



Estd. 1966

B. H. COLLEGE, HOWLY

Regd. No. 150/1972-73

P.O. Howly, Dist. Barpeta (Assam), Pin- 781316

Website : www.bhcollege.ac.in ❖ Email : bhcollege1966@gmail.com ❖ Mob : 9435513261

Grievance Cell

B.H.College,Howly

Introduction :

The Grievance cell of the college is an empowered committee constituted by the Principal/Secretary of the college at the beginning of each academic session to deal with matters relating to the grievances of the students and others concerned.

The Cell comprises the Chairperson, two Joint Coordinators and six members. The incumbent Principal is the ex-officio Chairperson of the Cell. Two senior faculty members are entrusted with the charge of Joint Coordinators. The members include representative from the Governing Body, representative from Teaching Staff, one member from Non-Teaching Staff and student members from B.H.C.S.U.

The present body of Grievance Cell, B.H.College,Howly :

Chairperson : Dr. B.C.Pathak, Principal,B.H.College,Howly

Joint Coordinators : Prabhat Chandra Choudhury

Asstt.Prof.,Deptt. of Chemistry,B.H.College,Howly

Bimal Basumatary

Asstt. Prof.,Deptt. of Pol. Science, B.H.College, Howly

Members : Pramod Chandra Borah

Dr. Piyali Roy

Secretary, B.H.College Teachers' Council

Teachers' Representative to the Governing Body

Secretary, B.H.College Employees' Unit

President, B.H.C.S.U.(Student member)

General Secretary, B.H.C.S.U.(Student member)



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The function of the Cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of the Grievance cell. In case, the person is unwilling to appear in, self grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell of the college. Grievances may also be submitted in writing to the joint coordinators of the Grievance Cell.

Objective :

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the college by ensuring peaceful atmosphere in the college through promoting cordial student-student relationship , student-teacher relationship, etc.
- Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / Complaint Box is installed in which the students who want to remain anonymous, put in writing their grievances and their suggestions for improving the academic / administration in the college.
- Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the students to refrain from inciting students against other students, teachers and college administration.
- Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.



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Scope :

The Cell deals with grievances received in writing from the students about any of the following matter:

- Academic Matters :- It relates to timely issue of duplicate Marks sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters :- Related to dues and payments for various items from library, hostels, etc.
- Other Matters :- Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, etc.

Functions :

The main activities of the Cell are as follows :

- The cases are to be attended promptly on receipt of written grievances from the students.
- The Cell is to review formally all cases and is to act accordingly as per the management policy.
- The Cell is to submit its report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authority.

Procedure for lodging complaint:

The following procedure is maintained in lodging complaints :

- The complaints as well as suggestions in the box are checked at a regular intervals of time.
- The students may feel free to put up a grievance in writing /or in the format available in the administrative department and drop it in the box.



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- The Grievance Cell is to act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell is to assure that the grievances must be properly solved in a stipulated time limit provided by the cell.



Principal
B.H. College, Howly



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Grievance Cell

B.H.College, Howly

Details of the Complaints of last few years disposed / settled by the Grievance Cell

Sl. No.	Name of the Complainant	Contact no. of Complainant	Date of Complaint	Name against whom complaint is lodged	Matter of Complaint and the Process of redress
01	Himashree Kalita H.S. 1 st Year (Arts)	9707698858	27/10/2021	Ruhul Amin , Habibul Islam, Rajibul Islam and Mahibul Hussain (H.S.1 st Year,Sci- ence)	The complaint was about indecent behaviours done to Himashree Kalita by the four accused students during the class hours.The Grievance Cell met on 28/10/2021 under the chair of Principal and settled the matter after hearing the statements of both the parties.After inquiring and discussion, it was found that Mahibul Hussain was the main culprit and he was expelled from the college with immediate effect. The remaining three accused students were given a strong warning for the future.(Vide Resolution No.1 of the meeting of Grievance Cell dated 28/10/2021)
	Amir Hussain	9101708693	18/11/2022	Kazi Nasiur	The complaint was regarding



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02	B.Sc.1 st Semester Rezaul Karim B.Sc.1 st Semester	7099813518		Rahman B.A. 3 rd Seme-ster	the physical assault and attempt of kidnapping. The Grievance Cell heard the views of the involved
Sl. No.	Name of the Complainant	Contact no. of Complainant	Date of Complaint	Name against whom complain- nt is lodged	Matter of Complaint and the Process of redress
				Azhar Uddin B.A. 3 rd Seme-ster Salim Aktar Sk. (Ex-student)	parties and after proper examination, scrutiny and discussion, the accused students were given the punishment of temporary restriction on their movement within the college premises and also urged them to submit undertaking regarding their commitment of not indulging in such activities in future. (Vide Resolution No. 1 & 2 of the meeting of Grievance Cell dated 06/12/2022)



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03	Jakab Martin Nath B.A. 6 th Semester & Partha Pratim Nath B.A. 6 th Semester	9126493476	22/02/2023	Biku Chetry P.K. Mahato Abhishe-kh Goutam Asish Sonar Nripen Das (Boarder-s of B.H.Coll-ege Men's Hostel).	<p>The complaint was about a physical assault upon Partha Pratim Nath during the cultural function of the Annual Collge Week. Jakab Martin Nath came for the rescue of Partha Pratim Nath and all the hostel boarders accused here gave him threatening and chased him out of the college campus.</p> <p>The Grievance Cell heard the statements and views of both sides and decided that the accused students were guilty and therefore, a written undertaking was obtained from them in which they sought apology and gave assurance to the authority that they would not indulge in such activities</p>
Sl. No.	Name of the Complainant	Contact no. of Complainant	Date of Complaint	Name against whom complain- t is lodged	Matter of Complaint and the Process of redress
					in future. (Vide Resolution No.1 of the meeting of Grievance Cell dated 01/03/2023)
	Ashish Sonar B.A. 4 th Semester	9101913459	17/03/2023	Jakab Martin Nath B.A. 6 th Semeste-	The complaint is regarding the physical assault done to Ashish Sonar by Jakab



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04				r	<p>Martin Nath outside the college premises. The incident took place, as alleged, in Howly town.</p> <p>The Grievance Cell heard the statements and views of both sides and the allegation of physical assault was denied by the accused. In presence of the family members of the accused, the Cell asked the two parties to solve the conflict mutually and amicably which they accepted. Thus the matter was resolved. (Vide Resolution No.2 of the meeting of Grievance Cell dated 18/03/2023)</p>
05	Mr. Manish Kiling (Assistant Professor, Deptt. of Commerce)	7896754933	10/03/2023	Azizul Hoque B.Com. 4 th Semeste-r	The accused student was caught red-handed while he was trying to temper with the Class Attendance Register probably to increase his number of attendance in the class. The teacher Manish Kiling lodged the complaint with the
Sl. No.	Name of the Complainant	Contact no. of Complainant	Date of Complaint	Name against whom complaint is lodged	Matter of Complaint and the Process of redress
					Grievance Cell and the Cell, after hearing the statement of the accused imposed a fine of Rs.3000/- (rupees three thousand only) for his offence and the matter was disposed.



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					(Vide Resolution No.1 of the meeting of Grievance Cell dated 18/03/2023)
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