

# R G BARUAH COLLEGE

Guwahati, Assam



## ***Policy Document on Grievance and other Statutory Bodies***

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- Grievance Redressal mechanism is a statutory requirement for Higher Educational Institutions. A Grievance Redressal Cell along with other bodies is constituted to address the grievances raised by the students and other stakeholders through appropriate mechanism.
- The policy is applicable to all employees of various cadres, including permanent, contractual, temporary and part-time staff and to all the students of the College.
- The following matters are not admissible under Grievance policy
  - Complaints related to financial management and staffing
  - Complaints that do not involve the grievant's educational training or professional activities or institutional responsibilities.
  - Complaints, the resolution of which would conflict with an Institutional policy, State Government rule, UGC/MHRD, Affiliating University norms.
- The jurisdiction of the policy is the premises of R.G.Baruah College.
- There should be a Grievance Redressal Cell consisting of the members decided by the Governing Body of the college.
- The institution has an Internal Complaints Committee (ICC). The committee is constituted as per the Vishakha guideline. Any complaints by women of the institution related to sexual harassment are to be notified with the committee.
- There should be provision of filling/raising of complaints only in offline mode.
- The complainants identity should be kept confidential
- Once the complaints is received, the ICC is responsible for investigating the complaints any findings of the recommendations should be send to the higher authority.
- The complaint is needed to be lodged within 3 months from the date of incident along with any supporting evidence.
- The committee can also extend the timeline by another 3 months if it is satisfied with the reasons which prevented the lodging of a complaint within the first 3 months.
- The complaint should be in written form.
- The ICC will interview and record all evidences.
- Awareness programme on gender equity and anti ragging should be organised at the beginning of the session.



  
**Principal,  
R. G. Baruah College  
Guwahati-781025**

- As per the prescribed format of the Government of Assam, an undertaking on Anti Ragging should be taken from the students at the time of admission.
- At the beginning of the session strict vigilance be maintained to prevent ragging.
- If any ragging case occurs the victim should lodge a written complaint to the Principal of the college. Thereafter, the Principal should send the complaint to the Anti Ragging Committee for proper investigation.
- After investigation if the committee found evidence against the complaint the committee should send the findings to the higher authority for necessary action.



A handwritten signature in blue ink, appearing to be "R. G. Baruah".

**Principal:  
R. G. Baruah College  
Guwahati-781025**