



VASANTA COLLEGE FOR WOMEN वसंत महिला महाविद्यालय

Admitted to the Privileges of Banaras Hindu University
Krishnamurti Foundation India, Rajhat Fort, Varanasi - 221 001

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GRIEVANCE REDRESSAL POLICY

S.No.	Title of Policy	Grievance Redressal Policy
1.	Administrative Policy Number (APN):	VCW/GR-RED/2016/05/06
2.	Functional Area:	Student Grievances
3.	Brief Description of the Policy	Policy aims at evolving a transparent and robust mechanism for timely redressal of students related grievances so that they may feel safe and protected and can learn and grow in a cordial environment based on trust, care, love, respect, responsibility and healthy relationship.
4.	Policy Applies to:	All the stakeholders: Students, Teachers and Administrative Staff
5.	Effective from:	2016
6.	Approved by:	Principal
7.	Responsible Authority	Conveners of Anti-ragging Cell, Internal Complaints Committee, Grievance Redressal Cell, Examination Grievance Redressal Committee
8.	Superseding Authority	Principal
9.	Reason for the Policy	Transparency, Accountability and Fairness in Grievance Redressal Process
10.	References for the Policy	UGC (Grievance Redressal) Regulation and Banaras Hindu University Guidelines

Policy Statement: The College is committed to the goal of holistic development of the students and provides a healthy and safe environment for them. The Grievance Redressal Policy ensures prompt and well-defined procedure for redressal of students' grievances.

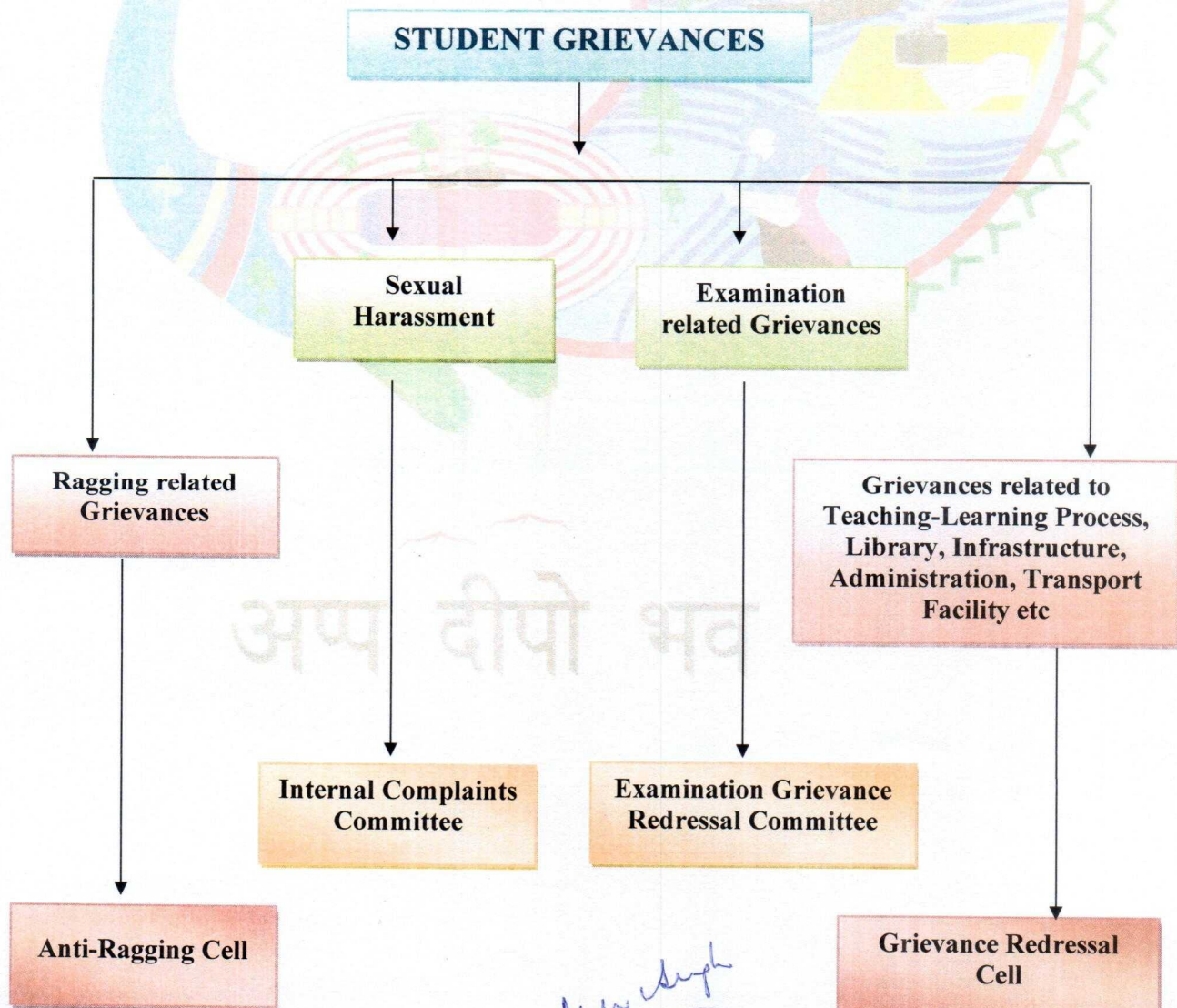
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Objectives:

- To create a conducive environment for holistic development of students.
- To build trust among the students that in case of any grievance, their problems would be heard and resolved in a fair manner while maintaining the confidentiality.
- To promote cordial relationship between students, students and teachers and students and administrative staff.
- To encourage the students to speak for themselves and for others in case of any grievance or problem without any fear of being victimized.
- To inform and sensitize all the stakeholders about Government policies and provisions pertaining to students' grievance redressal and their roles and responsibilities regarding the same.
- To ensure an objective, confidential, transparent and time-bound grievance redressal process.

PROCEDURE: GRIEVANCE REDRESSAL MECHANISM



ANTI-RAGGING COMMITTEE: COMPOSITION & PROCEDURE

Ragging is strictly prohibited in the college premises. If anybody is found indulging in such kind of activities, strict action will be taken irrespective of the extent. Supreme Court of India has banned ragging. In order to prevent such activity in campus, several committees have been developed and brought into operation.

Composition of Anti-Ragging Committee & Anti-Ragging Squad :

As per Clause 6.3 of the University Grants Commission's Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, an anti-ragging committee was to be constituted at the college level. The composition of the Committee will be as follows:

- Convener
- Co-convener
- Five Faculty Members from different Departments

Anti Ragging Squad :

- Convener (a senior faculty)
- Members:
 - One or Two teaching staff
 - Hostel Superintendent

Functions of the Anti Ragging Committee :

1. As per Clause 6.3(b) of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions 2009, it shall be the duty of the Anti-Ragging Committee to ensure compliance with the provisions of these Regulations as well as the provisions of any law for the time being in force concerning ragging; the Anti-Ragging Squad in addition will contribute in any enquiry and follow up of any particular case that might come up and always keep vigilance.
2. To take administrative action in the event of ragging as per Clause 9.1(a) and (b) of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009

Functions of Anti-Ragging Squad :

As per Clause 6.3 (c), (d) and (e) the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009 the following shall be the functions of Anti-Ragging Squad -

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- (a) To maintain vigil, oversight, undertake patrolling functions and to remain mobile, alert and active at all times in the Institute.
- (b) To make surprise raids in the concerned hostels and other vulnerable places where students generally visit and where either the incidents of ragging have occurred or which are potentially prone to ragging.
- (c) To conduct an on-the-spot enquiry into any incident of ragging referred to it by the Principal, Vasanta College for Women or any member of the faculty or any-member of the staff or any student or any parent or guardian or any employee of a service provider or by any other person, as the case may be.
- (d) To submit enquiry report along with recommendations to the Anti-Ragging Committee for action under Clause 9.1(a) of the UGC Regulations.

The Anti-Ragging Squad shall conduct such enquiry observing a fair and transparent procedure and the principles of natural justice and after giving adequate opportunity to the student or students accused of ragging and other witnesses to place before it the facts, documents and views concerning the incident of ragging, and considering such other relevant information as may be required.

Redressal Process:

- I. The information on ragging can be received in the following manner:
 - a) Through the notified contact details of Principal, Vasanta College for Women, Convener of Student Advisory Committee, Vasanta College for Women Convener of of Anti-Ragging Squad, Vasanta College for Women , Control Room and national help-line number on ragging for necessary relief in terms of the provisions of the UGC Regulations.
 - b) Through any other member of the Institute.
 - c) From any external source.
 - d) Through the Anti-Ragging Squad of College.
- II. In the event of receipt of information of ragging by any of the officers mentioned at (i) above, he/she will promptly alert/inform the Convener of the Anti-Ragging Squad of the College or any of its members. The activity shall be completed, at the most, **within one hour of receipt of this information.**
- III. The Anti-Ragging Squad of the College shall promptly conduct a preliminary on the spot enquiry and collect details of the incident as available *prima facie*. The preliminary investigation/details of the incident shall be immediately brought to the notice of the Principal, Vasanta College for Women by Anti-Ragging Squad of the college. The activity shall be completed, at the most, **within twelve hours of receipt of information.**

