

Students' Grievance Redressal Policy

Students Grievance Redressal Policy Policy or SGRP is an integral part of an educational institution and ensures a safe and secure environment for the students. It helps in the holistic growth of the students and allows them to flourish in a past educational setup. The college strives to create an inclusive environment conducive to student success and advancement. Any behaviour by a student that impedes the sense of safety, respect, and effective learning for others may lead to disciplinary measures. This policy aims to ensure fair and consistent handling of all student misconduct cases and to offer clear guidance for both faculty and students.

Objectives

- 1) Setting up a mechanism for addressing student grievances related to exams, scholarships and facilities.
- 2) Reviewing and addressing grievances promptly by taking appropriate actions.
- 3) Ensuring a transparent and fair process for addressing grievances, free from any prejudice.
- 4) Encouraging college officials to be responsive, accountable and respectful when dealing with student issues.
- 5) Redressal of students' grievances of academic and administrative problems.

To achieve the aforementioned objectives of addressing students grievances the college has taken requisite initiatives in the right direction.

1. Anti - Ragging Committee:-

The college has constituted an anti-ragging committee headed by the chair of the institution along with some senior faculty members to avoid any mishap or untoward incident that could occur in the form of ragging.

2. Anti- Sexual Harassment Redressal Committee:

In compliance with the guidelines issued by the Supreme Court and also UGC, advising all universities to set up a permanent committee to address cases of sexual harassment, DGC, Gurugram has constituted a committee against Sexual Harassment. It aims to provide a conducive environment of gender safety, and gender equality for the well-being of the staff and students. The panel is responsible for redressal of grievances related to sexual harassment.

The committee considers the following implications as sexual harassment or misconduct-

- An explicit/implicit demand for sexual favours.
- Sexually coloured or sexist remarks
- Exhibition of pornography in any form.
- Any other unwelcome physical, verbal or non-verbal sexual conduct.
- Eve-teasing

3. Grievance Redressal and Suggestion Box:

The college has set up a suggestion box in which students may drop their feedback, and grievances and the concerned authorities take active efforts in resolving the issue. Students also meet their mentors and counsellors and get their problems addressed in one one-on-one meetings.

4- ICC:

As per the UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) regulations, setting up an Internal Complaint Committee is important and mandatory for creating a safe and harassment-free atmosphere in an institution.

It takes cognizance of the complaints that pertain to sexual harassment and abuse.

Key functions and procedures to be followed by the committee:

- The committee shall meet as and when any complaint is received from a staff member or a student.
- The committee then asks the complainant to provide a detailed statement of the incident that took place within two days or such other time period that the committee may decide.
- The committee shall also direct the accused party to prepare and submit a written response to the allegation within the stipulated time.
- The committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties and minutes of all the meetings shall also be prepared and duly signed by the members of the committee.
- The Committee is committed to completing its proceedings within seven days of receiving a complaint. Findings will be documented with supporting reasons and sent to the Principal within five days after the proceedings.
- If the Committee discovers evidence of a criminal offence, it will be clearly stated in its report. If the Committee determines that there is a prima facie case of sexual harassment and there's a risk of recurrence or if it's

deemed necessary for justice, disciplinary actions such as a warning, written apology, behaviour bond, adverse remarks in the confidential report, suspension, or dismissal may be taken upon the complainant's request or as deemed appropriate.

- If, during the investigation, the Committee finds that anyone has retaliated against or victimized the complainant or those who have supported them due to the complaint or assistance provided, it will inform the Principal in writing, providing reasons and recommending appropriate action against the responsible party.
- If, after completing the proceedings, the Committee concludes that the complainant has knowingly made false allegations of sexual harassment, it will similarly report this to the Principal, outlining reasons and suggesting appropriate actions against the individual involved.