

Platinum College
WSBAK Resource Centre : Nihokhu Village
Niuland – 797109 : NAGALAND



Annual Report of Grievances Redressal Cell 2024-2025

Prepared and submitted by :
Asst. Prof. Amugha Kiba
Department of English



Platinum College

WSBAK Resource Centre : Nihokhu Village

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GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell of the institution is constituted to promote and maintain a fair, transparent and harmonious academic as well as administrative environment. The Cell functions as an important institutional mechanism to address and resolve grievances in a systematic and impartial manner. It seeks to safeguard the interests of students, teaching and non-teaching staff by providing an accessible platform through which concerns and complaints related to the functioning of the institution may be expressed and addressed. The Cell serves as a channel through which grievances can be communicated effectively to the appropriate authorities for necessary action and resolution. The committee meets periodically to review and examine the grievances received, assess their nature and take appropriate steps to resolve the issue in a timely manner. Through careful consideration and consultation with relevant authorities when required, ensuring that all grievances are handled with due sensitivity, confidentiality, and fairness. It is encouraged to an individuals to voice their concerns without fear of discrimination or prejudice.

Objective:

The objective of the Grievance Redressal Cell is to :

1. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution.
2. To uphold the dignity of college and the principles of justice, equality, and accountability in addressing grievances.
3. To promote a cordial supportive system and friendly environment in the institution for the students.
4. To identify and analyse the root causes of grievances and recommend appropriate corrective measures.
5. To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimized.

Scope:

The Grievances Redressal Cell deals with complaints related to the functioning of the institution, including issues concerning:

1. Related to admission, assessment, attendance, marks and other academic related issues.
2. Financial issues such as the charging of fees, scholarships and payments.
3. Administrative issues like infrastructure, basic amenities, sanitation, transport etc.
4. Harassment and Ragging by colleague, students or Teachers etc. However it would be referred to Anti-ragging/Harassment committee to take a appropriate action.

Function:

The main functions of the Grievances Redressal Cell include:

1. Receiving and registering grievances from students, faculty, and staff.
2. Examining and reviewing the nature of the complaint.
3. Conducting discussions or meetings with concerned authorities when required.
4. Recommending appropriate measures to resolve the issue.
5. Ensuring that grievances are addressed fairly and promptly.
6. Maintaining proper documentation and records of complaints and actions taken.

Procedure for lodging complaint :

The following procedure is to be followed for grievance redressal:

1. The complainant submits the grievance in writing or through the designated grievance submission system.
2. The grievance is reviewed by the Grievances Redressal Cell.
3. If necessary, the committee may call the concerned parties for clarification or discussion.
4. The committee evaluates the issue and recommends suitable action to the appropriate authority.
5. The decision or action taken is communicated to the complainant within a reasonable time.

Follow up and covering:

After the grievance has been addressed, the committee monitors the implementation of the recommended action. The Grievances Redressal Cell ensures that necessary improvements or corrective measures are carried out effectively. Records of grievances and their resolutions are maintained for reference and future review.

Exclusion:

The Grievances Redressal Cell will not entertain the following matters:

1. Personal disputes not related to institutional functioning.
2. Matters that are already under legal proceedings.
3. Issues falling under the jurisdiction of other statutory committees such as the Anti-Ragging Committee, Internal Quality Assurance Cell (IQAC) or Disciplinary Committee.
4. Decisions taken by the governing body, administrative and academic council.

Grievance Appeal And Redressal Committee Members:

Sl. No	Name	Designation	Nominated as	Signature
1.	Dr. K. Kalito Chishi	Principal	Convenor	<i>Kalito</i>
2.	Dr. A. Husca	Vice Principal	Member	<i>Husca</i>
3.	Ms. Amugha Kiba	Asst. Prof (English)	Member	<i>Amugha</i>
4.	Ms Avilo Zhimo	Girls Warden	Member	<i>Avilo</i>
5.	Mr. Hokito Ayemi	Boys Warden	Member	<i>H. Ayemi</i>

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Principal
Platinum College
Nihokhu : Nagaland
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Nihokhu Village: Niuland.



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date: 22- 07- 2024

Complaint Lodged By: Girl's Wardens

Issue: Ladies Incinerator

Action Taken Date:15-10-2024

Action: Following the grievance raised by the girls' warden regarding hygiene facilities, a sanitary napkin incinerator has been installed in the Girl's Hostel to ensure safe and proper disposal of waste.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date: 20-07-2024

Complaint Lodged By : Wardens

Issue : Power Backup and inverter.

Action Taken Date: 20-01-2025

Action : In response to the grievance regarding frequent power interruptions, the Grievance Redressal Cell has taken action by installing a power backup system with an inverter to ensure an uninterrupted electricity supply.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date : 06- 08-2024

Complaint Lodged By : Students

Issue : Table Tennis and Carrom

Action Taken Date:10-09-2024

Action : In response to students' grievances regarding the lack of Indoor recreational facilities, the Cell has taken an action by providing a proper Table Tennis and Carrom to encourage students' participation in extracurricular activities.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date : 16-07-2024

Complaint Lodged By : Faculty and Students

Issue : Water Facilities:

1. Drinking water
2. Water storage

Action Taken Date: 25-01-2025

Action : To address the concern raised about water facilities, filtered drinking water and adequate water storage systems have been arranged.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date : 09-09-2024

Complaint Lodged By : Faculty

Issue : Projector for classroom use in college

Action Taken Date: 05-02-2025

Action : To address the requirement in teaching aid, a projector has been arranged for classroom use to support teachers in delivering lectures more effectively.



Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2024-2025)

Complaint Lodged Date: 20-11-2024

Complaint Lodged By : Faculty and Students

Issue : Additional fans in classrooms.

Action Taken Date:10-03-2025

Action : Considering the submitted grievance, the Grievance Redressal Cell has arranged and installed new additional fans inside the classrooms.

Signature of the faculty

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STUDENTS GRIEVANCE REDRESSAL CELL (2025-2026)

Complaint Lodged Date : 21-07-2025

Complaint Lodged By: Students and Faculty

Issue : Bus Facility

Action Taken Date:14- 10-2025

Action : To address the concern raised about transportation, two buses have been arranged to operate on alternate weekends for the convenience of students and faculties.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2025-2026)

Complaint Lodged Date : 21-07-2025

Complaint Lodged By: Student's Welfare Committee: suggested by in-charge.

1. Asst Prof Toshimongla
2. Asst Prof Topeli Kiho

Issue : Scholarship for students.

Action Taken Date: 25- 10- 2026

Action : Considering the grievance related to scholarships, the institution has ensured that students receive necessary information and assistance in applying for scholarship schemes.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2025-2026)

Complaint Lodged Date : 13-11-2025

Complaint Lodged By : 3rd Semester

Issue : Sound System

Action Taken Date:1-12-2025

Action : To address the concern raised about sound facilities, an adequate sound system has been installed for effective use during academic and extracurricular activities.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2025-2026)

Complaint Lodged Date: 21-07-2025

Complaint Lodged By : Sports Club

Issue : Badminton

Action Taken Date: 07-09-2025

Action : In regard to submitted grievance, a new Badminton court has been constructed in the campus for students and faculties and to promote sports and recreational activities.

Signature of the faculty



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STUDENTS GRIEVANCE REDRESSAL CELL (2025-2026)

Complaint Lodged Date: 21-07-2025

Complaint Lodged By : Campus Dwellers

Issue : Road Condition

Action Taken Date: Between November 2025 to February 2026.

Action : Considering the grievance regarding poor road conditions, necessary repairs and maintenance work have been carried out to improve accessibility and safety.

Signature of the faculty