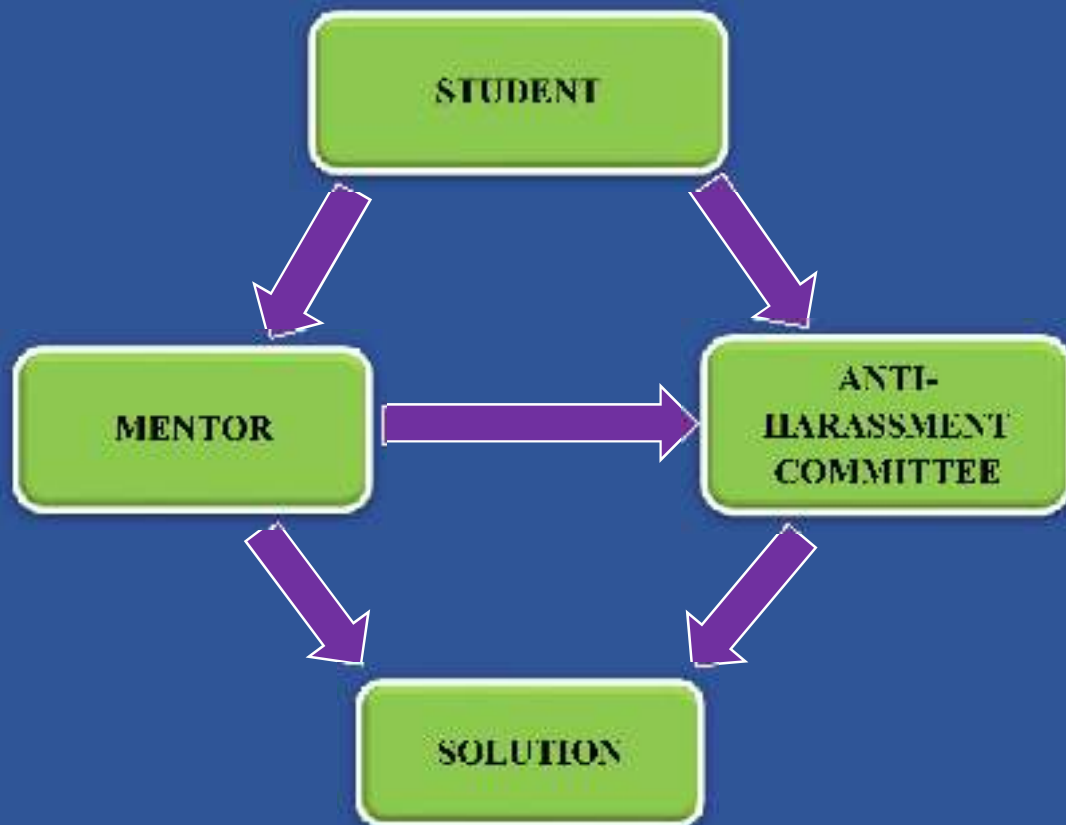
### **INTERNAL MARKS RELATED GRIEVANCE**





