

Affiliated to Dibrugarh University



Supporting Documents for NAAC Self Study Report (SSR) (3rd Cycle) Period: 2018-2023

Criterion 5	STUDENT SUPPORT AND PROGRESSION
Key Indicator 5.1	STUDENT SUPPORT
Metric No. 5.1.4:	THE INSTITUTION ADOPTS THE FOLLOWING REDRESSAL OF STUDENTS GRIEVANCES INCLUDING SEXUAL HARRASSMENT AND RAGGING CASES 1. Implementation of guidelines of statutory bodies 2. Organization wide awareness and undertakings on policies with zero tolerance 3. Mechanism for submission of online/offline student's grievances 4. Timely redressal of the grievances through appropriate committees A. All of the above

Submitted to



Submitted by IQAC, Sonari College, P.O. Sonari,

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SONARI COLLEGE

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Metric No. 5.1.4.

THE INSTITUTION HAS A TRANSPARENT MECHANISM FOR TIMELY REDRESSAL OF STUDENT GRIEVANCES INCLUDING SEXUAL HARRASSMENT AND RAGGING CASES

All relevant document of redressal of the grievances

PARTICULARS

1	Sonari College Grievance Redressal Committee 2018-2023
2	Annual Report of the Sonari College Grievance Redressal 2018- 2023
3	Photograph of Awareness Programme on Cyber Security
4	Photograph of Legal Awareness Program
5	Photograph of Social Awareness Program at Tea Garden
6	Photograph of National Awareness Program
7	UGC guidelines for Students Grievance(6th May, 2019)
8	UGC guidelines for Students Grievance(11th April, 2023)
9	Photograph of Sonari College Grievance Redressal Committee, Grievance Cell Banner, Grievance Box, Portal in College Website
10	Evidences of Students Grievances







Sonari College Grievance Redressal Committee 2018-2019

NOTIFICATION

This is for information of all that the College Grievance Redressal Committee of Sonari College is constituted with the following members on 18th May, 2018.

1. Dr. Bimal Ch. Gogoi, (Principal & Chairperson)

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2. Mr. Sushil Kr. Suri, (Convenor)

3. Mr. Jyoti Prasad Phukan (Member)

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4. Ms. Padma Kr Gogoi (Member)

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5. Ms. Lindy Lou Goodwin (Member)

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6. Sri. Hemkanta Dutta, (Student Member) General Secretary Sonari College Students Union. H. Outta

Any Grievance of students may be put forward through this Committee.

Dr. Bimal Ch. Gogof

Principal Sonari College

(18.05.2018)

Principal SONARI COLLEGE SONARI



Sonari College Grievance Redressal Committee 2019-2020

NOTIFICATION

This is for information of all that the College Grievance Redressal Committee (CGRC) of Sonari College is reconstituted w.e.f. 30.05.2019 with the following members according to UGC guidelines issued on 16th May, 2019.

1. Dr. Bimal Ch. Gogoi, (Principal & Chairperson)

2. Mr. Sushil Kr. Suri, (Convenor)

3. Mr. Jyoti Prasad Phukan (Member)

4. Ms. Padma Kr Gogoi (Member) Pour

5. Ms. Lindy Lou Goodwin (Member)

6. Sri. Projujya Madhab Dutta, (Student Member) General Secretary, Sonari

College Students Union.

Any Grievance of students may be put forward through this Committee.

Dr. Bimal Ch. Gogo

Principal Sonari College

(30.05.2019)



Sonari College Grievance Redressal Committee 2020-2021

NOTIFICATION

This is for information of all that the College Grievance Redressal Committee (CGRC) of Sonari College is reconstituted w.e.f 12.11.2020 with the following members according to UGC guidelines issued on 22nd May, 2020.

1. Dr. Bimal Ch. Gogoi, (Principal & Chairperson)

2. Dr. Reeta Dutta, (Convenor)

3. Mr. Jyoti Prasad Phukan (Member)

4. Ms. Lindy Lou Goodwin (Member) Qui

5. Sri. Pallab Kakoty, (Student Member) General Secretary, Sonari College Students Union. Rakety

Any Grievance of students may be put forward through this Committee.

Dr. Bimal Ch. Gogo

Principal Sonari College

(12.11.2020)



Sonari College Grievance Redressal Committee 2021-2022

NOTIFICATION

This is for information of all that the College Grievance Redressal Committee (CGRC) of Sonari College is reconstituted w.e.f 04.10.2021 with the following members according to UGC guidelines issued on 22nd May, 2020.

1. Dr. Bimal Ch. Gogoi, (Principal & Chairperson)

2. Dr. Reeta Dutta, (Convenor)

3. Mr. Jyoti Prasad Phukan (Member)

4. Ms. Lindy Lou Goodwin (Member)

5. Sri. Pallab Kakoty, (Student Member) General Secretary, Sonari College Students Union.

Any Grievance of students may be put forward through this Committee.

Dr. Bimal Ch. Gogoi

Principal

Sonari College

(04.06.2021)



Sonari College Grievance Redressal Committee 2022-2023

NOTIFICATION

This is for information of all that the College Grievance Redressal Committee (CGRC) of Sonari College constituted with members of the earlier Committee w.e.f 20.05.2022 according to UGC guidelines issued on 16th May, 2019.

1. Dr. Bimal Ch. Gogoi, Principal & Chairperson

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2. Dr. Reeta Dutta, (Convenor)

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3. Mr. Jyoti Prasad Phukan (Member)

4. Dr. Lindy Lou Goodwin (Member)

5. Sri. Himanta Hazarika, (Student Member) General Secretary, Sonari College Students Union.

Any Grievance of students may be put forward through this Committee.

Dr. Bimal Ch. Gogoi

Principal Sonari College

(20.05.2022)

Principal SONARI COLLEGE SONARI



Sonari College Grievance Redressal Committee 2023-2024

NOTIFICATION

As per memo of UGC D.O. No. F.1-13/2022 (CPPP-II) dtd 12.04.2023 it is hereby notified to all concerned that the College Grievance Redressal Committee (CGRC) of Sonari College has been formed as follows. The Grievances of students should be placed through this committee.

Committee Members-

1) Dr. Bimal Ch Gogoi (Principal and Chairperson)

2) Dr. Reeta Dutta (Convenor)

3) Mr. Jyoti Prasad Phukan (Member)

4) Dr. Lindy Lou Goodwin (Member)

5) Mrs. Padma Kumari Gogoi (Member) P. Quaga

6) Ms. Monisha Karmakar (Student Member) Mkarmakar

Principal
SONARI COLLEGE
Dr. Bimal Ch. Gogoi
Principal
Sonari College

(13.05.2023)

Principal
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SONARI



Annual Report of Sonari College Grievance Redressal Committee 2018-19

ANNUAL REPORT OF THE SONARI COLLEGE GRIEVANCE REDRESSAL COMMITTEE

2018-2019

College Grievance Redressal Committee of Sonari College was constituted with the following members on 18th May, 2018.

- 1. Dr. Bimal Ch. Gogoi, Principal & Chairperson
- 2. Mr. Sushil Kr. Suri, Convenor
- 3. Mr. Jyoti Prasad Phukan
- 4. Ms. Padma Kr Gogoi
- 5. Ms. Lindy Lou Goodwin
- 6. Sri. Hemkanta Dutta, General Secretary Sonari College Students Union.

During the term from May 2018- April 2019 (one year term from constitution of committee), the committee functioned actively and provided redressal in a total of two cases submitted before the committee. Issues such as drinking water facilities related problems and cleanliness of the girls common room were put forward by the aggrieved. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

Chairperson
Principal
SONARI CULLEGE

SONARI

Convenor

Principal
SONARI COLLEGE
SONARI



2019-2020

The Collegiate Student Grievance Redressal Committee (CSGRC) of Sonari College was reconstituted w.e.f. 30.05.2019 with the following members according to UGC guidelines issued on 16th May, 2019

- 1. Dr. Bimal Ch. Gogoi, Principal & Chairperson
- 2. Mr. Sushil Kr. Suri, Convenor
- 3. Mr. Jyoti Prasad Phukan
- 4. Ms. Padma Kr Gogoi
- 5. Ms. Lindy Lou Goodwin
- 6. Sri. Projujya Madhab Dutta, General Secretary, Sonari College Students Union.

During the term from May 2019- April 2020 (one year term from constitution of committee), the committee functioned actively and provided redressal in a total of two cases submitted before the committee. Issues such as drinking water facilities and filtration problems and development of college playground were put forward by the aggrieved. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

Chairperson

SONARI COLLEGE
SONARI

Principal

Convenor

Principal SONARI COLLEGE SONARI



CO-ORDINATOR
ICA-C

2020-2021

This is for information of all that the Collegiate Student Grievance Redressal Committee (CSGRC) of Sonari College is reconstituted w.e.f 12.11.2020 with the members of the committee appointed in the former year due to COVID 19 LOCKDOWN. This committee had been constituted according to UGC guidelines issued on 22nd May, 2020.

- 1. Dr. Bimal Ch. Gogoi, Principal & Chairperson
- 2. Mr. Sushil Kr. Suri, Convenor
- 3. Mr. Jyoti Prasad Phukan
- 4. Ms. Padma Kr Gogoi
- 5. Ms. Lindy Lou Goodwin
- 6. Sri. Projujya Madhab Dutta, General Secretary, Sonari College Students Union.

During the term from November 2020- October 2021 (one year term from constitution of committee), the committee functioned actively and provided redressal in the cases submitted before the committee. Issues such as provision of smart boards in classrooms and sanitization of college premises were raised by the aggrieved. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

Chairperson

Principal

SONARI COLLEGE

SONARI

Convenor

Principal
SONARI COLLEGE
SONARI



2021-2022

The Collegiate Student Grievance Redressal Committee (CSGRC) of Sonari College was reconstituted w.e.f 04.10.2021 with the following members according to UGC guidelines issued on the 22nd May, 2020.

