



ST. WILFRED'S P.G. COLLEGE

(Affiliated to the University of Rajasthan)

Mechanism & Procedure for Grievance Redressal of Students

Student Grievance-Redressal Mechanism

The Student Grievance Redressal Committee at St. Wilfred's PG College Mansarovar Jaipur, looks into complaints lodged by students and judges each case on its merit. The Committee is empowered to look into both academic and non-academic matters. It has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among all the members of the college. The Committee meets once in three months, or as and when required, at the instance of the Nodal Officer.

Members
Principal
Covenor Of Cell/Vice Principal/Deans/Hod's
Advisor
Nodal Officer
Faculty Members (5)
Current Students (2)
Alumnae (2)
Administrative Assistant
Office Assistant

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JAIPUR



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Principal
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Scope:

The scope of the Committee includes:

- Facilitating a fair and just evaluation of student-complaints
- Developing a student support system based on feedback/grievance/complaints
- Encouraging a student-friendly, learner-centric system

Functions:

- Each case is attended to promptly on the receipt of written grievances from the students.
- The Committee then gives a report to the higher authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from them.
- The Committee thus ensures a fair, unbiased and transparent resolution of student grievances Process for lodging a complaint. The students may feel free to submit a grievance in the Format available on the college website and mail it on grievanceswpg@gmail.com in or drop it in a Complaint Box outside principal chamber
- The Committee will then act upon those cases which have been forwarded, along with the dully filled-in Form.
- The Committee will ensure that the grievances are redressed within the stipulated time period.

Grievance-Handling Mechanism

The following mechanisms are in place for timely action towards grievance-handling:

- **Tutor-guardian-System**— For the benefit and guidance of the students, this feature exists in most institutions. Regular meetings between the Mentor and the Mentee are held wherein students are free to discuss any personal or academic problem being faced by them.
- **Counseling Cell** — This Cell is functional to counsel and guide the students for their overall development, including appropriate intervention needed to redress any grievance at the initial stage.
- **Complaint Box**—A Complaint Box has been placed at outside principal chamber for students to access it conveniently and drop the duly filled-in Grievance Form.
- **Open Door Policy** — All students are free to personally contact the Principal, or the convener of committee, during the college working-hours

Besides the above mentioned, students may also get in touch with the Nodal Officer - appointed for the same - by using the following contact details:

Email: grievanceswpg@gmail.com

Syllabus and/or with mistakes therein. Students are required to submit such a grievance to the student grievance redressal committee (examinations) within seven days of that exam-conduction, for redressal of the same.

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Web Links of UGC Guidelines on : -

1). Grievance Redressal

https://www.ugc.gov.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf

2). Anti Ragging

<https://www.ugc.gov.in/oldpdf/ragging/minuterag230409.pdf>

<https://www.ugc.gov.in/page/Ragging-Related-Circulars.aspx>

3). Sexual Harassment

https://www.ugc.gov.in/pdfnews/7203627_UGC_regulations-harassment.pdf

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Student Grievance-Redressal Procedure, at a Glance:-

OFFLINE MODE

Students can access the Suggestion/ Complaint-box, placed outside the D-Block on campus, to reach

out to the authorities for grievance-redressal. They may even mail the same to grievanceswpg@gmail.com



While the Box is accessed weekly, the website is looked up on a daily basis. Upon receiving the complaints, the

Committee fixes a date for a meeting to take up as items on its agenda.

The members discuss the grievances among themselves and arrive at the best solutions to be proposed as necessary action.



The Committee then forwards the grievances alongwith the proposed solutions to the respective principal/ the convenor/the members, and follows up the matter so as to ensure redressal within the stipulated time-period.

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Upon completion of the proceedings, the Committee communicates the final decision on the Notice Board put up near the Suggestion/ Complaint Box for the information of all the students, especially the complainants.



The complaints is/ are, thereafter, considered as disposed off

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Student Grievance-Redressal Procedure, at a Glance:- ONLINE MODE

Identify the need for a student grievance redressal mechanism



Form a dedicated student grievance redressal cell or committee



Appoint qualified personnel to handle grievances



Establish communication channels (email, online forms, helpline, etc.)



