



**MES ASMAABI COLLEGE**

# **GRIEVANCE MECHANISM**



## **GRIEVANCE REDRESSAL CELL**

The Grievance Redressal Cell was established to address student concerns. Students have the option to submit their grievances in either written form to the principal or electronically through the Grievance Form accessible on the College Website. The cell will convene as necessary and implement suitable actions to resolve the grievances brought to its attention.

Every student in our college has the opportunity to utilize the Grievance Redressal Cell for expressing their concerns regarding academic issues, financial matters, health services, the library, and other essential services. Both written complaints deposited in the 'Suggestion Box' and verbal complaints are dealt with comprehensively. An efficient complaint management system enhances relationships and satisfaction among stakeholders. The confidentiality of this cell is of utmost importance.

Our college has established a three-tier system for addressing student grievances, whether they arise on or off campus.

- At the class level, students' personal concerns are addressed through a weekly mentoring system conducted by their individual class teachers.
- Department heads and experienced educators handle students' issues within their academic domains at the department level.
- The Grievance Redressal Cell at the college level is specifically designated to handle student problems requiring higher-level intervention.
- At the next tier, students have the option to directly approach the principal to address their grievances.
- The final level of recourse for students is to approach the university administration with their grievances.

### **POLICIES**

- The institution's core values and mission are deeply intertwined with strong principles and ethics.
- The college's leadership and administration commit to providing a robust mechanism for addressing student grievances.

- In accordance with government mandates, a three-tier grievance system is in place to resolve both academic and administrative complaints.
- The college's code of conduct applies universally to all its students.
- Our institution upholds a strict zero-tolerance policy against any form of ragging or sexual harassment.
- We rigorously adhere to all regulations related to sexual harassment, ragging, and other offenses as periodically issued by both state and federal governments.
- Any offenses detected through CCTV surveillance are subject to disciplinary action.
- Students who violate the code of conduct will have the opportunity for a fair hearing at the departmental level.
- The institution takes a firm stance against ragging and sexual harassment, not tolerating any such behaviours.

### **OBJECTIVES**

- Fostering a responsive and accountable mindset among all our students to uphold a harmonious educational environment within the institute.
- Promoting an environment where students feel encouraged to openly and candidly voice their grievances and concerns, free from any fear of repercussions.

### **DIFFERENT METHODS FOR REGISTERING OF GRIEVANCES**

- To provide an avenue for anonymous feedback, suggestion boxes have been placed in common areas within each department and near the college office, allowing students to share their suggestions and complaints with or without disclosing their identity. Suggestion boxes will be accessed weekly, and registered complaints will be presented to the grievance committee within a seven-day period.
- The College portal features an online Grievance Redressal section where students can register their complaints. Complaints can be submitted electronically also.

### **FORMATION OF GRIEVANCE REDRESSAL CELL:**

The Grievance Redressal Cell is composed of the college principal serving as the head and three faculty members who act as coordinators. This cell is responsible for addressing

sensitive issues that require patient listening, understanding, care, and necessary actions for resolution. It seeks to gauge the sentiments of all students through open and unrestricted written suggestions.

This cell operates in accordance with the following UGC guidelines:

- All complaints are initially examined by the Grievance Committee, which consists of the following members:
  - a. The College Principal – Chairperson
  - b. Three senior faculty members appointed by the College Principal.
  - c. Chairman of the College Student’s Union
  - d. Vice Chairman of the College Student’s Union
  - e. Member of ward to which college belongs
  - f. Vice President of P T A
- The tenure of the committee members is set at two years.
- A quorum of three members is required for conducting meetings.

### **IMPORTANCE**

The Grievance Redressal Cell plays a crucial role in providing students with a just and effective avenue to voice their concerns and issues. This mechanism not only helps in addressing their problems but also fosters a sense of security among the student body. In today's environment, where students face growing peer and societal pressures, the cell offers the added benefit of enabling anonymous reporting of grievances for those who may be hesitant to disclose their identity.

### **DOCUMENTATION**

Information pertaining to the handling of grievances will be treated as confidential and will be accessible solely to the members of the Grievance Redressal Committee for the purpose of conducting investigations. To maintain oversight of the redressal process, the Grievance Redressal Cell will keep a grievance register, which will be managed under the guidance of the In-Charge of the Grievance Redressal Cell. The contents of this register will be held in

strict confidence and will not be available to anyone outside of the Grievance Redressal Committee.

**M.E.S. Asmabi College, P. Vemballur**

**Report of Grievance Redressal Cell**

Name of the Department :

Name of the Complainant :

Unique No. Given :

eg: First Name of the student/Shortened Form of Dept./ Date : VAANI/ECO/11 /02 /2023

Nature of Grievance (Mark below):

<input type="checkbox"/>	Academic	<input type="checkbox"/>	Unfair Treatment
<input type="checkbox"/>	Administrative Decisions, Services or Facilities	<input type="checkbox"/>	Discrimination
<input type="checkbox"/>	Harrassment	<input type="checkbox"/>	Others

Whether Grievance considered or not?

