SAINT CLARET COLLEGE, ZIRO

P.B 22, Salaya, Lower Subansiri (Dt) Arunachal Pradesh

POLICY DOCUMENT ON GRIEVANCE REDRESSAL

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• Initial Document issued in 2010 (retrieved from Administrative Dossier)

Grievance Redressal Policy

Introduction

In order to provide for a forum for the staff and the students to express and inform their concerns and genuine grievances, a Grievance Redressal Cell has been constituted with a faculty member in charge of its function.

Specific to the issue of sexual harassment and ragging, Saint Claret College, Ziro (SCCZ) has its separate cells i.e., Sexual Harassment Prevention Cell and Anti-Ragging Cell respectively. These cells work hand in hand under the banner of Grievance Redressal Cell of the college. Under genuine circumstances, a Disciplinary Committee is constituted to address the issues of the students and staff.

As part of its function, a Suggestion Box is placed in the College Office. Students and staff who may have grievance may approach a faculty in charge or drop a note in the Suggestion Box. The faculty-in-charge will discuss the matter with the management and the Cell will resolve the issue justly and in a timely manner.

College Grievance Redressal Cell

[*Adopted (with a few changes) from* **UGC Grievance Redressal Regulations, 2018.** F.No. 14-4/2012(CPP-II) dated 7th December 2018]

i. All complaints shall first be addressed to College Grievance Redressal Cell whose composition is as follows:
   a. Principal-Chairperson
   b. Vice Principal(s)
   c. Coordinators: Grievance Redressal/ Anti-ragging/ Sexual Harassment Prevention Cells
   d. Two faculty members one of whom will be the HoD concerned.

ii. The tenure of members shall be two years

iii. The quorum for the meeting shall be two, including Chairperson

iv. The Committee shall follow the principle of natural justice while considering the grievances of the students as well as staff members.

v. The Committee shall send the report and recommendations to the College Management within a period of 15 days of receiving the complaint.

GRIEVANCE REDRESSAL (Procedure for redressal of complaints)

1. Any Claretine – Staff or Student – may appeal to the Principal, in writing, for a hearing on any action taken against him/her. Ordinarily the highest court of appeal is the Principal.

2. Initially, the Principal will provide a hearing to the grieving party and shall be the sole authority to decide whether the matter is serious enough to be studied by the Grievance Redressal Cell (GRC). If it is found that the matter is not serious enough for such a step, the Principal shall decide on the matter. The decision of the Principal shall be binding on the aggrieved party.

3. If, in the considered opinion of the Principal, the case appears to be of a grave nature, the GRC shall look into the matter.

4. The Principal and the Vice Principal are ordinarily, ex-officio members of the Cell along with the GRC coordinators. Two other members will be nominated by the principal to be part of the committee. However, given the nature of the particular grievance, they may opt out of the Cell, if, in their considered opinion, such an abstention would better serve the cause. However, no person against whom is the grievance shall be included in the Cell.

5. The GRC shall study the case in all its details, interview the persons concerned and give a respectful hearing to the aggrieved parties. Any recommendation arrived at by the Cell shall be in consonance and congruence to the Mission, Values and Objectives of the Institution. The recommendation shall be submitted to the Principal within the stipulated time, along with the detailed report of the procedures.

6. The GRC has only consultative status and the final decision is reserved to the Principal/ Managing Committee, and their decision shall be absolutely binding on the parties involved.

7. If the grievance is against the Principal and is of a very serious and grave nature, the grievance shall be made in writing to the Manager, who shall discuss the matter in the Managing Committee and give a fair response to the same, in accordance with the provisions of the Claretian Educational Policy Statement of the Province.

8. The Principal, with the knowledge and approval of the Managing Committee, may dissolve the GRC, if in the considered opinion of the Managing Committee, the specific GRC has not served its purpose and/or has become deviant in its functions.

Grievance Redressal related to Tests/ Exams

Policy Statement
This policy outlines the procedures for redressal of grievances related to the conduct of tests and exams at Saint Claret College, Ziro (SCCZ). The College recognizes the importance of providing a fair and transparent system for students to voice their concerns and have their grievances addressed in a timely and effective manner.

Scope
This policy applies to all students enrolled in the College and covers grievances related to the conduct of tests and exams.

Definition
Grievance: Any dissatisfaction or complaint related to the conduct of tests and exams, invigilation, evaluation, marks, etc.

