



GRIEVANCE REDRESSAL POLICY

This policy outlines the procedures for addressing and resolving grievances raised by all the stakeholders of Al Jamia Arts and Science College affiliated with the University of Calicut in Kerala, based on the guidelines and regulations of the University Grants Commission (UGC).

POLICY STATEMENT

It is the policy of Al Jamia Arts and Science College affiliated with the University of Calicut in Kerala to provide an effective and efficient mechanism for addressing and resolving grievances raised by all the stakeholders, in compliance with the regulations and guidelines of the UGC.

OBJECTIVES

- The primary objective is to create a fair and just environment within the college where individuals can raise their concerns and seek resolutions without fear of reprisal or bias.
- The policy aims to provide a formal mechanism for the resolution of disputes, conflicts, and grievances that may arise among students, faculty, and staff.
- The policy ensures that the rights and interests of all stakeholders are protected and upheld. This includes safeguarding against discrimination, harassment, academic issues, and administrative problems.
- An effective grievance redressal policy is to facilitate communication between the concerned parties, fostering a culture of open dialogue and problem-solving.

THE PROCEDURE

1. Identification and Reporting of Grievance:

- Any individual with a grievance should formally report it to the principal or the appropriate authority. This could be a student, faculty member, or staff member, depending on the nature of the grievance, either in person or through the online provision of the college website.
- Grievances can be related to academics, infrastructure, discrimination, harassment, or any other issue affecting college life.

2. Informal Resolution:

Initially, Al Jamia College encourages individuals to attempt an informal resolution by discussing their grievances with the relevant person or department. This step is meant to resolve issues at the lowest level possible.

3. Formal Complaint Submission:

If the grievance remains unresolved through informal means, the individual should submit a formal written complaint to the designated grievance redressal committee or authority. The complaint should include details of the grievance, relevant evidence, and contact information.

4. Grievance Redressal Committee:

Grievance Redressal Committee, which is responsible for handling and resolving grievances. This committee is composed of faculty members, administrators, and student representatives.

5. Investigation:

The committee will conduct a thorough investigation into the grievance. This may involve interviewing relevant parties, reviewing documents, and gathering evidence.

6. Hearing:

A formal hearing may be conducted where the complainant and the respondent have an opportunity to present their sides of the issue. Witnesses and evidence may also be presented.

7. Decision and Resolution:

After the investigation and hearing, the committee will reach a decision and provide a resolution. This could include actions such as mediation, disciplinary actions, academic adjustments, or policy changes, depending on the nature of the grievance.

8. Communication of Decision:

The committee communicates its decision in writing to both the complainant and the respondent. This communication should include the reasons for the decision.

9. Appeal Process:

If either party is dissatisfied with the decision, they may have the option to appeal to a higher authority within the college within 15 days.

10.Follow-Up:

After the resolution, the college should monitor and ensure that the agreed-upon actions are implemented and the grievance is fully resolved.

11.Record Keeping:

All records related to the grievance, including the complaint, investigation, and resolution, should be properly documented and maintained by the college.

This policy document outlines the procedures for addressing and resolving grievances raised by students, faculty, staff, and other stakeholders at Al Jamia Arts and Science College based on the guidelines and regulations of the UGC. The College is committed to providing an effective and efficient mechanism for addressing and resolving grievances, in compliance with regulations and guidelines, and to promoting a culture of trust, and accountability. Students are informed of the various provisions and committees that function in the college for grievance redressal; during their induction program, details are published on the college website and through the college calendar distributed to individual students.

The Committees for Grievance Redressal

1. Grievance Redressal Cell - GRC
2. Internal Complaints Committee – ICC
3. Anti-Ragging Committee -ARC
4. SC/ ST Cell
5. Anti-Sexual Harassment Cell
6. OBC/Minority Cell

The members of the committee are decided by the college staff council in accordance with the periodic directives of UGC, Kerala Government and the Central Government.

GRIEVANCE REDRESSAL CELL (GRC):

The College has a Grievance Redressal Cell (GRC) following the UGC regulations 2018 consisting of a chairperson and members appointed by the principal. The GRC shall be responsible for receiving, reviewing, and resolving academic and non-academic grievances raised by individual students, faculty, staff, and other stakeholders.

