

Grievance Redressal Mechanism

A grievance is a formal complaint made by any stakeholder to any other person, group, committee, or administration within the institute.

Grievance A broader meaning of redressal includes steps taken on any issue brought up by them to access services at the institute more successfully. Redressal will primarily encompass the receipt and processing of complaints from various stakeholders.

Stakeholders can file grievances if they are affiliated with or associated to the organisation. The affiliation/association of the **grievance** with the institute must be verified, as must the grievance's applicability to the aforementioned heads. After the complaint has been confirmed, the concerned office will get it.

The member shall investigate the grievance and report the results of the investigation to the Chairman, Grievance Redressal Committee, along with a suggestions and recommendation. At all stages in the handling of grievance, the Committee members shall undertake, maintains the confidentiality and investigates and assesses the grievance fairly, without bias.

The investigation shall include:

- a. At least one meeting with the indignant member to determine all relevant facts and secure all relevant documentation. Committee shall be guided by principles of natural justice while hearing the grievance. The committee members shall interview or attempt to interview any relevant witnesses to the facts of the grievance.
- b. Promote enquiry in climate of academic freedom and honesty. Its members, students and faculty alike, are expected to uphold these principles and exhibit tolerance and respect for others.
- c. The Committee may collect and consider any information it deems relevant and hear from anyone who claims to have relevant information.
- d. Both the student and faculty member may suggest the names of persons with relevant information, but the committee makes the final decision about whom to interview.
- e. The proceedings of the investigation shall be confidential and not open to the public.
- f. Grievance resolution should emphasize on:
 - Informal handling of grievances wherever possible.
 - The principles of natural justice and procedural fairness
 - Rational and impartial decision

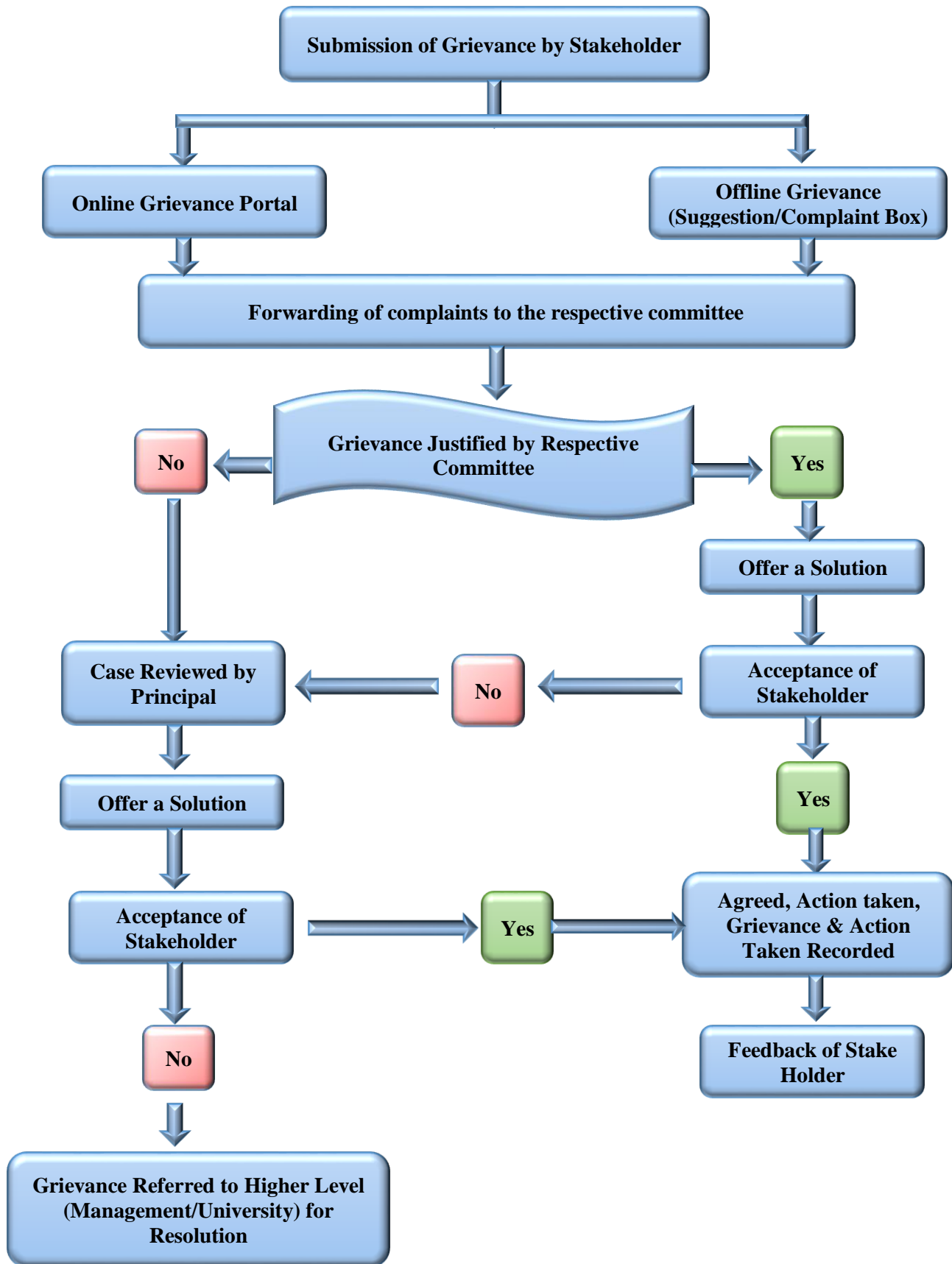
Grievances shall be resolved as early as possible and as close as possible to the source of dissatisfaction.

