



दूरस्थ शिक्षा संस्थान
राजीव गांधी विश्वविद्यालय
INSTITUTE OF DISTANCE EDUCATION
RAJIV GANDHI UNIVERSITY
ITANAGAR-791 112

No. 112-IDE/RGU/Grev.Cell/2019-20

Dated: 26th June, 2019

**MINUTES OF THE MEETING OF GRIEVANCES CELL HELD ON 24TH
MAY, 2019 IN THE O/O THE DIRECTORATE OF DISTANCE EDUCATION,
RGU @ 10.00 AM**

The first Meeting of Grievances Cell was conducted on 24th May 2019 at the office of the Institute of Distance Education regarding the regulation and responsibilities of 'Grievances Cell' in accordance with the UGC regulation 2017. The following members were attended the meeting.

1.	Ms. Moyir Riba, Asstt. Prof.)	Chairman
2.	Dr Nyajum Lollen (Asstt.Prof)	Member
3.	Mr Rinchin Naksang (Asstt.Prof)	Member
4.	Miss Boni Anita (Asstt.Prof)	Member
5.	Miss Jamuna Tayeng (Asstt.Prof)	Member

The meeting was chaired by Miss Moyir Riba, Assistant Professor, IDE, RGU. The following points were discussed and accepted by the members;

- (1) The members decided that the Grievances Cell at the HQ shall be comprises of two branches, academic and administrative. The administrative related grievances will be dealt by section officer and academic grievances will be dealt by faculties of the concern subject. So, it was suggested the Section Officer if IDE may be co-opted the cell.
- (2) All the Coordinators of the study centre shall nominate two members for grievances cell from each college. The principal and the Coordinator of the respective centre will be the member of the cell. The administrative cell shall be lead by the principal and an academic cell by the Coordinator itself.
- (3) The grievances cell of the study centre shall follow the same structure as followed by HQ.
- (4) The Coordinator of each study centre will maintain a grievances box to receive the grievances of the students. The same will be maintained in the HQ.
- (5) The headquarter (IDE) will generate an email ID and same will be forwarded to each Coordinator of the study centre to update the progress of the respective grievances cell.



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- (6) The grievances cell of the study centre will resolve the grievances at their early level. If the matter is related to the HQ level same should be immediately forwarded to the section officer of the HQ within a stipulated time frame.
- (7) At the HQ the meeting of the grievances cell shall be held twice in a month i.e. second and fourth Monday of every month and grievances cell meeting of the institute will be held annually with all the Coordinators of the institute and time and date will be notified from time to time to all Coordinators.

To conclude the Chairman of the Grievances Cell, thanked all the members for the fruitful discussions and the positive decision that were made as an outcome of the meeting.


Sd/-
(Ms. Moyir Riba)
Chairman

Memo No. 112-IDE/RGU/Grev.Cell/2019-20

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Copy:

1. The PS to Vice-Chancellor, RGU for information to the Hon'ble Vice Chancellor please.
2. The PS to Registrar, RGU for information to the Registrar.
3. The Director, IDE, RGU for information please.
4. Concerned members
5. Office copy


(Ms. Moyir Riba)
Chairman