



# CHRIST NAGAR COLLEGE



## GRIEVANCE REDRESSAL POLICY



# CHRIST NAGAR COLLEGE

## MARANALLOOR, TRIVANDRUM

A CMI Educational Institution | Affiliated to University of Kerala

### GRIEVANCE REDRESSAL POLICY

Christ Nagar College ensures a safe and vibrant learning environment. The college entails its students to express themselves freely, without fear and apprehensions, and safeguards student rights and protects them from exploitations of any kind and from any source.

To implement the promises made, Christ Nagar College is vigilant and offers freedom of expression irrespective of gender, but firm on strict rules and regulations for maintaining decorum within the campus. The Disciplinary Committee is in charge of this and the team steers the machinery with regard to campus discipline.

Christ Nagar College has created a mechanism for redressal of students' grievances at three levels.

- Grievance Redressal Committee
- Discipline and Anti-Ragging Committee
- Internal and Anti- Sexual Harassment Committee

### **CONSTITUTION OF ANTI-RAGGING AND ANTI- SEXUAL HARASSMENT COMMITTEE**

Ragging is strictly prohibited inside and outside the college campus. The Anti-Ragging Committee constituted for this purpose by the constituent institute is empowered to take immediate action against any untoward incident and counsel the newly admitted students.

Ragging & Sexual harassment are now defined as acts that violate or are perceived to violate an individual's dignity. It has ruined countless innocent lives and careers

The college strictly follows the guidelines on ragging issued by the Honourable Supreme Court of India.

As per the Supreme Court of India:

*"Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, or handling with rudeness any other student, in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student or asking the students to do any act or perform something which such student will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student."*

Hence keeping the above guidelines at priority, the members of the committee are authorised to take the necessary measures.

## **FORMATION OF COMMITTEES**

### **1. Grievance and Redressal Committee**

- a. Principal
- b. Senior Faculty Members
- c. College Level Monitoring Committee (CLMC)
- d. Administrative Officer/ Superintendent of the Institution

### **2. Discipline and Anti-Ragging Committee**

- a. Senior Faculty – Convenor
- b. Three/ Four faculty members of the Institution/Administrative Officer/  
Superintendent of the Institution/Parent
- c. Student Representative

### **3. Internal and Anti- Sexual Harassment Committee**

- a. Senior Faculty – Convenor
- b. Three/ Four faculty members of the Institution/Administrative Officer/Office  
Superintendent of the Institution/Parent
- c. Student Representative

## **ROLES AND RESPONSIBILITIES OF GRIEVANCE AND REDRESSAL COMMITTEE**

- a. Institute Discipline and Anti-Ragging Committee, Internal and Anti- Sexual Harassment Committee.
- b. The committee is authorised to take necessary action in case an incident of SC/ST/OEC grievances, disability grievances.
- c. To ensure that students get prompt solution to their problems
- d. To ensure healthy student – faculty relationship
- e. To provide a platform for essential communications and bridge the communication gap related to various academic matters
- f. To provide a platform for the students to express their grievances freely and to ensure that it is addressed without any bias

## **ROLES AND RESPONSIBILITIES OF ANTI RAGGING COMMITTEE**

- a. To ensure compliance with the provision of UGC regulation 2009 at the institutional level
- b. To monitor and oversee the performance of Anti-Ragging Squads in prevention of ragging in the institution



- c. The committee is authorised to take necessary action in case an incident of ragging is reported by Anti-Ragging Squad of the institution and to further inform/get approval of action to be taken from University Anti-Ragging Committee.
- d. To make surprise raids on academic blocks/hostels and other places vulnerable to incidents of and having the potential of ragging.
- e. To conduct on the spot enquiry/action on any incident of ragging if noticed/reported.

### **ANTI-SEXUAL HARASSMENT**

Sexual harassment is defined by law from the perspective of the person who feels he/she has been harassed and it occurs if the person who feels to have been harassed feels offended,

humiliated, or intimidated by the conduct and it is reasonable, in all the circumstances that the person who feels he/she has been harassed would feel offended, humiliated or intimidated.

### **ROLE AND RESPONSIBILITY OF ANTI-SEXUAL HARASSMENT COMMITTEE**

1. To ensure a healthy environment that is free from sexual harassment
2. To take all reasonable steps (active and preventive in nature) to prevent the harassment; To address any oral/written complaint about: unwelcome sexual advances, unsolicited acts of physical intimacy, unwelcome requests for sexual favours or other unwelcome conduct of sexual nature. Unwelcome conduct of a sexual nature includes oral or written statements of a sexual nature to a person, or in a person's presence
3. Obtain high level support from the Principal & the Director for implementing a comprehensive strategy:
  - Providing information to all staff and students about what constitutes sexual harassment and about their responsibility not to sexually harass other students
  - Providing information and training to staff and students and conducting activities to create and maintain a work and study environment free from sexual harassment.
4. Regularly distribute and promote the policy at all levels of the organization; Ensure that manager and supervisor/Head of the Institution discuss and reinforce the policy at staff meetings; Provide the policy and other relevant information on anti-sexual harassment to new staff as a standard part of induction; Periodically review the policy to ensure it is operating effectively and contains up to date information.
5. Display anti-sexual harassment posters on notice boards in common work areas and distribute relevant brochures; Conduct regular awareness raising sessions for all staff and students on sexual harassment issues.
6. Ensure that complaints processes:
  - are clearly documented;
  - offer formal options for resolution;
  - address complaints in a manner which is fair, timely and confidential;

- are based on the principles of natural justice;
- provide clear guidance on internal investigation procedures and record keeping;
- give an undertaking that no students will be victimized for making a complaint.

## **POWERS OF ANTI-RAGGING AND ANTI-SEXUAL HARASSMENT COMMITTEE**

1. The Committee shall have the power to summon witnesses and call for documents or any information from any employee/student.
2. If the Committee has reason to believe that a student is capable of furnishing relevant documents or information, 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 as 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 that the same be produced, or that a clear complaint in writing of the same be produced
4. Upon production of documents / information called for by it, the Committee shall have the power to (i) make copies of such documents / information or extracts there from; or (ii) retain such documents / information for such period as may be deemed necessary for purposes of the proceedings before it.
5. The Committee shall have the power to issue interim directions to / with regard to any person participating in the proceedings before it.
6. The Committee shall have the power to recommend the action to be taken against any person found guilty of
  - (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.

## **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, recommend penalties and take action against the harasser, if necessary.
3. To advise the competent authority to issue warnings or take the help of the law to stop the harasser, if the complainant consents.
4. To seek medical, police and legal intervention with the consent of the complainant.
5. To make arrangements for appropriate psychological, emotional and physical support (in form of counselling, security and other assistance) to the victim if so desires.



## **PROCEDURE TO BE FOLLOWED BY THE COMMITTEE**

1. The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee.
2. 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 one week
3. The Committee shall direct the accused person(s) to prepare and submit a written response to the complaint / allegations within a period of one week from such direction or such other time period as the Committee may decide.
- 4 The Committee shall conduct the proceedings in accordance with the principles of natural justice and shall allow both parties reasonable opportunity of presenting their case.
5. The Committee shall allow both parties to produce relevant documents and witnesses to support their case. Documents produced by either party shall be affixed with that party's signature to certify the document as original / true copy.
6. The party against whom the document / witness is produced shall be entitled to challenge / cross-examine the same.
7. The Committee shall sit on a day- to-day basis to record and consider the evidence produced by both parties.
8. As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.
9. Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
10. The Committee shall make all endeavour to complete its proceedings within a period of seven (7) days from the date of receipt of complaint.
11. The Committee shall record its findings in writing supported with reasons and shall forward the same with its recommendations, to the Principal/Management, within a period of five (5) days from completion of the proceedings. 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.
12. 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 on the request of the complainant or otherwise, disciplinary action could be initiated in the form of:-
  1. Warning
  2. Written apology
  3. Bond of good behaviour
  4. Adverse remarks in the confidential report
  5. Debarring from supervisory duties
  6. Denial of membership of statutory bodies

7. Denial of re-employment/re - admission
8. Stopping of increments / promotion/denying admission ticket
9. Reverting, demotion
10. Suspension
11. Dismissal
12. 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, 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, 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.

### **Procedure for Submitting Grievance**

Christ Nagar College has adopted following procedures for submitting grievances from students and staff:

#### **OFFLINE**

- Open Door: Grievance through direct approach or they may even present the grievance through the official contact numbers of the concerned officer(s).
- Drop Boxes: Students/staff can drop their complaints in the drop box available in each floor of the building.
- If there is any grievance regarding internal or external examination, it should be resolved through College Level Monitoring Committee (CLMC) and Department Level Monitoring Committee (DLMC).

#### **ONLINE**

- E-mail: They can submit their grievance to the email id of the Grievance Redressal Committee shared in the college website.

#### **Mechanism for redressal of Grievances of Students**

- Based on the type of Grievance, the committee collects necessary documents which is thoroughly studied and discussed so that suitable redressal mechanism is implemented.
- Grievance redressal committee decides the action to be taken for the redressal
- The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. In all cases the aggrieved is informed of the measures taken.
- The committee will give the redressal within seven days of receipt of complaint.

Note:

- ❖ The decision of the College Council and Grievance Redressal Committee (including CLMC and DLMC) shall be final and binding.
- ❖ The committee will recommend appropriate action against complainant(s), if complaints made are found to be baseless or trivial.



PRINCIPAL  
CHRIST NAGAR COLLEGE  
MARANALLOOR, KOOVALASSE.  
TT. VANDRUM-695 512