

STUDENTS' GRIEVANCE REDRESSAL CELL

INTRODUCTION

As per University Grants Commission, New Delhi, under the regulation act 2013, the College has established a Students' Grievance Redressal Cell to promote and maintain a conducive and unprejudiced educational environment. The Cell enables a student to express her feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. As per the guidelines of Panjab University, the Grievances in DSCW include-

1. Academic
2. Administrative
3. Grievance related to Assessment
4. Grievance related to Victimization
5. Grievance related to Attendance
6. Grievance related to charging of fees
7. Grievance regarding conduct of Examinations
8. Harassment by students or teachers which includes sexual harassment and ragging cases.

OBJECTIVES

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Cell is constituted for the redressal of the problems reported by the students of the college with the following objectives:

- Upholding the dignity of the college by ensuring strife free atmosphere in the college and promoting cordial student-student relationship and student-teacher relationship etc.
- Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To investigate the reasons for dissatisfaction and take appropriate actions.
- To make the campus ragging free campus.
- To make the students aware of the rights and duties regarding sexual harassment at the workplace and outside the work place.
- Advising the students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises regarding castes etc.

FORMATION OF “THE STUDENTS’ GRIEVANCE REDRESSAL CELL”

The students’ Grievance Redressal Cell has formed three committees for the redressal of students’ problems:

- 1. Students’ General Grievance Redressal Committee**
- 2. Anti-Ragging Committee**
- 3. Anti-Sexual Harassment Committee**

GUIDELINES OF THE CELL

1. STUDENTS’ GENERAL GRIEVANCE REDRESSAL COMMITTEE

The students are the main stakeholders in any institution imparting education and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. So, students’ grievance redressal committee is formed to handle all the grievances related to academic and non-academic issues apart from anti ragging and sexual harassment.

2. ANTI-RAGGING COMMITTEE

As per the directions of Supreme Court of India and instructions from UGC, DSCW, Ferozpur has formed Anti-Ragging Committee at campus level to oversee different

areas of college for the implementation of the provisions of the verdict a student becoming a victim of ragging should immediately inform the concerned Chairperson/ Warden as the case may be on the given numbers. The following guidelines are given by the Panjab University and the same is followed by Dev Samaj College for Women, Ferozepur.



As per Panjab University guidelines ragging is cognizable offence and is banned in any form inside & outside the DSCW campus. Below are the forms of the ragging and punishments under the Supreme Court regulation 2007.

Ingredients/forms of Ragging	Punishments
<ul style="list-style-type: none"> • Abetment to ragging; • Criminal conspiracy to rag; • Unlawful assembly and rioting while ragging; • Public nuisance created during ragging; • Violation of decency and morals through ragging; • Injury to body, causing hurt or grievous hurt; • Wrongful restraint; • Wrongful confinement; • Use of criminal force; • Assault as well as sexual offences or unnatural offences; 	<ul style="list-style-type: none"> • Cancellation of admission. • Suspension from attending classes and academic privileges; • Withholding/withdrawing scholarship/fellowship and other benefits; • Debarring from appearing in any test/examination or other evaluation process; • Withholding results; • Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc. • Suspension/expulsion from the hostel; • Cancellation of admission; • Rustication from the Institution for a period ranging from 1 to 4 semesters;

<ul style="list-style-type: none"> • Extortion; • Criminal trespass; • Offences against property; • Criminal intimidation; • Attempts to commit any or all of the above-mentioned offences against the victim(s); • Physical or psychological humiliation; • All other offences following from the definition of "Ragging". 	<ul style="list-style-type: none"> • Expulsion from the institution and consequent debarring from admission to any other institution for a specified period; • Fine ranging between Rs. 25,000/- to Rs. 1 Lakh; • Rigorous imprisonment upto 3 years. • Collective punishment: When the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment.
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3. ANTI-SEXUAL HARASSMENT COMMITTEE

As per the guidelines of UGC an Anti-Sexual Harassment Cell has been established by Dev Samaj College for Women to provide a healthy and congenial atmosphere to the staff and students of the college. The cell is constituted to develop the guidelines and norms for a policy against sexual harassment and to develop principles and procedures for combating sexual harassment. The following guidelines are given by the Panjab University and the same is followed by Dev Samaj College for Women, Ferozepur.

- [Handbook on Sexual Harassment of Women at Workplace \(Prevention, Prohibition and Redressal\) Act, 2013. - Ministry of Women and Child Development, Government of India: November 2015](#)



Sexual Harassment is strictly prohibited in the college

MECHANISM FOR REDRESSAL OF GRIEVANCES:

- An aggrieved student who has the grievance or grievances at the Departmental level shall make an application first to the Head of the Department. The Head of the Department, after verifying the facts will try to redress the grievance within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Head of the Department, the same should be placed before the Departmental level Committee.
- If the student is not satisfied with the redressal offered by the Departmental level Committee and feel that her grievance is not redressed, she can submit an appeal to the College Level Committee within a week from the date of receipt of the decision with the relevant details.
- The Chairperson of the College Level Committee should consider the appeal of the student and will place the matter before the College Level Committee which shall either endorse the decision of the Departmental Level Committee or shall pass appropriate order in the best possible manner within 10 days of the receipt of the application.
- An aggrieved student may appear either in person or represented by such person as may be authorized to present his case. While dealing with the complaint, the Committees at both levels will observe law of natural justice and hear the complainant and concerned people.
- While passing an order on any grievance at any level, the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

'Student's Grievance Redressal Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. In case the student is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Redressal Cell. Form is also available at the college website under grievance redressal cell. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias"