

MAHATMA GANDHI COLLEGE, CHALANTAPARA Policy Document

On

Grievance Redressal Mechanism

Introdúction:

In order to redress individual as well as collective grievances, general in nature and also related to ragging and sexual harassment of the students and the staff of the college, Grievance Redressal mechanism has been devised by the institution. The Stafl refers to the teaching and non-teaching members of the college.

As per the rules and regulations addressed by the UGC, for students and Stafl, Grievance Redressal Committees of Mahatma Gandhi College, Chalantapara have been constituted with the following details to enquire the nature and extent of the grievances.

What is a Grievance?

A grievance may be of any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the college that a student or a staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance/complaint relating to sexual harassment and ragging will be covered by different committees mentioned here for the purpose under a separate mechanism for addressing such matters.

Objectives:

- To formulate the policy to investigate and review complaints or grievances of students and staff.
- To create awareness of availability of members for students to report grievances.
- To investigate the causes of the grievances.
- To ensure effectual solution depending upon the gravity of the grievance.

The mechanism has three layers working separately to address the specific issues. The three segments/Cells are-

- 1. Grievance Redressal Cornmittee
- 2. Anti- Sexual Harassment Committee
- 3. Anti-Ragging Committee

Awareness Policy:

The institution has devised its fix policy to undertake various measures to create awareness to avoid the cases of grievances in regards to sexual harassment, ragging and general grievances of the students and the Staff. The awareness among the students has been created through-

- Class Room
- Prospectus
- Undertaking of students and parents at the time of admission
- Institutional website
- Women's Cell
- On campus display of Code Of Conduct

Mechanism of Governance:

The three committees shall work under the control and guidance of the Principal to redress the grievances. Grievances of serious nature, if any, can only be forwarded to the highest authority, the Governing Body of the College. Issues common in nature can be sorted out then and there only at the committee level.

The grievances shall be collected through the Complaint Box in the campus, in person: oral or written complaint the principal and cases detected during the vigilance of the authorized persons. The Committees shall meet at least twice in an academic year, but in emergency, these can meet any number of times. The committees are required to maintain the record sincerely in the form of notice, agenda, minutes and action taken etc.

Note: While this platform allows voicing the concerns in an open manner, it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve attention of this committee comprising of senior faculty of the institution.

Committees to redress the Grievances:

1. Grievance Redressal Committee

There shall be a grievance redressal committee at the institutional level to redress the grievances of students and the staff occured in the institution, other than related to sexual harassment and ragging, during the general functioning. The Committee shall meet at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and a senior faculty member shall facilitate it as its Convener. The Chairperson shall nominate two faculty members as its members.

2. Anti-Sexual Harassment Committee

There shall be a Anti-Sexual Harassment Committee at the institutional level to prevent the sexual harassment of the students and the Staff in the institution during the general functioning. The Committee shall meet at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and faculty wise representation shall be given to the staff and a few students shall act as members nominated by the Principal. Besides, a senior faculty member shall facilitate it as its Convener. A legal adviser, a social worker and a medical doctor shall also be nominated by the Principal as the members.

3. Anti-Ragging Committee

There shall be an Anti-Ragzing committee at the institutional level to observe and regulate the ragging cases of the students occurred in the institution during the general functioning, The Committee shall mect at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and a senior faculty member shall facilitate it as its Convener. The Chairperson shall nominate faculty wise members as the members of it to regulate the afair.

Awareness Initiatives











Awareness in Student Induction Programme





Awareness in Annual Week





Mechanisms of Grievances



Verbal / written Mechanisms



Offline Mechanisms Through Application



To the Preincipal Mahatan gardhe college chalantapane,
Date - 16-10-22

Subject: Application for not attending - com.

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No. 2108 7923, a student of B.A. 6th som esters of
Your college, gom writing this application
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for my internal exam because g had to
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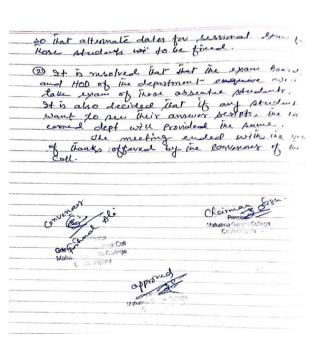
AnnualReportof StudentSupportCells (Anti-Ragging Committee, Anti-Sexual Harassment Committee and Grievance Redressal Cell)

Session2018-19

As a result of various awareness campaigns and strict vigilance, no cases of ragging and sexualharassment occurred in the College campus.

In Grievance Redressal Cell, a case of exam related grievance is reported and sorted out it in coordination with the Exam board.

	Executive Meeting
	Greievance Redressal Call
	Vanue - Principal's Chamber
	Date - 21/11/2018
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at 2"	30 pm under the Presidentship of SK.F.V.
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above	. After discussions, The following resale-
tions	have been adopted.
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Coll	and the examination Board will coordi
	e on the visue of absentee students



Session2019-20

According to our policy on Grievance Redressal mechanism, various awareness are carried on in this academic session and as a result no cases of ragging or sexual harassment are reported.

Anti-Ragging Awarenessin Student Induction Programmee

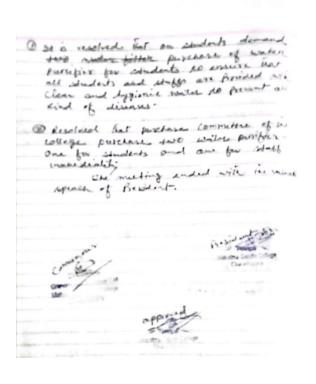




In Grievance Redressal Cell, some applications have been received from the absentees in sessional examination applying for alternate date to appear in the exam. The issue is solved by the Cell in coordination with the Internal Exam board.

> To, The Preincipal, Mahatma Gardhi College Chalcotapasa. Dated: 16-06-2020 Sub: Prayer for afterding the Sensiamed town. Sir, With reference to the Subject Cites aboves I have the honour to state that I am Hudent of your College of Semester B. A. Loth Sem. I am unable to attent appear the Demional Franchation an account of my heavy forer. I, therefor trequest you kindly allow me they appear the sentonal Ean and oblidge. yours faithfully Stame: Nasrin Suttona Roll Ho! - 0083

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	Vanue: Principal's chamber
	Date: 19/11/2019
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2021-2022

As a result of continuous efforts to prevent occurrence of cases of ragging by awareness campaign through different methods, not a single of ragging and sexual harassment has reported.

In Grievance Redressal Cell, thirty applications are filed asking new dates for sessional exam. The issue is solved with the help of Internal Exam board as per Gauhati University internal exam guidelines.

The Principal Malasma Gardhi Colloge, Castartycea Bate: 03-02-2021

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	Executive Meeting
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	Date = 17/11/2021
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(2)	•
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2022-23

As a result of continuous efforts to prevent occurrence of cases of ragging by awareness campaign through different methods, not a single of ragging and sexual harassment has reported.

In Grievance Redressal Cell, thirty applications are filed asking new dates for sessional exam. The issue is solved with the help of Internal Exam board as per Gauhati University internal exam guidelines.

> To, The Preimeiral Mahatana gandhi college-chalandapana Date - 16-10-22 Subject : Application for not attending = ram: I Ajikan Nessa, having Toll No- 0151 and kegistation NO-21087723, a student of B.A. 6th sem estere of your college gam writing this application to in form you that a was unable to appear for my internel exam because 9 had to undering Casevean and Tremained bed reidden for a period of 10 days. The refore 9 request you to be coppsidente and please dothe needful ax you for your underestanding your Sincoroly OPSC- RE B.A. 6th Semosfee Roll NO- 0151 Regino 21087723

Executive Meeting
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vanue :- Principal's chamber
Dete: 26/11/2022
Agenda:
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	Principal	and I have a
	Mahalma Gandhi College Chalantapara	

Date: 25/06/2018

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 26/06/2018 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
 2. Explanation of objectives by the Convener.
 3. Discuss on steps to be taken in the new academic session.
 4. Misc.
 5. Conclusion.

Grievance Redressal Cell Janua: Binepal's chamber Dile: 26/06/2018 Agenda (D. Taking chair of Resident (Sheine F. U. A. Bhund / Fing) D. Exploration of Subject of the meeting by Convenor D. Discuss on claps to be Jaken in the new academic hassion D. Miscelleneous D. Conclusion Signature D. Ar. Ahibb French Do De: AC) Poshod Ali D. Rousan Ali D. Anindila Chakrasonty. D. Poshod Ali D. Roselul Hossain Cell a held toward at 200 pm in Principal Chamber under the chairmanship of Principal Melatina Gardhi College. Chalails pare on the agendas mentioned above of the chairmanship of Brincipal Melatina Gardhi College. Chalails pare on the agendas mentioned above of the chairmanship the following resolutions have been adopted. D. H. a resolved that students would be make owner to the Grievance Restricted Cell of the college during the Industrian Programme for newsy admitted Abulas (D. J. on The mixeelleneous Usues, it is resolved that	Excutive Meeting
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(1) In the mixelleneous issues, it is resolved that	of the gnevance Kerrisal coll of the competition
all extents would be made on the part of the	the Induction programme for newly admitted studies
all extents would be made on the part of the	1 In the miscellaneous usues, it is resolved that
011	all extents would be made on the part of the
College and The faculties for execting a suitable	College and The faculties for creating a suitable

The me	ifing ended	with the re	du
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Convenous		Signature of	30
Q '2 -		Principal	,
5 LAU		Mahatma Gandhi Co Chalantapara	ollege
Enhand		Vitaldinopolo	
Grievancia i in ressai Cell			
Maha Candhi College			
Cilgiantapara			
	approved		
	Mahatma Gandhi Collage		
	Mahatma Gandhi Collaga Chairteanan		-

Date: 20/11/2018

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 21/11/2018 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- Agenda:

 1. Taking chair of President.

 2. Explanation of Subject of the meeting by the Convener.

 3. Discuss on application of the absentee students of sessional Examination.

 4. Misc.

 5. Conclusion.

Executive Meeting	
Greievance Redressal Call	
vanue. Principal's Chamber	Nose alternate dates for sussional exam for
Date - 21/11/2018	More students wi to be fixed.
Agenda	
	@ It is rasolved that that the exam Board
1 Rex Acceptance of chair of President- Shire F.U. A. Damed 1/2 Poincipel	lake exam of These absence students.
(2) Explanation of subject of the meeting.	It is also a supplied to the s
1 Discuss on applications of the absenter students	It is also decided that if any student
of sessional examination	to see their answer best pts, the lon
(4) Miscellenous	corned dept will provided the same
@ concluption	I the meeting ended with the work
	of the the work
Signature	Thanks offered by the convenous of the
1 Sv. shire Forenaruldin Ali Ali	
@ Forland Ali	
() Kahandix Alum.	Section American Company Company
@ Rousen Al.	
3 Anindita Charlemborts.	N Ch4. 7
6 Escalul offusson	Chairman Cigur
	Charmen Charmen
	Mahatma Gandhi College
An executive meeting of the Grisvance	Chalantapara -
Redressal call is held on frincipals chamber	Cheminator (cell
at 2'30 pm under the fresidentship of sk.F.U.	Griefor
A. Atmed Principal /c of Malatma Gandhi	Greek Maha a Gandh College Maha a Gandh College
Collège, chalantepara on me agendas mentioned	Chalantapara
above. After discussions, The following resale-	apporta
tions have been adopted.	a NPVS
1 It is resolved that the Grievance Rechessal	Mahalma Cardhi Collago
Coll and the examination pourd will coordi-	Choleutabalg
rate on the visue of absentee students	Parties Value of the same of t
	and the second s

Date: 15/04/2019

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 16/04/2018 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
- 2. Explanation the subject of the meeting by the Convener.
- Discussion on the issue of absentee students of sessional examination.
- 4. Misc.
- 5. Conclusion.

Ghairperson Grievance Redressal Cell Mahatma Gandhi College, Chalantapara! Mahatma sama College

Coordinator
Grievance Redressal Cell
mahatma Gandhi College,
Chalantapaka

Chalantapatar
Grievancos Rodressal Cell
Mahatma Gandhi College
Chalantapara

Executive Meeting	0 12 12 15 1	===
Grewance Rednessal Coll	1) It is resolved that the matter will be forward	roled
vanue: Principal's chamber	to be Examination sound of the college to	w
Date :- 15/04/2019	takings mecensary steps.	
TARREST AND A SECOND OF THE SE		
Agenda	@ Particol II + In Granes of have I a	11
1) Acceptance of Chair of President	@ Resolved that the Governee Redressal le	m.
taline be to the second	will put forwarded a suggestion to the ex	vary
@ Explanation the subject of meeting by convenour	word whether re-examination of possibl	-
@ Diseussions on the issue of absentees of	for the absentee and failed students of	t
sessional examination and their application	sessional examination.	
(a) To discuss cothether any new measures con be take to exect awareness among the students		í
an The westernian of Grievance Redrassal Call	At the end of the meeting note of	raine
in the forthlowing new accidence servicon.	offered by convenant of the Cell.	
(B) Diliers		
Signatures		
a dr. alian Forenandi Dei da		
(3) Forhad Ali	President Sile	n
	Resident &	
(3) Lis adul - Hassain	nee!	
@ Anjudita Chakraborty.	Conversion College Mahatma Gandhi College	9
D'Hohange v arom.	Chalantapara	
arrange a second	Griova 435ai Cell	
An executive meeting of griwance	Mahu College	-
Redressa lell is held at 230 pm in the	- Chalameβala -	-
office of the frincipal, After acceptance	1.8n 4	-
of presidentship by the formeral of	approved a colour	
College, discussions are held on the agent	Puncipal .	
mentioned above. After reviewingandie as	statistical 3 and College	
applications of students, the Call adopted	Cl mbsta	
following resolutions.		-

Date: 18/11/2019

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 19/11/2019 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
- 2. Explain the subject of the meeting by convener.
- 3. Discuss the grievances of students.
 4. Others

Chairperson Grievance Redressal Cell Mahatma Gandhi College, Chairptapara Mahatma Gandhi College Chairpara

Grievance Redressal Cell mahatma Gandhi College, CChalantapara

Grievances Lechard Celli Mahati Couchi College Chaluntapara

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Date: 17/11/2021

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 18/11/2021 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
- 2. Explain the subject of the meeting by the Convener.
- 3. Discussion on post-Covid-19 situation
- 4 Others
- 5. Conclusion.

Chainerson
Grievance Redressal Cell
Mahatma Gandhi College,
Chaintapara
Mahatma Gandhi College
Chaintapara

Coordinator
Grievance Redressal Cell
mahatma Gandhi College,
Chalantapara

Grievannes assai Cell Maha College

Executive Meeting

Grievance Reductsal Cell

Vanue: Principal's chamber

Date: 18fill2021

Office 186 11/2021

Office 186 11/2

deprived of classes even to 50% students are allowed to be present daily according gort' instructions @ Resolved that covid-19 general quide. lines will strictly be maintained. sident of the end of the meeting, fre-sident offered a valuable speech to the house. president Sign Carningen Principal Principal — Mahatma Gandhi College Co-Gratifictor
Grievances Fectressel Cell Chalantapara -Mahatma Gandhi College alantapara approved Principal Principal Principal Mahalma

Date: 10/10/2022

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 11/10/2022 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
- 2. Explanation the subject of the meeting by the Convener.
- ${\bf 3. \ Discuss \ on \ application \ of \ students \ Union \ Election.}$
- 4. Misc.
- 5. Conclusion.

Chairperson Grievance Redressal Cell Mahatma Gandhi College, Chalantapara Mahatma Gandhi College Chalentapara

Coordinator
Grievance Redressal Cell
mahakfia Gandhi College,
GrieviChalantapara

Executive Meeting		
Grievance Redressal Feel		
vamue: Poincipals chamber		
Date: 14/10/2022		
Agenda		
1 Acceptance the chair of President		
CI/C Poincipal sheigh F.U. A. Ahmed)		
Explanation the stable of the Meeting L. Inviende		
@ Discussion on application of student Unique		
(4) Mise		
D Signature		
@ Poshad Ali		
(4) Rousan Phi		
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5 Anindita Chakraborty. 6 Jahraginasam.		
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presidentalia et sandas chambes under ine		
of where I () A Alexand II a		
at 2'50 P.M. Gandhi College, Chalanty care		

Date: 25/11/2022

It is hereby informed that a meeting of Grievance Redressal Cell will be held in principal's office at 2:30 pm on 26/11/2022 on the following agenda.

So, all members of the Grievance Redressal cell is requested to attend the meeting.

Agenda:

- 1. Taking chair of President.
- 2. Explanation of objectives of the meeting by the Convener.
- Discuss on the issue of absent student in the sessional examination.
- 4. Misc.
- 5. Conclusion.

Chairperson
Grievance Redressal Cell
Mahatma Gandhi College,
Chalantapara
Mahatma Gandhi College
Chalantapara

Coordinator
Grievance Redressal Cell
mahatria dandhi College
Grievalalantapara 3530 Cell
Mahatria Candin College
Chalantapara

Executive Meeting			
Grievance Redressal cell	The porthcoming session by distributing louted and lay discussing in the industrian classes		
vanue : frincipal's chamber	the land winds		
Date: 26/11/2022	gud by dixcussor	g in the indultion classes	
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Agenda.	ed prient departmin	1 15	
(Deceptance the chair of President (Principal to)	The meets	of in the modulation clothers with the fine concluded with the convenous	
@ Explanation The Audic of of Meeting by Convenant		tourd by the contengul	
@ Explanation in subject of Meeting by Convincer Discusts an in usue of absent student in	Note of hands of	and of the contract	
in second Examination.	of the Coll.	U	
(4) Discuss on the grievances of the Sta Senotes	0		
stadento related to their final exams result			
3 Okus			
Signature			
Signature Signature			
(h) (c) (d)			
On exceptive meeting of the Growance Rod-			
repair well is held in me fornegals chamber			
at 200 pm. on in lossidentship of Principal		a 0 /	
of the college. of text discersions me tollowing	Convenous	President ofin	
resalution have been adopted.		/	
	- Co-Ordinator	Prinopal /-	
D Repolved that application of the about	Grieva Cell	Mahatma Gandi i College	
student in personal examination with genuine	Maha to Canto (College	Charging	
causes will be considered. Those who west			
could not sit for health related problems.			
and Those who have interested on service			
related exams will get a chance to sit			
in the separate exam.			
@ Resolved that The officials will help the	22		
ci consettes stude to in Astrono ii - in	approved		
the semester steedents in solving their pro- blems related to ste Semester final exami	Principal ·		
result.	Mahatma Conthe Collage		
3 Resolved that the governmentedrapsel	C	10121 1913	
coll policy will be more focussed during			