



Mechanism & Procedure For Grievance Redressal of Students

Student Grievance-Redressal Mechanism

At St. Wilfred's College of Arts, Commerce, and Science in Panvel, Navi Mumbai, the Student Grievance Redressal Committee investigates complaints from students and evaluates each one according to its merits. The Committees have the authority to investigate both non-academic and academic issues. It was established to keep everyone at the college in an environment that is responsible, orderly, responsive, and peaceful. The Committee convenes once every three months, or more frequently as needed, at the Nodal Officer's request.

MEMBERS
PRINCIPAL
CONVENER OF CELL / VICE PRINCIPAL / DEANS / HOD'S
ADVISOR
NODAL OFFICER
FACULTY MEMBERS (5)
CURRENT STUDENTS (2)
ALUMNAE (2)
ADMINISTRATIVE ASSISTANT
OFFICE ASSISTANT





Scope:

The scope of the Committee includes:

- Encouraging a just and equitable assessment of student complaints
- Creating a system of support for students based on complaints, grievances, and criticism
- Promoting a system that is learner-centric and friendly to students

Functions:

- As soon as the students file written grievances, every issue is quickly handled.
- After that, the Committee reports to the higher authorities on the cases it has handled and, if any, the numbers of cases that are still open and need their guidance.
- As a result, the Committee guarantees an open, impartial, and equitable process for resolving student complaints. Students can file a grievance using the format found on the college website, mail it to grievances.acs@gmail.com, or deposit it in the complaint box located outside the principal's office.
- After that, the Committee will consider the instances that have been forwarded and the duly completed Form.
- The Committee will see to it that the complaints are resolved in the allotted time frame.

Mechanism for Handling Grievances

The following procedures are in place to handle grievances promptly:

- **Tutor:** Guardian System: Most institutions have this element in place for the benefit and direction of the pupils. Students are able to talk about any personal or academic issues they are having during the mentor-mentee's regular meetings.
- **Counseling Cell:** This cell serves as a resource for students seeking guidance and consultation for their entire development, including the necessary early intervention to address any grievances.
- **Complaint Box:** Students can easily visit the Complaint Box outside the principal's chamber and drop off a properly completed Grievance Form there.
- **Open Door Policy:** During college business hours, any student may speak with the principal or the committee convener in person.

In addition to the information provided above, students can reach the Nodal Officer, who has been





assigned to the task, by utilizing the following contact information:

Grievances.acs@gmail.com is Email.

A syllabus and/or with errors in it. Within seven days of the exam's administration, students must file this kind of grievance to the student grievance redressal committee (examinations) in order to have it resolved.

WebLinksof UGCGuidelineson:-

1). GrievanceRedressal

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

2). Anti-

Ragging<https://www.ugc.gov.in/oldpdf/ragging/minuterag230>

409.pdf<https://www.ugc.gov.in/page/Ragging-Related->

Circulars.aspx

3). SexualHarassment

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





Student Grievance-Redressal Procedure, at a Glance:-

OFFLINE MODE

Students can use the campus Suggestion/Complaint Box, located outside the D-Block, to file a grievance with the authorities. They might even mail it to grievance.acs@gmail.com



The website is seen every day, but the Box is only accessed once a week. When the Committee receives complaints, it schedules a meeting and adds the complaints to its agenda.



The members talk among themselves about their complaints and come up with the best answers to put forward as required action.



After that, the Committee sends the grievances and suggested remedies to the respective principal, convener, or members. It then follows up to make sure that the issue is resolved within the allotted time frame.



For the benefit of all students, particularly the complainants, the Committee posts the final judgment on the Notice Board next to the Suggestion/Complaint Box when the procedures are concluded.



Following that, the complaint is/are regarded as resolved.

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Principal



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Student Grievance-Redressal Procedure, at a Glance:-

ONLINE MODE

Determine whether a system for resolving student grievances is necessary.



Establish a committee or cell specifically for addressing student grievances.



Assign competent staff to manage complaints



Provide avenues for communication (email, online forms, phone number, etc.)



Teach pupils about the grievance redressal process and how it works.



Gather and document complaints from students



Sort complaints according to their type or seriousness.



Inform the students that you have received their grievances.



Examine complaints and obtain pertinent data



Conduct an impartial and just assessment of the complaints



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When necessary, work together with the appropriate authorities and departments.



Take the required steps to address complaints.



Give pupils regular updates and let them know how they're doing.



Once the grievance is addressed, close the case.



Preserve privacy and secrecy for students.



Review the mechanism's efficiency and operation on a regular basis.



Make the required adjustments in light of evaluation and feedback.



Constantly inform students and bring up the mechanism's awareness.



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**GUIDELINES
FOR
ANTI- RAGGING
COMMITTEE**



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Guideline

What constitutes Ragging?