- 1. Dr. Bimal Ch. Gogoi, Principal & Chairperson
- 2. Dr. Reeta Dutta, Convenor
- 3. Mr. Jyoti Prasad Phukan
- 4. Ms. Lindy Lou Goodwin
- 5. Sri. Pallab Kakoty, General Secretary, Sonari College Students Union.

During the term from October 2021- April 2022 (one year term from constitution of committee), the committee functioned actively and provided redressal in grievances submitted before the committee. Issues such as drinking water facilities and provision of sports equipments were put forward by before the committee. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

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Chairperson

Principal

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Convenor

Principal SONARI COLLEGE SONARI



2022-2023

The Collegiate Student Grievance Redressal Committee (CSGRC) of Sonari College constituted with members of the earlier Committee w.e.f 20.05.2022 according to UGC guidelines issued on 16th May, 2019.

- 1. Dr. Bimal Ch. Gogoi, Principal & Chairperson
- 2. Dr. Reeta Dutta, Convenor
- 3. Mr. Jyoti Prasad Phukan
- 4. Dr. Lindy Lou Goodwin
- 5. Sri. Himanta Hazarika, General Secretary, Sonari

During the term from May 2022- April 2023 (one year term from constitution of committee), the committee functioned actively and provided redressal the cases submitted before the committee. Issues such as development of boys and girls common rooms, cleanliness of the boys hostel and development of college auditorium were put forward by the aggrieved. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

Chairperson

M

Principal
SONARI COLLEGE

SONARI

Convenor







2023-2024

As per memo of UGC D.O. No. F.1-13/2022 (CPPP-II) dtd. 12.04.2023 the Students Grievance and Redressal Committee (SGRC) of Sonari College was formed on 13.05.2023 with the following members.

Committee Members-

- 1) Dr. Bimal Ch Gogoi (Principal and Chairperson)
- 2) Dr. Reeta Dutta
- 3) Mr. Jyoti Prasad Phukan
- 4) Dr. Lindy Lou Goodwin
- 5) Mrs. Padma Kumari Gogoi
- 6) Ms. Monisha Karmakar (Student Member)

During the term from May 2023- April 2024 (one year term from constitution of committee), the committee functioned actively and provided redressal the cases submitted before the committee. A Student Service and Management Committee was constituted as per UGC guidelines on 02.06.2023. During the period complaints of students relating to misunderstandings between classmates were addressed. The grievances were resolved by the committee successfully by informing the authority about the same and ensuring that action was taken to solve the problems.

Chairperson

Principal
SONARI COLLEGE
SONARI

Convenor

Principal
SONARI COLLEGE
SONARI



Mechanism for submission of online/offline student's grievances

UGC guidelines for Students Grievance(6th May, 2019)

भाग III-खण्ड 4]

भारत का राजपत्र : असाधारण

बशर्ते कि, इस विनियमों के तहत आयोग द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 के 11. र प्राची के तहत नियुक्त किसी पद्धारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल, की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) संबंधी विनियम, 2019 के अनुरूप की जाएगी।

प्रो. रजनीश जैन, सचिव

[विज्ञापन-III / 4 / असा. / 30 / 19]

UNIVERSITY GRANTS COMMISSION **NOTIFICATION**

New Delhi, the 6th May, 2019

F.No. 14-4/2012(CPP-II).—In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations, namely -

SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.
- b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein.
- They shall come into force from the date of their publication in the Official Gazette.

OBJECTIVE: 2

To provide opportunities for redress of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE 3. REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the
- (d) "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- (e) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (f) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (g) "Departmental Student Grievance Redressal Committee" (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- (h) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

Principal SONARI COLLEGE SONARI



UGC guidelines for Students Grievance(6th May, 2019)

THE GAZETTE OF INDIA: EXTRAORDINARY

- admission contrary to merit determined in accordance with the declared admission policy
- irregularity in the process under the declared admission policy of the institution; ii.
- iii.
- refusal to admit in accordance with the declared admission policy of the institution; non-publication of prospectus by the institution, in accordance with the provisions of these iv.
- publication by the institution of any information in the prospectus, which is false or vi.
- withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not
- demand of money in excess of that specified to be charged in the declared admission Vii. viii.
- violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students; ix.
- nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- failure by the institution to provide student amenities as set out in the prospectus, or is xi. required to be extended by the institution under any provisions of law for the time being in
- non-transparent or unfair practices adopted by the institution for the evaluation of students; xii.
- delay in, or denial of, the refund of fees due to a student who withdraws admission within xiii. the time mentioned in the prospectus, or as may be notified by the Commission;
- complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled xiv. Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- denial of quality education as promised at the time of admission or required to be XV. provided; and
- harassment or victimization of a student, other than cases of harassment, which are to be xvi. proceeded against under the penal provisions of any law for the time being in force.
- (i) "Institution" means, as the context may be, a University or a college, or an institution declared a deemed to be a University under the Act or an institution established within a University for a particular discipline or activity;
- (j) Institutional Student Grievance Redressal Committee" (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a department of the University e.g. hostels and common facilities.
- (k) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (1) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or

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UGC guidelines for Students Grievance(6th May, 2019)

भाग III-खण्ड 4]

भारत का राजपत्र : असाधारण

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to
- (p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (q) University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of

MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING: 4.

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
 - (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other
 - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
 - (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be
 - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is

Principal SONARI COLLEGE SONARI



भाग III-खण्ड 4]

भारत का राजपत्र : असाधारण

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to
- (p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (q) University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING: 4.

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
 - (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments:
 - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
 - (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be
 - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is

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UGC guidelines for Students Grievance(6th May, 2019)

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- to be imparted to the students and in particular the amenities accessible by students on being all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority;
- (k) Any other information as may be specified by the Commission:

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

A. Collegiate Student Grievance Redressal Committee (CSGRC)

- A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
 - Principal of the college Chairperson; a)
 - Three senior members of the teaching faculty to be nominated by the Principal b) - Members;
 - A representative from among students of the college to be nominated by the c) Principal based on academic merit/excellence in sports/performance in cocur icular activities - Special Invitee.
- (ii) The term of the members and the special invitee shall be two years.
- The quorum for the meeting including the Chairperson, but excluding the special (iii) invitee, shall be three.
- (iv) In considering the grievances before it, the CSGRC shall follow principles of natural
- The CSGRC shall send its report with recommendations, if any, to the Vice-(v) Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

B. Departmental Student Grievance Redressal Committee (DSGRC)

- A complaint by an aggrieved student relating to a Department, or School, or Centre of (i) a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:
 - a) Head of the Department, School, or the Centre by whatever designation known -
 - b) Two Frofessors, from outside the Department/School/Centre to be nominated by the Vice Chancellor-Members;
 - c) A member of the faculty, well-versed with the mechanism of grievance redressal to be 1 ominated by the Chairperson-Member;
 - d) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

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- (ii) The term of the Chairperson, members of the Committee, and the special invitee shall
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural
- (v) The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

C. <u>Institutional Student Grievance Redressal Committee (ISGRC)</u>

- Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
 - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution Chairperson;
 - (b) Dean of students/Dean, Students Welfare Member;
 - (c) One senior academic, other than the Chairperson Member;
 - (d) Proctor/Senior academic Member;
 - (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities Special Invitee.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 workings days from the date of receipt of the grievance.

D. University Student Grievance Redressal Committee (USGRC)

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
 - a) A senior Professor of the University Chairperson;
 - b) Dean, Student Welfare or equivalent Member;
 - Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor Members;
 - d) One Professor of the University Member;
 - e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities Special Invitee.
 - (ii) The Chairperson, members and the special invitee shall have a term of two years.
 - (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

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- In considering the grievances before it, the USGRC shall follow principles of natural
- The USGRC shall send its report and recommendations, if any, to the Principal of the (v) College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

APPOINTMENT; TENURE, REMOVAL AND CONDITIONS OF SERVICES OF 6.

- There shall be one or more part-time functionaries designated as Ombudspersons to hear, and (i) decide on, appeals preferred against the decisions of the USGRCs.
 - Provided that, there shall not be more than one ombudsperson for a State, in respect of all the State universities (Public as well as Private) in that State, who shall be appointed by the State
 - Provided further that, there shall not be more than one Ombudsperson for a region, in respect of the Central universities and institutions deemed to be universities in that region, who shall be appointed by the Central Government.
- (ii) The Ombudsperson shall be a person of eminence in academics or research, who had been Vice-Chancellor of a University.
- (iii) The Ombudsperson for the State universities in a State, shall not be in any conflict of interest with any University in that State; and the Ombudsperson for the Central universities and institutions deemed to be universities in a region, shall not be in any conflict of interest with any University or institution deemed to be University in that region, either before or after such appointment.
- A State Government shall appoint the Ombudsperson from a panel of three names recommended (iv) by a search committee constituted for that purpose and consisting of the following, namely:
 - (a) A nominee of the Governor or Lt. Governor, as the case may be, who is a person of eminence in the field of higher education- Chairperson;
 - (b) A Vice Chancellor from a State Public University to be nominated by the Governor/LG of the State/UT - Member;
 - (c) A Vice Chancellor from a State Private University to be nominated by the State Government -Member;
 - (d) Chairperson of the State Council of Higher Education or his/her nominee from among the academic members of the Council- Member;
 - (e) Principal Secretary/Secretary to the State Government responsible for Higher Education-Member Secretary.
 - (v) The Central Government shall appoint the Ombudsperson for a region from a panel of three names recommended by a search committee to be constituted for that purpose, and consisting of the following, namely:
 - Chairperson, University Grants Commission or his/her nominee Chairperson (a)
 - A Vice Chancellor of a Central University to be nominated by the Central Government -(b) Member
 - A Vice Chancellor of an institution deemed to be University to be nominated by the (c) Central Government - Member
 - A nominee of the Central Government, not below the rank of the Joint Secretary -(b) Member
 - (e) Secretary, University Grants Commission - Member Secretary

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- The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be. (vii)
- For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for
- (viii) The State Government, in the case of an Ombudsperson of a State, and the Central Government, in the case of an Ombudsperson of a region, may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior as defined under these regulations.
- No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being

FUNCTIONS OF OMBUDSPERSON:

- The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed
- While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT 8. GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of
- On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievance's not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its

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- The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint INFORMATION

REGARDING REDRESSAL COMMITTEES: **OMBUDSPERSONS** AND STUDENT GRIEVANCE

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson

CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, proceed to take one or more of the following actions, namely:

- withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- declaring the institution ineligible for consideration for any assistance under any of the general or (c) special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- recommend to the affiliating University for withdrawal of affiliation, in case of a college; (e)
- take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to (f) be University;
- recommend to the Central Government, if required, for withdrawal of declaration as institution (g) deemed to be a University, in case of an institution deemed to be University;
- recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- such other action as may be deemed necessary and appropriate against an institution for non-(i) compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to

11. Nothing mentioned hereinabove in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2012; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

> Prof. RAJNISH JAIN, Secy. [ADVT.-III/4/Exty./30/19]

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SONARI COLLEGE SONARI





UGC guidelines for Students Grievance(11th April, 2023)

प्रा. मनिष र. जोशी सचिव

Prof. Manish R. Joshi
Secretary





विश्वविद्यालय अनुदान आयोग University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार) (Ministry of Education, Govt. of India)

D.O. No. F.1-13/2022 (CPP-II)

12th April, 2023 / चैत्र २२, १९४५

Dear Madam/Sir,

It is brought to your kind attention that in its endeavor to formulate a simplified yet effective mechanism for students' grievances Redressal the UGC has brought out the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. These regulations are notified in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

The new Regulations provide for the establishment of Students Grievances Redressal Committee(s) (SGRC) by all the Higher Education Institutions (HEIs) and for the appointment of Ombudsperson (s) at the University level.

The detailed mechanism for the constitution of SGRCs, its composition, the appointment of Ombudsperson, and other related details and the mechanism for the redressal of students' grievances have been provided in the Regulations. A copy of the same is attached herewith for kind reference.

Higher Education Institutions are requested to comply with the provisions of the Regulations and constitute the SGRC, preferably within 30 days of the notification of the Regulations.

The Universities are requested to appoint the Ombudsperson(s), as provided in the Regulations, at the earliest, preferably within 30 days of the notification of the Regulations.

The Vice-Chancellor Principals are requested to take necessary measures to give wide publicity to the Regulations amongst the stakeholders and in particular the students' community.

Looking forward to receiving your kind cooperation, in this regard.

'With regards,

Yours sincerely,

(Manish Joshi)

To

1. The Vice-Chancellors of Universities

2. The Principals of Colleges

बहादुरशाह जफ़र मार्ग, नई दिल्ली-110002 | Bahadur Shah Zafar Marg New Delhi-110002 Ph.: 011-23236288/23239337 | Fax : 011-2323 8858 | E-mail : scry.ugc@nic.in

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- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना:
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रोंकी शिकायत निवारण) विनियम, 2019 के प्रावधानोंके अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अविध के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव [विज्ञापन-III/4/असा./13/2023-24]

UNIVERSITY GRANTS COMMISSION NOTIFICATION

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (CPP-II).— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

Principal
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3. DEFINITION:

- (1) In these regulations, unless the context otherwise requires-
 - (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
 - (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
 - (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
 - (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
 - (e) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
 - (f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission:
 - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
 - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

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[PART III—SEC.4]

- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (1) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
 - (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
 - (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
 - (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
 - (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently indifferent newspapers and through other media.

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CO-ORDINATOR CO-ORDINATOR IQA-C SONARI COLLEGE

UGC guidelines for Students Grievance(11th April, 2023)

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(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of

5. STUDENT GRIEVANÇE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggricued student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor Chairperson
 - b) Four Professors/Senior ; culty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in c -curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall ap fint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retiredVice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or aformer District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

(i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

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- [PART III—SEC.4]
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

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SONARI



CO-ORDINATOR
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UGC guidelines for Students Grievance(11th April, 2023)

[भाग [[] खण्ड 4]

भारत का राजपत्र : असाधारण

13

- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.
 Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.
- 11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy. [ADVT.-III/4/Exty/13/2023-24]

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Sonari College Grievance Redressal Committee Grievance Cell Banner



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Sonari College Grievance Redressal Committee Grievance Box



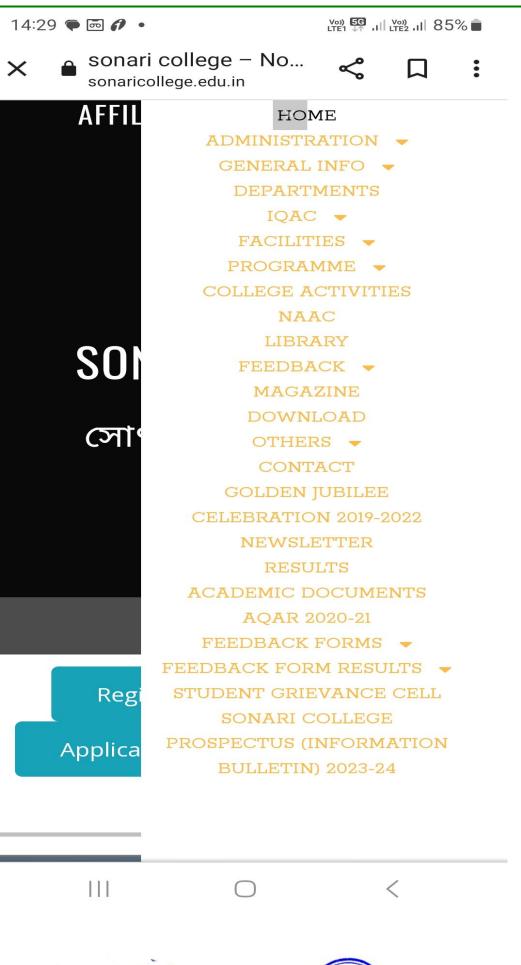
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Sonari College Grievance Redressal Committee Web portal in College Website











Sonari College Grievance Redressal Committee

Notice

জाननी

তार ३ २५-०२-२०२>

ইয়াৰ দ্বাৰাই সোণাৰি মহাবিদ্যালয়ৰ সমূহ
শিক্ষক-শিক্ষয়িত্ৰী, কৰ্মচাৰী তথা ছাত্ৰ-ছাত্ৰীক
জনোৱা যায় যে মহাবিদ্যালয়ৰ শৈক্ষিক আৰু
আনুষঙ্গিক কোনো অভিযোগ (Grievance)
থাকিলে উপাধ্যক্ষ কোঠালিৰ সন্মুখৰ বেৰত
থকা 'অভিযোগ বাকচ'ত (Grievance Box)
লিখিতভাৱে জমা দিয়ে যেন।

অভিযোগ দাখিল কৰোতে অভিযোগ কৰ্তাৰ নাম তথা ঠিকনা উল্লেখ কৰিব লাগিব।

আদেশানুক্রমে,

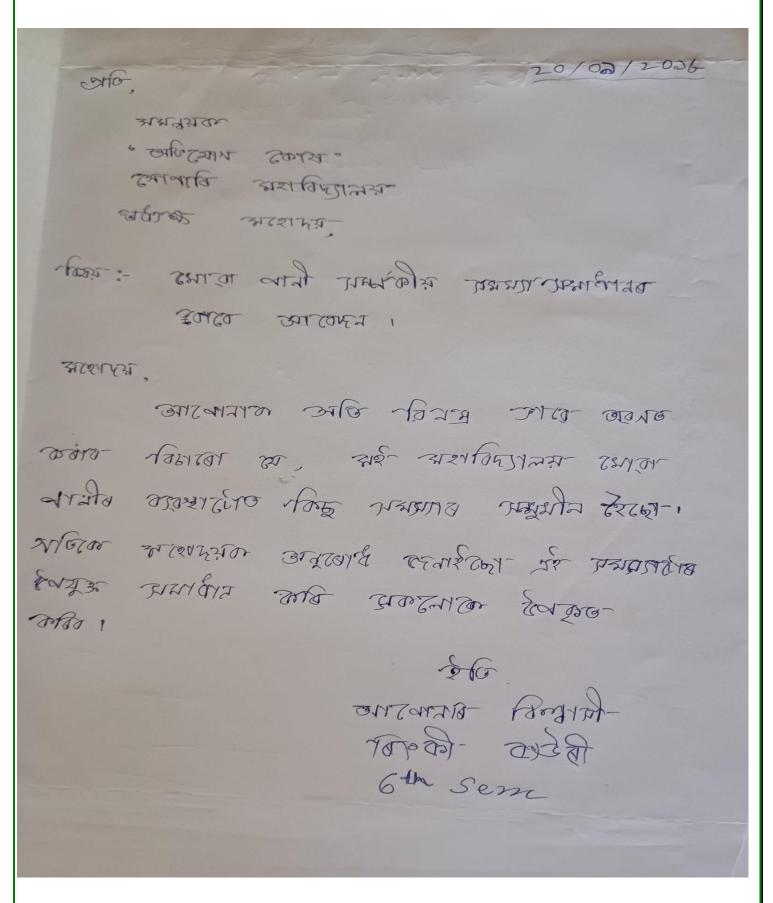
সাণাৰি মহাবিদ্ধীলয়ৰ

(ড০ ৰীতা দত্ত) সমন্বয়ক, অভিযোগ কেন্দ্ৰ সোণাৰি মহাবিদ্যালয়ৰ

Principal
SONARI COLLEGE
SONARI



Sonari College Grievance Redressal Committee Students Grievances 2018



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প্রতি, সমন্ত্রহাক কোন্ন সোণারি সহাবিদ্যালয় অডিমোপ কোম

04-02-2022

विष्ठमः श्रेजी जिस्नी क्लोठभव लाविष्णायं लाविष्ण्याया तिन्तिण्यकार्याः जम्मार्का जमहारूतः।

