

**PRINCE SHRI VENKATESHWARA
ARTS AND SCIENCE COLLEGE**

GOWRIVAKKAM, CHENNAI-73

**GRIEVANCE REDRESSAL
POLICY**

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GRIEVANCE REDRESSAL POLICY

1. PREAMBLE

This Policy indicates the standard procedures and practices of Prince Shri Venkateshwara Arts and Science College for redressing all types of grievances, complaints and malpractices received from students and faculty in the Institute. All students and faculty must know the committee for addressing the grievances and the mechanism followed. All Students and faculties are requested to be well aware with this Redressal policy.

2. DEFINITION

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not include the following.

- i. Complaints that are incomplete or not specific in nature
- ii. Communications in the nature of offering suggestions
- iii. Communications seeking guidance or explanation

3. JURISDICTION

The Institute shall have the jurisdiction over the conduct of the students associated /enrolled with the Institute and to take notice of all acts of misconduct including incidents of ragging or otherwise which are taking place on the Institute campus or in connection with the Institute related activities and functions. Institute may also exercise jurisdiction over conduct which occurs off-campus violating the ideal student conduct and discipline as laid down in this Policy and other regulations, as if the conduct has occurred on campus which shall include

- a) Any violations of the Sexual Harassment Policy of the Institute against other students of the Institute.
- b) Physical assault, threats of violence, or conduct that threatens the health or safety of any person including other students of the Institute;
- c) Possession or use of weapons, explosives, or destructive devices off campus
- d) Manufacture, sale, or distribution of prohibited drugs, alcohol etc.
- e) Conduct which has a negative impact or constitutes a nuisance to members of the surrounding off-campus community.

4. OBJECTIVE

- To support, students and faculties who have been deprived of the services offered by the college, for which he / she is entitled.
- To make officials of the college responsive, accountable and courteous in dealing with the students.

- To ensure effective solution to the students' grievances with an impartial and fair approach.
- Redressal of Student's Grievances to solve their academic and administrative problems.
- To co-ordinate between students and Departments / Sections to redress the grievances.
- To guide ways and means to the students to redress their problems.

5. HOW TO RAISE THE GRIEVANCE

- Students and faculties can raise grievances through the following modes:
- Phone Call: Call at to register the complaint [7207208118]
- Email: The subscriber may write to[grievances@princescience.in]
- Letter: Subscriber may also raise the grievance by writing us to the following address
Grievance Redressal Convener, Prince Shri Venkateshwara Arts and Science College
suggestion Box kept in all blocks of college campus.
- Complaint through the grievance Redressal portal using login details.
- GRC form available in college website

6. REGISTRATION OF GRIEVANCES

(i) Grievances received through phone call:

- The grievances received are recorded in the system
- The grievances that can be answered by the phone calls will be answered immediately.
- The grievances that need escalation/need additional details will be escalated within the system.
- Details of the grievances are entered in GRC form for documentation.

(ii) Grievances received through written communication:

- The grievances can be received through registered email, GRC form or letter.
- The grievances received will be recorded in the GRC form for future reference.

7. REDRESSAL OF GRIEVANCES

The complaint letter / email should contain the complainant's name, address and contact details, copies of supporting documents, wherever applicable.

All the complaints shall be registered in GRC form of the Organization. The complaint shall be addressed as early as possible and within a maximum of 3 working days it should be redressed.