KEY FUNCTIONS

- **Receiving Grievances:** The cell receives complaints or grievances submitted by students, faculty, or staff members. These grievances can relate to various aspects of college life, such as academic matters, administrative issues, discrimination, harassment, or any other concerns.
- **Confidentiality:** The cell maintains strict confidentiality regarding the identity of the complainant and the details of the grievance. This is important to encourage individuals to come forward with their concerns without fear of reprisals.
- **Investigation:** The cell investigates the grievances thoroughly by gathering relevant information and evidence. This may involve conducting interviews, reviewing documents, or seeking input from relevant parties.
- **Resolution:** Once the investigation is complete, the cell works to resolve the grievance through appropriate means. This could involve mediation, intervention, or providing recommendations to relevant authorities for action.
- **Communication:** The cell communicates with the complainant and keeps them informed about the progress and status of their grievance. Timely updates and feedback are crucial to maintain transparency and trust.
- **Documentation:** All grievances, investigations, and resolutions are typically documented for record-keeping purposes. This documentation can also be used to identify recurring issues and improve institutional processes.
- **Recommendations:** In cases where the grievance involves systemic issues, the cell may make recommendations for policy changes or improvements to prevent similar grievances in the future.
- **Accessibility:** The grievance redressal cell should be easily accessible to all members of the college community, and clear procedures for filing complaints should be available.
- **Appeals:** There may be provisions for individuals to appeal the decisions made by the grievance redressal cell if they are dissatisfied with the outcome.
- **Training and Awareness:** The cell may also conduct awareness programs and training sessions to educate the college community about their rights, the grievance redressal process, and the importance of addressing concerns promptly.
- **Tenure:** The tenure of the GRC members shall be for 1 year, and they shall be eligible for re-nomination.

GRC shall consist of the following members:

- **Chairperson:** The Chairperson of the GRC shall be the Principal or a senior faculty member nominated by the Principal of the College.
- **Convener:** The Convener of the GRC shall be a faculty member nominated by the Chairperson.

- **Members:** The GRC shall consist of 2 to 3 members, including faculty members, non-teaching staff, and student representatives, nominated by the Chairperson and Convener in consultation with the Staff Council of the College.

INTERNAL COMPLAINTS COMMITTEE (ICC):

An Internal Complaints Committee (ICC), also known as an Internal Complaints Redressal Committee (ICRC) or Sexual Harassment Committee, is a statutory body or organization established within workplaces in many countries, particularly in India, to address and resolve complaints related to sexual harassment at the workplace. The concept of ICC is primarily rooted in legal frameworks like the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 in India. It is a mandatory committee in all organizations to address the issues of sexual harassment.

ICC may conduct inquiry based on the legal provisions of the relevant law and may keep records following all legal procedures and may also issue reasoned order and may also take disciplinary action of lying under oath or providing misleading information intentionally. The Chairman of the ICC may destroy the records of the procedure after the conclusion of the procedure and the time for the appeal has lapsed.

KEY FEATURES AND RESPONSIBILITIES OF AN INTERNAL COMPLAINTS COMMITTEE

1.Members: 50% of the members should be women.

1. The chairperson / Presiding officer: shall be a woman employed at the senior level in the workplace.
2. Two faculty members
3. One non-teaching employee
4. One member from NGO / familiar with issues of sexual harassment
5. Two democratically elected student representatives in case the complaint involves students.

2.Receiving Complaints: The ICC is responsible for receiving and addressing complaints of sexual harassment from employees. They should ensure that the complainant's identity is kept confidential, and that the complaint is handled sensitively.

3. Investigation: The committee is tasked with conducting a fair and impartial investigation into the allegations made in the complaint. This may involve interviewing the complainant, the accused, and any witnesses, as well as reviewing relevant documents.

4. Recommendations: Based on their investigation, the ICC makes recommendations for appropriate action to the employer or management. This could include disciplinary action against the accused, counselling, or other measures to prevent further harassment.

5. Report Submission: The ICC is required to submit an annual report to the employer and, in some cases, to the appropriate government authorities. This report summarizes the number of complaints received, actions taken, and measures implemented to prevent sexual harassment.

6. Awareness and Training: The committee may also be responsible for conducting awareness programs and training sessions for employees to prevent sexual harassment and create a safe working environment.

7. Confidentiality: The ICC needs to maintain the confidentiality of all parties involved in the complaint, including the complainant, the accused, and witnesses.

