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STUDENT GRIEVANCE REDRESSAL MECHANISM

The Student Grievance Redressal Mechanism is formed to resolve student grievances. It is an umbrella term which encompasses the following :

- Statutory Committees which include SC/ST, OBC, and Minorities Cell and Zero Tolerance Committees which include Anti-Sexual Harassment , Anti-Ragging, and Women Grievance Committees.
- General Grievances which include fees, fines, examinations(internal/external), section change, change of faculty, and Canteen through Various College Examinations.

Common Guidelines for Grievance Redressal

Our College has a four-tier system in place to resolve the grievances of the students.

- Class Level- The student can approach the teacher present during grievance.
- Department Level- Department Heads solve the problems of students.
- College Level- The Principal along with Senior Teachers resolves the problems of students.
- Governing Body- In case a grievance goes beyond the scope of above mentioned three tier mechanism, it is forwarded to the governing body for their able guidance thus completing the four tiers of the grievance redressal system.

Policies

- The vision and mission of the institution are linked to strong principles and ethics.
- A four-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero-tolerance policy for any form of ragging or sexual harassment.
- Maintenance of discipline is made by way of proctorial duties assigned to teachers in free lectures.


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Different methods for registering of Grievances

Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.

In case of grievance redressal for SC/ST and OBC, a link for complaints against caste-based discrimination has been uploaded on the website.

<https://docs.google.com/forms/d/e/1FAIpQLSd0LcKzoLNX93sfbpWCe66JrK9kejPE6flfoZBMHKQitEOZw/viewform?pli=1>

Mechanism of Student Grievance for Statutory /Zero Tolerance Committees:

Committee for SC/ST and OBC Student Grievance

The Committee for SC/ST and OBC works as per the following mechanism:

Receive any grievances of SC/ST /OBC students and employees of the institution and render them necessary help in solving their academic and administrative problems.

Dealing with representations received from Scheduled castes, scheduled tribes, and other backward castes candidates regarding their admission, recruitment, promotion, and other similar matters in the institutions

A register is maintained for grievances of SC/ST/OBC in the institution for the members belonging to these communities.

Grievance handling if any is done by way of the Online Portal, the link to which is available on the College Website.

Members:

Ms. Dimple (Asst Professor in Commerce)

Ms. Harjot Kaur (Asst Professor in Commerce)

Mr. Paramveer Singh(Asst Prof in Management)

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Zero Tolerance Committees including Anti Ragging and Anti Sexual Harassment and Women Grievance :

The Anti-Raging Committee functions in four dimensions as per the SOP:

1. Measures for Prevention of Ragging
2. Role and Responsibilities of Members
3. Reporting Mechanism
4. Actions against Students for Indulging/ Abetting Ragging

1. MEASURES FOR PREVENTION OF RAGGING

Anti-Ragging Committee shall

1.1 Create Awareness on Prevention of Ragging:

1.2 a. Incorporate the directions issued by the Supreme Court/Affiliating University/Central Government/State Government related to ragging in admission-related documents.

b. Release the circular mentioning that ragging is banned in the institute premises and anyone found guilty of ragging and/or abetting ragging is liable to be punished.

c. Display Flexes depicting the dehumanizing effect of ragging, and the approach of the institution towards those indulging in ragging on college premises

d. Mentor student representatives to promote the right attitude towards solving problems/difficulties related to ragging if any faced by the freshers in the Institution by involving them in different activities

e. Organize Anti Ragging awareness programs for students.

1.2 Insist students and parents to comply with anti-ragging affidavit by registering online through AMAN Movement/ UGC using the link given below. Link for Anti-Ragging affidavit by Students and Parents:

AMAN Movement- <https://www.amanmovement.org/raggingmain.html>

UGC- <https://antiragging.in/>

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1.3 Make sure that, a display posters containing National helpline number 1800-180-5522, and Email ID helpline@antiragging.in for reaching out for any assistance regarding Ragging issues.

2. ROLE AND RESPONSIBILITIES OF MEMBERS

Anti-ragging Committee shall:

If a case is reported

(i) the member convener should host a meeting with the committee.

