



CHIKHALDARA, DISTT. AMRAVATI (Maharashtra State)
Accredited by NAAC with Grade B++ (CGPA 2.77)

DVV Clarification For

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1

President

Shri, Jagdish M. Gupta

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SIPNA SHIKSHAN PRASARAK MANDAL'S AMRAVATI

ARTS, SCIENCE &

€ COMMERCE COLLEGE, CHIKHALDARA

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Outward No:

Date: 23 | 09 | 2023

DECLARATION

This is to declare that the information, photos, reports, true copies, numerical data, etc. furnished in this file as supporting documents for DVV clarification is verified by IQAC and found correct.

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Arto Science & Commerce College,

Chikhaldara

Disti.: Amravati(M.S.)



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CHIKHALDARA, DISTT. AMRAVATI (Maharashtra State)



Policy Document

INTERNAL COMPLAINT COMMITTEE

Sipna Shikshan Prasarak Mandal, Amravati's

Arts, Science and Commerce College

Chikhaldara, Distt. Amravati

-POLICY DOCUMENT-

INTERNAL COMPLAINT COMMITTEE

Introduction

"Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act," 2013, provides protection against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and for the matters connected there with or incidental thereto.

It shall be the duty of the employer or other responsible persons in workplaces or other institutions to prevent sexual harassment and to provide the procedures for the resolution, settlement, or prosecution of acts, of sexual harassment by taking all steps required.

Arts, Science and Commerce college, Chikhaldara is committed to maintain healthy environment which is free of all forms of gender violence, sexual harassment, and discrimination on the basis of gender. As directed by the act Institute has constituted a committee called "Internal Complaint Committee to Prevent Sexual Harassment of Women at the Workplace." The Women Grievance Cell which was established initially in the college to create awareness of the Women's rights and to empower women, has been now taken over by "Internal Complaint Committee".

Objectives of ICC

- 1. To create awareness among all female students, employees and provide information to women teaching and nonteaching staff members and female students about the directions of the Internal Complaint Committee.
- 2. To prevent discrimination and sexual harassment by promoting gender equity among students and staff members.
- 3. To safeguard the rights of female students, faculty and staff members.
- 4. To provide platform for listening to complaints and redressed the grievances.
- 5. To maintain hygiene habits and ensure healthy atmosphere in and around the college campus.

Constitution of ICC

- 1. Presiding Office -who shall a women faculty member employed at senior level (Not below an Associate Professor in case of college)
- 2. Two faculty members and Non teaching employees Nominated by executive authority
- 3. Three students enrolled at Under graduate and Post graduate and Research Scholar Elected through transparent procedure
- 4. One Member from amongst Non government organization Persona familiar with the issues relating to sexual harassment nominated by executive authorities

Policy Document

5. At least one half of the total members of the ICC shall be women and Persons in senor administrative positions shall not be the members of ICC and the term of office of the members of ICC shall be period of 3 years

What is Sexual Harassment

Sexual harassment includes any one or more of the following unwelcome acts or behaviour, unwelcome sexually determined behaviour (whether directly or by implication) in any form, such as:

- Physical contacts and advances;
- A demand or a request for sexual favours;
- Sexually coloured remarks;
- Showing pornography;
- Any other unwelcome physical, verbal/non-verbal conduct of sexual nature.

Complaint of sexual harassment

- Complaint any aggrieved woman may make, in writing, a complaint of sexual harassment at workplace to the Internal Complaint Committee within a period of three months from the date of incident and in case of a series of incidents, within a period of three months from the date of last incident: Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Complaint Committee or the Chairperson or any Member of the Local Committee, as the case may be, shall render all reasonable assistance to the woman for making the complaint in writing: Provided further that the Internal Complaint Committee or, as the case may be, the Local Committee may, for the reasons to be recorded in writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the woman from filing a complaint within the said period.
- Where the aggrieved woman is unable to make a complaint on account of her physical
 or mental in capacity or death or otherwise, her legal heir or such other person as may
 be prescribed may make a complaint under this section.

Definitions for reference:

Complainant: can be a Person who has been subject to Sexual Harassment and / or any Person reporting an incident of Sexual Harassment. A third party can also be a Complainant, however, a written Complaint from the Person who has been subject to Sexual Harassment is mandatory to be filed with the ICC as the case may be.

Respondent: The person who is alleged / reported to have committed an act of Sexual Harassment.