न्नद्रम्म/नद्रमम्मा,

जालाताक जार्ज वित्रस्थात ज्ञाण कवित्र विषया तम प्रते कृषि जिन्नी क्रिकाण जार्ज पूर्णक लाँउ जारू प्रस्ति लाँउ जारू प्रस्ति लाँउ जारू प्रस्ति लाँउ जारू प्रसादशावन क्रिकण प्रति कित तादाना जारूप एक जारू प्रसादशावन क्रिकण प्रति जारूप प्रसादशाव क्रिकण प्राचित्र क्रिकाण क्रिक

क्राम्म निर्माण्यक जन्महा हम जामार्व नमनाप्रदाय जानि ज्ञानकात्म नमाश्राम किया त्रीन जानुसार्थ जुनारे हो ।

> ইতি চিমি বেপম 5th Sem

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211-20-2020 3ke 'অভিহোস আেই' (यानाष्ट्र अवादिमालं न्यायभं : क्षिया गाम व्याय काया वायाया योवग्रव आया व अभागांत्र अम्माता न्यादि न्याराहित स्थाराहित स्वापन्न निहामन्तर, ত্যাপোলাক ত্যত চিবলক্সণেলে অহাসত কৰিব তীবাৰিছো সে আমাঅ সমাবিদ্যানগৃত (মারপ পানাৰ নাটনি আৰু ক্ষেত্ৰিয়াৰত পানাৰ নাটনিৰ माधिलिङ्गि विक । जास्त्र न आल्पाताक दे अ ममप्राचे ममयातव नात अनुष्ठि कतालां । 38-আৰ্পোনাম বিক্ষাই Mat som

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नियम १ - अत्राविष्ठानि दिश्म अभाव पार्विष्ठाव लाक देन्यातव भारत अगरविष्ठा

अर्थाम्या

समान स्मरकाद ज्यालामाक व्हान विषात हा प्रार्थ अर्थ स्मराविष्ठा स्मान क्रिंग विष्ठाल ज्यामान प्रश्विष्ठा मण्य रथन्न व्यान क्रिकार ज्ञान क्रियान व्यान क्रियान व्यान क्रियान क्रियान व्यान क्रियान क्रियान क्रियान क्रियान क्रियान क्रियान क्रियान क्रियान व्यान क्रियान व्यान क्रियान क्रियान क्रियान क्रियान व्यान क्रियान क्रियान

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Principal SONARI COLLEGE SONARI



20/10/2020

সমন্ত্রয়ব

अिं,

'অভিযোগ কোষ'

कानावि स्थाविप्रान्य

चिस्य — स्थानीत्वाचित्र रएका - रवन्छ अस्यूब

स्मिरामित या अलानिर जाद्याल

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वादा अञ्चलिति अञ्चलील रिश्ला । अखिता

यश्चापस्य जत्राबार्व जलाष्ट्रका अब्रे समस्त्राति किन्युक

समावान ज्याशवज्ञ ज्यामाक क्षिक् कविव।

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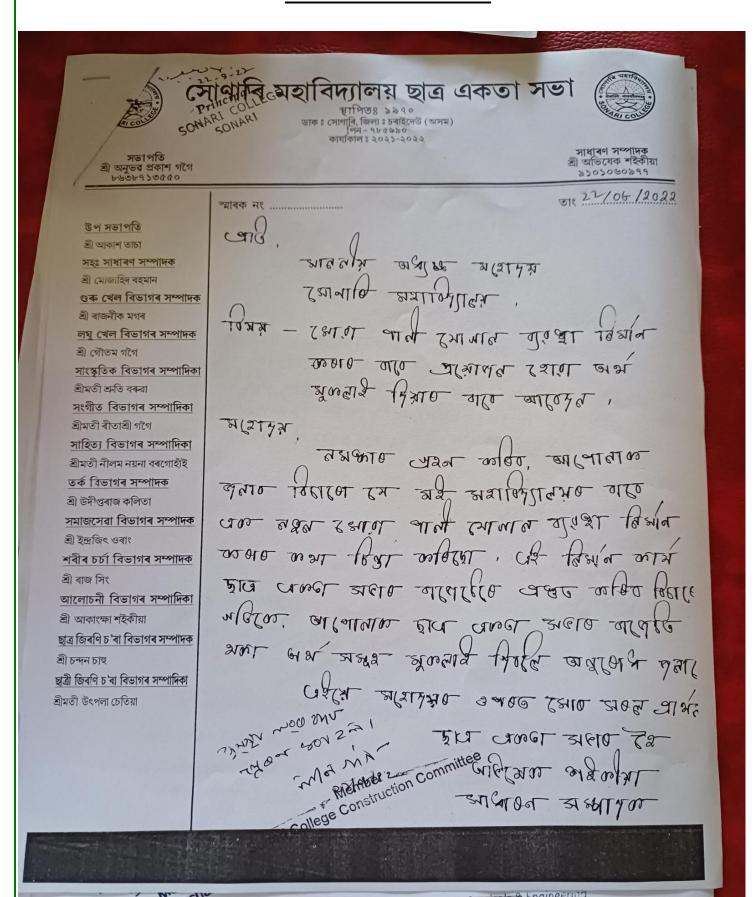
Principal SONARI COLLEGE SONARI



3× - 22/04/2022 स्मार्थ स्थान , व्यक्तियात द्याप्त , (आधारिक अञ्चानिक्रालभ क्रियं - क्लामुखाश्च कार्याकाराक यहूक नाम्यान्याका याल ज्यालम्य । यद्याप्य / यद्याप्या অপোরাক তাত বিনম্বভাবে আরপ্ত অপাব বিচাৰো মে, আমাৰ সহিষ্যালয়ৰ ভোগীৰোঠিত व्यक्ति कार्य कार्य व्यक्ति कार्यक कार्यक कार्यक व्यक्ति । अञ्च मह्यम्भयः लग्नेखातु यापाइका त्यङ स्मभरगोद्गिव अमेश अत्राधाप लामयांक सकापाद्य देलके 23 लाजियात रिक्ताम त्यात्रभीते वाद्वा 5th Sem

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किरिक व्यम्द्रसः सद्याद्रम OID: 28/30/ 22 दमामीके मश्रीकाम प्रयोगः : (साम् आधीय में योजमा " अश्चिलम् नितील अभाग सूर्यक नित्राहत व्यक्ष व्य व्यासाव मध्रीय प्रात्मकारण हम्म भाराव द्वारा भाराक स्र-यासमा -किय कियम क्षिप्त क्षेत्र स्थादिमतिय लावमाद प्रमुक्ष जामहारा भाग - किया - भाषापास हैक - न्युविधा नामान करिन आसाम हैनाका कर्षि ध्राप्त Forther. ज्यानुस्य द्रानुस् मान्यासिक ्रे रत्वेता नाभक al 59/13059 atso 1 समामिर्धाहर स्थानियान

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क्रीं व्हर्यक्ष अधिका त्यानाव- अव्यक्तिमान 312 20/30/22 नियम - (क्ष्यत आश्रमी मिन्नि क्यांक्समा । -अधारम नियोज अवसामव्यक्त निर्द्याम पर्वा CX - अपशायन (अव्या - देश्या - काश्वय यादि E275 1 उपाड क्षिय साम्म्यम्य अस्मालम S/ (2002) - 8 SIA a 810 0/ wit - 0 8/1 8/ Tac Taka - Tole / Colores / and 2051 m व विकासनी सामग्री मार यहार अधारता नृहद् स्पार्श्वय समाय - यन्त्र- क्यान्या - स्वान्यान - यन्त्र । न्वनीठ, अधिम अभन मान्यादिया 51 उसीमडी मिटाकी कारी य निम्नी निम्ना अर (आगावि - अध्याविभाग्राम्

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erro, व्यक्तिक नहिंदिन ट क्या न्यांच कार्याच तीरमा । ियक्षा है न्यानिस विस्ति क्यामपत । 010: 20/02/22 व्यट्टाप्टी, निस्त्रील अन्सारम्यर्क निर्मा भट्ड एव निक्कित्य द्वान कामान अक्षिती न्त्रत्व निरुष्ट्यात्र काम्यद्भा कार्येष्ट्र दश्यात । ५. न्यत काक इन्द्रीय विकास एको र. क्रियाम अधिकामिक व्यवप 6. 2232×2534 2534 388N 39ma, क्रिट्स खनानि ह्राय-ह्रायी हिल् उर्द क्याद्भाय क्ष्मिया क्ष याद्राया अभ्यात प्राप्त व्यात व्यात्य व्यात्य नियम्बर्ग काम्याक्षेत्र व म्यान्त्री। क्यानायन्त्या न्यद्यम्प्य न्यूय्य परवर्ष क्यामक न्यर्ट्याम्स्टा व्यान्स्वट्राव 36 FARVO. EVA 286 NE ट आयर्ष भर्माग्या क्यामान

Principal SONARI COLLEGE SONARI



Meeting on 17/08/23

16/08/23.

The HOD of English Department Sonari College, Charaidee.

Subject: Urgent complaint of Verbal assualt and almost physical assualt against my class male

Respected, HOD ma'an.

I am writing to bring your attention to a serious incident that happened to me. I am deeply concerned about my safety.

I sugest 2023, after the class ended, when the leacher was taking attendance, she asked about a particular student (biswajt) who was absent then a fellow class mate (bastab phukon) passed a comment saying "Biswajit has got married" which seemed in appropriate to me and I pointed it out to him, then he acted aggressively and started verbally abusing me which also resulted in a near-physical assualt but my only intention was to point him out his mistake. The situation escalated to a point where I felt the physically threatened and unsafe.

I kindly request you immediate intervention and support in addressing this matter. I am more than willing to provide further details and cooperate with any resolution process that you may deem necessary.

Principal SONARI COLLEGE



CO-ORDINATOR
CO-ORDINATOR
SONARI COLLEGE

your suift action in this regard will be greatly appreciated.

Sincerely,

Astha Phukon

B.A 3rd Semester.

English Department.

Contact no . . 70099 7449 73.

