

Grievance Redressal Cell

About the Cell

The Grievance Redressal Cell (GRC) of Assam Veterinary and Fishery University (AVFU) has been constituted to provide a fair, transparent and time-bound institutional mechanism for addressing grievances of students, faculty members and non-teaching employees of the University. The Cell provides a formal platform through which grievances concerning University-related matters may be brought to the attention of the appropriate authority for examination and necessary action.

The Grievance Redressal Cell has been constituted in pursuance of the provisions of the University Grants Commission (UGC) Regulations and is committed to ensuring that grievances are examined objectively, impartially and with due regard to confidentiality. The Cell also seeks to protect complainants against victimization and to facilitate appropriate remedial measures in accordance with applicable UGC and statutory norms.

Objectives

1. To provide an accessible institutional mechanism for submission and redressal of grievances by students, faculty members and non-teaching employees of the University.
2. To ensure fair, objective and time-bound examination of grievances received by the Cell.
3. To promote transparency, accountability and fairness in the grievance redressal process.
4. To provide concerned parties an appropriate opportunity to present relevant information and clarification wherever required.
5. To safeguard the confidentiality of grievances and protect complainants against victimization.
6. To facilitate appropriate remedial measures through the competent authority of the University.
7. To ensure that the grievance redressal mechanism functions in accordance with applicable UGC and statutory norms.

Constitution of the Grievance Redressal Cell

The Hon'ble Vice-Chancellor, Assam Veterinary and Fishery University, constituted the Grievance Redressal Cell with immediate effect vide Notification No. AVFU/R(K)/05/2025-26/2608-636 dated 22nd December 2025, issued by the Office of the Registrar, AVFU, Khanapara, Guwahati-22.

The composition of the Cell is as follows:

Sl. No.	Name and Designation	Position in the Cell
1	Dr. Manmath Talukdar, Professor & Head, Department of Veterinary Anatomy, CVSc, AVFU, Khanapara, Ghy-22.	Chairman
2	Dr. Biraj Kumar Sarma, Assistant Professor, Department of Surgery & Radiology, LCVSc, AVFU, Lakhimpur.	Member
3	Dr. Monosri Johari, Assistant Professor, Department of Extension Education, CVSc, AVFU, Khanapara, Ghy-22.	Member
4	Dr. Ankita Gogoi, Assistant Professor, Department of AGB, CVSc, AVFU, Khanapara, Ghy-22.	Member
5	Dr. Utpal Das, Assistant Professor, Department of Aquatic Environment Management, FFSc, AVFU, Roha.	Member

Functions of the Grievance Redressal Cell

1. To receive and register grievances submitted by students, faculty members and non-teaching employees of the University.
2. To examine the grievances received by the Cell in a fair, objective and time-bound manner.
3. To call for relevant records, seek necessary clarification and hear the concerned parties wherever required for proper examination of a grievance.
4. To recommend appropriate remedial measures to the Competent Authority based on examination of the grievance.
5. To maintain confidentiality in dealing with grievances and ensure protection of the complainant against victimization.
6. To maintain proper records of grievances received, examined and disposed of by the Cell.
7. To submit periodic reports regarding the status and disposal of grievances to the Competent Authority.
8. To facilitate grievance redressal in accordance with applicable UGC and statutory norms.
9. To perform any other function assigned by the University in connection with grievance redressal.

Submission of Grievances

Students, faculty members and non-teaching employees of Assam Veterinary and Fishery University may submit their grievances to the Grievance Redressal Cell through the mechanism prescribed by the University. Complainants are encouraged to provide a clear description of the grievance along with relevant information and supporting documents, wherever applicable, to facilitate its proper examination.

The Cell shall deal with grievances with due regard to fairness, objectivity, confidentiality and protection against victimization.

Contact / Grievance Submission

Grievance Redressal Cell,
Assam Veterinary and Fishery University
Khanapara, Guwahati – 781022, Assam

Online Grievance Submission: <https://forms.gle/GkCa7hoyCPatHhSs6>
Official Email: grcavfu@avfu.ac.in
Contact No.: 9435101850