

**Government Autonomous  
Girls Post Graduate  
College of Excellence,  
Sagar M.P.**



**STUDENT'S  
GRIEVANCE REDRESSAL  
POLICY**



## **DISCIPLINARY CONTROL RULES**

College aims to provide an environment where there are no barriers to student success and progression. If a student's behaviour prevents others from feeling safe, secure, respected and able to learn effectively then this may result in disciplinary action. The purpose of this policy is to ensure that all instances of student misconduct are dealt with fairly and consistently and provide a clear procedure to guide both staff and students.

## **ANTI RAGGING COMMITTEE**

Ragging is prohibited under their various provisions of the Indian Penal Code, 1860. The Regulators of higher education like UGC and AICTE have also noted promptly by making the necessary Rules and Regulations to curb the menace of ragging in all the educational institutions.

Its body at Institutional level has to establish measures for Prohibiting, Preventing and Punishing Activities of Ragging menace within and outside of the campus in accordance with regulations of UGC Guidelines of Hon'ble Supreme Court Directives and Act M.P. Govt. It is responsible for taking actions against those found guilty of ragging and or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.

## **COMPOSITION OF ANTI-RAGGING COMMITTEE**

The College has constituted a Committee as the Anti-Ragging Committee headed by the Principal of the Institution, faculty, senior students and non-teaching staff to avoid any form of conflict that could take the ugly form of ragging.

The committee consists of 5 members of different faculty -

- |                        |   |                |
|------------------------|---|----------------|
| 1. Principal           | - | 01             |
| 2. Coordinator         | - | 01             |
| 3. Two Faculty Member  | - | 02 (One Woman) |
| 4. None Teaching Staff | - | 02 (One Woman) |
| 5. Senior Students     | - | 02             |

## **FUNCTIONS OF ANTI-RAGGING COMMITTEE**

1. To ensure compliance with the provision of these regulations and any law for the time being in force concerning ragging and to deal and act promptly with the incidents of ragging brought to its notice.
2. To keep tabs on the happening of events related to, in Campus or Off-campus or other designed places in the premises
3. To conduct such enquiry observing a fair and transparent procedure and the principles of natural justice and after giving adequate opportunity to the student or students accused of ragging and other witness to place before it the facts, documents and views concerning the incident of ragging and considering such other relevant information as may be required.
4. To monitor and observe in the functions and performance of the Anti-Ragging committee in prevention and curbing or ragging in the institution.
5. To conduct an on the spot enquiry into any incident of ragging referred to it by the Head of the Institution or any member of the Faculty or any member of the Staff or any student or any parent or guardian or any employee of a service provider or any other person, as the case may be: and the enquiry report along with recommendations shall be submitted to the Anti-Ragging Committee for action under clauses (a) of Regulation 9.1 of UGC.
6. Also to monitor the welfare of fresh students outside the campus.
7. To be vigilant at all hours including at odd hours all around the campus and other places vulnerable to incidents of, and having the potential of ragging and shall be empowered to inspect such places.

## **ADMINISTRATIVE ACTION IN THE EVENT OF RAGGING**

The Institution shall punish the student found guilty of ragging after following the procedure and in the manner prescribed herein under:

The Anti-Ragging Committee of the Institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Committee.

1. The Anti-Ragging Committee depending on the nature and gravity of the guilt will follow up the punishment based on the committee's decision.
2. Further the Institution can refer to the Affiliating University to act according to the UGC

Regulations and M.P. Govt. Act on curbing the menace of ragging

## **PUNISHMENTS**

- As per the Supreme Court judgment on ragging in the Colleges, the following actions will be taken on those students who indulge in ragging Withholding of scholarships, fellowships & results
- Debarring from representation in events and appearing for tests/examinations and also consequent admission to any other institution
- Withdrawing benefits like travel concessions and campus selections
- Suspension or expulsion from hostel or mess and also attending classes
- Cancellation of admission or rustication from the Institution
- Registration of FIR against the accused and Prosecution under the Indian Penal Code, 1860.