Principal SONARI COLLEGE SONARI



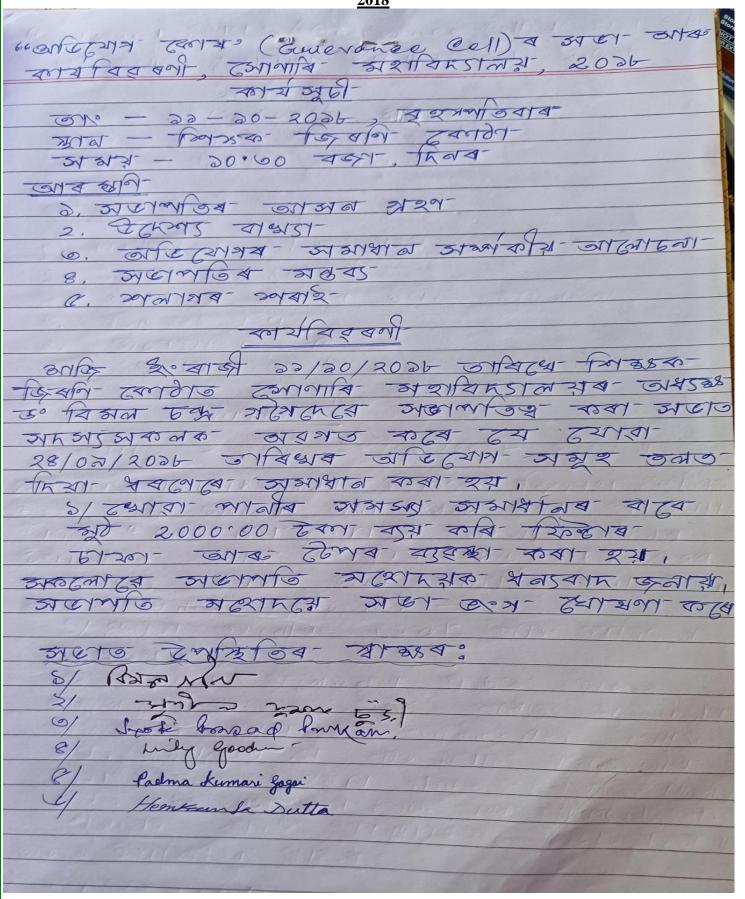
<u>Timely redressal of the grievances through appropriate committees(Proceeding and Action Taking)</u>

<u>2018</u>

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(Proceeding and Action Taking) 2019 « ortagens - gards » (Guierance Cell) & sour ortas यहार्या विश्व बनी, दुरुपाना वि अयारिएड रक्षण, 2057 यार्गात्रमी-अगल = 22/02/2022, अण्डलाबा 348121 = 12014 52 294 ONABLON-S, BYRYMOR - ONBYN XXY-5. Jennys- Shansyo. अविश्वात अश्वव - व्यात्मिका-8, 1314 78 212 W 34001941 68- 31885-ZALBIAG - DENEMBLE कार्या विश्वनी one 2000- 21/02/2022 onein Esnoyla-स्मिका- प्रमालास, करवा- अविधित्रक्रक- विक्रास, अधिमत्रक्रा, व्यावित्री अ- अन्ता अत्रा अव्यावित स्था व्या अव्यावित अत्या करिव. ८० स्वस्था हिंसी अध्ययियो अग्राज्य करास्त्रिक. ल्यायार्थार्थ्य न्वायां -5/ हराभी विकालि द्वालीय मार्थियाय मार्थियाया 100000 B. SNEW, sicher service confession salvasia. Salvas a shortasia. ONAL BYRENS BYREN GON- ON 4335 FIGH- ENG- ON CHYEAT SHELL BLAR SANDE GASTA SANDASMA DALO. 5. 21. Colhean- asta, अग्रहास अवश्वेष्य क्षान्त्रक Barm MON Spote bosseed 91 Lindy Gooden 8/ (2) Padma kumari gagai Hemkanta Dutta

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ल अखितान हरतात्र कारा ३- यम्प्रिकामनी हामानि अवगिर्वाहरू , 2057 Jake place eno - 58/00/2022 Alas - Moderno - Marked - Seergel -343KI - 22.00 SEXT (MENER) BUSSIGN-2/ 3/6/4/18/8- BUSHAT 2/24-2/ 272045 87367-6) OURSTELL BLANKER SLANGER - QUILLINGUI-8/ 3/2/4/19/19 3/3/2/-5/8/00 - B/E/W LOC /D वलय्यिक्षकारी 52184. 25/05/3024 QUENT- ONEROS. SERVIexpersion and expersion expersions MANT BREYS STENANGE ANG TEO PASIAN BOX 12 - 600 - 600 100 - 400 000 - 600 10 - 600 10 - 10 100 - 10 100 2004. Letala- Sachala- entarena, - entarena / Renez-यात्रीय विवासा वारा ज्या, लामक मार्थाय अध्य-अराक्षा- अवस्त - करवार- कार्या ABRELL BUILL BURGE LARGE, BACHARG. BUSARG. SVOY OVON- EXNEM, SWA, 31020. Jakophod 21884. 3/ Born MN 21 6/ 8/ hi dy Goodin.
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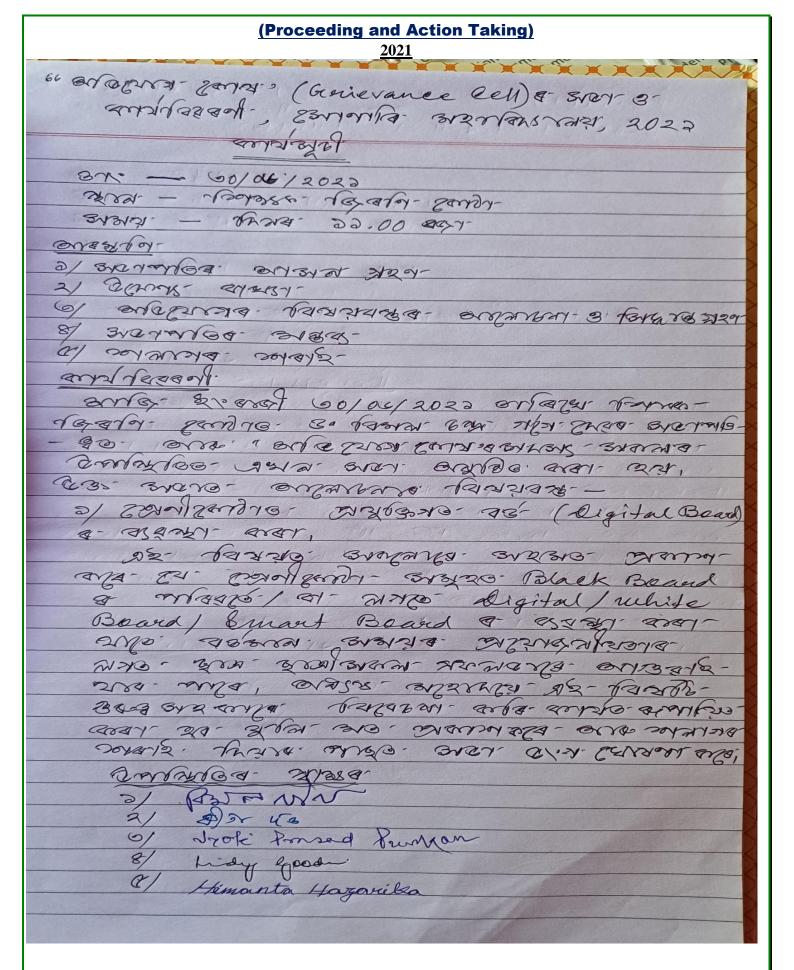


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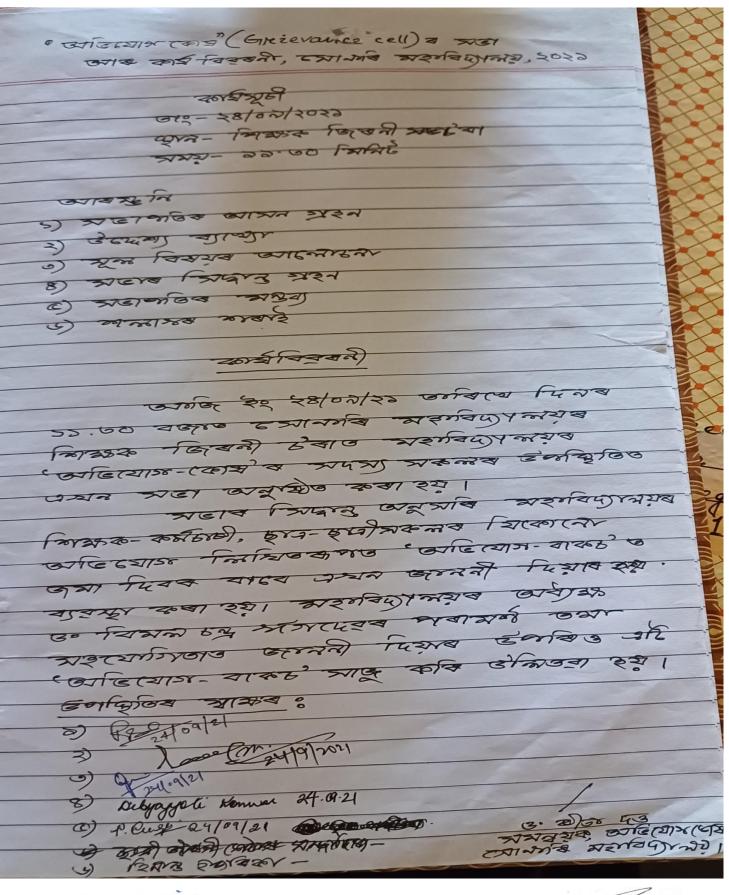
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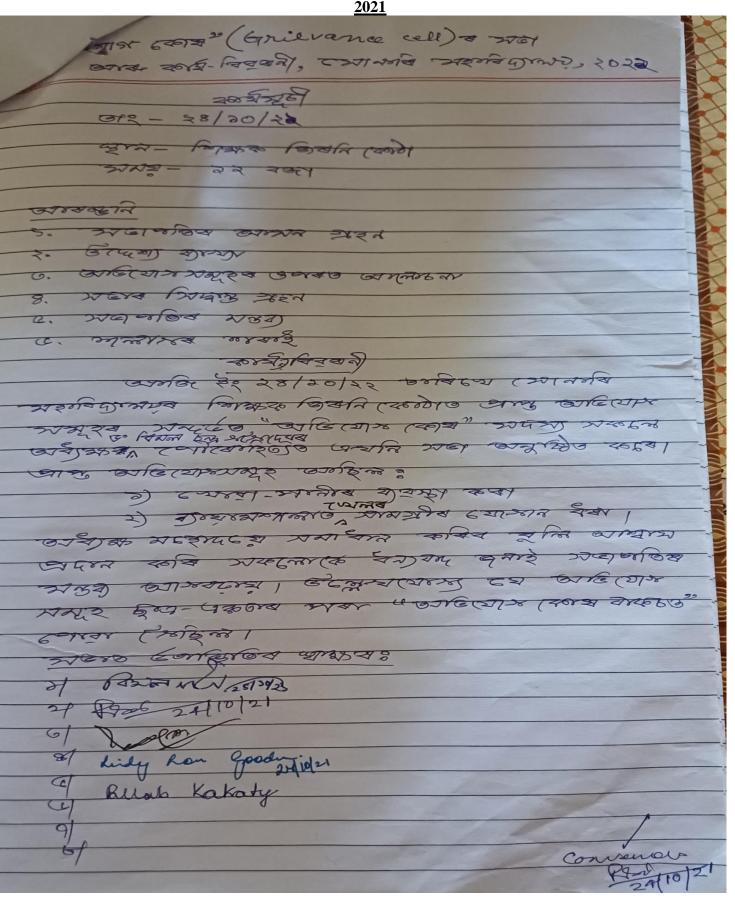