Inform students about the grievance redressal mechanism and its procedures



Receive and record student grievances



Categorize grievances based on their nature or severity



Acknowledge receipt of grievances to the students



Investigate grievances and gather relevant information

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Conduct fair and unbiased evaluation of the grievances



Collaborate with relevant departments and authorities, if needed



Take necessary actions to resolve grievances



Provide timely updates and communicate the progress to the students



Close the grievance case once resolved



Maintain confidentiality and protect student privacy



Periodically review the functioning and effectiveness of the mechanism



Make necessary improvements based on feedback and evaluation



Continuously communicate and raise awareness about the mechanism to students

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GUIDELINES

FOR

ANTI-RAGGING COMMITTEE



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Guideline

What constitutes Ragging?

Ragging constitutes one or more of any of the following acts:

- Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
- Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of fear, shame, torment or embarrassment, so as to adversely affect the physique or psyche of such fresher or any other student.
- Act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other students or a fresher.
- Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students involved in ragging.
- Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person.
- Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student .
- Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student or students over any fresher or any other student.

1. Provision of Punishment at the Institution as recommended by the committee:-

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Depending upon the nature and gravity of the offence as established by the Anti-Ragging Committee of the Institution, the possible punishments for those found guilty of ragging at the Institution level shall be any one or in any combination of the following.

- i. Cancellation of admission
- ii. Suspension from attending classes
- iii. Withholding/withdrawing scholarship/fellowship and other benefits
- iv. Debarring from appearing in any test/examination or other evaluation process
- v. Withholding results
- vi. Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- vii. Suspension/expulsion from the hostel.
- viii. Rustication from the institution for a period ranging from 10 days to complete year.
- ix. Expulsion from the institution and consequent debarring from admission to any other institution.
- x. Collective punishment: when the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggers.

2. Declaration of intent in the University prospectus and application form for admission

In view of drawing the attention of the prospective students seeking admission in the college and with regard to any Law concerning ragging and its consequences, the college shall declare its intent in the prospectus, brochure and instruction booklets for candidates in every academic year (both in English and Hindi). The college shall prescribe a form to be filled up and signed by the candidate to the effect that he/ she is aware of the law regarding prohibition of ragging as well as the punishments. While the students registering for their admission are informed that ragging is totally prohibited in the college, and for abetting ragging, is liable to be punished in accordance with the laid regulations as well as under the provisions of any penal Law for the time being in force.

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3. Meetings by Chairperson with various Anti-Ragging Committee members:-

For curbing the menace of ragging, the convener of the Anti-Ragging Committee, shall be conducting meetings, in addition to the regular meetings of the committee, with various members of the committee, such as Hostel Wardens, representatives of students, parents/guardians, faculty members, non-academic staff, in the beginning of every session to discuss the measures to be taken to prevent ragging in the College and steps to be taken to identify those indulging or abetting ragging and punish them suitably.

4. Database for anti-ragging web-portal

The college shall upload all the information related to Anti-Ragging Committee, Anti Ragging Squad and any such information regarding ragging, on the College website.

5. Display of names and contact numbers of members of Anti Ragging Squad:- The names and contact numbers of Members of the Anti-Ragging Squad shall be uploaded on the College website and displayed at various visible points, also at the entry passage which is conspicuous to all students. The members of anti-ragging squad shall be deployed at all vulnerable areas to monitor any activity which calls on for ragging.

6. Anti-Ragging Sensitization Programmes-

Guest Lecture on 'Anti Ragging Measures':- One or more Guest Lectures shall be organized to sensitize the students against the Ragging, motivating them to refrain from such activities and inform about members of Anti-Ragging Committee and Anti-Ragging Squad.

Following are the additional activities to be taken up by the college to curb the menace of ragging-

Guest Lecture on Eve-Teasing':-

Guest Lecture on Eve-Teasing shall be organized to avoid such incidences from the campus and provide good atmosphere on the College campus.

Nukkad Natak-

With activities like Nukkad Natak, community at large and students in particular shall be made aware of dehumanizing effects of ragging.

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Posters and Warning Signs-

Big posters on anti-ragging shall be placed at all prominent places and Notice Boards.

Orientation session- The College shall organize orientation session for the new comers to apprise them that ragging in all its forms is totally banned in the entire campus or outside and in all means of transportation of students, whether public or private.

Regular Psychological Counseling for students — The College has a counseling cell for the students and will arrange the sessions for fresher's as well as jointly with seniors, which shall be regularly done initially for three months from the start of the new academic session, to orient young minds with positive energy and refrain from the act of ragging.

Organizing activities-

Apart from placing posters of anti-ragging at various places, workshops, picture and poster making activities will also be arranged to disseminate the message of anti-ragging.

