

# GOVERNMENT COLLEGE, MEHAM



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## GRIEVANCE REDRESSAL POLICY

Grievance Redressal Mechanism is very important to provide value to the stakeholders and to maintain peace, harmony, and quality of any Higher Education Institution. Grievance redressal committees are formed with the purpose of providing a platform to the students to address their issues and get them resolved. The College has a very transparent and efficient mechanism for Grievance Redressal. The committees are required to handle students' grievances and provide speedy resolution for the same. Grievances related to Academic and non-academic matters are taken care off by separate committees formulated for this purpose, such as:

### Committee's related to Non-academic matters-

- **Issues related to Sexual Harassment:** Internal Complaints Committee
- **Issues related to Ragging/Bullying:** Anti-Ragging Committee
- **Issues related to Indiscipline:** Discipline Committee

### Committee's related to Academic matters-

- **Issues related to Admissions:** Admission committee
- **Issues related to Examinations:** Examination committee

In general, the objectives of these committees are:

- To ensure that students get prompt solution to their problems;
- To ensure harmonious student – faculty relationship;
- To provide a platform for essential communications and bridge the communication gap related to various academic and non –academic matters;
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

## **SEXUAL HARASSMENT** **(Prevention, Prohibition, and Redress)**

The College is committed to providing a safe and secure campus environment to the staff and students. Since sexual harassment results in violation of the fundamental rights of women to equality as per articles 14 and 15 and her right to live with dignity as mentioned under Article 21 of the Constitution, the Government of India enacted the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redress) Act 2013. The policy of the College is in line with this Act.

***Some examples of behaviour that may indicate underlying workplace sexual harassment and merit inquiry:***

- Criticizing, insulting, blaming, reprimanding, or condemning an employee in public.
- Exclusion from group activities or assignments without a valid reason.
- Statements damaging a person's reputation or career.
- Removing areas of responsibility, unjustifiably.
- Inappropriately giving too little or too much work.
- Constantly overruling authority without just cause.
- Unjustifiably monitoring everything that is done.
- Blaming an individual constantly for errors without just cause.
- Repeatedly singling out an employee by assigning her with demeaning and belittling jobs that are not part of her regular duties.
- Insults or humiliations, repeated attempts to exclude or isolate a person.
- Systematically interfering with normal work conditions, sabotaging places or instruments of work.
- Humiliating a person in front of colleagues, engaging in smear campaigns.
- Arbitrarily taking disciplinary action against an employee.
- Controlling the person by withholding resources (time, budget, autonomy, and training) necessary to succeed.

***Some examples of workplace behaviours that may not constitute Sexual Harassment:***

- Following up on work absences.
- Requiring performance to job standards.
- The normal exercise of management rights.
- Work-related stress e.g. meeting deadlines or quality standards.
- Constructive feedback about the work mistake and not the person.

## INTERNAL COMPLAINTS COMMITTEE

The College has constituted an Internal Complaints Committee to address the complaints relating to sexual harassment.

### **Manner in which complaints shall be made**

- The complaint may be made by any member against any other member in writing before the committee.
- The complaint shall contain the facts and specific allegations supported by evidence.
- At college level, the complaint is made to the Principal/Chairperson of the Committee.
- The complaints may be entertained by the committee within a period of ten days from the day of alleged event of Sexual Harassment.

### **Procedure**

- After receiving the complaint the meeting of the committee shall be convened by the Chairperson at the earliest at college level. The complaint shall be placed before the committee.
- After considering the complaint the committee shall follow the procedure as considered just and appropriate to meet the ends of justice. The burden of proving the allegation shall lie on the complainant(s).
- No decision shall be taken by the committee against any one without giving the opportunity of hearing.
- In case of the colleges, if the matter is not resolved in the College Complaint Committee, the complaint may be referred to Complaint Committee at University level.

## ANTI-RAGGING POLICY

The anti-ragging policy of the College is commensurate with the UGC regulations- “Curbing the menace of Ragging in Higher Educational Institutions (third amendment), Regulations, 2016.” The 3rd Amendment of UGC Regulations on “Curbing the menace of Ragging in Higher Educational Institutions, 2016”, ragging includes “any act of physical or mental abuse (including bullying and exclusion) targeted at another student (Fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background”.

