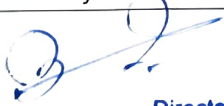
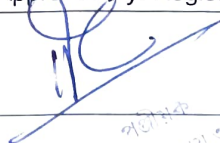


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DOCUMENT REVISION HISTORY				
Revision No	Date	DESCRIPTION OF CHANGES	Pages Affected	Issued /By
00	01/09/2023	First initial issue for Quality Management System implementation.	N/A	MR/Director, IQAC

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 Director	

1.0 OBJECTIVES
Internal Quality Assurance Cell
Gauhati University, Assam

১৪/০৯/২৩
 গাৰ্হাটী বিশ্ববিদ্যালয়, গাৰ্হাটী ১৪
 Registrar
 Guwahati-14

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The purpose of this procedure is to establish and maintain a system for identification, documentation, evaluation, segregation and disposition of non-conforming outputs--products and/or services—and of nonconformities related to environmental, occupational health & safety.

2.0 SCOPE

This procedure applies to all nonconformities found throughout in the implementation of the Quality Management System of Gauhati University. Likewise, this procedure is utilized in the disposition of non-conformities related to products, services, processes, audit non-conformities, and customer (student, teacher & non-teaching staff) complaints and grievances, in accordance with the requirements of Clause-8.7 of ISO 9001:2015 standard.

3.0 OWNERSHIP STATEMENT

The Management Representative (hereinafter, referred to as "the MR") /Director, IQAC maintains ownership of this document and is responsible for ensuring that this document is necessary and reflects actual practice.

4.0 REFERENCES

4.1 Internal Audit Procedure

4.2 Control of Documented Information Procedure

5.0 DEFINITION OF TERMS

5.1 **Conformity** – compliance with a fixed standard, regulation or requirement.

5.2 **Nonconformity** – non-fulfillment of a requirement.



5.3 **Objective Evidence** – data or evidence to support compliance to the requirements of the standard.

5.4 **Corrective Action** - actions taken by the concerned department to eliminate the cause of the identified non-conformities in order to prevent its recurrence.

5.5 **QMS** – Quality Management System.

6.0 RESPONSIBILITIES & AUTHORITIES

6.1 The Registrar and the Secretary University Classes is responsible for ensuring that all reported non-conformances, complaints and incidents are recorded, monitored and closed in accordance with this procedure and other related documents.

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6.2 Department Heads are responsible for identifying, recording and investigating nonconformances and complaints.

7.0 PROCEDURE

7.1 Identification

7.1.1 All nonconformities associated with the implementation of the Quality Management System, either identified as:

- Non-conforming products or services;
- Non-conforming processes and practices;
- Non-compliance to specified legal and other requirements;
- Complaints from customer/students or interested parties;
- Incidents, including ragging & other emergency situations.

7.1.2 Non-conformities are identified, recorded, analyzed through root cause analysis and corrected by the Internal Complaint Committee

7.1.3 Departmental Heads shall ensure that required actions are in place needed to prevent:

- Recurrence of an existing nonconformities, complaints or incidents; and
- Occurrence of a potential nonconformities, complaints or incidents.

7.1.4 Any work or activity associated with nonconformities, complaints, incidents and emergency situations shall not proceed until Incident investigations and root cause analysis are carried out and that appropriate corrective/preventive actions are taken.

7.1.5 Records of nonconformities, complaints and incidents, along with its disposition and re-verification results shall be maintained by the Registrar Office and the Secretary University Classes, and shall be brought to the attention of the Vice Chancellor with copies of all relevant documents and records.

7.2 Segregation

Gauhati University has its mechanism to address different complaints raised by the Students, Faculty members and Non-Teaching Staff. The University has formed different committees such as (i) Anti-ragging Committee, (ii) Internal Complaints

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Committee, (iii) Residence, Health and Discipline Committee, (iv) Caste Based Complaints Committee, (v) Students' Grievance Redressal Cell (SGRC).

The Internal Complaints Committee (iccgu@gauhati.ac.in) has been formed by the University to mitigate the internal complaints raised by the students, teachers and non-teaching staffs.