Duties of employer

Every employer shall—

- Provide a safe working environment at the workplace, shall include safety from the persons coming into contact at the workplace,
- Display at any conspicuous place in the workplace, the penal consequences of sexual harassments; and the order constituting, the Internal Complaint Committee under subsection (1) of section 4 of the Act.
- Organise workshops and awareness programmes at regular intervals for sensitising the students and employees with the provisions of the Act and orientation programmes for the members of the Internal Complaint Committee in the manner as may be prescribed;
- Provide necessary facilities to the Internal Complaint Committee as the case may be, for dealing with the complaint and conducting an inquiry;
- Assist in securing the attendance of respondent and witnesses before the Internal Complaint Committee as the case may be;
- Make available such information to the Internal Complaint Committee as the case be, as it may require having regard to the complaint made under sub-section (1) of section 9 of the Act.
- Provide assistance to the woman if she so chooses to file a complaint in relation to the
 offence under the Indian Penal Code (45 of 1860) or any other law for the time being
 in force;
- Cause to initiate action, under the Indian Penal Code (45 of 1860) or any other law for the time being in force, against the perpetrator, or if the aggrieved woman so desires, where the perpetrator is not an employee, in the workplace at which the incident of sexual harassment took place;
- Treat sexual harassment as a misconduct under the service rules and initiate action for such misconduct;
- Monitor the timely submission of reports by the Internal Complaint Committee.

Conclusion

This is hereby clarified that Arts, Science and Commerce College, Chikhaldara shall comply the guidelines and provisions of the Sexual harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 and rules made there under other laws of the land made in this regard. Also provide conducive and healthy work environment where the relationship amongst the employees/students as well as to provide them excellent, comfortable, safe and healthy work environment, so that they can come out with their best in all facets.



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Report of Internal Complaint Committee 2021-22

The college is a coeducational institution providing equal opportunities to all. if there are any complaints involving physical contacts or advances, demand for sexual favours, and any unwelcome physical, verbal or nonverbal expressions of a sexual nature; it is addressed and appropriate action is taken. This cell aims at sensitizing the students and staff to work to prevent sexual harassment in the college. Complaints of sexual harassment shall be lodged with the Committee and appropriate disciplinary action is initiated by the members.

The committee is formed according to the provisions of the Sexual Harassment of Women at Workplace Act of 2013, (Prevention, Prohibition and Redressal). It is also mentioned in University Grants Commission (Prevention, Prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015- 2ndMay 2016.

- 1. Meeting of committee members of the Internal Complaint Committee and Principal of the college held and focused on responsibilities of the committee mainly-
 - > To provide healthy environment in the college campus.
 - > Since the college is coeducational hence safety and security would be the major priority.
 - > To provide a platform for listing complaints and Redressal grievances.
 - > To resolve issues pertaining to sexual harassment.
- 2. Online Guest lecture organized on "Prevention, Prohibition and Redressal Act 2013" (Guest Speaker: Dr. Anagha Sonkhaskar).
- 3. No complaint regarding sexual harrassement and related issues registered.

4. Display boards having contact persons with mobile number displayed in the college campus.

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Report of Women Grievance Cell 2020-21

Women Grievance Cell is established in the college as per government guidelines for gender equality and gender justice in all its interventions and practices. The main objective of this cell is to create awareness among women employees and girls' students of the college so that they are not subjected to gender-specific discrimination or sexual harassment and ensure that their fundamental rights are not violated. This cell will also facilitate Redressal of their grievances and shall cater to the issues/grievances concerning women employees and students.

- 1. Meeting of committee members of the women grievance cell and Principal of the college held and in the meeting objectives of the cell finalized and focused on responsibilities of the cell mainly-
 - ✓ To provide healthy environment in the college campus.
 - ✓ Since the college is coeducational hence safety and security would be the major priority
 - ✓ College dress code should be mandatory.
 - ✓ To provide a platform for listing complaints and Redressal grievances.
 - ✓ To resolve issues pertaining to sexual harassment.
 - ✓ To safeguard the rights of female students, faculty and staff members.
 - ✓ To maintain all records of mechanism, meetings, complaints and Redressal issues.
 - ✓ To organize activities particularly on issues pertaining to 'Gender Sensitization', under 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' for general awareness and make the campus adequately gender sensitive.
 - ✓ To promote the Staff and students to participate in various programmesorganised by Women grievance Cell.
- 2. Online Guest lecture held on Prevention, Prohibition and Redressal Act 2013, dated 09th March 2021. Guest speaker was Dr. Anita J. Bodake, Associate Professor, Rajaram College Kolhapur.
- 3. Online University level Webinar on Safety and security of women through ICT tools and Techniques organized dated 9th August 2021. Guest speaker was Dr. Dipti.H.Pethkar, Assistant Professor and Head, Department of Computer Science, Shankarlal Khandelwal College, Akola.
- 4. Display boards having contact persons with mobile number displayed in the college campus.
- 5. No complaint regarding sexual harrassement and related issues registered.



