

ANNUAL REPORT OF  
GRIEVANCE REDRESSAL CELL

# SBMS COLLEGE

SUALKUCHI, ASSAM 781103



সুৱালকুচি বদৰাম মাধৱ সত্ৰাধিকাৰ মহাবিদ্যালয়  
SUALKUCHI BUDRAM MADHAB SATRADHIKAR COLLEGE  
ESTD. 1963  
স্থাপিত: ১৯৬৩ খঃ

WEBSITE:

<https://sbmscollege.org/>





**GRIEVANCE REDRESSAL CELL**  
**S.B.M.S. COLLEGE, SUALKUCHI: KAMRUP: ASSAM**  
ESTD: 1963


**ANNUAL REPORT FOR THE SESSION: 2018-19**

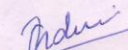
The Grievance Redressal cell of S. B. M. S. College, Sualkuchi was formed with the goal of resolving the grievance of the students. Students may submit their grievances in writings and drop these in the suggestion/ complain boxes available in the college campus.

The Grievance Redressal Cell of the college convened meetings as needed to take appropriate measures/ solutions of the grievance lodged by the students. On 06<sup>th</sup> June, 15<sup>th</sup> November, 2018 and 23<sup>rd</sup> March, 2019, the Grievance redressal cell of SBMS College convened three executive meetings in the presence of the members to discuss the grievances related to the academic and some non academic matters of the college. The meetings were held under the chairmanship of the president of the cell, Dr. D. C. Bhagabati.

Total twelve nos. of grievances were lodged by the students. The committee discussed the issues raised and resolved all the grievances immediately and taken proper action.

Sl. No	Nature of grievance	Remarks
1	Complaint regarding confiscation of mobile phones	Resolved
2	Complaint regarding insufficient desk & benches in classroom	Resolved
3	Complaint regarding a drunk students	Resolved
4	Complaint regarding against student's failure to deposit a recovered mobile phone	Resolved
5	Complaint regarding an election candidate's manipulating his percentage of attendance	Resolved
6	Complaint regarding some students' attempt to degrade the academic environment during the election	Resolved
7	Complaint regarding two students' spreading of rumors in social media during election	Resolved
8	Complaint regarding unauthorized entry of two outsiders in the AASU office during vacation	Resolved
9	Complaint regarding insufficient reference books for B. Sc Honours students	Resolved
10	Complaint regarding shortage of water in the washroom of girls common room	Resolved
11	Complaint regarding misbehavior by a student against a female one	Resolved
12	Complaint regarding poor facility in the college canteen	Resolved

  
President  
Grievance Redressal Cell

  
Convener  
Grievance Redressal Cell



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**ANNUAL REPORT FOR THE SESSION: 2019-20**

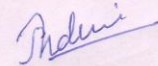
The Grievance Redressal Cell of the college convened meetings as needed to take appropriate measures/ solutions of the grievance lodged by the students. On 27<sup>th</sup> August, 26<sup>th</sup> November, 2019 and 14<sup>th</sup> March 2020 the Grievance redressal cell of SBMS College convened three executive meetings in the presence of the members to discuss the grievances related to the academic and some non academic matters of the college. The meetings were held under the chairmanship of the president of the cell, Dr. D. C. Bhagabati.

Total eleven nos. of grievances were lodged by the students. The committee discussed the issues raised and resolved all the grievances immediately and taken proper action.

Sl. No	Nature of grievance	Remarks
1	Request for more ceiling fans in some halls	Resolved
2	Complaint regarding loss of bicycle from parking space	Resolved
3	Complaint regarding unhygienic conditions of the girls common room washroom	Resolved
4	Complaint regarding lacks of sufficient lights in hall no 2	Resolved
5	Complaint regarding constraint shortage of water in the boys common room	Resolved
6	Complaint regarding bullying of junior student by a senior one	Resolved
7	Complaint regarding poor quality of refreshment in the college canteen	Resolved
8	Complaint regarding rude behavior by an office assistant to a student	Resolved
9	Complaint regarding los of back pack	Resolved
10	Complaint regarding damage done to a student's motor cycle	Resolved
11	Complaint regarding poor quality food stuff in the college canteen	Resolved



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Convener  
Grievance Redressal Cell



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**ANNUAL REPORT FOR THE SESSION: 2020-21**

The Grievance Redressal Cell of the college addressed meetings as needed to take appropriate measures

Due to Covid-19 pandemic the Grievance Redressal Cell of the college received no major complaint in either the online or the offline mode. A few minor grievances were communicated to some teachers through phones regarding poor network quality and shortage of data in successfully attending the online classes as for the most part of the year, the college was closed due to lockdown. But these grievances were addressed to by the teachers and thus there was no major issue that was left unresolved.

Sl. No	Nature of grievances	Remarks
	Complaint regarding disruption of the supply	Resolved
	Complaint regarding shortage of textbooks in the library	Resolved
	Complaint regarding insufficient space for bicycles in the parking lot	Resolved
	Complaint regarding argument over building	Resolved
	Complaint regarding wastebasket removal & use	Resolved



President  
Grievance Redressal Cell



Convener  
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**ANNUAL REPORT FOR THE SESSION: 2021-22**

The Grievance Redressal Cell of the college convened meetings as needed to take appropriate measures/ solutions of the grievance lodged by the students. On 26<sup>th</sup> November, 2021 and 16<sup>th</sup> March 2022 the Grievance redressal cell of SBMS College convened two executive meetings in the presence of the members to discuss the grievances related to the academic and some non academic matters of the college. The meetings were held under the chairmanship of the president of the cell, Dr. D. C. Bhagabati.

Total five nos. of grievances were lodged by the students. The committee discussed the issues raised and resolved all the grievances immediately and taken proper action.

Sl. No	Nature of grievance	Remarks
1	Complaint regarding slippery condition of the ramp.	Resolved
2	Complaint regarding shortage of textbooks in the library	Resolved
3	Complaint regarding insufficient space for bicycles in the parking lot.	Resolved
4	Complaint regarding an argument over bullying	Resolved
5	Complaint regarding misbehavior towards a girls students	Resolved

President  
Grievance Redressal Cell

Convener  
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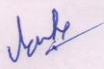


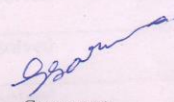
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**ANNUAL REPORT FOR THE SESSION: 2022-23**

The Grievance Redressal Cell of the college Convene meetings as needed to take appropriate measures/ solutions of the grievance lodged by the students. On 18th November, 2022 the Grievance redressal cell of SBMS College convened one executive meeting in the presence of the members to discuss the grievances related to the academic and some non academic matters of the college. The meetings were held under the chairmanship of the president of the cell, Dr. Banti Borah.

Total three nos. of grievances were lodged by the students. The committee discussed the issues raised and resolved all the grievances immediately and taken proper action.

Sl. No	Nature of grievance	Remarks
1	Complaint regarding shortage of ceiling fans in the boys common room	Resolved
2	Complaint regarding under marking in the sessional exam	Resolved
3	Complaint regarding overpricing in the food items of the canteen	Resolved

  
President  
Grievance Redressal Cell

  
Convener  
Grievance Redressal Cell