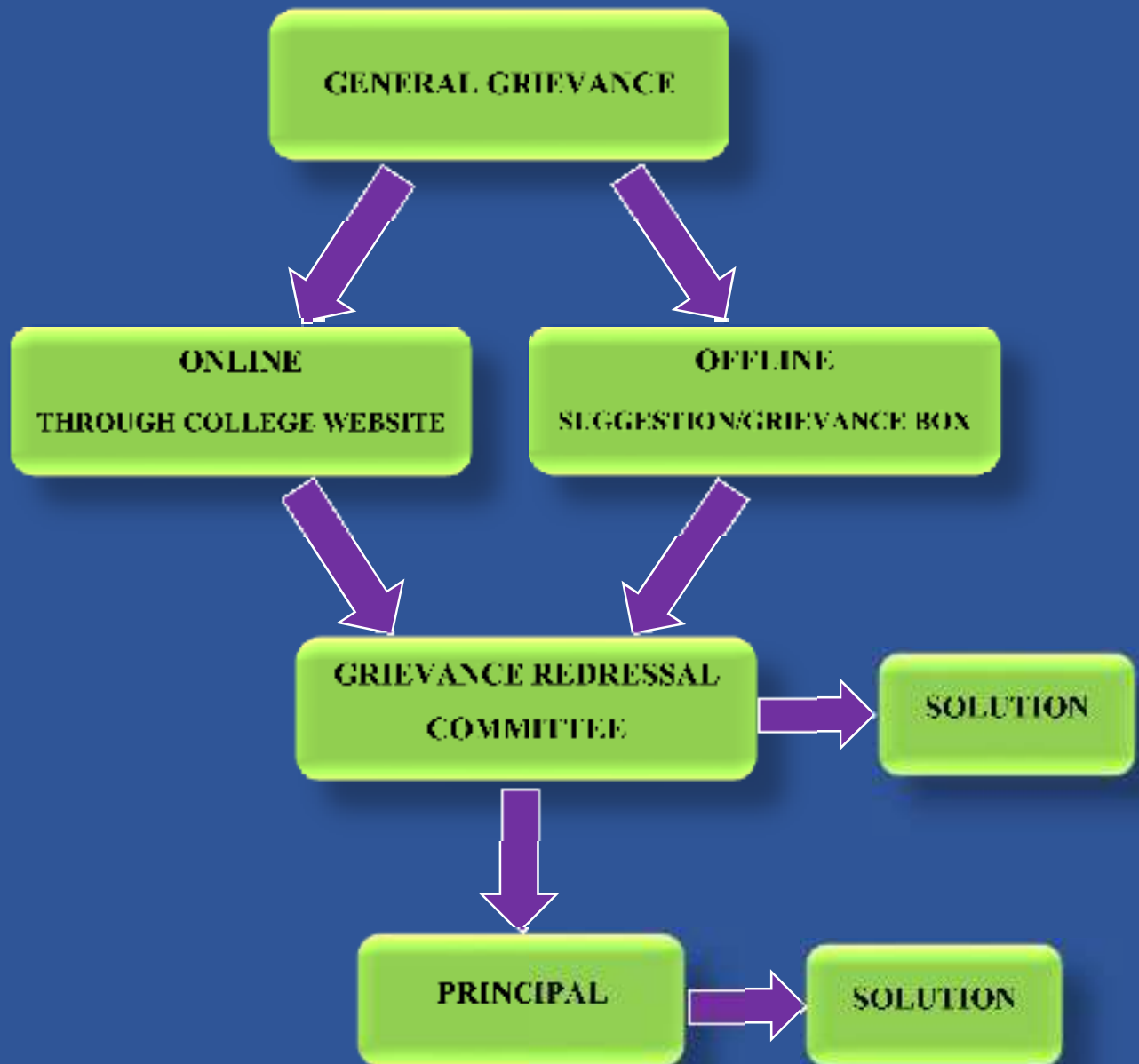
## GRIEVANCE REDRESSAL MACHANISM

**HARRASMENT RELATED GRIEVANCE**





## **GRIEVANCE REDRESSAL MACHANISM**



# Online Grievance Redressal Mechanisms

Submitted to the NAAC for 3rd Assessment Cycle of Assessment & Accreditation



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Online Portal



Grievance Redressal



Anti Ragging



Right to Information



Finance



Tenders



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[Notice for Sessional Examination 2022-23 B.A/B.Sc 1st, 3rd, 5th & Unit Test H.S 1st ,2nd Year.](#)





nowgonggirlscollege.co.in/GRC/tagging/



### Your Details

Your Name

Class

Select One

Class Roll No

Mobile Number

**Generate OTP**



Date	
Select One	Class Roll No
Mobile Number	
<input type="text" value="7002237756"/>	<input type="button" value="Generate OTP"/>
<small>*Mandatory field*</small>	
Enter OTP	
<input type="text"/>	
<input type="button" value="Verify OTP"/>	



### RAGGING COMPLAINTS DETAILS

Complainant Name

Select One

Name Against

dd-mm-yyyy



Incident Place

Describe Your Message(Maximum Character:1000)

Rich text editor toolbar icons: Undo, Redo, Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Source

**B I S** | *I<sub>k</sub>* | **¶** | **¶** | **¶** | **¶** | Styles - | Format - | ?



Online Portal



Grievance Redressal



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## NEWS & EVENTS

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## LATEST NOTICES

[Notice for Sessional Examination 2022-23 B.A/B.Sc 1st, 3rd, 5th & Unit Test H.S 1st ,2nd Year.](#)





### Your Details

Your Name

Class

Select One

Class Roll No

Mobile Number

Generate OTP

Your Name

---

Class

Select One

Class Roll No

---

Mobile Number

Generate OTP

---

Enter OTP

OTP

---

\* Mandatory Field.