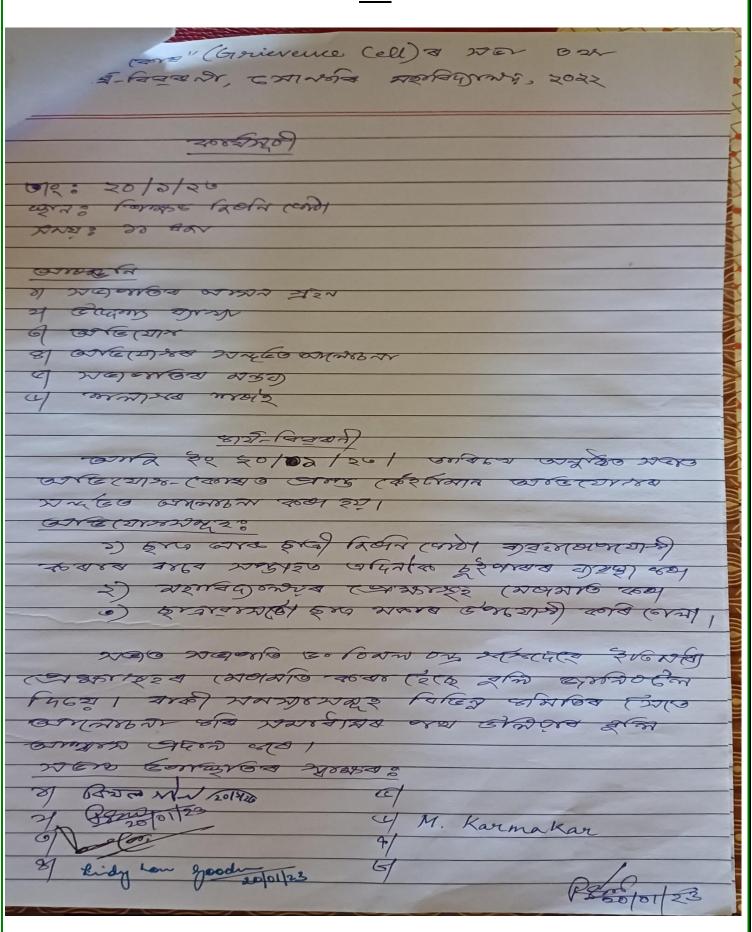
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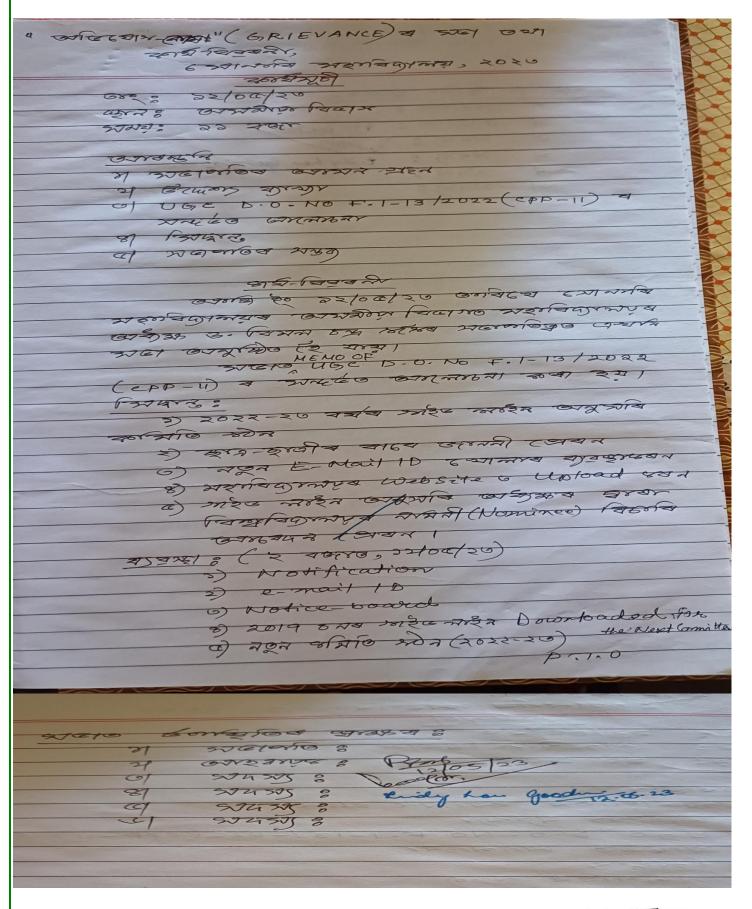




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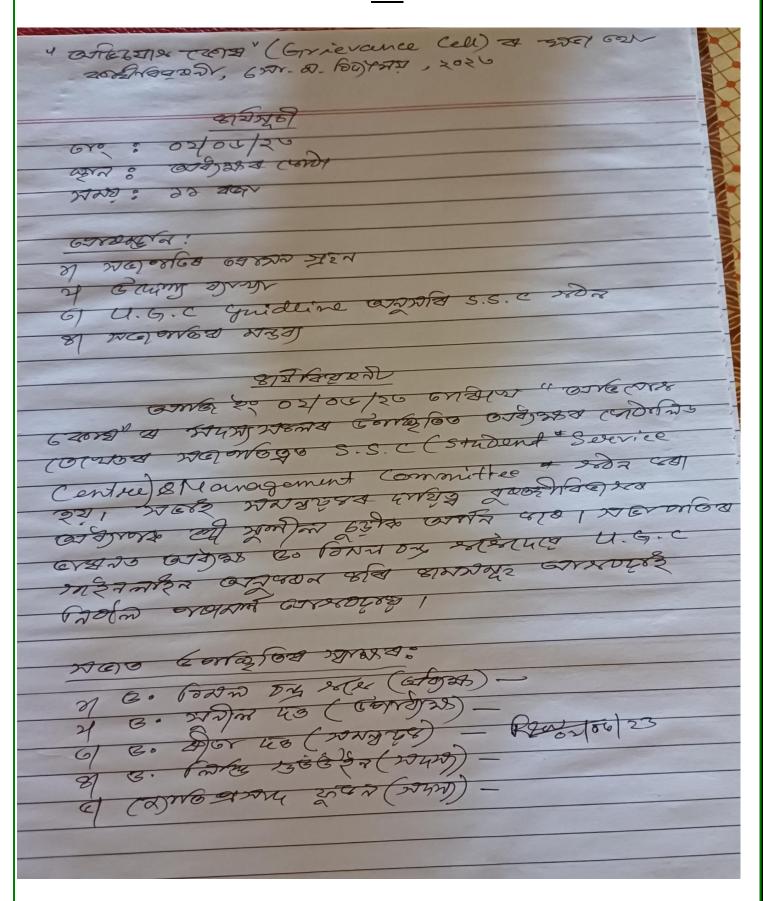


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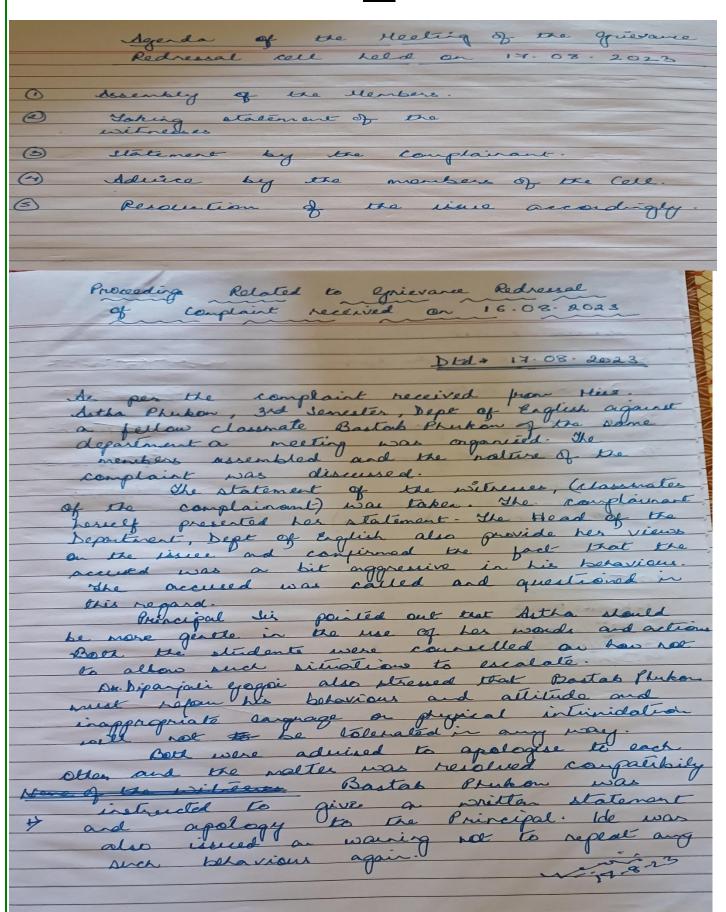