Ragging constitutes one or more of the following acts:

- Any behavior on the part of one or more students that has the effect of making fun of, mistreating, or treating another student rudely, whether by written or spoken words or deeds.
- Engaging in boisterous or unruly behavior by one or more students that irritates, hardship, injures physically or psychologically, or instills dread or apprehension in any new student or other student.
- Asking a student to perform an act that they would not perform in a regular course and that has the potential to make them feel afraid, ashamed, tormented, or embarrassed in order to negatively impact their physical or mental health or the mental health of any other students.
- A senior student's action that hinders, interferes with, or disturbs a freshman or other students' normal academic activities.
- Using a new student's or any other student's assistance to complete assignments given to a person or group of people.
- Any act of financial extortion or coercive financial burden that students engaged in ragging impose on a freshmen or any other student.
- Any physical abuse act, including all of its variations, such as sexual abuse, gay attacks, stripping, forcing indecent or obscene behaviors or gestures, inflicting bodily harm, or posing any other risk to an individual's health.
- Any act of abuse, including verbal abuse, emails, posts, and public insults; this also includes taking delight in perverting others or experiencing a sadistic or vicarious joy by actively or passively contributing to the humiliation of newcomers or other students.
- Any behavior that undermines the confidence and mental well-being of a new student or any other student, whether or not it is done with the intention of causing sadistic gratification; moreover, any act in which a student or students demonstrate their dominance, power, or superiority over any other freshman or freshmen.



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

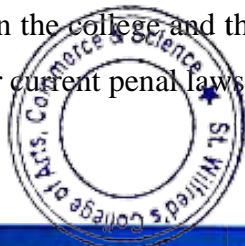
The potential penalties for individuals found guilty of ragging at the Institution level may include any one or all of the following, depending on the specifics and seriousness of the offense as determined by the Institution's Anti-Ragging Committee.

- a. Admission cancellation
- b. Refusing to attend classes
- c. Removing or hanging onto fellowships, scholarships, and other benefits
- d. Being excluded from participation in any examination, test, or other assessment procedure
- e. Hiding the outcomes
- f. Refusing to represent the organization in any youth festival, competition, meet, or meet at the regional, national, or international level.
- g. Expulsion or suspension from the dorm.
- h. Expulsion from the institution for a term that can be as short as ten days or as long as a year.
- i. Being expelled from the school and subsequently being denied entrance to any other school.
- j. Collective punishment: In order to maintain community pressure on potential raggers, the institution may use collective punishment as deterrence in cases when the individuals committing or aiding the crime of ragging are not found.

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

Every academic year, the college will state its intentions in the prospectus, brochure, and instruction booklets for candidates in an effort to raise awareness among potential students looking to enroll in the college about any laws pertaining to ragging and its repercussions (both in Hindi and English).

The candidate will be required by the college to fill out and sign a form certifying that they are aware of the law's prohibition on ragging and its associated penalties. Upon enrolling for admission, students are advised that ragging is strictly forbidden within the college, and that anyone found to be involved in ragging faces consequences under current penal laws as well as the established regulations.




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

The Anti-Ragging Committee convener will be holding meetings in addition to the committee's regular meetings with different committee members, including hostel wardens, student representatives, parents/guardians, faculty members, and non-academic staff, at the start of each session to discuss ways to prevent ragging in the college and how to identify and appropriately punish those who engage in or encourage ragging.

4. Database for anti-ragging web-portal

The college will post all relevant information on the anti-ragging squad, anti-ragging committee, and other related topics on the college website.

5. Display of names and contact numbers of members of Anti Ragging Squad:-

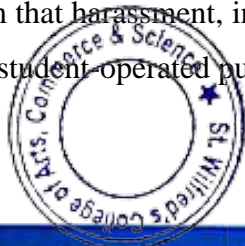
The identities and phone numbers of the Anti-Ragging Squad members will be posted on the college website and prominently placed at several locations, including the entrance hallway that is obvious to all students. The anti-ragging squad members will be stationed at all susceptible locations to keep an eye on any action that can encourage ragging.

6. Anti-Ragging Sensitization Programmes-

Guest lecture on "Anti-Ragging Measures": One or more guest lectures will be held to raise awareness among students about the negative effects of ragging, encourage them to abstain from it, and provide information on the Anti-Ragging Committee and Anti-Ragging Squad members.

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

- ✓ Guest Lecture on Eve-Teasing: This lecture is intended to prevent incidents of this kind on campus and to foster a positive environment for students.
- ✓ **Nukkad Natak:** Through initiatives such as Nukkad Natak, the general public and students in particular will be made aware of the dehumanizing impacts of ragging.
- ✓ Large anti-ragging posters and warning signs should be hung on notice boards and in other conspicuous locations.
- ✓ **Orientation:** The College will host an orientation session for newcomers to inform them that harassment, in any form, is strictly prohibited on campus, off campus, and on any student-operated public or private transportation system.



