



**HISLOP COLLEGE**

**Nagpur**

**5.1.5. The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases:**

**Grievance Redressal Mechanism of the Institute & List of Grievances received**

# Hislop College, Nagpur

## Grievance Redressal Cell

### Institutional Mechanism of Grievance Redressal

The College has various committees to take care of students' welfare and grievances.

- Grievance Redressal Cell
- Student Welfare & SQAC
- Students' Mentoring Cell
- Anti-Ragging Cell & Anti-Sexual Harassment Cell
- Women's Studies & Development Cell
- Internal Complaints Committee (As per Vishakha Guidelines)

These committees work individually as well as come together to achieve the following common objectives:

- Sensitize the students on the dangers of ragging.
- Take measures for the prevention of any means of Ragging either within or outside the college
- Resolve the complaints, feedback and other grievances of the student's community.
- Develop guidelines and norms for a policy against sexual harassment.
- Develop principles and procedures for combating sexual harassment.
- Work out details for the implementation of the policy.
- Prepare a detailed plan of actions, both short and long term.
- Organize gender sensitization awareness programmes.

'Solution Box' is placed prominently on campus where the students can drop their grievances, concerns, problems and suggestions.

Grievances can also be registered by the students through the 'Student Grievance' page on the college website. <https://hislopcollege.ac.in/grievance/>



#### Students Grievance



The students can register their grievances with IQAC or Student Welfare Cell. For Student Welfare Cell contact Dr. Mrs. Jyotsna Naidu, SQAAT Co-ordinator Hislop College (contact number 0711-253204) for placement or any other queries, contact us in the suggestion box on the right.

In case of any queries, contact us in the Grievance Redressal Cell (GRC) at Hislop College.

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Name \*

E-mail \*

Phone \*

Gender \*

Age \*

SEND

Grievances are also discussed through the SQAC and Mentoring cell of the college and appropriate steps are taken.

The members of the Grievance Redressal Cell, ICC, Anti-Ragging Cell & Anti-Sexual Harassment Cell meet whenever required to review the complaints, if any and suggest appropriate modes of action.

The college Discipline and code of conduct is maintained effectively through various committees and departments.

Grievances related to examination conducted by the University are handled by the college through the departments as well as the office. The administrative staff has a smooth co-ordination and communication with university as well as students. This saves students time and efforts to visit the university regarding any such issues.



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## Grievances reported in the last five years

### Session 2016-17

There were no major grievances of students in the session 2016-17. The institution has a mechanism of taking the annual feedback of SQAC and Student Mentoring cell. The following grievances were received from students and the college management took appropriate steps in improving the existing quality in the concerned matter.

- Improvement in canteen

Action taken: Canteen renovation with change in canteen management

- Requirement of more hygienic conditions in Girls' Common Room

Action taken: Improvement in the existing status with some renovation and appointment of dedicated cleaning staff.

- Regular Cleaning of Dust bins

Action taken: Alumni Association donated Stainless steel dustbins. These dustbins are installed at various places in the premises. So, there are now more dustbins and are kept clean.

### Session 2017-18

There were no major grievances of students in the session 2017-18.

### Session 2018-19

- One Grievance related to library seating arrangement was raised by a student Ms. Joylin Mendonca of B.A.

Action taken: The same was communicated to the Librarian and facility for additional seating arrangement was done within a month.

### Session 2019-20

There were no major grievances of students in the session 2019-20.

### Session 2020-21

There were no major grievances of students in the session 2020-21.

Due to the continuous efforts towards sensitizing and creating awareness regarding sexual harassment and ragging by the staff and student committee members of Anti-Ragging and Anti-Sexual Harassment Cell, Grievance Redressal Cell, Student Mentoring Cell & SQAC, Hislop has Zero cases of sexual harassment or ragging in the past 10 years.



*J. M. Mendonca*  
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