Policy Guidelines

1.Grievance Redressal Mechanism
SCCZ has established a grievance redressal mechanism to address grievances related to the conduct of tests and exams. The mechanism is as follows:

a. Students who have grievances related to the conduct of tests and exams should first approach the concerned faculty member or the head of the department.
b. If the issue is not resolved satisfactorily at this level, the student can approach the Grievance Redressal Cell (GRC) of SCCZ. The GRC will investigate the matter and take necessary steps to resolve the issue.
c. If the issue remains unresolved, the student can approach the Principal.
d. The decision of the Principal shall be final.

2.Grievance Redressal Cell
The Grievance Redressal Cell (GRC) of SCCZ comprises the following members:

a. Principal-Chairperson
b. Vice Principal(s)
c. Two senior faculty members (Grievance Redressal Cell Coordinators)
d. Two faculty member one of whom will be the HoD concerned.

The GRC shall be responsible for receiving and addressing grievances related to the conduct of tests and exams. The GRC shall meet at least once every semester.

3.Procedure for Filing a Grievance
Students who have grievances related to the conduct of tests and exams should follow the procedure given below:

a. The student should submit a written complaint to the concerned faculty member or the head of the department.
b. If the issue remains unresolved, the student shall approach the GRC.
c. The GRC shall investigate the matter and take necessary steps to resolve the issue.
d. The GRC shall communicate its decision to the student in writing.
e. For matters related to discrepancy in marks allotted for CIA, students can approach the College office or concerned teacher/ department for rectification

4.Timeframe for Redressal of Grievances

The College shall make all efforts to resolve grievances related to the conduct of tests and exams in a timely and effective manner. Depending on the grievance, if not possible immediately, the following timeframe shall be followed for redressal:

a. The concerned faculty member or head of the department shall resolve the issue within 3 working days of receipt of the complaint.
b. The GRC shall investigate the matter and take necessary steps to resolve the issue within 5 working days of receipt of the complaint.
c. The Principal shall resolve the matter within 7 working days of receipt of the complaint.

5.Protection Against Retaliation

SCCZ shall ensure that no student is subjected to retaliation for filing a grievance related to the conduct of tests and exams. Any act of retaliation against a student who has filed a grievance shall be treated as a serious misconduct and appropriate action shall be taken against the person responsible.

SCCZ is committed to providing a fair and transparent system for redressal of grievances related to the conduct of tests and exams. This policy is aimed at ensuring that all students are treated fairly and their grievances are addressed in a timely and effective manner.

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Policy related to anti-ragging

Anti-Ragging Cell

As per UGC Regulations on the Menace of Ragging in Higher Educational Institutions 2009 and Govt. order no. ED/HE-301/2008/120 dated. 22/04/2009, ragging in all its forms is totally banned in SCCZ on campus as well as outside where Claretines are present. Any behaviour or act that comes under the definition of ragging will invite serious censures as deemed fit by the College authority.

Ragging is defined as "any disorderly conduct whether in words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness any other student, indulging in rowdy or undisciplined activity which causes or is likely to cause annoyance, hardship or psychological harm or to do any act or perform something which such student will not in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student."

Anti-Ragging Affidavit

As per the mandate of the Supreme Court & UGC/AICTE Regulations, SCCZ has registered itself under the National Ragging Prevention Project of the UGC. Accordingly, it is mandatory for all students to fill in and submit online an Anti-Ragging Affidavit, every year. Affidavits can be filled online at **www.amanmovement.org** or **www.antiragging.in**

Every Claretine, on admission, shall register oneself on one of the above websites and submit the online affidavit online, and print out a copy and submit it to the Anti-Ragging Cell of the college before July 31 of the academic year.

Disciplinary Actions

Depending upon the nature and gravity of the offence, as established by the Grievance Redressal Committee of SCCZ, anyone found guilty shall receive any one or more of the following disciplinary actions. The decision on the committee shall be final and binding.

1. Cancellation of admission
2. Suspension from the college
3. Withholding/withdrawing scholarship or other benefits
4. Debarring from appearing in any test/examination or other evaluation process
5. Withholding results
6. Debarring from representing SCCZ in any regional, national, or international event.

7. Suspension/dismissal from the hostel

8. Rustication from the college for a period up to 4 semesters/2 years

9. Dismissal from the college and consequent debarring from admission to any other institution

10. Fine of Rs. 25,000/-

11. In the case of offences of a very grievous criminal nature, referring to the case to the police, besides enforcing one or more of other disciplinary actions mentioned above

12. Collective punishment when the offence is committed/abetted collectively by a group making it difficult or impossible to identify specifically guilty persons.

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Sexual Harassment Prevention Cell

Policy & Guidelines

As per the guidelines of the University Grants Commission (UGC) and the Supreme Court, a Sexual Harassment Prevention Cell has been established at Saint Claret College, Ziro, to ensure a healthy, respectful, and congenial atmosphere for the staff and students of the college.