## **ANTI SEXUAL HARRSSMENT CELL**

As per the Supreme Court Judgment and guidelines issued in the year 1997 to provide for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the University Grants Commission (UGC) has issued circulars since 1998, to all the universities, advising them to establish a permanent cell and a committee and to develop guidelines to combat sexual harassment, violence against women and ragging in colleges and universities. Keeping the above guidelines in mind the institution has constituted a Committee against Sexual Harassment.

## **COMPOSITION OF ANTI SEXUAL HARRSSMENT COMMITTEE**

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| 3. Two Faculty Member | - | 02 (One Woman) |

- |                        |   |                |
|------------------------|---|----------------|
| 4. None Teaching Staff | - | 02 (One Woman) |
| 5. Senior Students     | - | 02             |

## **VISION**

To provide congenial environment of gender equality and against sexual harassment for the well-being of the staff and students.

## **MISSION**

- To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programs.
- To constitute panel / committee for redressal of grievances relating to sexual harassment.

## **OBJECTIVES**

- To develop guidelines and norms for policies against sexual harassment
  - To develop principles and procedures to combat sexual harassment
  - To work out details for the implementation these policies.
  - To prepare a detailed plan of actions, both short and long term
  - To organize gender sensitization awareness program.
  - To deal with cases of discrimination and sexual harassment in a time bound manner, aiming at ensuring support services to the victimized
- The cell considers sexual harassment to include unwelcome sexually determined behavior whether directly or by implication such as
- A demand or request for sexual favours.
  - Showing of pornography.
  - Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

**The following issues also come under the purview of the committee**

- Eve-teasing
- Unsavory remarks.

- Jokes causing or likely to cause discomfort or embarrassment.
- Gender-based insults or sexist remarks.
- Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like.
- Touching or brushing against any part of the body and the like.
- Displaying of pornographic or other offensive or derogatory pictures, cartoons, pamphlets or sayings.
- Forcible physical touch or molestation
- Physical confinement against one's will and any other act likely to violate one's privacy.

## **GRIEVANCES REDRESSAL CELL**

Grievances Redressal Cell is formed in order to keep a healthy working atmosphere among the staff, students, and parents. The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach.

The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

## **OBJECTIVES**

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
  - To investigate the reason of dissatisfaction.
  - To enlighten the students on their duties and responsibilities.

## **GRIEVANCE AND REDRESSAL CELL COMPOSITION**

<input type="checkbox"/> Principal	-	01
<input type="checkbox"/> Grievance and Redressal Coordinator	-	01
<input type="checkbox"/> Senior Faculties Member	-	02 (One Women)
<input type="checkbox"/> Member	-	02
<input type="checkbox"/> Non-teaching Staff Member	-	02
<input type="checkbox"/> Senior Students	-	02

## **FUNCTIONS OF THE GRIEVANCE AND REDRESSAL CELL**

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyzes the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

## **PROCEDURES**

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
  - Student-teacher, student-student grievances.
  - Grievances related to library, canteen and IT services.
  - Grievances related to sports and cultural issues.
  - Grievances related to behavior of stakeholders.
1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the

building.

2. Department level counseling is offered where the matter can be resolved
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
4. For other grievances that require review shall be redressed by receiving written and signed application.
5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

## **REDRESSAL OF GRIEVANCES**

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.

All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

## **INTERNAL COMPLAINTS COMMITTEE**

The college has constituted a Internal minor complaints committee which deals student examinations, laboratory of infrastructure and of her complaints which as minor in nature.