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- IV. The Principal, Vasanta College for Women on receipt of preliminary report on ragging, shall, in terms of provisions contained at Clause 7.0 of the UGC Regulations, determine as to whether, *prima facie*, FIR needs to be lodged and shall order accordingly.
- V. The Anti-Ragging Squad of the college shall promptly conduct enquiry into the incident as per provisions laid down in Clause 6.3(e) of the UGC Regulations.
- VI. The Anti-Ragging Squad of the college shall complete the enquiry and submit its report along with recommendations to the Principal, Vasanta College for Women and Convener of the Anti-Ragging Committee of the Institute **within six days of the incident**.
- VII. Thereafter, the said report and recommendations shall be considered by the Anti-Ragging Committee for deciding the punishment on the erring students in terms of provisions contained at Clause 9.1 of the UGC Regulations.

In terms of provisions contained in the UGC Regulations, the Anti-Ragging Committee of the Institute, headed by the Principal, Vasanta College for Women is the only body empowered to impose punishment on the erring students found indulged in ragging. Procedure for handling cases of ragging be brought to the notice of all concerned.

Action	Time for First Information	By
Inform Convener of Anti-Ragging Squad	Within one Hour	Individual
On the Spot Preliminary Enquiry by Anti-Ragging Squad and submission of Preliminary Report to the Principal	Within Twelve (12) Hours	Anti-Ragging Squad
Decision regarding filing of FIR	Within Twenty Four (24) Hours	Principal, Vasanta College for Women
Detailed Enquiry & Submission of Report to the Principal	Within Six (06) days	Anti-Ragging Squad
Imposition of Penalty	Within Seven (07) days	Anti-Ragging Committee

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Grievance Redressal Cell : Composition and Procedures

Vasanta College for Women, strives to work in an atmosphere where there is no fear, no authority, only love, affection and good relationship, which is the core of Krishnamurti's Philosophy. With this mission of providing safe, fair and harmonious learning and work environment Grievance Cell was set up at Vasanta College for Women, Rajghat Fort, Varanasi in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in 2013 probe into students grievances.

The Grievance Redressal Cell attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Cell ensures effective solution to the grievances. The Grievance 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.

Any student with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing to the convener or members of the Grievance Redressal Cell or through suggestion boxes placed in the campus.

Composition of the Grievance Redressal Cell :

The Grievance Redressal Cell of the college is composed of teaching staff as its members and Principal as the chairperson. The cell is having the provision of being reconstituted every 2 years. Care is taken to select staff members from each stream. The Grievance Redressal Cell consists of the following members:

- Principal
- Convenor – a senior faculty member
- Five to Six Members- Faculty Members representing different Faculties (Social Science, Arts, Commerce and Education)
- Student Representatives

OBJECTIVES :

- To maintain the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To ensure effective solution to the stakeholders' grievances with an impartial and fair approach and in complete confidentiality.
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

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- Suggestion / complaint Box is installed in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of the Academics / Administration in the College.

Functions of the Grievance Redressal Cell:

- Provides information about the Cell's objectives and mode of operation.
- Acknowledges and analyse the grievances.
- Seeks a solution through decision-making process.
- Reports the grievances and records how they were redressed.
- The students will be made aware about the procedures through the induction programme at the beginning of every academic year.

Redressal Procedures :

- The Grievance Redressal Cell shall receive and redress the grievances of the following issues:
 - Academic issues related to teaching and learning.
 - Student-teacher, student-student grievances.
 - Grievances related to library, bus, canteen and other services.
 - Grievances related to sports and cultural.
 - Grievances related to behaviour of stakeholders.
- The grievances shall be redressed depending on the nature of the grievance.
- The Grievances are invited through suggestion boxes and through email.
- Department level counselling is offered where the matter can be resolved
- Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
- As soon as the application is received the Redressal Committee shall review the Complaints and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.
- The grievances are redressed at the Priority is given according to the urgency of the complaint.
- In all cases the aggrieved will be informed of the measures taken.
- Measures are taken to ensure that there is no repetition of the same complaint.
- The proceedings and the information of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Cell, for the purpose of investigation.

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STUDENT GRIEVANCE FORM

This form is to be used by students requesting a formal hearing for Grievance Procedures. This form, when completed, must be presented to convenor of grievance and redressal cell.