<input type="checkbox"/>	Considered	<input type="checkbox"/>
<input type="checkbox"/>	Rejected	<input type="checkbox"/>

If considered action taken: eg: Requirement granted/ Improvement in internal marks given etc

If rejected, reason for rejection: eg: Not a legitimate complaint

Whether escalated to higher authority: eg Forwarded to the Principal

Signature of Tutor

Signature of HOD

# ONLINE GRIEVANCE FORM

## POST YOUR GRIEVANCE

Select Category

- Students
- Faculty
- Parents
- Administrative Staff
- Alumni

Name

Department

E mail

Phone number

Address

Grievance details

Choose File

**SUBMIT**

## **ANTI RAGGING CELL**

The Anti-Ragging Cell constitutes a crucial component within the framework of educational institutions. It operates in accordance with the guidelines established by the UGC under the 1956 Act, which has since been adapted into the UGC regulations aimed at eradicating the menace of ragging in higher educational institutions, particularly the 2009 edition. The establishment of an Anti-Ragging Cell is of utmost importance.

### **Objectives of the Anti-Ragging Committee:**

The Anti-Ragging Committee serves as the supervisory and advisory body responsible for upholding a culture of a ragging-free environment within the college campus. The primary objectives of this committee are as follows:

- To raise students' awareness regarding the dehumanizing nature of ragging, inherent in its perversity.
- To maintain a constant watch and vigilance over ragging to proactively prevent its occurrence and recurrence.
- To promptly and rigorously address any reported incidents of ragging.
- To foster a culture of discipline, clearly conveying that no form of ragging will be tolerated, and any such activities will not go unnoticed and will be met with appropriate consequences.

### **Enforcement Mechanism**

In the event of any student or group of students being determined guilty of ragging, whether within the campus premises or beyond, the following disciplinary measures shall be enforced:

- Debarment from participation in any sessional tests or University Examinations.
- Suspension from attending classes and the associated academic privileges.
- Cancellation of admission.



## **INTERNAL COMPLIANCE COMMITTEE**

### **Establishment of Internal Compliance Committee**

The Internal Compliance Committee plays a pivotal role in assisting the Faculty/Colleges in taking proactive measures against gender discrimination and sexual harassment. The Principal serves as the Chairperson of the Cell and is empowered to appoint its members. The College has established this dedicated Cell to ensure the safety of women on campus, where it promptly addresses complaints, particularly those related to harassment against women.

The Cell is committed to taking appropriate and swift actions to address the concerns of those who approach it, and it encourages female students, faculty, and staff to reach out if they encounter any issues of harassment.

### **Objectives**

The primary objectives of the Internal Compliance Committee are as follows:

- Develop guidelines and norms for a policy against sexual harassment.
- Establish principles and procedures for addressing and preventing sexual harassment.
- Create a safe physical and social environment that discourages acts of sexual harassment.

### **Legal Framework**

The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, is a legislative act in India that came into effect on December 9, 2013. This act aims to protect women from workplace sexual harassment and provides a mechanism for addressing complaints related to such harassment. It contributes to the realization of women's rights to gender equality, life, liberty, and equal working conditions, ultimately improving their sense of security in the workplace, economic empowerment, and inclusive growth.

This act covers a wide range of workplaces, including schools, colleges, and hospitals. Employers and local authorities are required to establish grievance committees to investigate all complaints.

The Internal Compliance Committee operates with the following objectives:

- Promote gender amity among all GRIET employees and students through discussions and suggestions.
- Propose awareness video lectures and workshops on various aspects of women's welfare for GRIET students and staff members.
- Address gender discrimination and sexual harassment cases when reported and recommend appropriate actions.
- Mediate sexual harassment cases and suggest suitable punishments to the Dean of Discipline for further action.
- Suggest different degrees of punishment based on the seriousness of the offense.
- Consider any other women's issues referred to the committee.

### **Definition of Sexual Harassment**

Sexual harassment includes unwelcome sexually determined behavior, whether expressed directly or indirectly, such as:

- Verbal or physical threats.
- Insults, abuse, embarrassment, patronizing comments.
- Offensive gestures, language, rumours, gossip, or jokes.
- Humiliation, intimidation, persistent criticism, open hostility.
- Suggestive comments or body language.
- Isolation or exclusion from the normal work or study environment.
- Publishing, circulating, or displaying pornographic, racist, sexually suggestive, or otherwise offensive materials.
- Unwanted physical contact, ranging from an invasion of personal space to a serious assault.

The following behaviours also constitute sexual harassment and fall under the purview of the committee:

- Eve-teasing.
- Unsavoury remarks.
- Jokes causing or likely to cause awkwardness or embarrassment.

- Innuendos and taunts.
- Gender-based insults or sexist remarks.
- Unwelcome sexual overtones through means such as obnoxious telephone calls.
- Touching or brushing against any part of the body.
- Displaying pornographic or offensive materials.
- Forcible physical touch or molestation.
- Physical confinement against one's will and any other act likely to violate one's privacy.

The Cell offers students a secure and confidential platform to express their complaints regarding sexual harassment while maintaining their anonymity, thus fostering a sense of security among students.