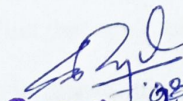
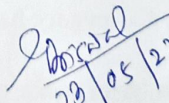


# SHAILABALA WOMEN'S AUTONOMOUS COLLEGE, CUTTACK



## GUIDELINES ON GRIEVANCE REDRESSAL MECHANISM

  
28/05/22  
Co-ordinator  
IQAC

  
28/05/22  
Principal  
Shailabala Women's (Auto) College  
Cuttack

## **GUIDELINES ON GRIEVANCE REDRESSAL**

Shailabala Women's Autonomous College, Cuttack 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.

The college is committed to provide a safe, fair and harmonious learning and work environment. In view of this, the College has a robust mechanism for redressal of students' grievances in a timely manner. The Grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc. The HEI has adopted the UGC norms and Government guidelines for anti-ragging and prevention of sexual harassment.

The college follows the preamble of the sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013. The process of redressal of students' harassment of all kinds is undertaken as per the guidelines strictly. In this regard, a formal Anti-ragging Committee, Committee for Prevention of Sexual Harassment, Examination Cell etc. are constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students. The college also offers anti-ragging helpline for the students and maintains the secrecy of their complaints and takes immediate action as per UGC guidelines.

### **Aim**

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents
- b) To set in place a grievance handling system that is student focused
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and complete confidentiality
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized



- e) To ensure that there is a consistent response to grievances
- f) To advise stakeholders to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason

### **Scope and Applicability**

- a) These Regulations shall cover any kind of grievance that students of the College may face during their stint in the college.
- b) A 'Student' for the purpose of these regulations shall mean a student enrolled for a full-time programme of the College.

### **Types of grievance**

These grievances can be in the nature of:

- a) Grievance those are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc.

### **Anti - Ragging Committee**

The College has constituted a Committee as the Anti-Ragging Committee headed by the Head of the Institution, and minimum three senior faculty members, to avoid any form of conflict that could take the form of ragging.

### **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 designated 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 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:

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

## **Punishments**

As per the Supreme Court judgment, Ragging in any form is a criminal offence. On ragging in the Colleges, the following actions will be taken on those students who indulge in ragging:

1. Withholding of scholarships, fellowships & results.
2. Debarring from representation in events and appearing for tests/examinations and also consequent admission to any other institution
3. Withdrawing benefits like travel concessions and campus selections
4. Suspension or expulsion from hostel or mess and also attending classes
5. Cancellation of admission or rustication from the Institution
6. Registration of FIR against the accused and Prosecution under the Indian Penal Code, 1860.

## **Procedure for Redressal of Grievance**

- a. The institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the authority for the purpose of appeals.
- b. As per the UGC norms all the students and guardians/parents at the time of admission shall submit an online and offline undertaking that their ward shall not indulge in ragging in any form.
- c. All students shall have open access to the contact the hostel superintendent, teachers, Head of the Department, Principal so that they can seek necessary and immediate help when required. All students shall be provided with Anti-Ragging Helpline number 1800-180-5522 and Email id: helpline@antiragging.in.
- d. In case of Academic/non-academic/administration/ragging or sexual-harassment related grievances, an aggrieved student can send the grievance through mail to sailabala.womenscollege@gmail.com or can give it in writing to the Mentor/Head of the Department/ Hostel Superintendent/Controller of Examinations and can raise the grievance in the open forum during departmental mentor-mentee meetings. The aggrieved student can also lodge her complain on website on the link https://www.shailabalawomenscollege.ac.in/grievance/.
- e. In case the mentor is unable to resolve the grievance, he shall forward it to the Officer-in-Charge of the corresponding Grievance Committee.



- f. The Officer-in-Charge of the Committee shall convene a committee meeting within 2 days of receiving the complaint from the faculty/mentor or from the aggrieved student in case he/she applies directly to the committee.
- g. The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and the action taken shall be reported to the stakeholders.
- h. If the grievant is not resolved/ satisfied with the solution of the committee, he/she shall appeal to the Principal giving the reasons for his/her dissatisfaction with the decision, within a week of receipt of the decision of the previous committee.
- i. The Principal shall convene a meeting of the committee within 2 days of receiving the complaint. The Committee shall verify the facts and shall either endorse the decision of the grievance redressal committee or shall issue an appropriate order within a week of receipt of the grievance.
- j. If the grievant is still not satisfied with the decision of the redressal offered by the Institution level Student Grievance Redressal Committee, he/she can submit an appeal to the to the affiliating University, within a period of 15 days from the date of receipt of such decision.
- k. The University will forward the grievance to the concerned stake holders including UGC and help the student in resolving the grievance within one week's time.
- l. The law of natural justice shall be observed and a fair hearing to the grievant shall be given at all levels.
- m. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.

### **Committee for Prevention of Sexual Harassment**

A Committee for Prevention of Sexual Harassment has been constituted in Shailabala Women's Autonomous College, Cuttack in accordance with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Government of India, Ministry of Women and Child Development. Principal of the institution acts as the chairperson of this committee. A senior female faculty is designated as officer-in-charge of the committee while minimum four female faculties act as members of the committee. The composition of the committee is displayed in the college calendar in each academic session for the knowledge of all.

## **Vision**

To provide congenial environment of gender equality and against sexual harassment for the wellbeing 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**

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

## **Mechanism of Action**

- Written complaints are taken in the form of a letter or memorandum describing the conduct on which the complaint is based. It will include: the date(s) and place(s) on which the offensive conduct occurred, the names of any witnesses, and the name of the respondent any efforts to resolve the complaint and the results of these efforts if appropriate, the specific outcome the complainant seeks.
- Students: As noted above, complaints against undergraduate students should be filed to the Mentor teacher or the Head of the Department. Employees: Complaints against employees should be filed to the principal/Teacher-in-Charge. In case of sexual-harassment related grievances, an aggrieved stake holder can send the grievance through mail to [sailabala.womenscollege@gmail.com](mailto:sailabala.womenscollege@gmail.com) or can give it in writing to the Mentor/Head of the Department/Hostel Superintendent and can raise the grievance in the open forum during meetings. The aggrieved student can also lodge her complain on website on the link <https://www.shailabalawomenscollege.ac.in/grievance/> .
- Principal / Teacher-in-Charge will decide whether the whole matter and the proceedings are forwarded to the Internal Complain Committee under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 i.e. the Committee for Prevention of Sexual Harassment of the institution.
- The Committee is required to complete the inquiry within a time period of 90 days.
- On completion of the inquiry, the report will be sent to the employer or the District Officer, as the case may be, they are mandated to take action on the report within 60 days.
- The college is required to constitute an Internal Complaints Committee. The Complaints Committees have the powers for gathering evidence. The Complaints Committees are required to provide for conciliation before initiating an inquiry, if requested by the complainant.
- The committee will take further action as per directives of the Government.
- Non-compliance with the provisions of the Act shall be punishable and repeated violations may lead to higher penalties as prescribed by law.

## **Examination Cell**

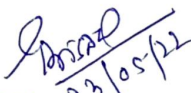
The college has an Examination Section to resolve the examination related grievances of the students. Issues regarding the grades, assessment, typographic errors or any other examination related issues are addressed by the Controller of Examination Section.



Within 15 days of publication of results, the students can bring their grievance to the notice of the Controller of examinations in writing in a prescribed format. The section looks into the matter and resolves it aptly within 10-15 days.

Any kind of typographic errors such as errors in the grade sheets or certificates, admit cards etc. can also be brought into the notice of the section for further course of necessary action. This reflects transparency in the assessment process and serves proper justice to the students for their career.

  
23/5/22  
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