

DON BOSCO COLLEGE, ITANAGAR.

Grievance Redressal Cell

Minutes of Meeting

I. SCHEDULE:

Date: 1st September, 2023

Time: 2:00 PM

Place: Seminar Hall

II. MEMBERS PRESENT:

SL. NO.	NAME	DESIGNATION
1.	Dr. Fr. Jose George	Principal
2.	Fr. Phuvito Emmanuel	Vice Principal
3.	Sr. Suneetha Devasi	Vice Principal
4.	Dr. Prafulla Rajbanshi	Coordinator
5.	Dr. Lalgin Chongloi	Asst. Coordinator
6.	Mr. Daikho Athishu	Member
7.	Ms. Jasmine Kimsing	Member
8.	Mr. Ayu Poupu	Member
9.	Dr. Dusu Sambyo	Member
10.	Dr. Dominic Leo Thaikho	Member
11.	Mr. Nabam Suraj	Member, Student Council President

II. AGENDA OF THE MEETING

- a) Review of the grievance redressal process.
- b) Allocation of responsibilities among members.
- c) Discussion of pending grievances.
- d) Introduction of new grievances, if any.
- e) Suggestions for improving the grievance resolution process.

III. DISCUSSIONS OF THE MEETING

The meeting reviewed the grievance redressal process, highlighting the need for better monitoring of resolution timelines and addressing pending grievances. Members proposed training for new members, introducing a feedback system for stakeholders, and allocating responsibilities to ensure a more streamlined and efficient process

IV. DECISIONS OF THE MEETING

The committee decided to implement a monitoring mechanism for tracking grievance resolution timelines and prioritize pending cases for swift action. Responsibilities were allocated among members based on expertise, and a training session was planned for new members. Additionally, a feedback system will be introduced to gather input from stakeholders on the grievance redressal process

***** Thank You*****



PROGRAMME COORDINATOR
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