Verify OTP



### Sexual Harassment Complaints Details

Complain Against

Select One

Name Against

Gender of Incident



Incident Place

Describe Your Message(Maximum Character:1000)

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, indent, outdent, text color, background color, source code, and help.

**B I U** | *I* | ~~ABC~~ | [ABC](#) | [ABC](#) | 

- ABC

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- ABC

 | ABC | ABC | Source

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Empty text area for describing the message.

# SAMPLES OF OFFLINE DEPARTMENTAL GRIEVANCES

Submitted to the NAAC for 3rd Assessment Cycle of Assessment & Accreditation



**NOWGONG GIRLS' COLLEGE**

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**Sample of Offline Grievance Records (All Sessions)**  
**Session 2017-18**

**Grievance Form**  
**Department of Assamese**  
Nowgong Girls' College  
Nagaon, Assam

Name of Applicant	Himakshi Borah
Class	3rd Sem
Semester	3rd
Roll No.	16308 - 0138
Date	29/09/2017
Type of Grievance	<ul style="list-style-type: none"> <li><input type="checkbox"/> Academic Problem</li> <li><input type="checkbox"/> Financial Issue</li> <li><input type="checkbox"/> Library Problem</li> <li><input type="checkbox"/> Harassment Issue</li> <li><input checked="" type="checkbox"/> Other issues (Please Tick the appropriate)</li> </ul>
Complaint Description	<p>গোপাল - নিজস্ব - ডায়নী - বাৰুমাৰী - কিছদিন - পতা - নানী - গোস্বামীৰ সান্থনী - ইয় গোপাল। কৰ্মক্ষমক - জে. এই কপাটো - জলসত - কৰিবলৈ - বিজয়ী - নিজস্বকালক - জেনুৱাৰী কালত।</p>
Action Taken	<p>ইতি - জাৰ্জিয়েনমাৰী - বিজয়ী - কালমাৰুৰ কতি অৱিষ্ক - সাহায্যক জোৱাৰ ইয়। সাহায্যে যোজি সাহায্যে - নানী - সুবুদ্ধি কতি দিব কালি - জাৰ্জিয়েন - কালত।</p>

  
 H.O.D.  
 Assamese  
 Nowgong Girls' College

  
 C.Y.C  
 Principal  
 Nowgong Girls' College  
 Nagaon :: Assam



১৫।০  
 প্রকল্পী সীমিত, সীমিত বিভাগ -  
 ন্যূনতম শিক্ষারী স্কুল, ন্যূনতম

সেবা: সেশনাল পরীক্ষার বিস্তারিত বিবরণ :  
 ০৭/১২/২০১৮

অতএবে,  
 সেশনাল পরীক্ষার বিস্তারিত বিবরণ ১২/১১/১৮ সীমিত বিভাগের  
 অন্তর্ভুক্ত করা হয়েছে সেশনাল পরীক্ষার অধীনে ১১ নম্বর  
 সীমিত বিভাগের অন্তর্ভুক্ত করা হয়েছে সেশনাল পরীক্ষার  
 বিস্তারিত বিবরণের অধীনে করা হয়েছে।

সেশনাল পরীক্ষার বিবরণের অধীনে করা হয়েছে।

২।০  
 সেশনাল পরীক্ষার  
 বিস্তারিত বিবরণ  
 ন্যূনতম স্কুল  
 ন্যূনতম ১১ ১১১

Inference dated 15.12.2018 was consulted in the Dept. and  
 the concerned student was allowed to appear in the  
 sessional examination. Separate arrangements will be made  
 for her.