- All complaints shall be escalated to the next higher level of authority within the organization for cases which cannot be sorted out within 2 days.
- The GR convener would monitor the resolution of complaints received by the organization and periodically put up the same for review by the Senior Management.
- The Grievance Redressal Policy is accessible to all and it ensures that information is readily available on the modalities of making and resolving complaints.
- This policy is available on the website and also at the offices of this organization.
- Complaint details will be kept confidential and shall be shared with other organizations / regulatory authorities only if in accordance with the relevant laws and the subscriber will be kept apprised about the same. Sharing of information otherwise will only be done with a written consent of the subscriber and the same will be done only in circumstances where the input of an external agency / organization is necessary for resolving the complaint.
- All complaints shall be monitored and marked as closed only after resolution of the subscriber grievance.
- The complaint shall be treated as closed if the complainant has not responded within 30 days of the receipt of the written response from the organization

8. ANTI-RAGGING

The Institute has a coherent and an effective anti-ragging policy in place which is based on the 'UGC Regulation on Curbing the Menace of Ragging in Higher Educational Institutions, 2009 [herein after referred to as the 'UGC Regulations']'. The UGC Regulations have been framed in view of the directions issued by the Hon'ble Supreme Court of India to prevent and prohibit ragging in all Indian Educational Institutions and Colleges. The said UGC Regulations shall apply mutatis mutandis to the institute and the students are requested kindly to

1. RAGGING CONSTITUTES ONE OR MORE OF THE FOLLOWING ACTS

- a. Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness any student
- b. Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any other student;
- c. Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such a student;

- d. Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any student;
- e. Exploiting the services of a student for completing the academic tasks assigned to an individual or a group of students;
- f. Any act of financial extortion or forceful expenditure burden put on a student by other students;
- g. Any act of physical abuse including all variants of it: sexual abuse, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- h. Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to any other student;
- i. Any act that affects the mental health and self-confidence of any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any other student.

2. ANTI-RAGGING COMMITTEE

The Anti-Ragging Committee, as constituted by the Principal and headed by student's affairs advisors shall examine all complaints of anti-ragging and come out with recommendation based on the nature of the incident. The committee shall be headed by student's affairs advisors, and can have as its members, the HODs, Student Counsellors, Faculty Advisors, Chairperson of the concerned Department.

3. ANTI-RAGGING SQUAD

To render assistance to students, an Anti-Ragging Squad, which is a smaller body, has also been constituted consisting of various members of the campus community. They said Squad shall keep a vigil on ragging incidents taking place in the community and undertake patrolling functions. Students may note that the Squad is active and alert at all times and are empowered to inspect places of potential ragging, and also make surprise raids in hostels and other hotspots in the Institute. The Squad can also investigate incidents of ragging and make recommendations to the Anti-Ragging Committee and shall work under the guidance of the Anti-Ragging Committee.

4. A student found guilty by the committee will attract one or more of the following punishments, as imposed by the Anti-Ragging Committee:

- a. Suspension from attending classes and academic privileges.
- b. Withholding/ withdrawing scholarship/ fellowship and other benefits.
- c. Debarring from appearing in any test/ examination or other evaluation process.

d. Withholding results. e. Debarring from undertaking any collaborative work or attending national or international conferences/symposia/meeting to present his/her research work.

e. Suspension/ expulsion from the hostels and mess. f. Cancellation of admission. g. Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.

h. In cases where the persons committing or abetting the act of ragging are not identified, the institute shall resort to collective punishment.

i. If need be, in view of the intensity of the act of ragging committed, a First Information Report (FIR) shall be filed by the Institute with the local police authorities.

5. The Anti-Ragging Committee of the Institute shall take appropriate decision, including imposition of punishment, depending on the facts and circumstances of each incident of ragging and nature and gravity of the incident of ragging.

9. SEXUAL HARASSMENT

Sexual harassment is gender-based verbal or physical conduct (male/female, female/male, or same sex) that has the purpose or effect of either unreasonably interfering with an individual's work or academic performance or creates an intimidating, hostile, or offensive working or educational environment.

Acts amounting to Sexual Harassment

- Unwanted physical contact and advance. Standing too close/ogling/suggestive gestures.
- A demand or request for sexual favours / unwelcome comments / sexual epithets
- Exposing the victim to pornographic material: audio or visual or BOTH or print
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature Medium of conducting Sexual Harassment

A person can be guilty of sexual harassment if any unwelcome sexually determined behaviour is committed through any of the following ways:

- Comments
- Remarks
- Jokes
- Letters
- Phone calls
- Emails
- Chats on any electronic medium like WhatsApp, Twitter, Facebook, etc.

