

The cell looks after the complaints lodged by the students' trainees. They can give their grievances in written format at the grievance box or can send through email to the chairperson of the cell.

Objectives:

1. To resolve the issues related to the students' problems.
2. To create awareness among the students for their grievances.
3. To maintain a harmonious educational atmosphere in the campus.
4. To create a hassle free immediate action against any grievances.
5. To redress the complaints as per requirements.

Purposes:

1. To introduce democratic environment in the college campus.
2. To take immediate action on various educational institution grievances given by the students' trainees.

3. To create students friendly atmosphere inside campus.
4. To encourage the students about their grievances regarding teachers, friends, office staff, facilities etc. as their rights & duties.

Powers Of The Cell :

1. The members of the cell are empowered to sort out the problems at their level with the student through discussion with the students.
2. If the grievance is not tackled then even the matter is handed over to the principal to solve it.
3. If anybody is found guilty, the cell can take the steps of punishment.

They can give written to guilty as well as their parents or they can expel from the institution.

Composition Of The Cell :

1. Chairperson : Principal
2. Convener : Dipak Kalita

3. Members : Barsita Sarbar, Aranya
Patowary, Biswabarna Dey

[Click Here for Grievance Application Form](#)

Full Name: _____

Class: _____ Roll No. _____

Email Id: _____ Gender _____

Type of Grievance

- Academic
- Administration
- Ragging
- Library
- Classroom
- Time Table
- Teacher
- Sanitization
- Canteen
- Others

Description of the grievance: _____

1st Meeting of Grievance Cell in 2018 (15/12/2018)

The Convenor held the meeting among the students to create awareness about the Grievances regarding their institution on 15th Dec, 2018 (Saturday) with the following members among the students under the Chairmanship of the principal in College Hall at 2:30 p.m.

1. Chairperson → Principal (Dr. Gitanjali Choudhury) *(GJC)*
2. Convenor → Dipak Kalita *(DK)*
3. Members →
Bansita Sarkar *(BS)*
Ananya Patowary *(AP)*
Biswabarna Dey *(BD)*

Agenda: ① To discuss about the aims of the Cell
② To discuss the nature of grievances
③ To discuss the follow up of the grievances.

The Convenor welcomed the newly admitted students with the permission of the Chairperson & he talked about the purpose of Grievance Cell & asked to nominate C/R for the Cell. He told that the nature of Cell is to create a husslefree environment into the institution. He described the nature of complaint how the student would lodge

the complaint through the form which is available in the website & asked them to place their complaint in the complaint box which is outside the office room.

Meeting was adjourned with vote of thanks.

2nd Meeting of Grievance and Redressal Cell in 2019 (04/05/2019)

A meeting of Grievance & Redressal Cell was held on 4th May, 2019 Saturday to discuss the following agenda -

- ① Discuss on students grievance regarding classes.
- ② Discuss regarding the students nominees

The convenor started the meeting with the permission of principal. He welcomed all the members & presented the last meeting minutes & asked the members to discuss the grievances given by the students. He pointed out the class timing is too lengthy as per them. The students seek to finish the class at 3:30 pm. which starts from 9:30 am. He also mentions the students name Sri Olympia Talukdar and Sri Manish Paul B.Ed 1st year as class representative for the cell

1. Chairperson → Principal (Dr. Gitanjali Choudhury)

2. Convenor → Dipak Kalita

3. Members → Parvita Sarkar
Ananya Patowary
Biswabarna Dey

Balaram

Ananya

Pray

The members considers the class timing as suggested by the students from 9:30 to 3:30 & advised him to issue the letter for attendance in the next meeting

Meeting was adjourned with vote of thanks.



Dr. Gitanjali Choudhury
Principal
West Guwahati College of Education
Templegha Pandu, Guwahati-12

Date


3rd Meeting of Grievance & Redressal Cell in 2019 (14/12/2019)

On 14th December 2019 Saturday to discuss the following agenda at 11:30 am in Meeting Room


Agenda - ① To discuss action taken on the minutes of the previous meeting

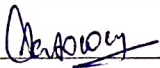
② To discuss about the quality of education.

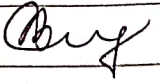
The chairperson of the committee addressed all the members of the Cell & presented the last meeting minutes. The committee decided to hold assignment test after finishing every unit by the respective teachers. The members advised the teachers to maintain the quality of education. The members advised chairperson to inform the message to the teachers as well.

1. Chairperson - Dr. Gitanjali Choudhury 

2. Convenor - Dipak Kalita

3. Members - Barisita Sarkar 

Ananya Patowary 

Biswabarna Dey 

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No meeting was held during 2020-21 due to covid-19. College is Remained closed.





Dr. Gitanjali Choudhury
Principal
West Guwahati College of Education
Templegha Pandu, Guwahati-12.

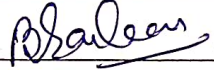
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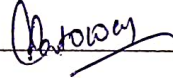
5th Meeting of Grievance & Redressal Cell in (27/11/21)

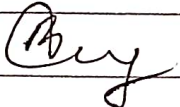
On 27th November 2021 Grievance & Redressal cell meeting was held at 3 p.m after pandemic. Everybody greets & discussed the agenda with following members.

