

Students Grievance Redressal Cell

Introduction

The Institute has a Students' Grievance Redressal Cell to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Cell is also empowered to look into the matters of harassment of girl students may be sexually or otherwise in special cases through its own sub-committee named as Ladies Care Unit with Anti-Women Harassment cell. Anyone with a genuine grievance may approach the office bearers in person, or in consultation with the Head of Department/Principal. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letter box kept for the purpose beside the Administrative Block of general faculty. Grievances may also be sent through e-mail to the Principal (.).Any student may write his grievance in a grievance register kept in class room or in Administrative office room.

Objective:-

The objective of introducing the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Cell has been constituted for the redressal of the problems reported by the Students of the Institute with in minimum possible time with the following objectives:

- Upholding the dignity of the Institute by ensuring congenial environment in the Institute through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students particularly girl students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Advising Students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from exiting Students against other Students, teachers and Institute administration.
- Advising all staff to be affectionate under Mahavidyalaya Pariwar and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.
- Facilitating a gender- sensitive and congenial teaching- learning environment at the institute so that girls are not subjected to any gender specific discrimination or sexual harassment.

COMPOSITION OF STUDENT GRIEVANCE REDRESSAL CELL:-

The composition of Students Grievance Redressal Cell will be as under:-

1. Principal of the institute will be the President
2. H.O.D. or Senior Lecturer of a particular faculty will be Vice-President.
3. One Lecturer with administrative skill would work as convener of the cell.

Over and above, departmental committees consisting of only students (boys and girls both) as per need would be set up assigning different position to them like President, Secretary etc. This Cell may have its meeting in Common Room if it is not occupied by other students for their rest and recuperation.

Nature of Complaints:-

Academic Matters: undue delay in the issue of duplicate Mark-sheets, Transfer Certificates, Character Certificates or other admission examination related matters.

Financial Matters : Non utilization of payments for various items for library, and games etc,

Other Matters: problems relating to any of the objectives as mentioned here-in-before.

PROCEDURE

The purpose of the Grievance Redressal Cell for students will be widely published.

- The students may feel free to put up a grievance, write any grievance and drop it in boxes placed at conspicuous locations.
- The Grievance Redressal Cell will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.
- Problems relating to girl students for gender based discrimination or harassment sexually or otherwise would be dealt by a separate committee named as "Anti-Women Harassment Cell."

OUT OF SCOPE

- The Grievance Redressal Cell shall not entertain any complaint the:
- decisions of the Administrative of Academic Committees constituted by the University/Institution.

- decisions with regard to award of scholarship, fee concessions, medals, etc.
- decisions made by the University/Institute with regard to disciplinary matters and misconduct.
- decisions of the University about admissions in any courses offered by the Institute.

decisions by competent authority on assessment and examination result.

RIGHT OF APPEAL

Any student aggrieved with the decision of Student Grievance Redressal cell, may make an appeal to the committee of office beares of Managing Committee of Degree College. Application must accompany with all evidences in support. After providing privilege of Natural Justice, with in a period of 7 days, Appeal shall be disposed of. Names of such Members are given below :-

1-Mr. Bipin Chandra Mishra	09415430091	President
2-Mr. Ram Kishor Mishra	9956113765	Member
3- Mr. R. C. Shukla	09792201202	Member

Anti-Women Harassment Cell

INTRODUCTION:-

Hitherto, Ladies Care Unit was assigned the responsibility to attend the complains if any, relating to Anti-Women Harassment, but now a separate cell has been established named as above. According to Hon. Supreme Court order, sexual harassment is any unwelcome Physical contact and advances demand and request for sexual favour, sexually coloured remarks, Display of pornography and any other unwelcome physical, verbal and non-verbal conduct of a sexual nature. Basically it is any unwelcome word or action of sexual nature.

Example :-

Denial of payment or official approval in the absence of sexual favour pornography pictures/ messages displayed on desks or sent by e-mail. Remarks made about personal appearance and dress. Coloured jokes shared in the working place that make others present feel uncomfortable. Eve-teasing, unsavoury remarks, jokes causing or likely to cause awkwardness or embarrassment, innuendos and taunts, gender based insults or sexist remarks, unwelcome sexual overtone in any manner such as over telephone and the like, touching or brushing against any part of the body and the like, displaying pornographic or other

offensive or derogatory pictures, cartoons, pamphlets or saying, Forcible physical touch or molestation and physical confinement against one's will and any other act likely to violate one's privacy.

PURPOSE:-

To facilitate a gender-sensitive and congenial working environment at Shri Shakti Degree College so that women (students or staff) are not subjected to gender specific discrimination or sexual harassment.

What Constitute Harassment?

Any unwelcome sexually determined behaviour (physical, verbal or any other form) which violates a women's dignity and interferes with he ability to operate freely at on campus. Harassment would also include gender based discriminatory behaviour.

Who Can Approach The Cell ?

Any female student/Faculty of Shri Shakti Degree College, Sankhahari/Ladies Care Unit/Students Grievance Redressal Cell in Special cases and Anti-Women Harassment Cell itself sue-motto.

How to Lodge a Complaint ?

The person concerned can personally approach/telephone/write to any member of the Cell. The name of the complainant will be kept CONFIDENTIAL

Each such incident of Harassment results in violation of the fundamental rights of gender equality and the right to life and liberty. Any violations attract remedy under the enforcement of these fundamental rights of women.

COMPOSITION:-

A senior teacher shall be the President of the cell. Cell shall consist of following other positions :-

Vice – President	Lady Teacher	1
Secretary	Lady Teacher	1

And one girl student representative from each faculty. The Office Bearers/members of the cell may also have its meeting in Girls Common Room or where Cell feels Safe, Secret and Comfortable.

FUNCTIONS OF THE CELL :-

The office of the cell is an educational resource as well as a complaint centre for the lady members of the Faculty, staff and students of the Institution. Its mandate is :-

1. To provide a neutral, confidential and supportive environment for members of the campus community who may have been sexually harassed.
2. To advice complainants of the informal and formal means of resolution as specified by the cell.
3. To ensure the fair and timely resolution of sexual harassment complaints.
4. To provide information regarding counseling and support services on our campus.
5. To ensure that students, faculty and staff are provided with current and comprehensive materials on sexual harassment and assault.
6. To promote awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

RIGHT OF APPEAL :-

Any student aggrieved with the decision of Anti-Women Harassment Cell, may make an appeal to the committee of office bearers of Managing Committee of Degree College. Application must accompany with all evidences in support. After providing privilege of Natural Justice, with in a period of 7 days, Appeal shall be disposed of. Names of such Members are given below :-

1-Mr. Bipin Chandra Mishra	09415430091	President
2- Mr. R. C. Shukla	09792201202	Member

DISCIPLINARY COMMITTEE :-

A Disciplinary committee consisting of teaching and non-teaching staff has been formed who takes round 2-3 times every day inside and outside the campus to have a close watch so that no incidence relating to Anti-Women Harassment even takes place and every girl student and lady teacher feels quite safe here in the institute.

Note: A notice board for awareness about formation of cell and the address of its Office-bearers/members shall be displayed in the campus of institute.