## ANTI-RAGGING COMMITTEE (ARC)

The Govt. College, Meham has constituted the Anti-Ragging committee of the College to prevent the menace of ragging and foster healthy interpersonal relations among students. The Committee remains very vigilant throughout the year.

## **Punishments**

Depending upon the nature and gravity of the offence as established by the ARC, the possible punishments for those found guilty may be any one or combination of the following.

- Cancellation of admission
- Suspension for attending classes
- Withholding/ withdrawing scholarship/ fellowship and other benefits
- Debarring from examinations
- Withholding results
- Debarring from representing the Institution in any regional, national or international events.
- Rustication from the Institution for a period ranging from 1 to 4 semesters.

## **DISCIPLINE COMMITTEE**

Govt. College, Meham has constituted a discipline committee for the maintenance of discipline, dignity, decorum and rapport of the institution.

### ***Responsibilities of Discipline committee***

- To maintain and enforce strict discipline within the college campus.
- All the students should wear their ID Cards while they are in the campus and their respective class rooms.
- In case of any violation of dress code or disturbance in the class, the ID card will be confiscated from the student which will be handed over to the student on the same day with a warning and advice from the Disciplinary Committee Members.
- In case of any misbehaviour or violation of the college rules, the ID cards of the students will be kept with the Disciplinary Committee Members till the enquiry is over.
- To enforce total prohibition of cell phone usage by the students within the college campus. Please note that cell phone is prohibited in the college campus and if a student is found carrying a cell phone, it will be taken away and handed over to the Principal.
- To monitor the movement of the students in the college and prevent students loitering around in the corridors during the college working hours.
- To ensure that all the students attend classes without bunking and prevent them from leaving the college early. Please note that no student can leave the college early without prior permission from the concerned authorities.
- Smoking is strictly prohibited in the college campus and ensures that this is being strictly followed.

- To ensure that students maintain complete silence in the library.
- To maintain proper discipline in the college canteen and student waiting room during the college working hours.

### STUDENT GRIEVANCES RELATED TO ACADEMIC MATTERS

The grievances related to academic matters like Admissions and Examinations are addressed by specific committees designated for this purpose.

*For the purpose of handling grievances in academic areas, the college has the following committees:*

1. Admission Committee
2. Examination Committee

## Admission Grievance Redressal Mechanism

The college ensures that grievances/complaints of students are handled promptly for necessary action. The nature of admission related grievances includes:

- Irregularity in the admission process adopted by the college;
- Not having relevant certificates;
- Information furnished in prospectus that might seem false or misleading;
- Breach in reservation policy in admission as applicable;
- Refund of fees in case a student withdraws admission within the stipulated time;
- Issues of clarity relating to admission in various cut-offs

The institution takes necessary steps to ensure smooth conduct of admissions within the college. These are:

- **Admission Committee:** Admission committee is formed to handle the admission process as well as problems of students related to admissions. This committee smoothly run admission process and also ensures that all grievances of students are duly taken care off.
- **Receipt of complaint:** If any student has a complaint/query/grievance, then he/she/they may either lodge a written complaint or may mail it to college.
- **Action taken at committee level:** On receipt of the complaint, the admission committee tries to resolve it within the committee.
- **Action taken by the Head of the institution:** If admission committees are not able to resolve the issue or the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.



- **Reporting to the University:** If the complaint is related to a matter pertaining to decisions at the university level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same.

## **Examination Grievance Redressal Mechanism**

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of nodal officer and members who acts as a connecting link between students and the university. The committee conducts the examination as well as deals with examination related grievances of the following nature:

### ***Pre examination issues***

- Papers opted by the students are not reflected in the date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Appearing late for the exam.

### ***Post examination issues***

- Marks are not uploaded;
- Delay in declaration of results;
- Non transparent or unfair evaluation practices;
- Student is wrongly marked absent in the result;

### ***Procedure of Grievance Redressal***

- The aggrieved student submits the problem/complaint in the form of an application to the committee.
- Depending on the nature of the issue, the committee tries to resolve the problem as early as possible.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then he/she/they is free to directly write an application to the University.