8. Non-Retaliation: The ICC should ensure that complainants and witnesses are protected from any form of retaliation for reporting incidents of sexual harassment.

9. Compliance: ICCs are established to ensure compliance with the legal requirements related to preventing and addressing sexual harassment in the workplace.

ANTI-RAGGING COMMITTEE (ARC):

An Anti-Ragging Committee is a committee established in educational institutions, primarily in colleges and universities, to prevent and address incidents of ragging. Ragging refers to a form of bullying or hazing, where senior students subject new or junior students to various forms of harassment, humiliation, or abuse, often as a means of asserting their authority or power.

The Anti-Ragging Committee is responsible for creating a safe and welcoming environment for all students and ensuring that incidents of ragging are reported, investigated, and appropriately dealt with.

Anti-ragging committee was constituted according to the UGC Regulations on “curbing the menace of Ragging in Higher Educational Institutions, 2009”, Ragging is a criminal offense and UGC has framed regulations on curbing the menace of ragging in higher educational institutions to prohibit, prevent, and eliminate the scourge of ragging. These regulations are mandatory for all universities/institutions.

The Anti-Ragging Committee (ARC) ensures compliance with the provisions of the regulations as well as the provisions of any law for the time being in force concerning ragging; investigates complaints and also, monitors and oversees the performance of the Anti-Ragging Squad in the prevention of ragging in the institution. The Anti-Ragging Committee is responsible for inculcating a culture of Ragging Free Environment on Campus. The Anti-Ragging Committee is involved in designing strategies and action plans for curbing the menace of ragging in the college by adopting an array of activities. The committee is also responsible for conducting awareness programs from time to time on campus.

ANTI-RAGGING SQUAD AND MONITORING CELL:

work under the supervision and guidance of the Anti-Ragging Committee and engage in checking places like hostels, buses, canteens, grounds, classrooms, and other places of student congregation to keep a vigil and stop the incidences of ragging, if any, and report them if they happen.

The squad's role is also to educate the students at large by adopting various means about the menace of ragging and related punishments.

Students and Parents Undertaking Affidavit; In compliance with the second amendment in UGC Regulations, each student and every parent must submit an online Anti-Ragging undertaking affidavit every academic year

. The college has displayed the email address and contact number of the Nodal Officer of the Anti-Ragging Committee on the website, college calendar, and notice boards in various campus areas.

Members

The principal in consultation with the College council and following the periodic directives from UGC and national and State governments constitutes the anti-ragging committee, squad, and monitoring cell. This is subject to review every year. Seniority & experience of the faculty members in the committee in handling the complaints and Gender parity is ensured

1. The Anti-Ragging Committee shall be headed by the principal
2. Two representatives of faculty members: students Dean and another faculty member
3. Representative of Parents (nominated by PTA)
4. Two Students belonging to the fresher's category as well as seniors
5. Non-teaching staff.
6. Area newspaper reporter
7. The President of the local Panchayat.
8. Member from an NGO, with experience in dealing with ragging-related issues.

Key responsibilities and functions of an Anti-Ragging Committee:

1. Prevention: The committee is tasked with creating awareness among students about the harmful consequences of ragging and promoting a culture of respect and tolerance within the institution.
2. Complaint Registration: The committee should have mechanisms in place for students to report incidents of ragging confidentially. These mechanisms may include anonymous complaint boxes, dedicated helplines, or online reporting portals.
3. Investigation: When a complaint is received, the committee conducts a thorough investigation to verify the allegations and identify the perpetrators. This may involve interviewing witnesses, collecting evidence, and reviewing any available CCTV footage.
4. Action: If the committee finds evidence of ragging, it takes appropriate action against the perpetrators. This may include disciplinary measures such as suspension or expulsion, depending on the severity of the incident and institutional policies.
5. Counselling and Support: In addition to punitive measures, the committee may also provide counselling and support to both the victims and the perpetrators to address the underlying issues that contribute to ragging.
6. Reporting: The committee is required to submit regular reports to the institution's administration, regulatory authorities, and law enforcement agencies, as necessary. These reports should detail the number of complaints received, actions taken, and any preventive measures implemented.

7. Awareness Programs: The committee organizes awareness programs, workshops, and seminars to educate students, faculty, and staff about the harmful effects of ragging and the importance of preventing it.

