

Maharana Pratap Govt. Degree College, Amb

NAAC Accredited B-Grade College

Affiliated to

Himachal Pradesh University-Shimla

Grievances and redressal

2021-22



Maharana Pratap Govt. Degree College, Amb District Una HP-177203
Himachal Pradesh- India

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1 WOMEN'S GRIEVANCE & REDRESSAL

Grievance Redressal Procedure (Level-I):

- a. Any women employee or female student will have the right to lodge a complaint concerning sexual harassment against a male student or the employee of the institute by writing a letter or putting the complaint in the office of the Principal.
- b. The complaint will be confidential at this stage.
- c. The chairman will transfer the complaint to the Convener of the Grievance cell.
- d. The convener will convene the meetings and conduct preliminary investigation and enquiry.
- e. The grievance committee shall then decide the course of action to proceed after hearing the opposite party.
- f. The complaint will stand dropped if the committee after an enquiry will not be able to prove prima-facie an offence of sexual harassment to the complainer/her representative by the offender.
- g. In case the grievance committee decides to proceed with the complaint, the wishes of the complainer shall be ascertained and if the complainer wishes that a warning will suffice then alleged offender shall be called to the meeting of the grievance committee, heard and if satisfied that a warning



is just and proper, he will be warned about his behaviour and non-occurrence of it. In case the complainer requests that the complaint should be proceeded with beyond a warning, the same may be proceeded with in the manner prescribed hereafter.

h. Any frivolous/ vexatious complaint lodged against the accused shall be viewed seriously after appropriate enquiry. The committee shall have the right to decide upon the course of action thereafter.

Procedure beyond warning (Level-II)

i. If the complainer wishes to proceed beyond a mere warning to the accused, the accused shall be given in writing by the grievance committee an opportunity to explain within one week why he should not be, for good and sufficient reasons, be punished for the act of sexual harassment on his part.

j. If the written explanation of the accused is not found to be satisfactory or if he does not provide any written explanation, the grievance committee will decide whether the offence deserves a minor penalty or a major penalty.

k. In the event that the grievance committee deciding that the accused be imposed a minor penalty, the said penalty will be recommended by the grievance committee to the chairman of the cell for decision.

l. If the grievance committee reaches a conclusion that the accused in case if his guilt proved, should be imposed a major penalty, it shall make a recommendation of action. If the accused is an employee, he may be placed under suspension.



m. If a person is charged with physical molestation or rape in institution premises, he shall be immediately placed under suspension pending the completion of the investigation and enquiry. Appropriate actions can be initiated as per the laws of Indian penal code.

Punishment for sexual harassment

1. Any member of the institute fraternity (student/employee/outsider related to institute) found guilty of sexual harassment shall be liable to be punished. This shall be subject to the same penalties for major or minor misconduct as prescribed under government/College rules.
2. A student guilty of sexual harassment shall be liable for any of the following penalties:
 - a. Warning or reprimand.
 - b. Suspension from the institution for an appropriate term as decided by the Committee.
 - c. Debarment from appearing in the examination.
 - d. Rustication from the college as the case may be.
 - e. Any other punishment as defined by the government act.

Protection against Victimization

The committee notes and approves the policy on Protection against Victimization of the Women's Grievance Redressal Cell as:

- a. In the event of the complainer being a student and the accused being a teacher, during the pendency of the



investigation and inquiry and even after such an enquiry if the teacher is found to be guilty, the accused will not act as an examiner for any examination for which the student appears.

b. In the event the complainer and the accused both being employees, during the pendency of the investigation and enquiry even after such an enquiry if the accused is found to be guilty, the accused shall not write the confidential reports of the complainer, if it is otherwise so authorized.

- List of women faculty and staff with qualifications, designations, experience etc.
- Grievances of women.
- Enquiry reports.
- Letter from the complainant if the solution delivered is satisfactory

Redressal Time-limit:

1. All the complaints received that come under Level-I Redressal, will be resolved within 15 days' time and not take more than one month (i.e. 30 days) in case of sensitive issues. The complaints taking more than one month time will come under the preview of Level-II Redressal i.e. beyond warning.

2. All the complaints received that come under Level-II Redressal will be resolved within 45 days' time or earlier and not take more than two months (i.e. 60 days) in case of sensitive issues. The complaints taking more than two months' time will be forwarded to local administration for further



judiciary action along with all the correspondence made at Level-I and Level-II redressal.

