

GRIEVANCE MECHANISM



ST. XAVIER'S COLLEGE FOR WOMEN, ALUVA
REACCREDITED BY NAAC WITH A GRADE (CGPA 3.33)
ISO 9001-2015 CERTIFIED

Grievance Redressal Cell

The Grievance Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

Our college has a **three-tier system** in place to resolve student grievances both on and off campus.

- **Class Level-** In the weekly Mentoring system the class teachers deal with the personal problems of our students.
- **Department Level:** The Department Heads and senior teachers solve the students' problems.
- **College Level-** The Grievance Redressal Cell, which reports to the principal, resolves our students' problems.

Policies

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- The management and the college guarantee a strong redressal mechanism for student grievances.
- As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.

- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled.
- Students who violate the code of conduct will be given a fair hearing at the Departmental level
- The institution does not tolerate ragging or sexual harassment.

Objectives

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationships with stakeholders.
- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.

Different methods for registering of Grievances

- Digital feedback is taken from all the students through the computer lab towards the end of each academic year.
- Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.
- The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at grievances@stxaviersaluva.ac.in or through the link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

Constitution of Grievance Redressal Cell

This Cell is functional with the principal as the head and three faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of needy action. The pulse of all stakeholders is accessed through open, uninhibited written suggestions.

It is functioning according to the following UGC norms.

1. All complaints are first addressed by Grievance Committee whose composition is as follows:
 - a. The principal of the college- Chairperson
 - b. Three senior faculty members nominated by the Principal of the College.
 - c. One Student representative nominated by the Principal of the College.
2. The tenure of the members shall be two years.
3. The quorum for the meeting shall be two.
4. The committee shall send the report and recommendations to the Vice-Chancellor of the affiliating University within a period of 15 days of receipt of the complaint.

Committee Members 2022-2023

1. Prof. Dr. Milon Franz (Principal) - Chair person
2. Ms Bindu Varghese, H.O.D., Department of Communicative English
3. Dr. Anu Anto, Assistant Professor, Department of Zoology
4. Ms. Ruby M Pillai, H.O.D, Department of Microbiology

Relevance

Cell gives the students a fair and proper channel through which their problems can be brought into light. Through this the students develop a feeling of security. Considering that students right now, live in a world of increasing peer and societal pressures, the cell also provides an option to report grievances anonymously, in case a student does not wish to reveal her identity.

Documentation

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of In-Charge of Grievance Redressal Cell. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

Anti Ragging Cell

Anti-Ragging Cell is an important part of Educational Institution's mechanism. It is formed as per the guidelines of UGC under the Act of 1956, which is modified as UGC regulations on curbing the menace of Ragging in higher Educational Institutions, 2009, establishment of Anti-Ragging Cell is very compulsory.

Objectives of Anti Ragging Committee

Anti-Ragging Committee will be the supervisory and advisory committee in preserving a Culture of Ragging Free Environment in the college Campus. The main objectives of this cell are as follows:

1. To make the students aware of the dehumanizing effect of ragging inherent in its perversity.
2. To keep a continuous watch and vigil over ragging so as to prevent its occurrence and recurrence.
3. Promptly and stringently deal with the incidents of ragging brought to our notice.
4. To generate an atmosphere of discipline by sending a clear message that no act of ragging shall be tolerated and any act of ragging shall not go unnoticed and unpunished.

As per the order of Supreme Court of India and subsequent Notification from University Grants Commission (UGC), ragging constitutes one or more of any intention by any student or group of students on:

1. Any act of Indiscipline, Teasing or Handling with Rudeness.
2. Any act that Prevents, Disrupts the Regular Academic Activity.
3. Any activity which is likely to cause Annoyance, hardship, Psychological Harm or creates Fear or Apprehension.
4. Any Act of Financial Extortion or Forceful Expenditure.
5. Any Act of Physical Abuse causing Assault, Harm or danger to Health.
6. Any Act of abuse by spoken words, emails, SMS or public insult etc.
7. Any Act of injury or infringement of the fundamental right to the human dignity.

8. Any Act of Wrongful Confinement, Kidnapping, molesting or committing unnatural offences, use of criminal forces, trespass or intimidation.
9. Any unlawful assembly or conspiracy to ragging.