8. Liaison with Authorities: In some cases, the committee may need to collaborate with local law enforcement authorities to address severe cases of ragging that involve criminal activities.

Legal measures:

The college strictly follows all the legal and criminal proceedings regarding ragging complaints. The squad may conduct an on-the-spot inquiry, observe a fair and transparent procedure, and take follow-up actions.

Procedure:

On receipt of the recommendation of the Anti-Ragging Squad or receipt of any information concerning any reported incident of ragging, the principal shall immediately determine if a case under the penal laws is made out and if so, either on its own or through a member of the Anti-Ragging committee shall file a First Information Report (FIR), within twenty-four hours of receipt of such information or recommendation, with the police and local authorities, under the appropriate penal provisions.

SC/ ST CELL:

It is formed as per the guidelines of the committee for the prevention of atrocities against SC/ST students under Act No. 33 of 1989, Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989. The cell has the responsibilities of maintaining social equity, equality, justice, and inclusiveness on campus. The committee also monitors the compliance to reservation policy and ensures smooth functioning of processes during staff selection, student admissions, obtaining scholarships, and fee structure during their course of study. The committee has the responsibility of monitoring and maintaining records of SC ST students in campus, the funds, and facilities provided for them. The committee also has the responsibility to conduct inquiries and provide recommendations to the principal in case any violations of rights or discrimination are reported or observed within the campus.

Members:

1. Chairman: The Principal of the college
2. Secretary: senior faculty member of the college belonging to a backward community
3. Two faculty members with experience in handling the issues related to backward castes.
4. President of the local Panchayat
5. Non-teaching staff member belonging to a backward community.

Procedure:

In case of any lapse/ violations to the SC ST Act or complaints of discrimination is brought to the attention of the Principal, He/ She may take immediate measures to rectify the same. In case the remedy cannot be done immediately, the principal may seek recommendations from the committee and resolve the matter in an urgent manner. The committee may recommend legally prescribed

punitive or criminal proceedings on which the principal may take final decision in consultation with the College Staff Council. The principal or the committee shall have the responsibility of communicating the actions taken to the complainant and the college community to ensure that no such situation happens again.

Key Functions

Reservations and Quotas: They implement and oversee reservations and quotas in educational institutions, government jobs, and other areas as mandated by the Indian Constitution. A certain percentage of seats and jobs are reserved for SC and ST candidates to promote their representation and participation in various sectors.

Scholarships and Financial Aid: SC/ST Cells often administer scholarship programs and financial aid schemes to support students from these communities in pursuing their education. These scholarships may cover tuition fees, books, and living expenses.

Counselling and Guidance: They provide counselling and guidance to SC/ST students to help them overcome academic and personal challenges. This support can include academic mentoring, career counselling, and addressing discrimination or bias issues.

Awareness and Sensitization: The cell conducts awareness programs and sensitization workshops to educate the broader community about the issues faced by SC/ST individuals and to promote social inclusion and equality.

Complaint Redressal: SC/ST Cells often serve as grievance redressal mechanisms. Individuals from these communities can report discrimination, harassment, or other issues, and the cell takes appropriate action to address these complaints.

Promotion of Entrepreneurship: Some SC/ST Cells also promote entrepreneurship and self-employment opportunities among members of these communities. They may offer training, access to credit, and other resources to support business ventures.

Data Collection and Reporting: These cells collect data on the participation and progress of SC/ST individuals in various sectors to monitor the effectiveness of policies and programs designed to uplift these communities.

ANTI- HARASSMENT CELL:

The UGC (Prevention, Prohibition, and Redress of Sexual Harassment of Women Workers and Students in Higher Education Institutions) Regulation, 2015 is a federal law that prohibits sexual harassment of women employees and students in higher education institutions. Regulation 2 (1) presents a gender-neutral vision of the term 'student'. The provision clarifies that 'student' signifies an individual enrolled in a particular program in a higher educational institution thereby avoiding sensitizing a specific gender. The cell ensures equity, equality, and fair treatment of students and staff regardless of region, class, caste, sexual orientation, minority identification, and

being differently-abled. The cell has the responsibility of sensitizing the college community against sexual harassment, ensure fairness of treatment and equality of all members within the campus, conduct inquiry and recommend positive/ corrective action to the principal in case of any harassment.