Objectives: The cell was constituted to meet the following objectives:

a. To create awareness about equality of sexes and the need for respectful and dignified relationship between the sexes.
b. To disseminate information on the procedure for reporting sexual harassment issues.
c. To develop guidelines and norms for dealing with issues of sexual harassment, if and when reported.
d. To coordinate the implementation of policies in consultation with the management.

Definition: Sexual harassment is defined as "any unwelcome sexually motivated behaviour, whether directly or by implication, involving physical contacts or advances, demand for sexual favours, sexually tainted remarks, and other unwelcome physical, verbal, or non-verbal expressions of a sexual nature that affect women's right to work in a congenial environment at the workplace."

Scope: The provisions of these rules and procedures shall apply to all students, management, teaching, and non-teaching staff of the college. These rules and regulations shall be applicable to all complaints of sexual harassment made by:

a. A student against a member (or members of teaching or non-teaching staff, or fellow students) or any member of the academic community within or outside the campus.
b. Any member of the academic community of the college against any other member, within or outside the campus.
c. A service provider against a student or students or a member or members of the academic or non-academic staff, or against an outsider or service provider, if the alleged sexual harassment is reported to have taken place on campus.

Functions: Mediation of crises arising out of incidences of sexual assault or sexual harassment occurring on campus; overview of campus security services to ensure prompt intimation to the Sexual Harassment Prevention Cell of all incidents of alleged sexual harassment. Organising training programmes for the staff and the students of SCCZ to equip them for handling sexual harassment issues and providing assistance to aggrieved parties on campus to make complaints to suitable authorities in deserving cases. Meetings of the committee with the students and staff members shall be organised to create awareness and ensure a healthy environment on campus.

Filing of complaints:

a. Complaints of sexual harassment shall be lodged with the Sexual Harassment Prevention Cell. Such complaints should be taken up by the Committee for resolution through mediation or conciliation as promptly as possible, but not later than three days after the complaints on the alleged incident are received.
b. The complaint should be made in writing. If the victim is unable to lodge a complaint in writing by himself or herself, the same may be given on his or her behalf by another person with due authorization.
c. Normally, a complaint should be filed within a week after the incident.
d. The complainant is at liberty to withdraw the complaint at any stage of inquiry, provided such withdrawal is made independently and under free will. The inquiry may be terminated after such a withdrawal.
e. A restraint order may be served on the accused, giving him or her a summary of the complaint and warning him or her against making any attempt to exert pressure on the complainant or any other person involved in dealing with the complaint.
f. The complainant may bring to the attention of the cell any attempts, if any, made by the accused to violate the order.
g. The committee is empowered to terminate the inquiry proceeding and to give an *ex parte* decision on the complaint on valid grounds.
h. The cell may propose to the principal an inquiry committee to make an investigation into the complaint if deemed necessary. The principal shall appoint the members of the committee in consultation with the Cell Coordinator.
i. In complaints involving faculty and students, the faculty shall not teach or supervise the work of the student concerned during the period of inquiry until a final verdict is made by the competent authority. They shall desist from any forms of action that would compromise the integrity of the inquiry.
j. If a complaint is lodged against members of the Sexual Harassment Prevention Cell, it will be directly dealt with by the Office of the Principal. The accused member shall be provisionally removed from the SHPC until he or she is cleared of the accusation.
k. The Inquiry Committee shall submit a detailed report communicating its findings based on its investigation. The Committee shall pronounce its verdict, whether the accused is or is not guilty. The inquiry committee shall complete the inquiry in the shortest possible time, not exceeding a month from the date on which the complaint is referred to it except for special reasons.
1. The complainant and the accused shall be given a reasonable opportunity to present and defend their cases. Witnesses may be called if deemed necessary. In the event that the accused fails to attend consecutively for three hearings despite call notices for the same, the inquiry may be terminated and the decision taken on the complaint taken on an *ex-parte* basis.

Redressal and disciplinary action: The committee would pass on the findings of the inquiry committee to the principal for taking appropriate action. If the principal finds that there is a need for a further review by another inquiry committee, he shall do so, citing satisfactory reasons for the same. He may even refer the case to a competent legal authority if the incident is of a grave nature.

False or baseless complaint: If the inquiry committee finds no merit in a complaint, the chairperson of the committee may issue a show-cause notice to the complainant, requiring him or her to explain within three days why disciplinary action should not be taken against him or her. In the event of a negative, insufficient, or unconvincing explanation, the committee shall submit its recommendation for sanction to the principal for imposing an appropriate penalty in order to exclude the possibility of the recurrence of such motivated complaints.

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CHAIRPERSON
Management Council
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