Enforcement Mechanism

Any student or group of students found guilty of ragging in the campus or even outside the campus shall be liable to one or more of the following punishments

1. Debarring from appearing in any sessional test / University Examination
2. Suspension from attending classes and academic privileges
3. Withdrawing scholarships and other benefits
4. Suspension from the college
5. Cancellation of the admission
6. Withholding the results.

Committee Members 2022-2023

1. Prof. Dr. Milon Franz (Principal) - Chair person
2. Dr. Surya P, Department of Malayalam
3. Ms. Shyamala M P, Department of Microbiology

Sexual Harassment Prevention Cell

- Observing the law on Sexual Harassment.
- Sensitizing the community on gender issues.
- Assisting internal Complaint Committee.
- Addressing complaints from victims.

The Cell will provide assistance to the Faculty/Colleges for taking preventive steps in the matter of gender discrimination and sexual harassment. The Principal will be the Chairman of the Cell and may appoint members of the cell. The College has established a special Cell for the prevention of sexual harassment to ensure the safety of women. The cell attends to any complaint from the women students in the campus, especially to issues regarding women harassment. Appropriate and prompt actions are ensured to complainants approaching the cell. The female students, faculty and staff are advised to approach the Cell in case of any issues of harassment.

Objectives

- To develop guidelines and norms for a policy against sexual harassment
- To develop principles and procedures for combating sexual harassment
- To create a secure physical and social environment which will deter acts of sexual harassment

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is a legislative act in India which came into force from 09 December 2013. This is an Act to provide protection against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and for matters connected therewith or incidental thereto. This will contribute to realization of their right to gender equality, life and liberty and equality in working conditions everywhere. The sense of security at the workplace will improve women's participation in work, resulting in their economic empowerment and inclusive growth. Under the Act, which also covers students in schools and colleges as well as patients in hospitals,

employers and local authorities will have to set up grievance committees to investigate all complaints.

Under this act, the word work place includes organizations, department, office, branch unit etc. in the public and private sector, organized and unorganized, hospitals, nursing homes, educational institutions, sports institutes, stadiums, sports complex and any place visited by the employee during the course of employment including the transportation.

Terms of reference for Anti-Sexual Harassment Cell in this case are as below:

1. To discuss and suggest methods to promote gender amity amongst all GRIET employees and students.
2. To suggest awareness video lectures/ workshops for GRIET students and staff members on different aspects of women welfare.
3. To address the gender discrimination and sexual harassment cases whenever reported and recommend appropriate necessary action.
4. To arbitrate sexual harassment cases and recommend suitable punishments to the Dean Discipline for further action.
5. The cell can suggest different degrees of "punishment" depending on the different degrees of fault or offence like Minor, Moderate or Major. Tools to respond to offenses include (1) communication of the standard, (2) disapproval, (3) verbal warning, (4) written warning, (5) suspension or rustication of the guilty parties (6) termination as well as to protect complainants from victimization.
6. To consider any other matter on women's issues referred to the committee.

For this purpose, sexual harassment includes unwelcome sexually determined behavior (whether directly or by implication) such as:

- Verbal or Physical threats.
- Insulting, Abusive, Embarrassing or Patronizing behavior or Comments.
- Offensive gestures, Language, Rumors, Gossip or Jokes.
- Humiliating, Intimidating, Demeaning and/or Persistent criticism, Open hostility.
- Suggestive comments or Body language.
- Isolation or Exclusion from normal work or study place.

- Publishing, Circulating or Displaying pornographic, Racist, Sexually suggestive or Otherwise offensive pictures or Other materials.
- Unwanted physical contact, Ranging from an invasion of space to a serious assault (The above list is not intended to be exhaustive).

The following is also sexual harassment and is covered by the committee

- Eve-teasing
 - Unsavory 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 (obnoxious telephone calls) 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 sayings
 - Forcible physical touch or molestation
 - Physical confinement against one's will and any other act likely to violate one's privacy
- Cell gives the students a safe and confidential platform to express their complaints regarding sexual harassment without revealing their identity. Through this the students develop a feeling of security.

Committee Members 2022-2023

1. Prof. Dr. Milon Franz (Principal) – Chairperson
2. Dr. Vandana Aravindan, Department of Economics
3. Dr. Ansa Alphonsa Antony, Department of Statistics