Members:

50% of the members shall be women or other gender minorities.

1. Dean of Student Affairs
2. One senior faculty of the college.
3. Two faculty members with experience in dealing with issues of gender-based discrimination
4. Member of non-teaching staff.
5. The Staff Council may nominate a student (identified with a discriminated community) to be included in cases involving harassment of a student.

Procedure:

1. If any complaint is received or observation of harassment, the principal may take immediate action or corrective steps in consultation with the College Staff Council. If not, the committee may be directed to look into the matter and suggest recommendations within a stipulated time. The decisions are communicated to the complainant and college community and also the right to appeal against the decisions and modifications are maintained.
2. The cell may conduct periodic surveys, and sensitization campaigns to ensure an environment of equality within campus.

Key Aspects of Anti-Harassment Cell

1. Policy Implementation: These policies outline what constitutes harassment, how incidents should be reported, and the consequences for offenders.
2. Education and Awareness: Anti-harassment cells often conduct training sessions and awareness programs to educate employees or members about what constitutes harassment, how to prevent it, and what to do if they experience or witness it.
3. Reporting and Investigation: They provide a confidential and secure channel for individuals to report incidents of harassment. They also oversee the investigation process, ensuring that it is impartial and thorough.
4. Support for Victims: The cell offers support and guidance to individuals who have experienced harassment, helping them navigate the reporting process and access resources such as counseling or legal assistance if needed.
5. Preventive Measures: They work on preventive measures, including creating a culture of respect and tolerance within the organization, and proactively addressing potential issues before they escalate.
6. Resolution and Accountability: The committee is responsible for ensuring that incidents of harassment are appropriately addressed and that the individuals responsible are held accountable. This may involve disciplinary actions or other remedies to prevent further harassment.

7. **Monitoring and Evaluation:** Anti-harassment cells often monitor the effectiveness of their prevention efforts and policies, making adjustments as necessary to better combat harassment.
8. **Legal Compliance:** They ensure that the organization complies with local, state, and national laws related to harassment and discrimination, and they may collaborate with legal experts when necessary.
9. **Documentation:** Proper documentation of all reported incidents, investigations, and actions taken is essential for transparency and accountability.
10. **Regular Reporting:** The committee typically reports its activities and findings to higher management or relevant authorities at regular intervals.

OBC/MINORITY CELL

An OBC (Other Backward Classes) and Minority Cell in a college is a dedicated department or committee that focuses on the welfare and support of students from OBC and minority communities. The purpose of such a cell is to address the specific needs and concerns of these students and promote diversity and inclusion within the educational institution.

Members:

1. **Chairman:** The Principal of the college
2. **Secretary:** senior faculty member of the college belonging to a backward community
3. Two faculty members with experience in handling issues related to backward classes.
4. Non-teaching staff members belonging to backward class.

Key functions and responsibilities of an OBC/Minority Cell:

Admissions and Scholarships: The cell often assists OBC and minority students in the admission process and helps them access various scholarships and financial aid programs available to them.

Counselling and Guidance: It provides counselling and guidance to OBC and minority students to help them overcome any academic, personal, or social challenges they may face during their college journey.

Advocacy: The cell serves as an advocate for the rights and interests of OBC and minority students within the college administration, ensuring that their concerns are heard and addressed.

Awareness Programs: It organizes awareness programs, seminars, and workshops on issues related to social justice, diversity, and inclusion to promote a more inclusive campus environment.

Networking: The cell may facilitate networking opportunities for OBC and minority students to connect with peers, alumni, and professionals who can offer support and mentorship.

Cultural and Social Events: It may organize cultural and social events that celebrate the diverse cultures and traditions of OBC and minority communities, fostering a sense of belonging.

Documentation and Data Collection: The cell often maintains records and data related to OBC and minority students to monitor their progress, assess their needs, and evaluate the effectiveness of support programs.

Conflict Resolution: It helps resolve any conflicts or grievances that OBC and minority students may encounter within the college environment.

Sensitization: The cell may conduct training sessions for college staff and students to increase awareness and sensitivity towards issues faced by OBC and minority students.

Collaboration: Collaborates with other departments and organizations, such as government bodies, NGOs, and community groups, to enhance support and opportunities for OBC and minority students.





Al Jamia Arts and Science College, Perinthalmanna