Complaint Box- For registering complaints against ragging or other grievances, a Complaint Box shall be placed at prominent areas of the College where any student can write and drop his/her complaint or can give any suggestion regarding ragging, if any.

The Complaint Boxes shall be locked and can be accessed by the Nodal Officer of the Anti-Ragging Squad, once in a week. In case the Nodal Officer is not present on the campus, then a person nominated by the nodal officer shall be permitted to open the complaint box, the report of which shall be submitted by him/her to the Anti-Ragging Committee.

Upon getting any grievance related to ragging, the nodal officer shall be empowered to investigate the case and report the same to the Anti-Ragging Committee, which shall be further dealt strictly, as per the UOR Regulations.

CCTV — The College shall take steps to install CCTV cameras at all identified vital and vulnerable points to track and avoid incidents of ragging. To support further, in case of any complaint, the recording shall be kept safe for every session and can only be accessed by the nodal officer or anybody appointed by the Committee, for that purpose.

1. **Online Anti-Ragging Feedback Mechanism-** The College shall be collecting online feedbacks from the fresher during July to September, so that the students could be given a fair

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platform to register their complaints against ragging. The feedback report shall be submitted to the Anti-Ragging Committee for further analysis of complaints found, (if any) and taking appropriate action against those found guilty as per the committee.

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Policy on Internal Complaint Committee (ICC)

Introduction:

St. Wilfred's PG College is committed to provide a safe and respectful learning and working environment for all its members. The Internal Complaint Committee (ICC) is established to address complaints related to various forms of misconduct, including sexual harassment, discrimination, bullying, and other behavior that violates the dignity of individuals.

Composition of the Internal Complaint Committee:

The ICC shall consist of the following members:

- Convener: Appointed by the College Administration.
- Faculty Representatives: faculty members nominated by the Faculty Council.
- Non-Teaching Staff Representatives: non-teaching staff members nominated by the Staff Council.
- External Member: One expert or representative from an external organization dealing with gender or social issues, appointed by the College Administration.

Roles and Responsibilities of the Internal Complaint Committee:

The ICC shall have the following roles and responsibilities:

- Receive and address complaints:** The ICC will receive and address complaints related to any form of misconduct in a confidential and sensitive manner.
- Conduct impartial investigations:** The committee shall conduct prompt, impartial, and thorough investigations into each complaint to determine the facts and circumstances surrounding the incident.
- Ensure confidentiality:** All information related to the complaints and investigations shall be treated with strict confidentiality, and disclosure shall be limited to those directly involved in the process.
- Provide support and guidance:** The ICC shall provide support and guidance to the complainant and the respondent throughout the investigation process.
- Implement appropriate actions:** If the complaint is found to be valid, the ICC shall

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recommend appropriate actions or sanctions to the College Administration to address the issue.

f. **Promote awareness and prevention:** The committee shall organize awareness programs and workshops to educate the college community about preventing harassment and maintaining a respectful environment.

g. **Regular reporting:** The ICC shall prepare an annual report of its activities and submit it to the College Administration.

Reporting Mechanism:

- Any member of the college community who has experienced or witnessed an incident of misconduct may file a complaint with the ICC.
- Complaints can be submitted in writing, online, or through any other secure and confidential reporting mechanism provided by the college.
- All complaints shall be handled promptly, and the ICC shall initiate an investigation within 30 days of receiving the complaint.

Protection Against Retaliation:

- The college strictly prohibits any form of retaliation against individuals who report complaints in good faith or participate in an investigation.
- Any act of retaliation will be considered a serious offense and will be subject to disciplinary action.

Training and Awareness Programs:

The college shall organize regular training and awareness programs for all its members to educate them about the ICC policy, prevention of harassment, and maintaining a respectful college environment.

Policy Review:

This policy shall be reviewed and updated periodically to ensure its effectiveness and alignment with relevant laws and regulations.

For any queries or assistance related to the Internal Complaint Committee, please contact the ICC Convener or the College Administration.

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Declaration of Policy

St. Wilfred pg college mansarovar, Jaipur, shall value the dignity of every individual, enhance the development of its human resources, guarantee full respect for human rights, ensures the full enforcement of "Fundamental Rights" under articles 14, 15, 19(1) (g) and 21 of the Constitution of India, and uphold the dignity of workers, employees, applicants for employment, students or those undergoing training, instruction or education. Towards this end, all forms of sexual harassment in the employment, education or training environment are hereby declared unlawful.

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