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1) av. Birnal Chardre lyours	17.08-23
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d Dr. Reeta Dalla	Aw 14.08.23
The wife of the state of the	Lite Plate
3) Or ludy h Goodwin	Jr 14.08.23
De mollers will committee the	- Lucial land
4) Dr. Dupanjali Gogoi	A 22/14/04/28
5) Heemakshrue Mukan	H. Phulkan 17/08/23
Miss Monisha Kawakar)	AA AN A
rus Mongha pamakar	
at the first on the	
Witnesses	
	A SAME TO SAME
1. Kasturi Boruah	Market Company
2. Vijala Guplā.	the and it
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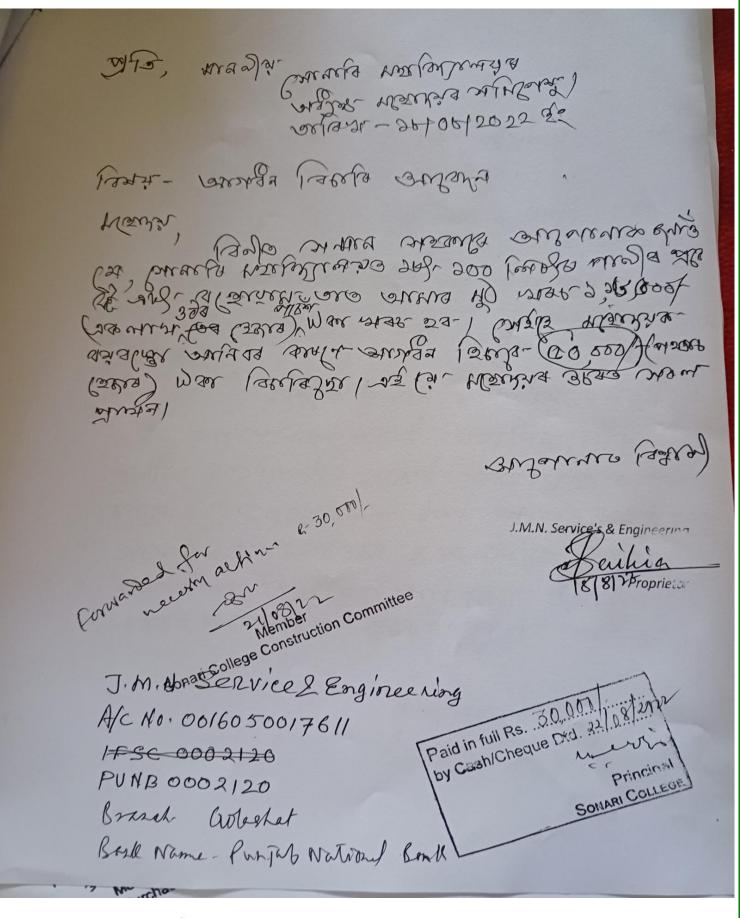
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Statement of the witnesses taken on 17.08.2023 Kasturi Baruah said that after Arkette Baruah enquired whereby a student "was not great in the clave, Bastab made an inappropriate remark. be was told by detta not to make such comments when Misher dupta the teacher was present. Ujala gupta confirmed the same Deeptysti Roman said he did not pay much attation to the matter and Though he did hear a commotion he did not want to get involved both how liver he was not very clear about the Astha Phukon (Complainant) said that Bostobis behaviour was extremely mude and that is why many of their closurates refrair from speaking with his. She said that he made an intimidating wave against her and gripped her hand which hart her Bostob Phukon (accused) said that he refused the claim that he advanced theateningly Trawards her.

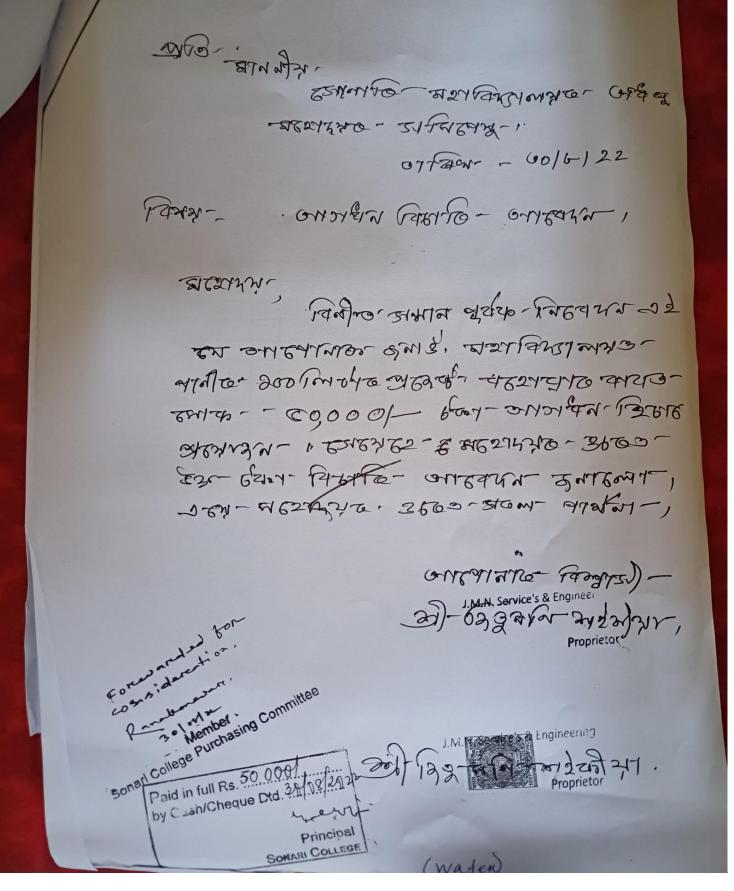
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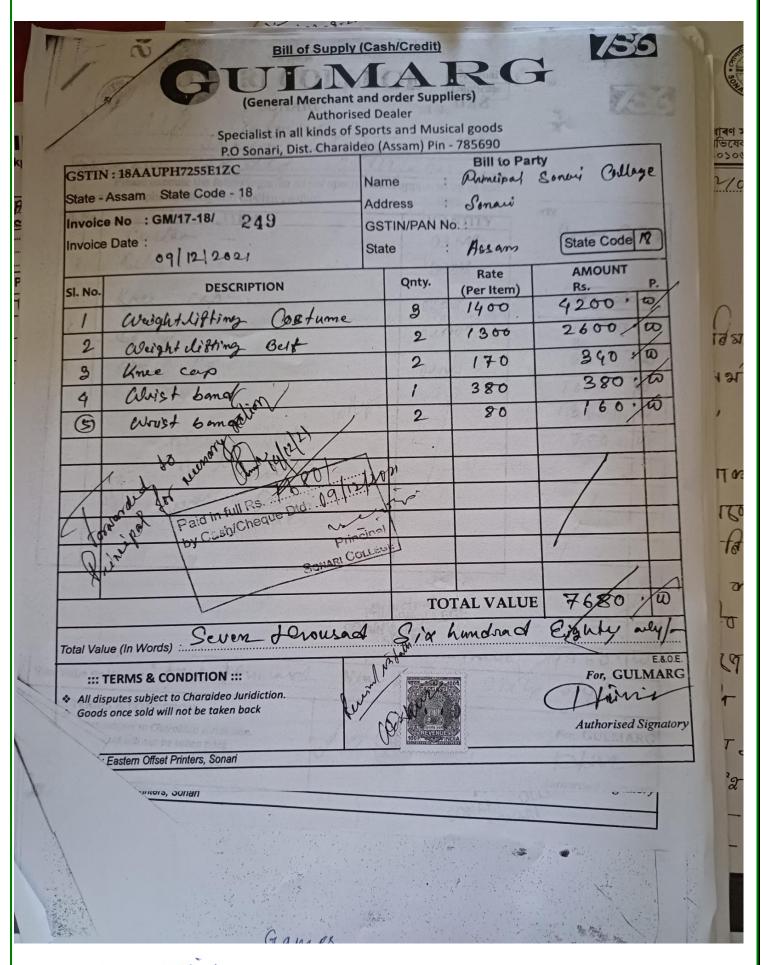
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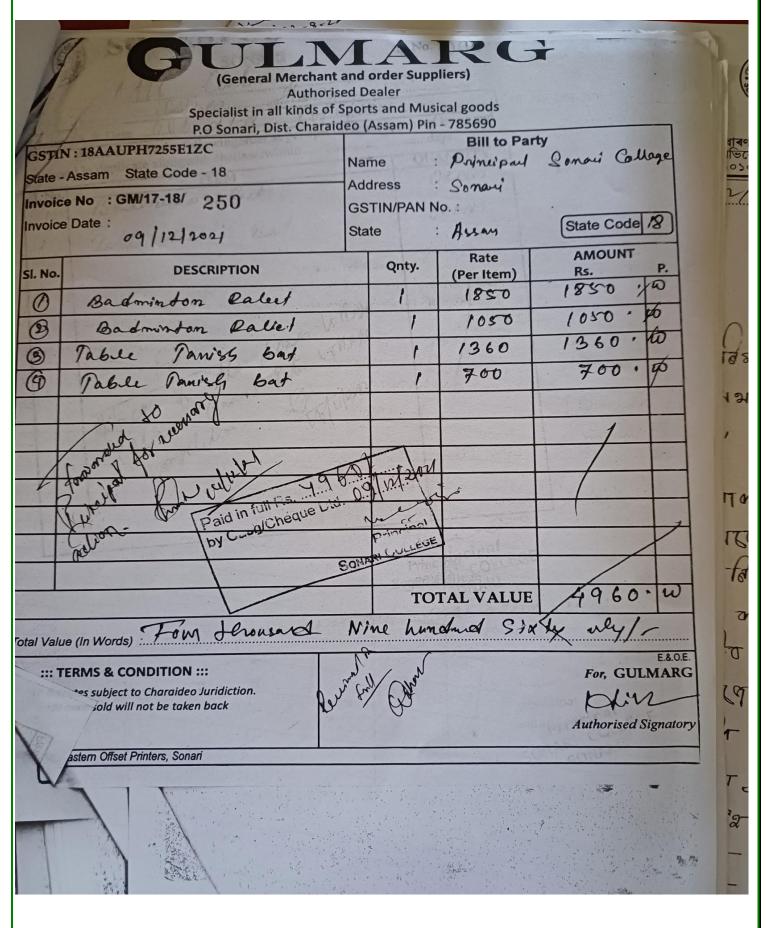




