

Dated: 09/07/2019

Office Order

In suppression to the earlier Office Order No. F.8.(1)-Principal/TIT/2007-08/952-954 dated 04/09/2017, the Institutional Grievance Redressal Committee is hereby reconstituted with the following faculty members with immediate effect.

Sl. No.	Name and Designation	Will serve as	Phone No. and Email Id	Title of Grievances (Detail is in Annex-I)
01	Sri Raja Chakraborty, Associate Professor	Administrator	9436450679 chakrabortiraja@yahoo.com	Over all supervision of the committee
02	Dr. Bijoy Kumar Upadhyaya, Associate Professor	Member	9436502613 bku.agt@gmail.com	i) Denial of quality education. ii) Regarding non-transparent and unfair evaluation process.
03	Dr. Jhunu Debbarma, Associate Professor	Member	9436122189 jhunudb@gmail.com	Discrimination faced by students from SC/ST/Minority/Women/Disabled Categories.
04	Dr. Jayanta Chakraborty, Assistant Professor	Member	9436503325 jctit@rediffmail.com	Student harassment and victimization.
05	Smt. Adwitya Gope, Assistant Professor	Member	9436483764 adwitya10@rediffmail.com	i) Related to Admission ii) Refund of fees on withdrawal of admissions.
06	Sri Sanjoy Mitra, Assistant Professor	Member	9402594918 mail.smitra@gmail.com	Provision of student amenities.
07	Sri Subhankar Debbarma, Assistant Professor	Member	8794743288 shubhankardebbarma@gmail.com	i) Refusal to return documents such as certificates. ii) Demand of money in excess of the specified fees. iii) Examination and result related issues.
08	Sri Sushanta Das Baishab, Assistant Professor	Member	9436182811 susantatit@gmail.com	Non-payment or delay in payment of scholarships
09	Sri Bidyut Bhattacharjee, Assistant Professor	Member	9436557287 bhattacharjeebidyut@gmail.com	Any other issue
10	Ms. Amrita Saha, Assistant Professor (NPIU)	Assistant Administrator	9804654384 amritasaha320@gmail.com	Assist the administrator in overall supervision of the committee.


The committee will receive grievances from the registered stake holders through online portal available at <http://www.titagartala.edugrievance.com/>, take necessary actions to resolve them on priority and forward the monthly report to the Principal for onwards transmission to AICTE.


(Prof. Sekhar Datta)
Principal

Copy to: 1) All members of the Institutional Grievance Redressal Committee.
2) Faculty-in-charge, Website committee for uploading in the institutional website.

Title of the Grievances and their Brief Description

Sl. No.	Title of Grievances	Brief Description
1	i) Denial of quality education. ii) Regarding non-transparent and unfair evaluation process.	(i) Grievance related to denial of quality education as promised at the time of admission or required to be provided, lack of academic and infrastructural facilities etc. (ii) Complaints related to unfair practices in assessment processes including biased evaluation, non-transparency in internal mark assessment etc.
2	Discrimination faced by students from SC/ST/ Minority/Women/Disabled Categories.	Complaints on discriminatory treatments faced by students from SC/ST/Minority/Women/Disabled categories or other kinds of discrimination on the basis of their race, color, religion, sex, sexual orientation, national origin, age etc.
3	Student harassment and victimization	Grievance related to harassment and victimization of students physically, mentally or otherwise.
4	i) Related to Admission ii) Refund of fees on withdrawal of admissions	Specific concerns or complaints about the admission processes including (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute, (ii) irregularity in the admission process adopted by the institute, (iii) refusing admission in accordance with the declared admission policy etc. (iv) breach of the policy for reservation in admission as may be applicable (v) refund of fees on withdrawal of admissions as per AICTE instructions from time to time.
5	Provision of Student Amenities	Grievance related to lack of infrastructure like canteen, bank, guest house, common room, sports facility etc.
6	i) Refusal to return documents such as certificates. ii) Demand of money in excess of the specified fees. iii) Related to examination and result related issues	Complaints related to overcharging of fees, compelling students to pay fees in respect of any course of study which they do not intend to pursue, different fee structure for same course, refund of fees or other fee related issues in the institution.
7	Non-payment or delay in payment of scholarships	Grievance related to non-payment of scholarships, continuous delay in the payment of scholarships etc.
8	Any other issue	All other Grievances not categorized above.


 (Prof. Sekhar Datta)
 Principal