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Report of Women Grievance Cell 2019-20

Women Grievance Cell is established in the college as per government guidelines for gender equality and gender justice in all its interventions and practices. The main objective of this cell is to create awareness among women employees and girls' students of the college so that they are not subjected to gender-specific discrimination or sexual harassment and ensure that their fundamental rights are not violated. This cell will also facilitate Redressal of their grievances and shall cater to the issues/grievances concerning women employees and students.

- 1. Meeting of committee members of the women grievance cell and Principal of the college held and in the meeting objectives of the cell finalized and focused on responsibilities of the cell mainly-
 - To provide healthy environment in the college campus.
 - Since the college is coeducational hence safety and security would be the major priority
 - College dress code should be mandatory.
 - To provide a platform for listing complaints and Redressal grievances.
 - To resolve issues pertaining to sexual harassment.
 - To safeguard the rights of female students, faculty and staff members.
 - To maintain all records of mechanism, meetings, complaints and Redressal issues.
 - To organize activities particularly on issues pertaining to 'Gender Sensitization', under 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' for general awareness and make the campus adequately gender sensitive.
 - To promote the Staff and students to participate in various programmesorganised by Women grievance Cell.
- 2. Organised the Guest lecture on "Prevention of Sexual Harrassement".
- 3. The committee organized meeting with girls' students of the college and provided information about the working of cell.
- 4. Display boards having contact persons with mobile number displayed in the college campus.
- 5. No complaint regarding sexual harrassement and related issues registered.





Report of Women Grievance Cell 2018-19

Women Grievance Cell is established in the college as per government guidelines for gender equality and gender justice in all its interventions and practices. The main objective of this cell is to create awareness among women employees and girls' students of the college so that they are not subjected to gender-specific discrimination or sexual harassment and ensure that their fundamental rights are not violated. This cell will also facilitate Redressal of their grievances and shall cater to the issues/grievances concerning women employees and students.

- 1. Meeting of committee members of the women grievance cell and Principal of the college held and in the meeting objectives of the cell finalized and focused on responsibilities of the cell mainly-
- To design complaint and Redressal mechanism.
- To provides a platform for listing complaints and Redressal grievances.
- To resolve issues pertaining to sexual harassment.
- To safeguard the rights of female students, faculty and staff members.
- To maintain all records of mechanism, meetings, complaints and Redressal issues.
- To organize activities particularly on issues pertaining to 'Gender Sensitization', under 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' for general awareness and make the campus adequately gender sensitive.
- To promote the Staff and students to participate in various programmesorganised by Women Cell.
- To organize guest lecture of Legal Counseller to address students about legal aspects.
- Efforts would be taken to make first year students aware aboutfunctioning of women grievance cell and its objectives.
- 2. During 2018-19, the committee organized meeting with girls' students of the college and provided information about the working of cell.
- 3. Display boards having contact persons with mobile number displayed in the college campus.
- 4. No complaint regarding sexual harrassement and related issues registered.





Sipna Shikshan Prasarak Mandal, Amravati's

Arts, Science and Commerce College, Chikhaldara Report of Women Grievance Cell (2017-18)

Women Grievance Cell is established in the college as per government guidelines for gender equality and gender justice in all its interventions and practices. The main objective of this cell is to create awareness among women employees and girls' students of the college so that they are not subjected to gender-specific discrimination or sexual harassment and ensure that their fundamental rights are not violated. This cell will also facilitate Redressal of their grievances and shall cater to the issues/grievances concerning women employees and students.

- 1. Meeting of committee members of the women grievance cell and Principal of the college held and, in the meeting, objectives/functioning of the cell finalized and focused on responsibilities of the cell mainly-
- To provide a platform for listing complaints and Redressal grievances.
- To resolve issues pertaining to sexual harassment.
- To safeguard the rights of female students, faculty and staff members.
- To maintain all records of mechanism, meetings, complaints and Redressal issues.
- To promote the Staff and students to participate in various programmesorganised by Women Cell including Women's Day celebration.
- To organize Seminars on women issues.
- To organize various types of training programmes and create awareness about health issues.
- To take initiatives for vending machine and first aid box would be made available in girls' common room.