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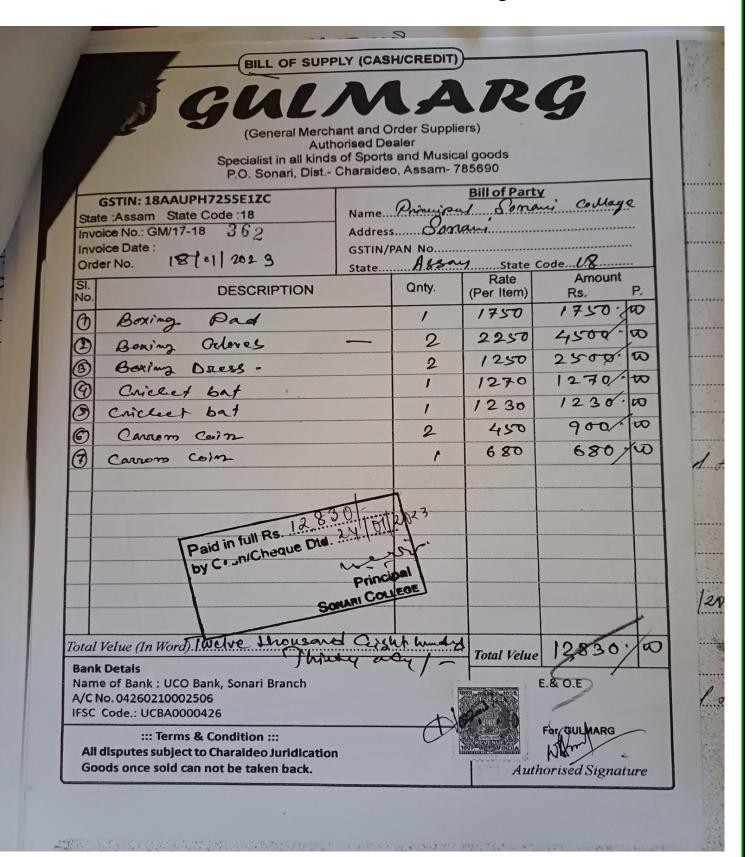






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Organization wide awareness and undertakings on policies with zero tolerance

Photograph of Awareness Programme on Cyber Security

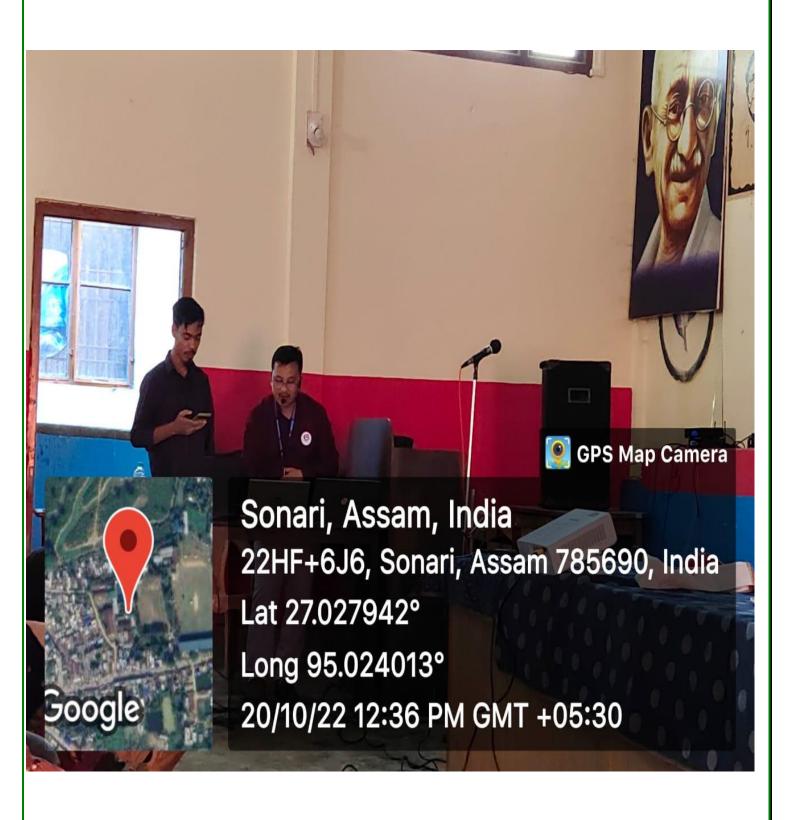








Photograph of Awareness Programme on Cyber Security

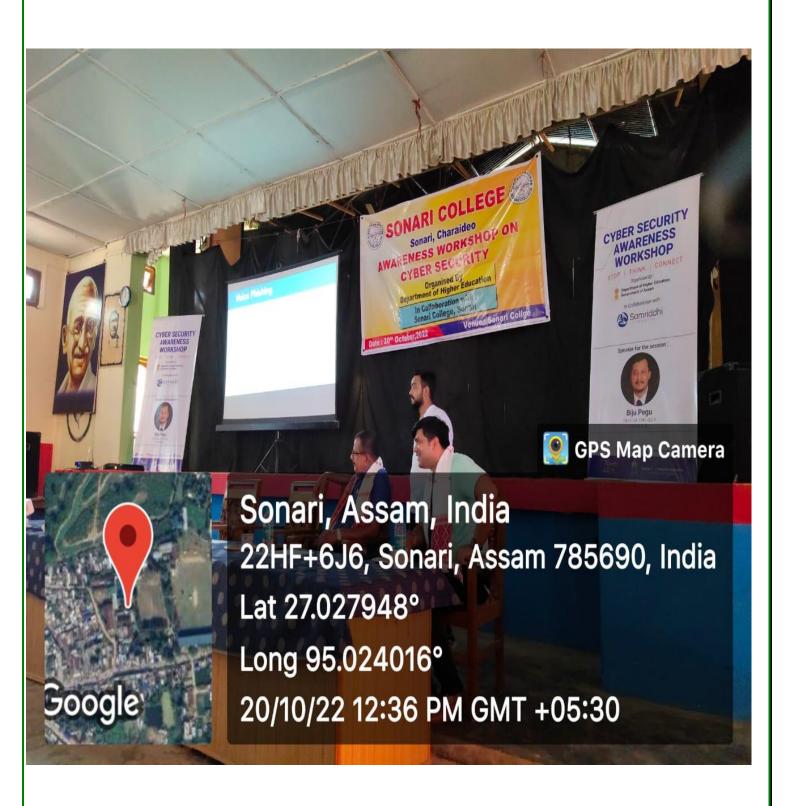








Photograph of Awareness Programme on Cyber Security









Photograph of Awareness Programme on Cyber Security



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Photograph of Legal Awareness Program



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Photograph of Social Awareness Program at Tea Garden



भागित गराविमानिय Awareness गरिना कायन मजागण मण Programme

সোণাৰি: নিজা প্ৰতিবেদক, ২৬ ছেপ্টেম্বৰ ঃ চৰাই দেউ জিলাৰ অন্যতম উচ্চ শিক্ষানুষ্ঠান সোণাৰি মহাবিদ্যালয়ৰ মহিলা কোষ আৰু ৰাষ্ট্ৰীয় সেৱা আঁচনিৰ সহযোগত সোণাৰিৰ জবকা আৰু টিয়ক চাহ বাগিচাত মহিলাসকলৰ মাজত বিভিন্ন বিষয়ত সজাগতা সৃষ্টি কৰাৰ উদ্দেশ্যের ২০ আৰু ১১ ছেপ্টেম্বত সজাগতা অনুষ্ঠান অন্ষিত কৰা হয়। বিশেষকৈ অন্ধবিশাস,ডাইনী হত্যা,বাল্য বিবাহ, পৰিষ্কাৰ-পৰিচ্ছয়তা , কভিড আৰু সামাজিক মাধ্যমৰ দ্বাৰা হ'ব পৰা যিকোনো সমস্যাৰ ওপৰত শ্ৰমিক মহিলা সকলক সজাগ কৰোৱাটোৱেই আছিল এই সজাগতা অনুষ্ঠানৰ মূল উদ্দেশ্য। মহাবিদ্যালয়খনৰ অধাক্ষ তথা বাগিচাখনৰ পৰিচালকদ্বয়ৰ তৎপৰতাৰ বাবে এই অনুষ্ঠান সফল ৰূপত অনুষ্ঠিত হোৱাৰ বাবে অনুষ্ঠানৰ উদ্যোক্তাসকলে সংশ্লিষ্ট পক্ষক সংবাদ মাধ্যম যোগে ধনাবাদ জ্ঞাপন কৰিছে। সঞ্জাগতা সভাখনত যোগাযোগৰ দায়িত পালন কৰাৰ লগতে বিশেষভাৱে সহযোগ কৰা সুশীল চড়ীক অধ্যাপক উদ্যোক্তাসকলে বিশেষভাৱে ধন্যবাদ জ্ঞাপন কৰে।

An Awareness Programme was undertaken as part of Community Work by the Women Study Cell, Sonari College in Collaboration with NSS unit, Sonari College in the Teok Tea Estate to generate awareness regarding evils of child marriage, proper use of social media and trafficking of women on 23rd September, 2021. The tea garden management was also

involved in the

programme.







Photograph of National Awareness Program



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