3. Any type of complaints in respect of the seriousness of the complaints will not take more than 90 days' time for final Disposal.



2 STUDENTS' GRIEVANCES & REDRESSAL

The Grievance Redressal Cell has been constituted to look into the complaints lodged by any student and redress it as per requirement without any delay. The College has an effective and objective multi-tier Grievance Redressal Mechanism, consisting of several forums and committees that focus on careful and sensitive handling of student grievances. The students can state their grievance for any academic and non-academic matter within the campus through the online or offline mode (grievance /suggestion box). The institution aims at solving the grievances of the students within stipulated time for any academic and non- academic matter within the campus through the online and grievance/ suggestion box. Following the directions of UGC (Grievance Redressal) Regulations, 2019, Non-compliance of the above Regulations shall call for punitive action and M.P. Government Degree College Amb establishes the Grievances Redressal Cell in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner. According to the UGC (Grievance Redressal) Regulations, 2019 composition of the Grievance Redressal Committee



- 1 Dr. Raman Kumar Sharma Chairman (Principal)
- 2 Prof. Darshan Kumar Member (Associate Professor)
- 3 Dr. Sophia Prabhakar Member (Associate Professor)
4. Dr. Suruchi Sharma Member (Assistant Professor)

The following committees/cells/units are duly constituted for resolution of various types of grievances:

1. Academic and Curricular Issues

- a. Matters pertaining to Admissions: Admission Grievance Committee
- b. Matters pertaining to Teaching-Learning: Teacher-In-Charges of respective Departments
- c. Matters pertaining to Internal Assessment: CCA Committee

2. Non-Academic Issues

- a. Matters pertaining to general discipline: Discipline Committee
- b. Matters pertaining to sexual harassment: Women Grievances Redressal Cell
- c. Matters pertaining to ragging: Anti-Ragging Committee and Anti-Ragging Cell

3. General Grievances

For any other grievances not categorized above: Students Grievance Redressal Committee



Students may register their grievances through the following channels.

OFFLINE

The aggrieved student(s) may directly approach the Convener of appropriate committee with a written application or through email.

2. In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee and/or Anti-Ragging Cell, The details of the Anti-Ragging Committee and Anti Ragging Cell are published on the website. Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places:

- a. Outside Administrative Office
- b. Outside Library Block

3. For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the student may approach the Convener, Internal Assessment Committee with a written application or through email.

4. Aggrieved student (s) may also submit their grievance in writing or through email to the Principal, M.P.Govt. Degree College Amb



ONLINE

The student may register their grievance through the following links (redirects to another window in the browser): For matters pertaining to the College <https://www.govtcollegeamb/Grievance.html>



3 SC/ST GRIEVANCES & REDRESSAL

Grievances Redressal Committee for SC/ST is formed in the college in order to claim accountability, responsiveness, user-friendliness and healthy working atmosphere amongst staff, students & parents. This Committee helps Students as well as employees to record their complaints and solve their problems related to academics, resources and personal grievances. Ragging Complaints will be handled as per the anti-ragging rules of HP University Shimla. Woman harassment complaints handled as per government guidelines by respective section.

Functioning:

Encouraging the SC/ST employees/students to express their grievances freely and frankly without any fear of being victimized.

To entertain written and signed complaints and petitions of SC/ST students/staff in respect of matters directly affecting them individually or as a group.

To ensure that the grievances are registered and acknowledged promptly through a unique file identification number for future reference.



To enquire into the grievances, and make recommendations and report the concerned authorities.

To monitor the progress of disposal of the grievance.

To ensure disposal of grievances within the time frame. If unsolved within the time frame the chairman of the committee will report to the ombudsman of the university.

To deal with every grievance in a fair manner.

To issue a reasoned and a speaking reply for every grievance rejected.

To recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

To collect the feedbacks from the complainant.

To monitor the publication of annual report.

Types of Grievances

The victim is a member of a scheduled caste or a scheduled tribe against whom any of the following offences is committed by the offender:

Forced to eat or drink an offensive or uneatable substance;

Paraded naked or with painted face or body;

Prevented from exercising his right to vote or according to his wishes;

Subjected to false legal proceedings;

Caused injury or annoyance by a public servant on the basis of false information given to him;



Deliberately insulted and humiliated in public view;

A woman who is sexually assaulted;

Deprived of his right to clean drinking water

M. Shal

Principal
MPG Degree College
Amb Distt. Una (H.P.)