The Grievance redressal cell shall function in a time bound and transparent manner.

Grievance Redressal typically covers the following areas:

- Grievance related to Ragging
- Grievance related to caste discrimination
- Grievance related to sexual harassment

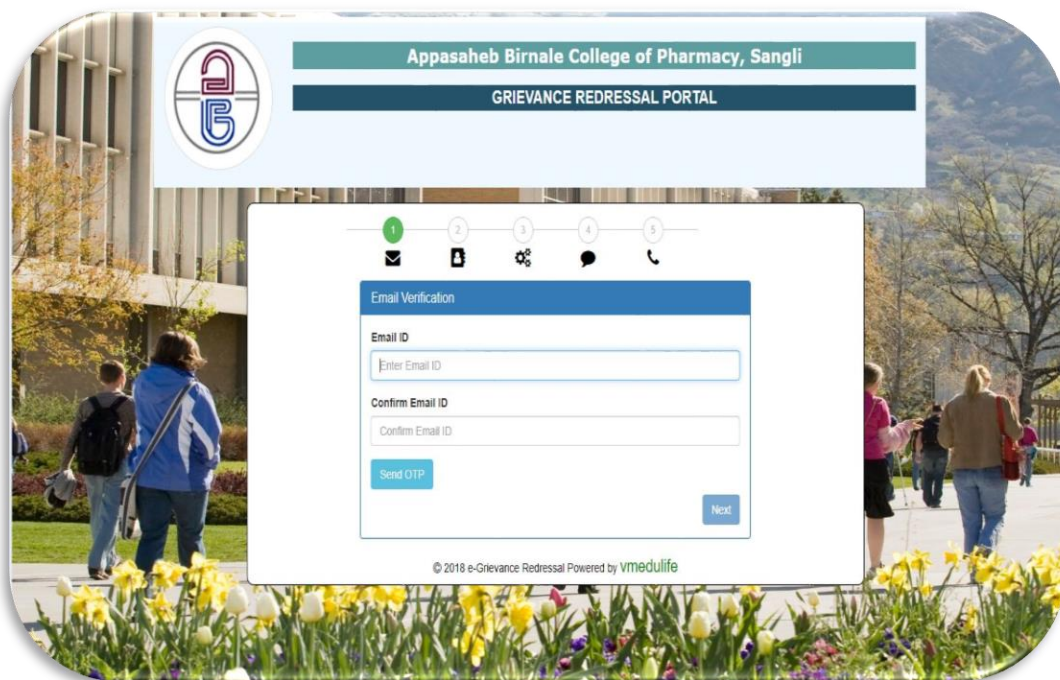
GrievanceRedressalMechanism





Online Grievance Redressal Portal

Link: <https://portal.vmedulife.com/institute/e-grievance/home/abcp-sangli>



Online Grievance Redressal Portal Registration Window for student

<https://portal.vmedulife.com/institute/e-grievance/request/abcp-sangli/student>

Similar Registration window is provided for faculty, parents, non-teaching, alumni, Management, Employer.

Grievance Mechanism for Ragging

The Institution has constituted a Committee on Anti-Ragging since 2012 as per the directive of supreme court of India in SLP No. (5) 24295 of 2006 dated 16th May (as per prescribed in 5.18 of Raghwan Committee Report).considering the determination of the Central Government and the University Grants Commission to prohibit, prevent and eliminate the scourge of ragging of any type and the gravity of the issue. The Institution had constituted the formal Anti-Ragging Cell comprising of the Anti-Ragging Committee and the Anti-Ragging Squad in compliance with the UGC regulations on Curbing the menace of ragging in higher educational institutions, 2009.

The Committee includes members (senior Professors, Associate/ Asst. Professors) representing all the Faculties with the Principal as the Chairperson and a Teachers representative as the Secretary. The committee meets often and when needed to discuss directives received from UGC and put them into action.

Committee and the Squad are reconstituting after every 3 years. The anti-ragging squad ensures the implementation of the preventive measure and undertakes field visits to ensure ragging free campus.

- **Anti-Ragging Committee** ensures compliance with the provisions of AICTE Regulations as well as the provisions of any law for the time being in force concerning ragging; and also monitor and oversee the performance of the Anti-Ragging Squad in prevention of ragging in the institution.