HOD, Kishu  
 20/12/2018  
 Department of History  
 Newgong Girls' College  
 Nagaon (Assam)

  
 C.Y.G.  
 Principal  
 Newgong Girls' College  
 Nagaon :: Assam

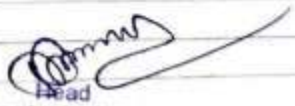
## Session 2018-19

Grievance Register, Dept of Hindi  
Year - 2019

2019

Sno	Date	Roll	Name	Grievance/Type	Redressal	Signature
1	21/2/2019	0254	Pujan Pradipat	प्राचीर चक्रिका (विद्यार्थी) की मर्यादा कमाना । तामा मापक होने के कारण लेख को किसीने पढ़ा । (Oral)	बकरी में कटकर ठीक कर लेने का आश्वासन दिया गया	पूजा प्रदोष
2	09/4/19	162	अनाजिका दास	मेजर की प्रवेश परीक्षा में अनुत्तीर्ण होने के कारण मेजर में सित न मिलने पर निवेदन दूरत कर । (Oral)	विद्यार्थी से अर्थों को पर्स में लगाकर करने की वला तबत मेजर होने की अनुमति दी गई	Aranak Das

Head  
Department of Hindi  
Nowgong Girls' College

  
 Head  
 Department of Hindi  
 Nowgong Girls' College

  
 C.Y.C  
 Principal  
 Nowgong Girls' College  
 Nagaon :: Assam

**Grievance Form**  
**Department of Assamese**  
 Nowgong Girls' College  
 Nagaon, Assam

Name of Applicant	Nisha Rani Baruah
Class	B.D. 5th Sem
Semester	5th
Roll No.	16308 0268
Date	5/10/2018
Type of Grievance	<ul style="list-style-type: none"> <li><input type="checkbox"/> Academic Problem</li> <li><input checked="" type="checkbox"/> Financial Issue</li> <li><input checked="" type="checkbox"/> Library Problem</li> <li><input type="checkbox"/> Harassment Issue</li> <li><input type="checkbox"/> Other issues</li> </ul> (Please Tick the appropriate)
Complaint Description	কলেজ - গৱৰ বিজ্ঞান - লাইব্ৰেৰীত - পাঠ্যপুস্তক - সকলো - কিমান নাই -। জুমাৰ জাগতিক জনোৱাৰ বাবে জয়ে কিমানতকৈ কম কৰিবলৈহে। অসুবিধাৰ সন্মুখীন হৈছো -।
Action Taken	বিজ্ঞানীয়া পুথিভঁৰালত পাঠ্যপুস্তক লগত - অৱশ্যেই স্বাক্ষৰ নিৰ্দিষ্ট - কিমান - ৩২ - কিম্বা ছাত্ৰীসকলক - পাঠ্যপুস্তক কিমান - অৱশ্যেই হেৰুও - হুৱাই - লৈ হৈছে।

  
 Nisha Rani Baruah  
 Nowgong Girls' College

  
 C.T.G.  
 Principal  
 Nowgong Girls' College  
 Nagaon :: Assam

## Session 2019-20

To,

The Head of the Department, English  
Nowgong Girls' College

Subject :- Non-availability of books.

Date :- 08/08/19

Respected Madam,

As you know we are the first batch of the CBCS course and we are facing difficulties in finding the prescribed books.

Therefore, we kindly request you to provide us the books. We will be grateful if you help us in finding the books.

Yours obediently  
Saloni Dubey,  
Madhusmita Das  
B.A. 1st Semester.

To  
Head, HOD of Mathematics dept.  
Newgong Girls' College  
Date: 22-01-2020  
Sub: Application for increasing Library Books.

Respected Sir,

With due respect, we are the students of BSC  
second semester of your college would like to inform  
you that two text books (Rass, Shepley L. (2004). Differential  
equations (3rd ed). John Wiley & Sons. India and  
R. G. Bartle and D. R. Sherbert, Introduction to Real  
Analysis (3rd ed), John Wiley and Sons, 2002) are not  
available in the library. So we request you to arrange  
those text books for us.

Therefore we hope that you would be kind enough  
to increase the library books.

your faithfully  
Students of BSC  
second semester  
(Mathematics Dept.)

  
C.Y.G.  
Principal  
Newgong Girls' College  
Nagaon :: Assam



Session - 2019-20

Date	Roll No.	Name	Photo	Mode of entry	Nature of entry	Nature of Admission	Remarks
22/01/20	All the students of B.Sc 2nd sem. Batch (2019-20)	All the students of B.Sc 2nd sem Batch (2019-20)		Virtual	Application for library	Application has been forwarded to Librarian, H.C.	Issue the books

N.B.  
Dept of Mathematics  
Nongong Girls' College  
Nagaon Assam

N.B.  
Principal  
Nongong Girls' College  
Nagaon Assam

  
Principal  
Nongong Girls' College  
Nagaon :: Assam

## Session 2020-21

To,  
The Head of the Department,  
Department of Botany.