(ii.) Anti-Ragging Committee shall conduct an enquiry observing a fair and transparent procedure to provide natural justice after giving adequate opportunity to the student or students accused of ragging.

If there are no cases-The committee will meet once in six months and approve the report of no cases observed.

3. REPORTING MECHANISM FOR STUDENTS:

Any student who is victim of Ragging shall report the incident by any of following systems for quick response.

Reporting the incident can also be done by written letter to the office of Principal/Committee Members/HoD/Mentor.

In extreme cases a student can report to National helpline number 1800-180-5522, and Email ID helpline@antiragging.in for reaching out for any assistance regarding Ragging issues.

4 . ACTIONS AGAINST STUDENTS FOR INDULGING/ ABETTING RAGGING

Depending upon the nature and quantum of the offence of ragging, any one, or any combination of following disciplinary actions shall be taken:

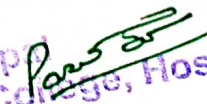
- Suspension from attending classes
- Withholding/withdrawing scholarship/fellowship and other benefits
- Imposing Penalties
- Debarring from appearing in any test/examination or other evaluation process

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- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Cancellation of admission

Women Grievance Redressal Committee and Anti Sexual Harassment Committee

- The Women Grievance Redressal Committee is functional with the principal, vice principal, two female faculty members, and two student representatives. The committee is formed to resolve the women's grievances regarding gender discrimination and sexual harassment complaints of its students. The Woman Grievance Redressal Cell was established under THE NATIONAL COMMISSION FOR WOMEN ACT, 1990 (Act No. 20 of 1990) of Govt. of India. The committee is responsible for looking into any complaints filed by students & staff about Woman Grievances at the college through personal contact or digital mediums. According to the Hon. Supreme Court of India, definition of sexual harassment is any unwelcome sexually determined behavior, such as:
 - Physical contact and advances
 - Demand or request for sexual favors
 - Sexually Colored remarks
 - Any other unwelcome physical, verbal, or non-verbal conduct of a sexual nature. The functions of the committee are to purely safeguard the rights of female students, faculty, and staff members of women and also to provide a platform for listening to complaints. The committee also tries to incorporate hygiene habits and ensure a healthy atmosphere in and around the college. It tries to equip them with the knowledge of their legal rights and redressal of their grievances. To facilitate speedy delivery of justice, meetings are organized regularly. The committee processes oral and written complaints. Time to time the committee conducts seminars and lectures by specialists and eminent personalities to stop violence against women, and sexual harassment at work and about health, hygiene, etc.
- **Objectives**
 - To resolve issues pertaining to girls'/women's sexual harassment.
 - To Women's Grievance Redressal Cell has been formed to resolve issues
 - • To equip the female students, faculty and staff members with knowledge of their legal rights.

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- . To safeguard the rights of female students, faculty and staff members.
- . To provide a platform for listening to complaints and redressal of grievances.
- . To incorporate hygiene habits and ensure a healthy atmosphere in and around the college.
- . To ensure personality along with academic development of students.
- **Complaint Procedure:**
- Personally to any committee member.
- Through HOD /Teachers/Mentor .
- Through Complaint/Suggestion Boxes
- **Discipline:**
- Any member/student found to have harassed another member or guest will be subject to appropriate disciplinary procedure action, including reprimands, suspension or termination of membership.
- **Complaint and Redressal Mechanism:**
- After knowing the grievances of students, the class Mentor or members of the committee discuss it with the HOD and then an appropriate solution is found. If not solved at this level then the grievance is taken up to the Principal and legal advisor.
- The complainant shall be summoned to hear complaints (if necessary).
- After hearing of complaints, the committee shall take an appropriate decision.
- **Committee Members (Women Grievance Redressal Committee)**
- Mr Parshant Sethi(Officiating Principal)
- Mrs Manjit Kaur, Assistant Professor, Department of Commerce
- Mrs Pooja, Assistant Professor, Department of Computer Sc.and Application
- Student Representatives(2)


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