2. In addition to this, during 2017-18,

- The committee organized meeting with girls' students of the college and provided information about the working of cell.
- Display boards having contact persons with mobile number displayed in the college campus.
- No complaint regarding sexual harrassement and related issues registered.





CHIKHALDARA, DISTT. AMRAVATI (Maharashtra State)



Policy Document

GRIEVANCE REDRESSAL

Sipna Shikshan Prasarak Mandal, Amravati's

Arts, Science and Commerce College

Chikhaldara, Distt. Amravati

-POLICY DOCUMENT-

GRIEVANCE REDRESSAL

Introduction

In order to redress individual as well as collective grievances; general in nature, and also related to ragging and sexual harassment of the students and to all academic and non-academic staff members of the college, Grievance Redressal mechanism has been created by the institution. The institution has devised its fix policy to undertake various measures to create awareness, to avoid the cases of grievances in regards to sexual harassment, ragging and general grievances of the students and the staff.

The awareness among the students and the staff has been created through Prospectus, by undertaking of students and parents at the time of admission, rules and regulations displayed on Institutional website and in college campus. These committees shall work under the control and guidance of the principal to redress the grievances. A systematic mechanism for the redressal of students' grievances is functioning in the college. If the student has any grievance on non-academic issues, they may approach to the committee.

Committees to redress the Grievances:

Students Grievance and Redressal Committee

There is a Students grievance and redressal committee at the college level to redress the grievances of students. The cell looks into the grievance and makes its recommendations to the Principal In order to address the grievances regarding academic matters. Complaints regarding evaluation are brought to the notice of the teacher concerned. If the student is not satisfied with decision, they may appeal to the Student's Grievances and Redressal Cell. The grievances shall be collected through boxes placed at various places in the campus, in person, oral or written and cases detected during the vigilance of the Discipline Committee. The Committee meets at least twice in an academic year but in emergency, it can meet any number of times. The committee is required to maintain the record sincerely in the form of notice, agenda, minutes and action taken, etc.

Prevention to Sexual Harassment Committee

There is an Internal Complaint Committee in the college to prevent the sexual harassment of the students and the staff in the institution. A separate policy for Internal Complaint Committee has been adopted.



Policy Document

Anti-Ragging Committee

There is an Anti-Ragging committee at the institutional level to observe and regulate the ragging cases of the students occurred in the institution. The Committee meets at least twice in a year or as and when required. The principal shall be the Chairperson of the committee and a senior faculty member shall facilitate it as its Convener.

The following mechanisms are established to ensure a ragging-free campus:

- Wide dissemination of anti-ragging policy and warning through admission advertisements, prospectus and other information booklets.
- Obtaining signed undertaking from students and parents against ragging.
- Assurance by head of institution/departments to the freshers and parents about full protection and support against any attempts of ragging by seniors.
- Introducing anti-ragging policy and warning to the seniors through holistic education classes.
- Constitution of an anti-ragging committee and anti-ragging squad, as well as watch and ward arrangements to identify vulnerable locations and to keep a constant vigil and watch at such locations.
- Regular interaction and counselling with the students to detect early signs of ragging and identify trouble-triggers.
- Surprise inspection at hostels, students accommodation, canteens, restcum-recreation rooms, toilets, etc for preventing/quelling ragging and any uncalled for behaviour/incident.
- Installation of CCTV cameras at vital points.
- Offering orientation, mentoring and professional counselling to freshers to prepare them for the socio-academic life ahead.
- Updated information on the college website with the complete address and contact details of nodal officers related to anti-ragging committee.
- Creating awareness among the students about the functioning of the National Anti-Ragging Helpline having phone number 1800-180-5522 (24x7 Toll Free) and e-mail helpline@antiraqqing.in



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Anti-Ragging, Disciplineand Grievances (Student) Committee Annual Report Academic Year: 2020-21

As it was the year of COVID-19 pandemic the committee works accordingly by keeping in mind the rules and regulations issued by the government time by time for maintaining the decorum as well as health in the campus.