- **Anti-Ragging Squad:** The institution has constituted the Anti-Ragging Squad for surprise raids in college campus, canteen and hostels. The squad member carries out raids frequently in ragging sensitive places of campus.

Anti-Ragging Squad conduct an on-the-spot enquiry into any Incidents of ragging referred to it by the Head of the institution 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; and the enquiry report along with recommendations is submitted to the Anti-Ragging Committee for action.

Anti-Ragging Squad conduct such enquiry by 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 incidents of ragging, and considerations such other relevant information as may be required.

The institution constituted a Mentoring Cell to promote the objectives of antiragging committee. The institute is taking Antiragging affidavits from students and parents to prohibit, prevent and eliminate ragging cases.

- **Objectives of Anti-ragging committee (ARC)**

Ragging is a humiliating social crime. The foremost objectives are--

- To prevent and protect the student community from being ragged or indulging in the act of ragging
- To bring awareness among the students about the ill effects of ragging, its impact on human life and consequences of involvement in the act of ragging
- To set up a monitoring system comprising of Anti Ragging Squad (ARS) to vigil the on campus and off campus situations to eliminate the chances of ragging cases
- To receive the complaints and resolve them through the ARC

To initiate legal actions when required considering the intensity of ragging

Constitution

The Committee includes Chairman, Representative of Civil Administration, Police Administration, Local media, Youth NGO, law faculty, representative of faculties of various departments of college, senior and junior students, parents representative and a non-teaching representative. The anti-ragging squad committee comprises of Chairman and other members from the faculty and also a member of faculty who serves as the secretary.