Maam,

With due respect I would like to inform you that the new CBCS system has incorporated new topics in the syllabus which could not be received from the older books. I therefore request you to enrich our departmental library with books specific to the newly incorporated syllabus.

Yours sincerely,  
Fahmida Nargis

Received  
Shan  
28/12/2020.

HOD  
Dept. of Botany  
Nowgong Girls' College  
Nagaon : Assam

  
C.Y.G.  
Principal  
Nowgong Girls' College  
Nagaon :: Assam

**Grievance Form**  
**Department of Chemistry**

Nowgong Girls' College  
Nagaon, Assam

Name of Applicant	Debangana Borthakur
Class	B.Sc honours CBCS
Semester	III
Roll No.	US-191-308-0011
Date	10-12-2020
Type of grievance	<input type="checkbox"/> Academic Problem <input type="checkbox"/> Financial Issue <input type="checkbox"/> Library Problem <input checked="" type="checkbox"/> Laboratory related Problem <input type="checkbox"/> Harassment Issue (Tick the appropriate)
Complaint Description	Respected Sir, I am scared to pipette out chemicals using the glass pipettes with my mouth. Kindly, provide some alternative method to do this. Sincerely yours, Name : Debangana Borthakur Phone No. : 8638526572
Action Taken	The matter was discussed with college authority and the traditional glass pipettes were replaced with pump operated graduated pipettes.



  
 C.Y.G.  
 Principal  
 Nowgong Girls' College  
 Nagaon :: Assam



## Session 2021-22

To

The Head of the Department  
Department of Botany

Respected Máam

Most humbly I would like to inform you that in the ~~3~~ 3rd Semester results of Guwahati University I have got 5 points. But I was expecting a higher percentage, please look into the matter and confirm the marks submitted to the University portal.

Thanking you

Name: Himashree Hazarika

B.Sc. 5th Sem

Roll.no: US-191-308-0017

Received  
24/04/2022  
HOD  
Dept. of Botany  
Newgong Girls' College  
Nagaon, Assam

  
C.Y.G.  
Principal  
Newgong Girls' College  
Nagaon, Assam

To.  
The HOD of English Department  
Newgong Girls' College.

Date - 20-4-20

Subject: Lack of desk and benches

Respected Ma'am,

With due respect we would like to inform you that our classroom has lack of desk and benches for which the students are facing some problems.

Therefore we will be greatfull if you provide us with numbers of desk and benches.

Thanking you

Yours faithfully

Students of 6<sup>th</sup> Semester

Ruchika Ray, Debajani Gogoi, Daisy Saitia  
Seria Bera, Shubang Sarkar, Anisha Basumatary,  
Bandana Timurgpi, Riya Basumatary

  
C.Y.G.  
Principal  
Newgong Girls' College  
Nagaon :: Assam

A few students from the 6<sup>th</sup> semester placed a written complaint to the department about the lack of desks and benches in their classroom. As the end semester examinations were going on till a few days back, some of the desks and benches from their classroom were taken to the examination halls. The department at once looked into the matter and the problem was solved within half an hour.

  
C.T.C.  
Principal  
Nowgong Girls' College  
Nagaon :: Assam

# OFFLINE GRIEVANCE MECHANISM

Submitted to the NAAC for 3rd Assessment Cycle of Assessment & Accreditation



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**FORMAT FOR REGISTRATION OF  
INTERNAL ASSESSMENT RELATED GRIEVANCES**

1. Name : \_\_\_\_\_

2. Roll No : \_\_\_\_\_

3. Semester : \_\_\_\_\_

4. Subject : \_\_\_\_\_

5. Department : \_\_\_\_\_

6. Nature of Grievance

a. Sessional Examination : \_\_\_\_\_

b. Attendance : \_\_\_\_\_

c. Assignment : \_\_\_\_\_

7. Describe the nature of your grievance : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date:**

**Signature of Student**





# Nowgong Girls' College Nagaon Assam

## Grievance Box



Nagaon, Assam, India

9M4P+V82, Nagaon, Assam 782001,  
India

Lat 26.357355°

Long 92.686112°

22/12/22 10:51 AM GMT +05:30

  
Coordinator, IQAC  
Nowgong Girls' College  
Nagaon (Assam)



  
Principal  
Nowgong Girls' College  
Nagaon : Assam