The objectives of the committee are

Objectives

- Maintain discipline and decorum among the students
- Redress the various grievances of the students
- Provide fear free and liberal academic atmosphere in the campus
- Promptly deal with the incident of ragging brought to our notice
- Aware the students dehumanizing affect of ragging inherent in its perversity

Following are the points done by the committee throughout the year in order to maintain the discipline among students and to redress the grievances raised by the students

- 1. Due to COVID-19 pandemic this year most of the meetings were organized online
- 2. The students were informed not only regarding the anti-ragging guidelines by the UGC but also the health guidelines issued by the government. The video released by the UGC in this regard was shown to the students
- 3. Students were well aware regarding the seriousness of the ragging issues and It was insisted that ragging anywhere inside or outside the campus is strictly prohibited and moreover it is an offence
- 4. The assurance for the safety and security of the first year students is given so that they can feel free to tell about any incident regarding ragging or any kind of harassment
- 5. All the important phone numbers/addresses are communicated with students and display boards are updated
- 6. Students are informed regarding the other disciplinary issues such as cleanliness, punctuality, regular conduction of classes, use of library, etc.
- 7. Complaint box was installed in the college campus in the front location and students are made aware about the use of complaint box
- 8. Due to the cooperative nature of students, continuous efforts from the teachers, non-teaching staff and other stakeholders no complaints was raised by any of the students during the year.
- 9. The committee also work actively during the common mass programs like Annual Gathering, sports/ any other events to maintain the discipline and avoid any kind of harmful incidents

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Acting Principal
Arts, Science & Commerce College
Chikhaldara

Anti-Ragging, Disciplineand Grievances (Student) Committee Annual Report Academic Year: 2019-20

During the session 2019-20 Anti-Ragging, Disciplineand Grievances (Student) Committee worked efficiently for the maintaining the decorum among student.

The objectives of the committee are

Objectives

- · Maintain discipline and decorum among the students
- Redress the various grievances of the students
- · Provide fear free and liberal academic atmosphere in the campus
- · Promptly deal with the incident of ragging brought to our notice
- · Aware the students dehumanizing affect of ragging inherent in its perversity

Following are the points done by the committee throughout the year in order to maintain the discipline among students and to redress the grievances raised by the students

- 1. Like every year this year also the meeting of the committee was called by the coordinator in the chairmanship of the principal for chock out the plan for the entire year
- 2. The meeting of committee with the students was organized in the presence of honorable principal and students were also addressed in the induction program
- 3. The information regarding the UGC anti-ragging regulations, 2009, was communicated to the students and The video released by the UGC in this regard was shown to the students
- 4. Students were well aware regarding the seriousness of the ragging issues and It was insisted that ragging anywhere inside or outside the campus is strictly prohibited and moreover it is an offence
- 5. The assurance for the safety and security of the first year students is given so that they can feel free to tell about any incident regarding ragging or any kind of harassment
- 6. All the important phone numbers/addresses are communicated with students and display boards are updated
- 7. Students are informed regarding the other disciplinary issues such as cleanliness, punctuality, regular conduction of classes, use of library, etc.
- 8. Complaint box was installed in the college campus in the front location and students are made aware about the use of complaint box
- 9. Due to the cooperative nature of students, continuous efforts from the teachers, non-teaching staff and other stakeholders no complaints was raised by any of the students during the year.
- 10. The committee also work actively during the common mass programs like Annual Gathering, sports/ any other events to maintain the discipline and avoid any kind of harmful incidents



Acting Principal
Arts, Science & Commerce College
Chikhaidara

Anti-Ragging, Disciplineand Grievances (Student) Committee Annual Report Academic Year: 2018-19

During the session Anti-Ragging, Disciplineand Grievances (Student) Committee worked efficiently for the maintaining the decorum among student.

The objectives of the committee are

Objectives

- Maintain discipline and decorum among the students
- Redress the various grievances of the students
- Provide fear free and liberal academic atmosphere in the campus
- Promptly deal with the incident of ragging brought to our notice
- Aware the students dehumanizing affect of ragging inherent in its perversity

The committee took following initiates throughout the year in order to maintain the discipline among students and to redress the grievances raised by the students

- 1. At the beginning of the academic year the meeting was called by the coordinator in the chairmanship of the principal for setting the plan for the entire year
- 2. In this regard the meeting with the students was organized and students were also addressed in the induction program
- 3. The information regarding the UGC anti-ragging regulations, 2009, was communicated to the students and The video released by the UGC in this regard was shown to the students
- 4. It was insisted that ragging inside or outside the campus is strictly prohibited and moreover it is an offence
- 5. First year students are made assured that they are safe from any type of ragging and should feel free to tell about any incident if happened regarding ragging or any kind of harassment
- 6. The display boards showing all the important phone numbers/addresses such as of principal, members of committee, police authorities, etc. are updated and the same was communicated to the students
- 7. Students are informed regarding the other disciplinary issues such as cleanliness, punctuality, regular conduction of classes, use of library, etc.
- 8. Complaint box was installed in the college campus in the front location and students are made aware about the use of complaint box
- 9. Due to the cooperative nature of students, continuous efforts from the teachers, non-teaching staff and other stakeholders no complaints was raised by any of the students during the year.
- 10. The committee also work actively during the common mass programs like Annual Gathering, sports/ any other events to maintain the discipline and avoid any kind of harmful incidents