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- ✓ **Frequent Psychological Counseling for Students:** The College offers a counseling cell for students, and it will schedule sessions for new students as well as in collaboration with seniors. These sessions will be conducted on a regular basis for three months starting at the beginning of each academic year, with the goal of empowering young people and discouraging bullying.
- ✓ **Organizing Activities:** To spread the word against ragging, workshops, picture- and poster-making projects, and the placement of anti-ragging posters at various locations will all be included in the schedule.
- ✓ **Complaint Box:** To file complaints about bullying or other grievances, a Complaint Box will be erected in a conspicuous location on campus. Students can use this box to write down their complaints or to offer suggestions against bullying, if they have any.
- ✓ Complaint Boxes are secured and available for access by the Anti-Ragging Squad Nodal Officer once a week. A person designated by the Nodal Officer may open the complaint box if the Nodal Officer is not on campus, and that person will subsequently submit the complaint to the Anti-Ragging Committee.
- ✓ When a nodal officer receives a grievance pertaining to ragging, they are authorized to look into the matter and report it to the Anti-Ragging Committee. The committee will then handle the case rigorously in accordance with the University Regulations.
- ✓ **CCTV** — In order to monitor and prevent instances of ragging, the College will take action to install CCTV cameras at all identified critical and vulnerable points. To provide even more support, the recording will be securely stored for each session and will only be accessible by the nodal officer or another person designated by the Committee in the event of a complaint.
- ✓ **Online Anti-Ragging input Mechanism:** From July to September, the college will be gathering online input from first-year students in order to provide them with an equitable forum to voice their concerns about ragging. The Anti-Ragging Committee will receive the feedback report in order to analyze any complaints further and take appropriate action against individuals found guilty in accordance with the committee's decision.



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Where the mind is without fear! where the head is held high!



Policy on Internal Complaint Committee (ICC)

Introduction:

All of the members of St. Wilfred's College of Arts, Commerce, and Science are guaranteed a polite, safe, and secure work environment. The Internal Complaint Committee (ICC) was set up to handle complaints against a range of wrongdoings, such as bullying, discrimination, sexual harassment, and other actions that infringe upon people's dignity.

Composition of the Internal Complaint Committee:

The ICC shall consist of the following members:

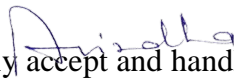
- a) Convener: Appointed by the administration of the college.
- b) Faculty Representatives: members of the faculty who have been chosen by the Faculty Council.
- c) Staff Council-nominated non-teaching employees serve as Non-Teaching Staff Representatives.
- d) External Member: One specialist or delegate, chosen by the college administration, from an outside group that addresses social or gender issues.

Roles and Responsibilities of the Internal Complaint Committee:

The ICC shall have the following roles and responsibilities:

- a) Receive and handle complaints: The ICC will carefully and discreetly handle complaints pertaining to any kind of misbehavior.
- b) Conduct unbiased investigations: In order to ascertain the facts and circumstances surrounding each event, the committee is required to conduct prompt, impartial, and comprehensive inquiries into each complaint.
- c) Maintain confidentiality: Only individuals directly involved in the process will be granted access to any information pertaining to the complaints and investigations, and all information will be treated with the utmost secrecy.
- d) Accept and handle complaints: The ICC will carefully and discreetly accept and handle




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complaints pertaining to any kind of misbehavior.

- e) Conduct unbiased investigations: In order to ascertain the facts and circumstances surrounding each event, the committee is required to conduct timely, impartial, and comprehensive inquiries into each complaint.
- f) Maintain secrecy: Only individuals directly involved in the process will be able to access any information pertaining to the complaints and investigations, and all information will be treated with extreme confidentiality.
- g) Help and direction: Throughout the course of the investigation, the ICC will offer both the complainant and the respondent help and direction. Put the right measures in place: If the ICC determines that the complaint is legitimate, it will recommend appropriate actions or sanctions to the College Administration to address the issue.
- h) Encourage awareness and prevention: To inform the college community about preventing harassment and upholding a respectful environment, the committee will host workshops and awareness events.
- i) Frequent reporting: The College Administration will receive an annual report from the ICC detailing its operations.



Reporting Mechanism:

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- The ICC will accept complaints from any member of the college community who has been a part of or seen an instance of misconduct.
- The college offers secure and private reporting channels via which complaints can be sent in writing, online, or in any other way.
- All complaints must be addressed very away, and the ICC must start an investigation as soon as possible—within 30 days of the complaint being received.

Protection against Retaliation:

- Any kind of retaliation against anyone who voluntarily report complaints or assist with an investigation is expressly forbidden by the college.
- Retaliation in any form will be viewed as a serious infraction and will result in disciplinary action.

Training and Awareness Programs:

- All of the college's members will participate in frequent training and awareness campaigns focused on the ICC policy, harassment prevention, and upholding a respectful campus community.

Policy Review:

- To guarantee its efficacy and compliance with pertinent laws and regulations, this policy will be reviewed and updated on a regular basis.

For any questions or help regarding the Internal Complaint Committee, please get in touch with the College Administration or the ICC Convener.



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Declaration of Policy

The mission of St. Wilfred's College of Arts, Commerce, and Science is to uphold the dignity of workers, employees, job applicants, students, or those undergoing training, instruction, or education. It also aims to maintain full respect for human rights, value the dignity of every individual, and ensure full enforcement of the "Fundamental Rights" under articles 14, 15, 19(1)(g), and 21 of the Indian Constitution. To this purpose, it is hereby declared criminal to engage in any kind of sexual harassment in a training, educational, or work setting.



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