REDRESSAL OF RAGGING CASES

In case of any ragging case reported

1. If the ragging instance is reported to be in occurrence, then the Anti-Ragging Cell (ARC) members shall immediately arrange for securing the complainant and/or victim
2. The victim should be taken for counseling
3. A written complaint shall be received from the complainant and/or victim describing the full details instance, date, time and place of occurrence

4. The complainant's and/or victim's identity such as name, branch, semester, section, contact number, e-mail id, parent's name, parent's contact shall be obtained
5. The alleged's identity such as name, branch, semester, section, contact number, e-mail id, parent's name, parent's contact shall be obtained
6. The complaint shall be noted down in the Ragging Complaints Book with the member secretary
7. The complaint shall be documented in the file with member secretary
8. The complaint shall be brought to the notice of the chairman
9. A hearing shall be held in consultation with the chairman to resolve the issue to decide upon the action
10. The actions against the alleged if found guilty shall be recommended by the Anti- Ragging Cell (ARC) to the Head of the institution in reference to the recommended actions by the AICTE, New Delhi and supreme court orders

ACTIONS:

Actions to be taken against students for indulging and abetting ragging in Technical Institutions, Universities including Deemed to be University Imparting Technical Education

1. The punishment to be meted out to the persons indulged in ragging has to be exemplary and justifiably harsh to act as a deterrent against recurrence of such incidents.
2. Every single incident of ragging a First Information Report (FIR) must be filed without exception by the institutional authorities with the local police authorities.
3. The Anti-Ragging Committee of the institution shall take an appropriate decision, with regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging.

Anti-Ragging Mechanism

All students are required to note that they are prohibited from engaging in any form of ragging. Based on the directions of the Honourable Supreme Court, the UGC framed the "UGC Regulations on curbing the menace of ragging in Higher Educational Institutions, 2009". The aim of the Regulations is to prohibit, prevent and eliminate the scourge of ragging including 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 a fresher or any other student, or indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension

thereof in any fresher or any other student or 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, in all higher education institutions in the country, and thereby, to provide for the healthy development, physically and psychologically of all students.

- Anti-Ragging Help-line Number 1800-180-5522 (Toll-free 24*7 available)
- Anti-Ragging email helpline@antiragging.in
- Online Undertaking for Anti-Ragging (To be filled by each student and every parent) Online Affidavits can be filled and downloaded at <http://amanmovement.org/raggingmain.html#affidavit> or http://antiragging.in/affidavit_affiliated_form.php)

Punishment as per nature and gravity of offence

Depending upon the nature and gravity of the offence as established, the possible punishments for those found guilty of ragging at the institution level shall be any one or any combination of the following:

1. The student shall be suspended, expelled or rusticated from the institution and shall also be liable to a fine which may extend to Rs. 10,000.00.
2. The punishment may also include cancellation of admission, suspension from attending classes, withholding/withdrawing fellowship/ scholarship and other financial benefits and withholding of results.
3. The final decision shall be taken by the anti-ragging cell of the college.

Measures taken by College

- The college has installed electronic surveillance devices like CCTV in the college campus.
- Security guard is appointed for overall safety and security at campus.
- The displays of ragging prohibition in the campus, Composition of Internal Complaint Committee are displayed at prominent places in the institution.
- Suggestion / Complaint box is placed in the office to receive suggestions and complaints from stakeholders.
- A code of conduct is strictly followed by everyone in college campus an adherence committee has check over it.

Mechanism of Redressal:

The institution provides mechanism for timely redressal of student grievances with regard to their complaints on academic and non-academic matters. The grievances can be raised by

online as well as offline mode.

- The member of the Committee meets two to three times in one academic year or as and when required.
- Display Boards in institute highlights the Prohibition of Ragging and strict punishment on ragging along with contact numbers of committee members. It helps students to communicate with concerned members at any time.