Acting Principal Arts, Science & Commerce College Chikhaldera

Anti-Ragging, Disciplineand Grievances (Student) Committee Annual Report Academic Year: 2017-18

The Anti-Ragging, Disciplineand Grievances (Student) Committee always efficiently works for the maintenance and decorum among student as reflected through the objectives of the committee. The objectives of the committee are

Objectives

- Maintain discipline and decorum among the students
- Redress the various grievances of the students
- Provide fear free and liberal academic atmosphere in the campus
- Promptly deal with the incident of ragging brought to our notice
- Aware the students dehumanizing affect of ragging inherent in its perversity

To work as per the objectives of the committee, the committee took the following initiates throughout the year

- 1. At the very beginning i.e. at the starting of the academic year the committee met under the guidance of the Principal for the plan set up
- 2. Again the meeting with the students was also organized
- 3. The information regarding the UGC anti-ragging regulations, 2009, was communicated to the students and The video released by the UGC in this regard was shown to the students
- 4. It was insisted that ragging inside or outside the campus is strictly prohibited and moreover it is an offence
- 5. First year students are made assured that they are safe from any type of ragging and should feel free to tell about any incident if happened regarding ragging or any kind of harassment
- 6. All the important phone numbers/addresses such as of principal, members of committee, police authorities, etc. are communicated with the students
- 7. All the above information, phone numbers, etc also displayed in the campus
- 8. Other information regarding the maintenance of discipline such as cleanliness, punctuality, regular conduction of classes, use of library, etc. also communicated
- 9. Complaint box was installed in the college campus in the front location and students are made aware about the use of complaint box
- 10. Due to the cooperative nature of students, continuous efforts from the teachers, non-teaching staff and other stakeholders no complaints was raised by any of the students during the year.
- 11. The committee also work actively during the common mass programs like Annual Gathering, sports/ any other events to maintain the discipline and avoid any kind of harmful incidents

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Acting Principal
Arts, Science & Commerce College
Chikhaldara

Sipna Shikshan Prasarak Mandal, Amravati's

Arts, Science and Commerce College, Chikhaldara

Grievance Redressal Mechanism

Students' Grievance Redressal Mechanism

The redressal mechanism works to resolve grievances raised by any student in the college. If any student has any problem or a grievance regarding academics, administrative orfacility related problemof the college can directly make a written complaint to the Internal Complaint Committee, or the Principal of the college or drop the complaint in Complaint Box i.e. (Suggestion Box) installed inthe college campus. Any form of discomfort or dissatisfaction confronted by the students can be directly informed to Internal Complaint Committee. This committee also looks into the matters of sexual abuse and harassment. A complainant with a genuine grievance may approach the Convener/Coordinator of ICC (Internal Complaint Committee) to lodge a complaint in writing, ICC then redresses the grievance sincerely and judiciously. As a result of this mechanism, the college has developed a comfortable, pleasant and healthy atmosphere among the students.

Objective

The main objective of the Grievance Redressal Mechanism is to promote and maintain comfort and a harmonious academic environment among the students. The ICC is formed to redress the grievances registered by the students, besides this objective, other objectives are mentioned in the ICC policy document of the college.

Scope

- Academics Matters
- Financial Matters
- Personal Matters
- Sexual Abuse and Harassment
- Other matters

Functions

A suggestion box has been installed in the college campus in which a student he/she can put his/her writing grievance or suggestions for improving academics/administration of the college.



Students can register a grievance.

- The complainant can directly approach to ICC and submit the grievance in writing.
- The complainant can directly approach to the Principal and submit the grievance in writing.
- The complainant can put his/her/ their complaint in Suggestion Box.
- The ICC will dealwith grievances properly, sincerely, transparently, unbiased, and impartially without any prejudice or injustice.
- The ICC will review the matter and act accordingly as per the policy of the committee.

However, if any student is not satisfied or not entertained properly by the action taken by the ICC may lodge another complaint or approach a higher authority, i.e. Principal, Management, University, UGC, etc.



Gender Polis

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