1. Chairperson → Dr. Gitanjali Choudhury 

2. Convenor → Dr. Priyanka Barpujari 

3. Members → Barisita Sarkar 

Ananya Patwary 

Biswabarna Dey 

Discuss the following agenda -

- ① To discuss the last meetings minutes.
- ② To install wi-fi for internet facilities.
- ③ To provide mail id to students for submitting grievances online
- ④ Any other matter

The convenor presents the last meeting minutes & approved with the support of the members of the cell. The members ask to install wi-fi at the earliest so that the students can avail the internet facility.

without any hamper. The members decided that students will mail their grievances to the college mail. All complaints received are being filed. All complaints will be analysed & classified so that action could be taken.

Meeting was adjourned by vote of thanks.



Dr. Gitanjali Choudhury
Principal
West Guwahati College of Education
Templegha Pandu, Guwahati-12

6th Meeting of Grievance & Redressal Cell (17/12/2022)

A meeting of Grievance & Redressal cell was held in the meeting room to discuss the following agenda with the following members

- Agenda - ① Counselling with the students
② Grievance related to the canteen

The convenor welcomed all the members and asked to give suggestion. He presented the last meeting's minutes for approval. He informed that emails were checked regularly. Not found any problem regarding internet.

- 1. Chairperson - Dr. Gitanjali Choudhury
- 2. Convenor - Dr. Priyanka Barpujari
- 3. Members - Barshita Sarkar
Ananya Patwary
Biswarabarna Dey

The members are advised the mentors to seat with the mentee to know their shortcomings in educational field in quarterly basis.

If any shortcomings are proposed by them, it should be discussed in the next meeting. The matter of Canteen is discussed elaborately. The member teachers say that students are very selective. So, it is not possible to carry the canteen with various dishes in single day. Again, it is advised the teachers to reconsider the issue, if possible.

Meeting was adjourned by vote of thanks.



Dr. Gitanjal Choudhury
Principal
West Guwahati College of Education
Templegha Pardu, Guwahati-12

7th Meeting of Grievance & Redressal Cell (18/05/2023)

A Meeting of grievance & Redressal cell was held on 18th May 2023 to discuss the following agenda -

① Presentation of the last meeting resolution.

② Practical exam related issues.


The convenor greets all the members to the meeting & read out the last meeting's minutes. The members were asked about the canteen issue.

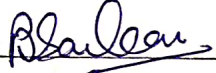
The Convenor told that students did not accept their proposal because every student has their own choices in taking tiffin which is impossible to run the canteen. Another problem is found that out of 200 students only 20 or 25 students have agreed to take tiffin in the canteen. Rather, they admit that they would take anything from the shop in front of the college or otherwise they bring tiffin from their own. So the members agreed that there is no need to discuss canteen issue in future.


Another complaint is found orally that some are unable to attend their sessional test.

during practical exam. Hence, it is decided to conduct Term-End exam after finishing their practical exam which is suitable for the students.

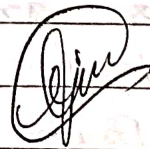
1. Chairperson - Dr. Gitanjali Choudhury 

2. Convenor - Dr. Priyanki Barpujari 

3. Members - Barisita Sarkar 

Ananya Patwary 

Biswambarna Dey 



Dr. Gitanjali Choudhury
Principal
West Guwahati College of Education
Templegha Pandu, Guwahati-12

8th Meeting of Grievance & Redressal Cell (18/11/2023) Saturday

A Meeting of grievance & redressal cell was held in meeting room on 18th November 2023 (Saturday) with the present members with the following agenda -


- ① To frame new board / cell for next year
- ② To discuss about the laboratories.


The chairperson welcomed all the teachers presented in the meeting and was requested to frame a new body for next 5 years. As per discussion, Mrs. Paisyabarna Dey was selected as co-ordinator, Spriha Nath, Bulti Dax and Minakshi Rabha were nominated as members. The students name Babu Kanta Dasgupta & Pubali Goswami were nominated as students. Represented to the cell for two years. She advised the coordination to issue the format letter to the students informing about the cell & its objective and asked to invite them for the next meeting.

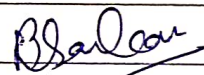
The chairperson also informs the teachers about the students opinion regarding laboratory in the college

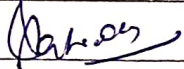
which was already discussed the matter with the president of the college. He assured that the condition would be developed within a short period when the boundary walls would be painted & glass tiled.

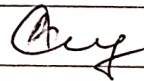
The chairperson welcomed the newly framed body of grievance & redressal cell & advised to take active action for the benefit of the institution. With the opinion of the newly selected members, the next date of the cell has been fixed on 20th January, 2024.

1. Chairperson - Dr. Gitanjali Choudhury 

2. Convenor - Dr. Priyanka Barpujari 

3. Members - Baisita Sarkar 

Ananya Patwary 

Biswabarna Dey 

The meeting was adjourned with the vote of thanks given by Spruha Nath