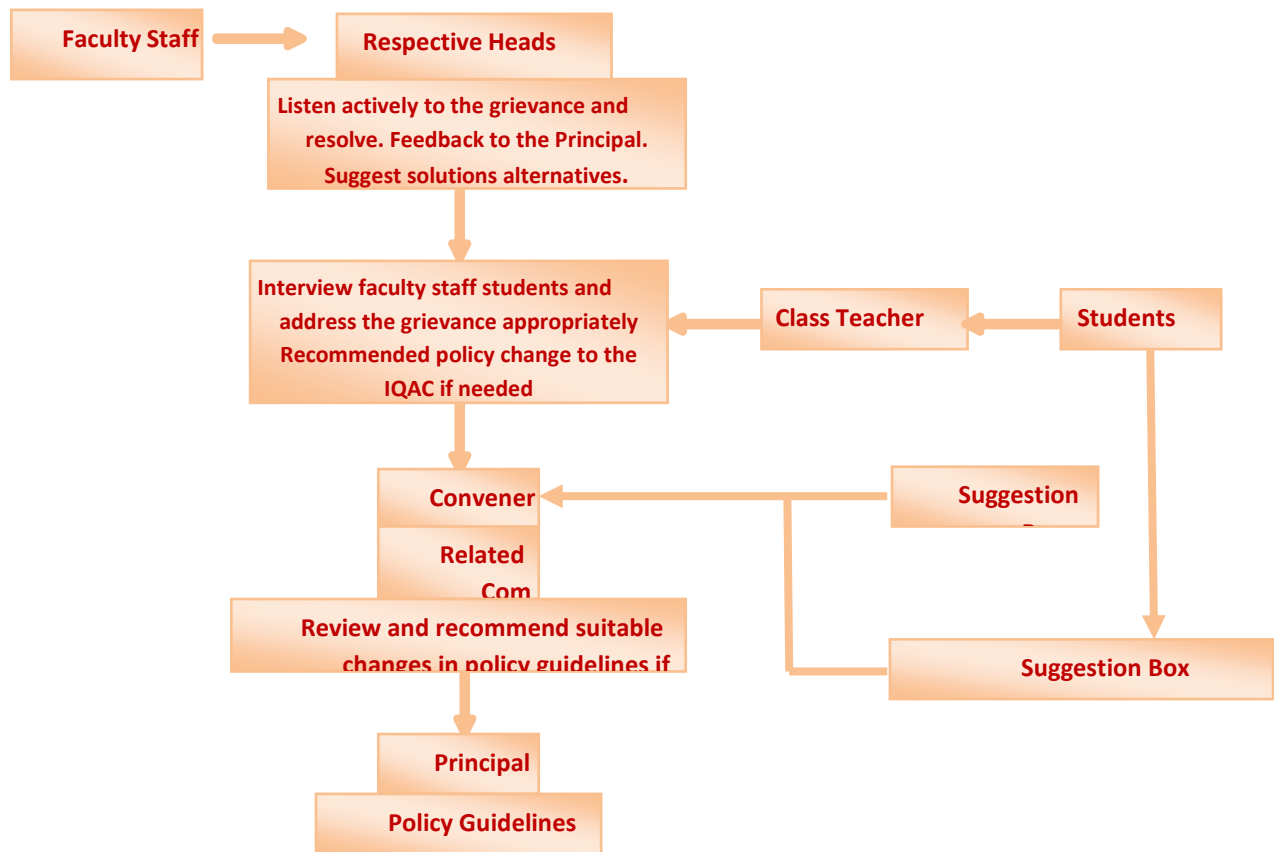
Students complaints regarding on above issues is collected and forwarded to the related cells/departments within stimulated to the principal to resolved and take to suitable actions. Many corrective measure will be taken wherever possible completing or solving of the issues, students feedback will above collected.



**PROFORMA OF COMPLAINT FORM**

Name	
Class	
Victim (in case of 3 <sup>rd</sup> party reporting the complaint)	
Contact Number	
Mail ID	
Accuser	
Class (of accuser)	
Compliant	
Time	
Date	
Signature	

## Grievance Redressal Mechanism for Student's Staff &



## FLOW CHART



*Abne*  
प्राचार्य  
शासकीय दयशाली स्नातकोत्तर  
उत्कृष्टता महाविद्यालय  
सागर (म.प्र.)



# GOVT. AUTO. GIRLS P.G. COLLEGE OF EXCELLENCE, SAGAR (M.P.)



**PEOPLE**  
(Social)

- 1 NO POVERTY
- 2 ZERO HUNGER
- 3 GOOD HEALTH AND WELL-BEING
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 10 REDUCED INEQUALITIES
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

## SUSTAINABLE DEVELOPMENT *3 Pillars and 17 Goals*

**PLANET**  
(Environment)

- 6 CLEAN WATER AND SANITATION
- 7 AFFORDABLE AND CLEAN ENERGY
- 13 CLIMATE ACTION
- 14 LIFE BELOW WATER
- 15 LIFE ON LAND

**PROFIT**  
(Economy)

- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 17 PARTNERSHIPS FOR THE GOALS

