

Grievance Redressal & Students Counselling Cell

(As approved in the 11th Academic Council dated 16th September, 2022)

BODOLAND UNIVERSITY

**Rangalikhata, Deborgaon, Kokrajhar
(BTR), Assam-
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Grievance Redressal Committee
Bodoland University

Bodoland University is committed to providing fair, impartial, safe, harmonious learning and work environment. The University constantly endeavours to improve its working mechanism, standards, capabilities with the aim to meet the increasing legitimate expectations of students and staff for better, faster and more effective service. The Grievance Redressal Committee in the University is committed to address the grievances of any stakeholder of the University in an impartial and fair way, maintaining necessary confidentiality. Any stakeholder with a genuine grievance can submit his/her grievance which the Committee intends to address/solve/handle the issue in amicable manner. The students are one of the main stakeholder in the University and the University endeavours to make all efforts to ensure transparency in all the activities at different stages. Any student, employee, stakeholder who believes that he/she is subjected to any discrimination may make a complaint.

Nature of complaint:

Grievance may include the complaint of student:

- (i) Departmental level: Evaluation, academics, student faculty harassment
- (ii) (a) anti ragging,
(b) ST/Sc scholarship,
(c) examination & evaluation,
(d) transportation,
(d) harassment
(e) hostel
(f) canteen and mess.
(g) accounts
(h) training and placement

(i) others

Objectives of the Committee:

1. To ensure a fair and impartial mechanism for redressal of the issues faced by stakeholders
2. To uphold the dignity of the University by promoting harmonious relationship between, student-student, student-teacher, teacher-teacher, student-employee, teacher-employee.
3. To create atmosphere such that right and dignity of stakeholders are respected
4. To create responsive and accountable attitude among the stakeholder
5. To resolve the grievances made are resolved promptly, sensibly and objectively
6. To ensure that the grievances are resolved amicably and to ensure any grievant feels neither discriminated against nor victimized

Operating Procedure :

Any student, employee, stakeholder who wants to initiate grievance can directly submit his/her grievance. If the Committee feels insufficient of the grievance, it has the right to demands more documents, evidence from the grievant. The Committee may form committee to look into the issues in some matters so that satisfactory resolving emerges. In some cases, the cell may take necessary steps to conduct an investigation (fair and impartial investigation) depending on the merits of the issue. Grievance Redressal Committee will have the right to

interview witnesses.

After the hearing or investigation the Grievance Redressal Cell will use its best efforts to work out a resolution of the issues and in some extra ordinary cases may pass order indicating the reasons for such order.

The complaint shall be considered as disposed off and closed when: the grievant has indicated acceptance of the resolution.

Students Counselling Cell

The present society is accompanied with challenges and perplexities. In many cases, due to lack of counseling the students are unable to choose proper direction in life. Every student is precious, because they are the future of the society and the nation as a whole. No valuable time should be wasted in their life due to ignorance. One needs to be more vigilant and careful in dealing with students' problems. Students need to be motivated to identify their inner strength which will enable them for their holistic development. Bodoland University has a Student Counselling Cell attached to the IQAC. The counselling services aim at helping students to realize personal potentials to reach highest academic. The cell assists students who undergo emotional and behavioral problems, social skills deficits etc. to resolve and effective management in their personal and academic lives. The Cell provides a confidential atmosphere for students to discuss any concerns. The cell is committed to work in helping the students to increase their self confidence and for their overall development. The cell intends to organize different activities such as workshop, mental health day activities, psychological testing for the benefit of the students. The cell takes care of the ethical aspect while dealing with the issues of students.

Key functions of Counseling Cell include:

- Counseling the students based on their needs.
- Enhancing the self-esteem of slow learners/physically challenged students.
- Helping the students to overcome examination stress, anxiety, phobia.
- Helping the students to explore their interests, abilities, aptitude and opportunities.
Creating good understanding between student and teacher
- Creating awareness to overcome challenges of life
- Organizing programme in the area of stress Management, relaxation techniques, etc.

Objectives:

- To support psychological well-being of the students through the guidance based on their needs.
- To encourage students in staying away from detrimental thoughts
- To help the students in recognizing their potentials and skills to attain academic goals, personality development and social responsibility
- To help the students to understand their inner strength and accept themselves "as they are", through counseling.
- To educate on various psychological issues and healthy lifestyle practices

- To support other committees /cells whenever required.
- To support and encourage students for higher studies/research on pragmatic

- issues/career prospects

The committee will avail the support of NSS, NCC, and other extension activity cells/committees in executing different programmes.