- Gestures
- Remarks
- Showing of pornography clipping
- Lurid stares
- Physical contact
- Molestation
- Stalking
- Sounds or display of a derogatory nature
- Any other understandable medium

Sexual Exploitation

Sexual exploitation is when someone takes non-consensual or abusive sexual advantage of another for his/her own advantage or benefit or to benefit anyone other than the one being exploited. Examples include non-consensual electronically recording, photographing or transmitting intimate or sexual utterances, sounds or images without the knowledge and consent of all parties involved and voyeurism (spying on others who are in intimate or sexual situations).

Sexual Intimidation

Sexual intimidation involves threatening another with a non-consensual sex act such as engaging in in-decent exposure. Violence against another person can take many forms. Violence, in the context of this policy, includes domestic violence, dating violence and stalking.

Assistance by College

In order to foster a fearless environment, the college shall take proactive steps in preventing sexual harassment and resolving disputes of the above said nature.

- To provide counselling services to the complainant
- To undertake workshops and training programmes at regular intervals.
- Sensitizing the students, faculty members and employees regarding the sexual harassment guidelines
- To pursue the complaint and the safety of the complainant
- To assure confidentiality of the case
- To form the Internal Complaints Committee to deal with the cases relating to Sexual Harassment

- To inform the members about the Internal Complaints Committee by displaying the same at conspicuous place.
- Provide necessary facilities to the Internal Committee as the case may be, for dealing with the complaint and conducting inquiry;
- Assist in securing the attendance of respondent and witnesses before the Internal Committee or the Local Committee, as the case may be;
- Make available such information to the Internal Committee as the case may be, as it may require.

Redressal Process

- Any employee/student who feels and is being sexually harassed directly or indirectly may submit a complaint of the alleged incident to any member of the committee in writing with her signature within 10 days of occurrence of incident.
- The committee will maintain a register to endorse the complaint received by it and keep the contents confidential, if it is so desired, except to use the same for discreet investigation.
- The committee will hold a meeting with the complainant within three working days of the receipt of the complaint.
- At the first meeting, the committee members shall hear the complainant and record her allegations. The complainant can also submit any corroborative material with a documentary proof, oral or written material etc. to substantiate her complaint.
- Thereafter, the person against whom complaint is made may be called for a deposition before the committee and an opportunity will be given to him to give an explanation, where after, an “Enquiry” shall be conducted.
- In the event, the complaint does not fall under the purview of sexual harassment or the complaint does not mean an offence of sexual harassment, the same would be dropped after recording the reasons thereof.
- In case the complaint is found to be false, the complainant shall, if deemed fit, be liable for appropriate disciplinary action by the management.