Student Name	
Student ID:	
Mailing Address:	
Email:	
Contact Number	
Compliant/Grievances	
Time	
Date	
Signature	

EXAMINATION GRIEVANCE REDRESSAL POLICY

The examination committee of the college looks into the matters related to the examinations at internal and external level by preparing the internal schedules, duty list of the teachers and redressal of the grievances of students. The committee has two wings, the first wing organizes and prepares internal assessment schedules and prepares duty list for internal as well as external examination and communicates about the schedules by displaying them through notices & announcements to the students. The second wing addresses to the grievances of the students arising from the internal and external examination and documents them.

Examination Grievance Redressal Committee: Composition and Procedures

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of the convener, and members of the examination committee which acts as a connecting link between students,

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departments and the university. The committee 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
- Clash of the examination dates with the other competitive examinations.

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
- Clash of dates in internal/external examination

OBJECTIVES

The objectives of the committee are to:

- Ensure that students get prompt solution to their problems related to examination
- Provide a platform to students for expressing their examination related grievances freely and ensuring that it would be handled without any biases.
- Receive grievances and appeals, to evaluate the genuineness and suggest remedial measures
- Ensure a fair, impartial and consistent way for redressal of various examination related complaints lodged by students.

Redressal Procedure

- 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 resolves the problem according to the university guidelines.
- 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.
- The student can apply for Rechecking/ Revaluation by filling up the Rechecking/ Revaluation forms

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Internal Complaints Committee: Composition and Procedures

Government of India proclaimed the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013**, which replaced Apex Courts Vishakha guidelines of 1997. The act laid down a grievance redressal mechanism under which it is mandatory for all educational institutions to setup Internal Complaints Committee to look into such complaints. UGC has also enacted University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutes) Regulation 2015.

The college also follows a zero tolerance towards sexual harassment. The Internal Complaint Committee is formed as per University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutes) regulation 2015.

Composition :

- **Presiding Officer/Convener-** A Senior Faculty Member (Professor/ or Associate Professor)
- **Members-**
 - Two/Three Teaching Staff
 - One Non-Teaching Staff
 - One Member from non-government organization working on women's issues and having knowledge about legal provisions related to women especially sexual harassment

Objectives:

- To prevent sexual harassment by promoting gender amity among staff, students and other employees.
- To deal with cases of sexual harassment in a time bound manner.
- To undertake all necessary and reasonable steps to sensitize the students and employees on gender related issues and for those various activities like seminars, workshops, lectures etc to be done at regular intervals.
- To create sexual harassment free academic and working environment.

Role and Responsibility of ICC :

The roles and responsibility of the College ICC is as follows:

- To help the aggrieved person in filing complaint
- To provide a robust mechanism for dispute redressal
- To ensure safety of the complainant and witness from any kind of victimization or discrimination.

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- To make different stakeholders aware about the legal provisions relating to sexual harassment at workplace and to sensitize them.
- To keep the records related to cases of sexual harassment confidential

Procedures :

The ICC shall conduct inquiry into the complaint as provisions of the University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutes) regulation 2015.

Procedure for filing a Complaint :

- A written complaint by the aggrieved person must be submitted in writing within a period of 3 months from date of incidence. If the aggrieved person is not able to make a written complaint, the ICC will provide assistance to aggrieved person in submitting the written complaint.
- ICC may extend the time limit of 3 months for making a written complaint on the basis merit of the case
- Nature of the complaint should be clearly stated in detail with date and location.
- The complaint must not be made anonymously and the aggrieved person's name and address should be legible.
- If the aggrieved person is a student and is not in a state to file complaint, on her behalf, a complaint can be filed by a student representative, her friend, her teacher, her mentor, parents, relatives or any other associate.
- If the aggrieved person is an employee and is not in a state to file complaint, on her behalf, a complaint can be filed by her colleague, relatives, friends, or any other associate.

Redressal Process

The ICC will follow the following process in conducting inquiry and redressal of grievance in case of complaint of sexual harassment as per UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulation, 2015

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STEP-1

Sending one copy of the complaint to the respondent -within a period of 7 days of receipt of complaint

STEP-2

Filing of respondents reply to the complaint- within a period of 10 days

STEP-3

Completion of inquiry- within a period of 3 months

STEP-4

Submission of the inquiry report and recommendations to the Principal/Managment- within a period of 10 Day from completion of inquiry

STEP-5

Action by the Principal/Managment on the recommendations of ICC- within a period of one month from the receipt of inquiry report



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PRINCIPAL
VASANTA COLLEGE FOR WOMEN
RAJGHAT FORT, VARANASI

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