Caste Based Complaints Committee is formed to redress complaints regarding caste-based discrimination at any level, especially with reference to SC, ST and OBC castes. The students can email to scstcell@gauhati.ac.in

Gauhati University (GU) has formed the Students' Grievance Redressal Cell (SGRC) and named an Ombudsperson to handle the problems faced by the students enrolled in Gauhati University as well as those seeking admission to the same. This committee has been formed as per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.



For the Students' Grievance Redressal Cell (SGRC), Secretary, University Classes, Gauhati University has been named the Chairperson including a few teachers as members of the Cell.

To prevent the ragging activities In G.U. campus as per the "UGC Regulation on Curbing the Menace of Ragging in Higher Education Institutions, 2009", and guidelines of the Supreme Court of India, an Anti-ragging Committee was formed at Gauhati University for the coming academic year. With the approval of the Vice Chancellor of the University, this committee was formed and comprised of members from multiple departments, with Registrar as the Chairperson. The Secretary, University Classes of Gauhati University, is the Convener and has a total of 16 members including the faculty members of the university, Officer-in-Charge of Jalukbari Police Outpost, the Circle Officer of Guwahati Circle, Lawyer and guardian of G.U. Students, NGO Representative, Media Person, President, PGSU, G.U., one non-teaching staff and the Security Officer of the university.

Employees' complaints including Teaching and Non-teaching staffs are handled by the office of the Deputy Registrar, Gauhati University; while the complaints raised by the students of the University are dealt by the Office of the Secretary of University Classes of Gauhati University.

7.3 Investigation

- 7.3.1 Non-conformities shall be investigated by the concerned Committee or personnel to determine the root-cause and that appropriate correction and corrective action may be carried out.
- 7.3.2 The process of investigation and corrective action shall be recorded as per Rules of Residence, Health and Discipline (RH&D) Board of Gauhati University to protect the rights of all members of the Gauhati University and to maintain an academic ambience suitable for the University.

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7.3.3 The University shall maintain a Record Book of disciplinary actions in the Office of the Secretary University Classes/Convenor of the RH&D Board and the Registrar's Office.

7.4 Implementation of Corrective Action

- 7.4.1 Concerned department head and/or personnel shall apply the corrective action to prevent recurrence of the same nonconformance or complaints.
- 7.4.2 The effectiveness of the corrective action shall be verified by the Registrar and the Secretary University Classes.
- 7.4.3 When nonconforming output is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

7.5 Appellate Authority

The Vice Chancellor of Gauhati University is the appellate authority in respect of all disciplinary matters including disposition of disciplinary actions. The appeal, to be considered has to be made by the concerned student only with proper justification within 14 (fourteen) days' time from the imposition of the disciplinary action. (Ref: RH&D Rules of Gauhati University vide its Resolutions No. R/EC-04/2017/19(B) and R/EC-04/2017/5 (viii)).

The Ombudsperson and Students Grievance Redressal Cell (SORC), Gauhati University, shall exercise its powers and functions as per the University Grants Commission (Redressal of Grievances of Student Regulations, 2023). It was also mentioned that the Chairperson and members of the Students' Grievance Redressal Cell have a tenure period of two years from the date of the notification.


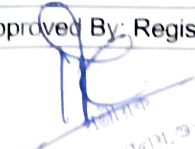
7.6 Non-conformities related to Health, Safety & Environment

7.6.1 Any existing and potential nonconformities related to environment, health & safety shall be identified and reported. Any personnel designated by the Registrar shall conduct investigation and determine the root-cause so that appropriate corrective actions can be taken

7.6.2 **Ragging:** Each newly admitted Student must file an Online Anti-Ragging Affidavit directive received from the UGC (through Office of the Honourable Vice Chancellor, GU). This process does not involve any money, no signature form Notary Public / Oath Commissioner, etc, and no need to scan any documents.

This process involves the following procedure:

1. Logon to www.antiragging.in (click **here**, if you have difficulty)
2. Fill in the desired information

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3. On successful completion, will receive the Affidavits, both for parents and students through email.

4. Sign them and submit to respective departments.



For more information, one can logon to the above websites or call the Anti-ragging Helpline at - **1-800-180-5522** or email to **helpline@antiragging.in**.

7.7 Records of Nonconforming outputs

7.7.1 Records arising from the control and disposition of nonconforming outputs are kept and maintained by the Registrar, the Secretary University Classes, the Controller of Examination, the Academic Registrar and the concerned department.

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MASTER

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