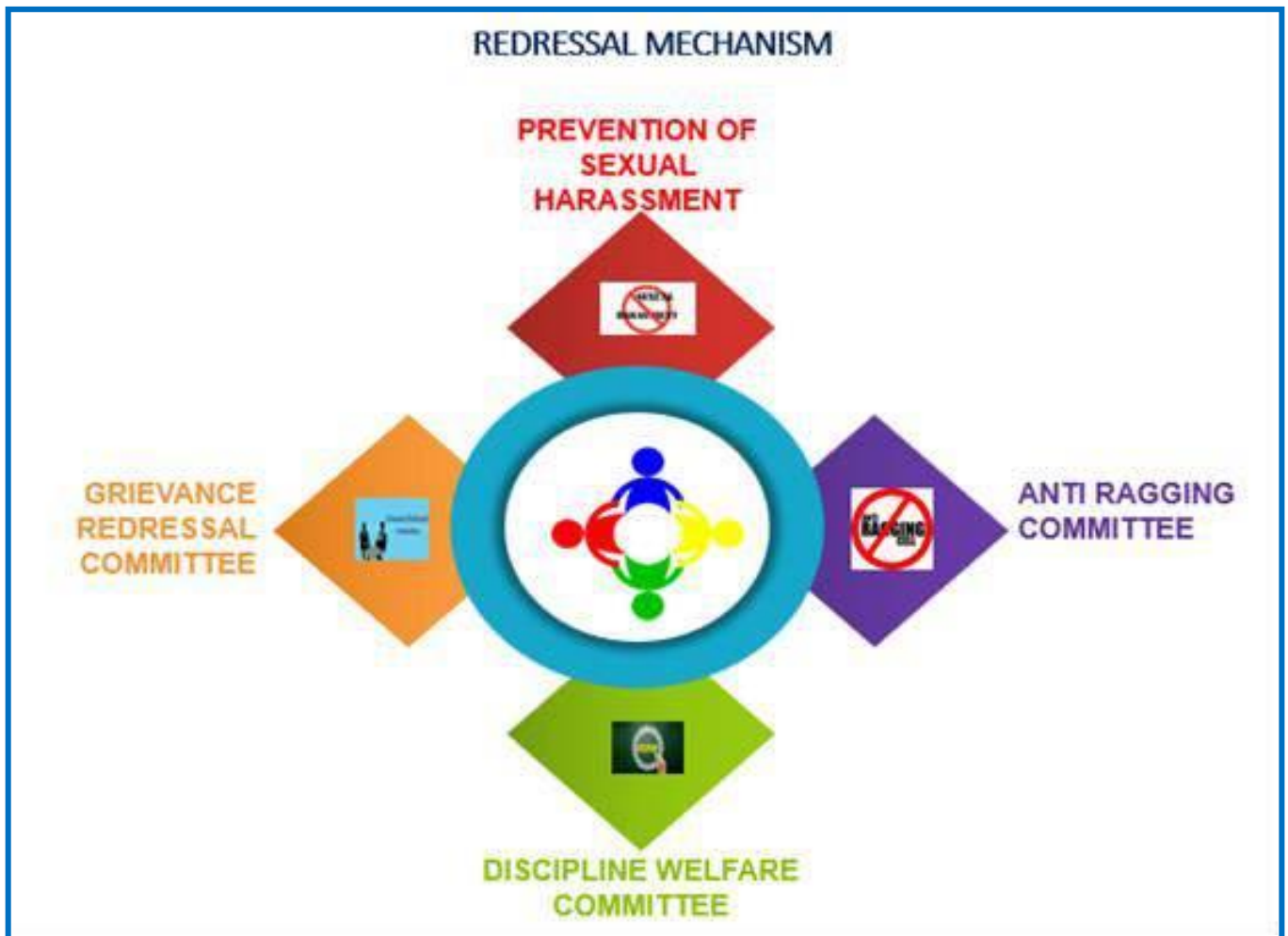
10. STUDENT GRIEVANCE PROCEDURE

Any student of the Institute aggrieved by any acts of sexual harassment, misconduct or ragging as defined and summarized hereinabove can approach the Grievance and Redressal Committee at the Institute. Further, any student who is aware of any violations must report the same to the Committee. The Committee shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 30 days from the day of the alleged violation. The Committee shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints.

11. CODE OF CONDUCT CONVENER DETAILS

NAME	DESIGNATION	CONTACT NUMBER	EMAIL-ID
MRS.G. BONY VERONICA	ASSISTANT PROFESSOR	9840778420	bonystats@princescience.in
MS.K. JANAKI	ASSISTANT PROFESSOR	9790961461	janakibcomg@princescience.in
MRS.P. KHOUSALYA	ASSISTANT PROFESSOR	9551313498	khousibcomaf@princescience.in
MRS.ROOP REKHA	ASSISTANT PROFESSOR	7871556092	roopabca@princescience.in

12. GRIEVANCE REDRESSAL MECHANISM



MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS GRIEVANCES

GRIEVANCE REDRESSAL MECHANISM