INTERNAL COMPLAINT COMMITTEE

College has **Internal Complaint Committee (ICC)**, in compliance with the Supreme Court Judgment and guidelines particularly against **sexual harassment of women at work. Places (Prevention, Prohibition and Redressal), Act Sexual Harassment 2013 as per the guidelines of UGC**, to provide a healthy and congenial atmosphere to the staff and students of the college. ICC is headed by a senior female faculty of the college. ICC meets two to three times in academic year or as and when required to address any complaints from students, teaching and nonteaching members and takes necessary action. The college has a zero-tolerance policy towards any such transgression. The college is committed to providing a safe and conducive work and academic environment to students and its employe

Objectives of ICC

The objectives of the Internal Complaint Committee to Prevent Sexual Harassment of Women at the Workplace are as follows:

- To develop a policy against sexual harassment of women at the Institute.
- To evolve a permanent mechanism for the prevention and redressal of sexual harassment cases and other acts of gender based violence at the Institute.
- To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
- To uphold the commitment of the Institute to provide an environment free of gender based discrimination.
- To create a secure physical and social environment to deter any act of sexual harassment.
- To promote a social and psychological environment to raise awareness on sexual harassment in its various forms.
- To recommend appropriate punitive action against the guilty person.

Mechanism of Redressal of Sexual Harassment Cases as per the guidelines of Sexual Harassment at Workplace Act, 2013

The college has constituted internal complaints committee. The constitution is as follows:

- i. A Presiding officer who shall be a woman employed at a senior level at workplace from amongst the employees. Provided that in case a senior level women employee is not available, the Presiding officer shall be nominated from other offices or administrative units of the workplace. Provided further that in case the other colleges/institutes/recognized institutes of the workplaces do not have a senior level women employee, the Presiding Officer shall be nominated from any other workplace of the same education institution/organization.
- ii. Not less than two Members from amongst employees (teacher and/or administrative staff) preferably committed to the cause of women or who have had experience in social work or have legal knowledge.
- iii. One member from amongst non-governmental organizations or associations committed to the cause of women or a person familiar with the issue relating to sexual harassment:

Provided that at least one-half of the total Members so nominated shall be women.

COMPLAINT OF SEXUAL HARASSMENT:

- Any aggrieved woman can file complaint in writing, to the ICC, within a period 3 months from the date of incident (sexual harassment at work place).
- If she is unable to make a complaint in writing, the ICC will provide all possible assistance to her for making the complaint in writing.
- If the ICC is satisfied that the circumstances were such, which prevented the woman from filing a complaint within a period of 3 months, it may extend the time limit not exceeding three months.
- The complainant needs to submit six copies of the complaint along with the supporting documents and names and addresses of the witnesses to the ICC. On receipt of the complaint, the Committee will send one of the copies to the respondent within a period of seven working days and ask the respondent to file his reply to the complaint along with his list of documents and names and addresses of witnesses, within a period not exceeding ten working days from the date of receipt of the complaint by him. Legal practitioner is not allowed to represent the case at any stage of the proceedings before the Committee.

