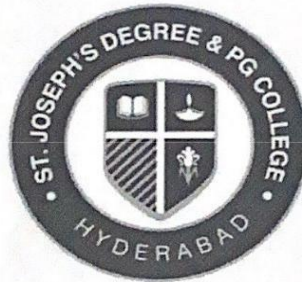


ST. JOSEPH'S DEGREE & PG COLLEGE

(Autonomous), Affiliated to Osmania University
Re-accredited by NAAC (3rd Cycle) with B⁺⁺
King Koti Road, Hyderabad



GRIEVANCE REDRESSAL POLICY

w.e.f: 2020-2021




PRINCIPAL

Principal

ST. JOSEPH'S DEGREE & P.G. COLLEGE
King Koti Road, Hyderabad-500 029

Grievances and Redressal Mechanism

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach.

The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Objectives

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
 1. To investigate the reason of dissatisfaction.
 2. To enlighten the students on their duties and responsibilities.

Grievance and Redressal Cell Composition

- Principal
- Vice-Principal
- Grievance and Redressal Coordinator
- HOD
- Member
- Member
- Student invitee

Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.

2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyzes the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

Procedures

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Student-teacher, student-student grievances
 - Grievances related to library and IT services.
 - Grievances related to sports, cultural
 - Grievances related to behavior of stakeholders
1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided at the key of the campus.
 2. Department level counseling is offered where the matter can be resolved
 3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
 4. For other grievances that required review shall be redressed by receiving written and signed application
 5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter memo reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed

of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.

All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

Internal Complaints Committee

Both formal and informal feedback are collected from students, and utilized in improving student experience in the institution in several ways.

- Student feedback on teachers is collected semester wise and teachers are given a consolidated report of the same. Teachers also collect feedback on classes informally
- Services which included seeking suggestions. The complaints and suggestions are forwarded to the Principal for suitable action and many corrective measures will be taken wherever possible.
- Students may drop their feedback, problems or grievances in the general suggestion box and the concerned authorities' aid in resolving the issue.
- College has a separate examination grievance redressal cell, a malpractice committee, an admission grievance cell, an anti-sexual-harassment cell and an anti-ragging cell. The details of the committee members are available on the website and college handbook.
- The student grievance redressal cell has been functioning for several years. Faculty members of the cell.
- Students can express their grievance in writing to the members who convene a meeting to address the issue. A complaint box is kept to receive grievances, if any.
- Students also meet their mentors and counselors and get their problems addressed, separately first and then together, if required.
- When student feedback was collected on campus services, the complaints appeared to be related to infrastructure constraints and some related to the library, which have been attended to.
- A limitation to this mechanism is that the requirement of providing complaints in writing often discourages students from following up. Therefore, the problem is better addressed by mentors, discipline committee Convenor and senior faculty. If serious issues are identified, the concerned teacher or other persons involved are informed along with the Principal.
- The team of counselors on campus helps and supports our students. Their conversations, issues and feedback are kept anonymous and needful is done to resolve the issues.

Powers of the committee

1. The committee shall have the power to summon witnesses and call for documents or any information from any student
2. If the committee has the reason to believe that a student is capable of furnishing relevant documents of information if it may direct such person to produce such documents or information by serving a notice in writing on that person, summoning the person, or calling for such documents or information at such place and within such time may be specified in the written notice.
3. Where any relevant document or information is recorded or stored by means of a mechanical, electronic or other device, the committee shall have the power to direct the same in writing to be produced.
4. The committee shall have the power to recommend the action to be taken against any person found guilty
 - a. Sexually harassing the complainant
 - b. Retaliating against/victimizing the complainant or any other person before it and
 - c. Making false charges of sexual harassment against the accused person.

Functions of the committee

Preventive steps.

1. To facilitate a safe environment that is free of sexual harassment
2. To provide behaviors that creates an atmosphere that ensures gender equality and equal opportunities

Remedial steps

1. To ensure that the mechanism for registering complaints is safe, accessible and sensitive
2. To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims and take action against the harasser, if necessary
3. To make arrangements for appropriate psychological, emotional and physical support in the form of counseling, security and other assistance to the victim if so desires

Procedure to be followed by the committee

- The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee.
- The Committee may direct the complainant to prepare and submit a detailed statement of incidents if the written complaint lacks exactness and required particulars, within a period of two (2) days from such direction or such other time period that the Committee may decide.
- The Committee shall direct the accused students to prepare and submit a written response to the complaint / allegations within a period of four (4) days from such direction or such other time period as the Committee may decide.
- Each party shall be provided with a copy of the written statement(s) submitted by the other.
- The party against whom the document / witness is produced shall be entitled to challenge / cross-examine the same.
- The Committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties.
- As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.
- Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
- The Committee shall make all Endeavours to complete its proceedings within a period of seven (7) days from the date of receipt of complaint.
- The Committee shall record its findings in writing supported with reasons and shall forward the same with its recommendations, to the Principal, within a period of five (5) days from completion of the proceedings before it. In case the Committee finds that the facts disclose the commission of a criminal offence by the accused person, this shall be specifically mentioned in the Committee's report.
- If, in the course of the proceedings before it, the Committee is satisfied that a prima facie case of sexual harassment is made out against the accused student and that there is any chance of the recurrence of any such action, or that it is required to do so in the interests of justice, it

may, on the request of the complainant or otherwise, disciplinary action could be initiated in the form of: -

- a. Warning
 - b. Written Apology
 - c. Bond of good behavior
 - d. Adverse remarks in the confidential report
 - e. Suspension
 - f. Dismissal
 - g. Any other relevant mechanism
- If, in the course of the proceedings before it, the Committee is satisfied that any person has retaliated against / victimized the complainant or any person assisting the complainant as a result of the complaint having been made or such assistance having been offered, the Committee shall report the same in writing, to the Principal, with reasons and with recommendations of the action to be taken against such person.
 - If, at the culmination of the proceedings before it, the Committee is satisfied that the complainant has knowingly brought false charges of sexual harassment against any person, it shall report the same in writing to the Principal/Management, with reasons and with recommendations of the action to be taken against such person.

Student Related Issues

Students who join St. Joseph's Degree and PG. College shall follow certain disciplinary rules of conduct. The Code of Conduct of the students are made known through the College Website, hand book and on various platforms.

It shall be the responsibility of the students

1. To read, become familiar with and adhere to this Code and any amendment brought to this Code.
1. To behave and conduct themselves in the Institution Campus, hostels and premises in dignified and courteous manner and show due respect to the authorities, teachers and employees.
2. The students should behave politely and respectfully. They should abide by the rules and regulations stipulated by the College, from time to time.
3. Attendance is taken every period and also subject-wise. The students are expected to have a minimum of 75% attendance. On medical grounds, on the specific recommendations of the Principal, the Vice Chancellor may condone the deficiency in attendance to the extent of 10%, subject to the submission of medical certificates and payment of condonation fee. The students shall follow the rules of UGC and Osmania University with regard to attendance, examinations and promotions.
4. Attendance is taken by 8.30AM and absentee names are recorded. Parents are informed regularly about their ward's absence through SMS.
5. Students on leave should submit a leave letter to the class In-charge lecturer, duly signed by parent and Principal.
6. Students should be regular, punctual to the classes, attend seminars and other academic activities.
7. The students are expected to safeguard the property of the college.
8. It is the responsibility of the students to take care of their belongings. The college is not responsible for any loss of valuables.
9. The students are expected to carry their Identity Card all the time and they should be ready to produce it at any time, when required by the college authorities

10. Any kind of demonstration that restricts the freedom of the members of the college of disrupts any activity in the college is forbidden. Groups of any kind that disturbs the harmony is not permitted.
11. The Student should make optimum use of the learning resources and other support services available in the institution.
12. Students are expected to dress up in a simple and decent manner which conforms to the standards of modesty. Sleeveless, short tops, low waist jeans and tight garments are not allowed.
13. Students are not permitted to use mobile phones in the Classroom, Library, Computer Centre, Examination Halls, etc.
14. Unauthorized entry of outsiders into the campus as well as hostels is strictly prohibited. Without specific permission of the authorities, students shall not bring outsiders to the Institution, Campus and Hostel.
15. No one shall get, distribute or circulate unauthorized notices, pamphlets, leaflet, etc. within the Campus or hostel. The possession, distribution or exhibition of any item by any means which is obscene, is prohibited within the Campus or on any property owned/ managed by the Institution
16. No student shall collect money, either by force or by request, from anyone on the campus. Rash or negligent driving of vehicles in the Campus premises is prohibited.
17. No student shall enter or leave the classroom when the session is on, without the permission of the teacher.
18. Any case of criminal activity or violation of law and order in the Campus will be reported to the police.
19. Students shall use only the waste bins for dispensing dry and wet waste materials within the Campus including classrooms, hostels, offices and canteen.
20. Any conduct which leads to lowering of the esteem of the Institution is prohibited.

Disciplinary Code:

Any student exhibiting prohibited behavior mentioned in this code shall be subjected to any of the following disciplinary sanctions. Any student who is persistently insubordinate, who is repeatedly or willfully mischievous, who is guilty of fraud or mal practice in connection with

examinations, in the opinion of the authorities will be removed from the rolls Committee Annuity Committee Grievance and Redressal Cell shall make an enquiry and want the report to the Disciplinary committee. . The Principal shall decide the action to be taken.

1. Minor Sanctions - Tendering Apology: The student engaged in any prohibited behavior may be asked to tender an apology for her act, undertaking that she shall not indulge in such or any of the prohibited behavior, in future.

2. Major Sanctions

Suspension: A student may be suspended from the Institution for violation of any of the provisions of this Code. The period of suspension and conditions, if any, shall be clearly indicated in the communication addressed to the student. The student shall lose her attendance for the suspended period.

Expulsion: This is the extreme form of disciplinary action and shall be resorted to only in cases where stringent action is warranted. Expulsion is the permanent dismissal of a student from the Institution. Such a student will not be eligible for readmission in the Institution.

