

LAXMINARAYAN COLLEGE, JHARSUGUDA



GRIEVANCE REDRESSAL CELL MINUTES OF THE MEETINGS AND ACTION TAKEN REPORTS 2023-24



OUR MOTTO: TOGETHER WE MAKE THE DIFFERENCE

POLICY OF THE GRIEVANCE REDRESSAL MECHANISM

INTRODUCTION

The College is committed to providing a congenial atmosphere for learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and non-academic matters. As per UGC guidelines the college has formed a GRIEVANCE REDRESSAL CELL to redress the grievances of the students and staff members. A Suggestion/Complaint Box is placed near the Principal's office. Departments have also kept the boxes to collect grievances from the students. The students are informed of this redressal mechanism at the time of induction so that if the need arises, they can drop their suggestions or complaints in the respective drop boxes which will facilitate first-hand information for action to be taken. Complaints are handled in a sympathetic, fair, and efficient manner encouraging early resolution, individual privacy and confidentiality.

Objectives: The objective of the Grievance Redressal Cell is

- (i) to create a healthy atmosphere in the college and maintain coordination between students and teachers
- (ii) to encourage the students to express their grievances

Scope: The student's grievance and redressal cell received writing from the students about any of the following matters

- (i) Academic matters

- (ii) Financial matters
- (iii) Other matters like condition of sanitization, benches, desks, electricity, etc.

Functions:

- (i) The cell reviews all cases and will act accordingly as per the management policy.
- (ii) The cell gives report to the authority about the cases attached.

Procedure for lodging complaints:

- (i) Students put up a grievance in writing and drop it in the grievance box. They may give in written to the principal.
- (ii) The grievance cell will act upon those cases, which have been forwarded along with the necessary documents.
- (iii) The grievance cell will assure the grievance has been properly solved in a stipulated time limit.

Committee Members: (As per Notice No.1264/dt.30.08.2022)

1. Mr. Tapan Kumar Barik, Reader in Economics, Convener
2. Mrs. Rohini Baxla, Lecturer in English, Member
3. Ms. Shriyalaxmi Panda, Lecturer in Commerce, Member
4. Dr. Uddhaba Biswal, Lecturer in Mathematics, Member

Committee Members: (As per Notice No.2065/dt.13.11.2023)

1. Mrs. Nima Panigrahi, Lecturer in Zoology, Convener
2. Ms. Sucharita dash, Lecturer in Political Science, Member
3. Ms. Sriyalaxmi Panda, Lecturer in Commerce, Member

4. Dr. Uddhaba Biswal, Lecturer in Mathematics, Member

Minutes of the Meeting held on Dt.06.09.2022

A meeting of the Grievance Redressal Cell was held on dt.06.09.2022 convened by Mr. Tapan Kumar Barik, the convener of the Grievance Redressal Cell. Prof. Narendra Kumar Panda presided over the meeting.

Members present:

Prof. Narendra Kumar Panda, Principal, chairperson	-Sd/-
Mr. Tapan Kumar Barik, Convener	-Sd/-
Mrs. Rohini Baxla, Member	-Sd/-
Ms. Shriyalaxmi Panda, Member	-Sd/-
Dr. Uddhaba Biswal, Member	-Sd/-

Agenda

- To read and confirm the minutes of the previous meeting
- The students should be informed regarding the Policy of Redressal mechanism through the Grievance Redressal Cell
- Reviewing the issues received from the students/staff
- Any other matter with the permission of the chairperson

Resolutions

- Read and confirmed the minutes of the previous meeting
- Newly admitted students will be informed regarding the Policy of Redressal mechanism and the existence of Grievance Redressal Cell

- Redressal of grievances

Sl. No	Grievances received	Action Taken
1.	Extra classes for Ethics and Values as a single class in the week is not enough	Principal told the convenor to arrange a meeting with the Academic Bursar to resolve the issue
2.	Opening of reading room during Sundays and other holidays	Forwarded to the librarian with a direction to resolve the issue after discussion with the Principal
3.	Regarding conduct of NCC classes in the morning	The matter was forwarded to the NCC officers

Meeting ended with a vote of thanks by the convener.

Minutes of the Meeting held on Dt.18.04.2024

A meeting of the Grievance Redressal Cell was held on dt.18.04.2024 at 2.30pm in the Staff Common Room as per the circular given by the Principal.

Members present:

Dr. Snehalata Mishra, Principal, chairperson	-Sd/-
Mrs. Nima Panigrahi, Member	-Sd/-
Dr. Sucharita Dash, Member	-Sd/-
Ms. Shriyalaxmi Panda, Member	-Sd/-
Dr. Uddhaba Biswal, Member	-Sd/-

Agenda

- To read and confirm the minutes of the previous meeting
- Discussion on the replacement of a new Complaint box for the purpose
- Reviewing the issues received from the students/staff

- Any other matter with the permission of the chairperson

Resolutions

- The minutes of the previous meeting was read and confirmed
- Resolved that a new Box will be placed at the place of the old one
- The following grievances were listed and actions were taken

Sl. No	Grievances received	Action Taken
4.	Request for providing music facility in the girls' hostel for the recreation of the students	Forwarded to the Hostel superintendent with a direction to look into the matter
5.	Request to furnish the students common rooms with indoor sports items like ludoo, carum, etc	Resolved to supply from the Sports department
6.	Water cooler to be installed on the second floor	Immediate step was taken to do the needful

Meeting ended with a vote of thanks by the convener.

Tapan In Bose

Convener

Smishna
Principal
Laxminarayan College
JHARSUGUDA