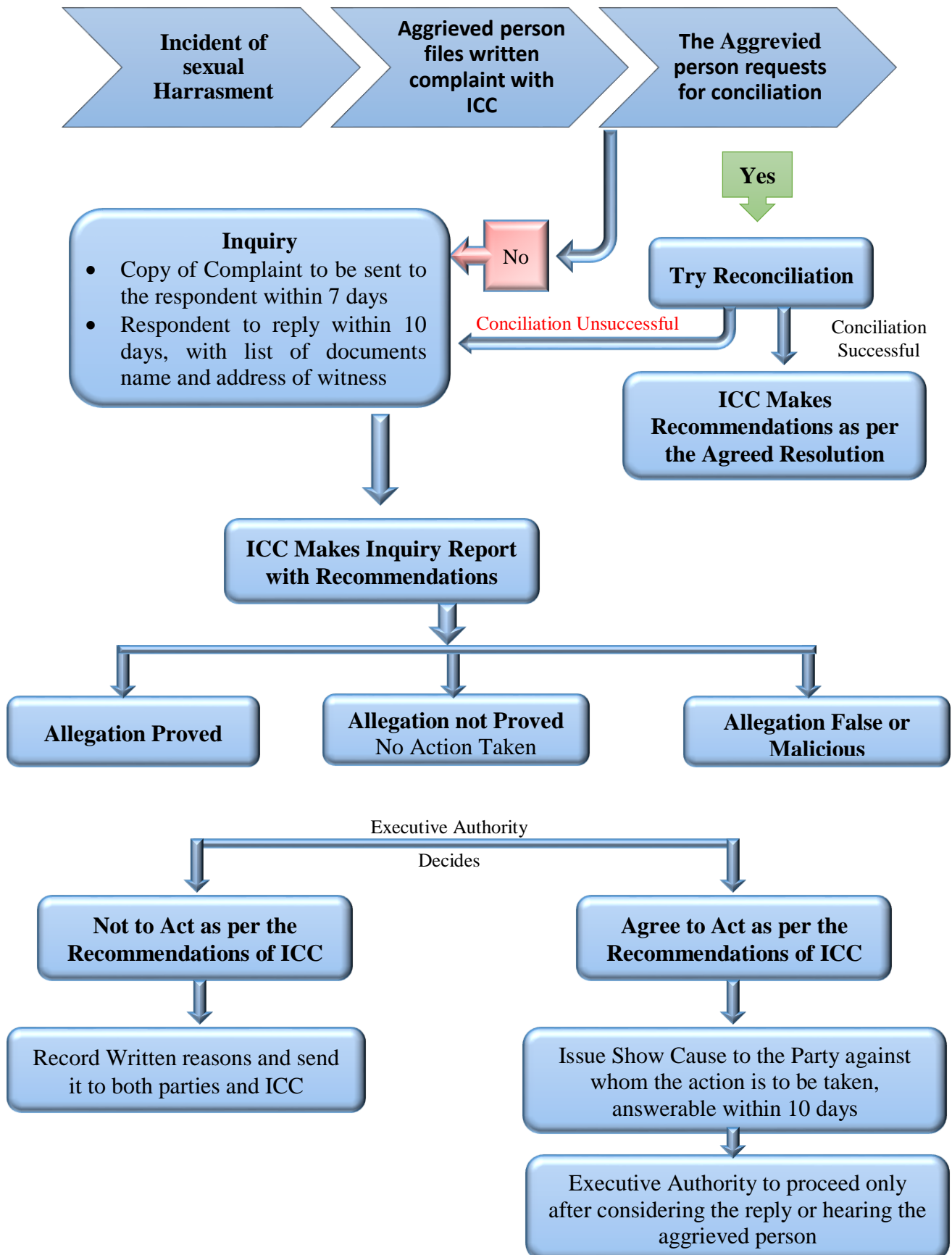
INQUIRY:

The Internal Committee shall where the respondent is an employee, proceed to make inquiry into the complaint in accordance with the provisions of the service rules or student code of conduct applicable to the respondent.

ACTION DURING PROCESS OF INQUIRY:

1. During the pendency of an inquiry, on a written request made by aggrieved woman, the Internal Committee may recommend to the college to
 - Transfer the aggrieved woman or the respondent to any other workplace; or
 - Grant leave to the aggrieved woman up to a period of three months; or
 - Grant such other relief to the aggrieved woman as may be prescribed.
2. The leave granted to the aggrieved woman under this statute shall be in addition to the leave she would be otherwise entitled.

Redressal and Inquiry Procedure



TIMELINES:

- Written complaint to be filed within 3 months from the date of incident or within 3 months from the date of last incident in case of a series of incident.
- The time limit can be extended for not over 3 months, for which reasons have to be stated in writing by ICC.
- Inquiry to be completed within 90 days from the date of written complaint.
- Inquiry report has to be issued within 10 days of completion of the inquiry to both parties and Executive Authority.
- Executive Authority to act on the ICC recommendation within 30 days of receipt of report, unless an appeal is filed.
- An appeal against the ICC's recommendation to be filed within 30 days from date of such recommendation by aggrieved person before Executive Authority.