



HISLOP COLLEGE

Nagpur

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

Institutional Policy Document for Grievance Redressal



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Policy Document

GRIEVANCE REDRESSAL CELL (GRC)

PROCEDURE AND DIRECTIVES FOR FUNCTIONING

A. Objectives

Grievance Redressal Cell of the College is primarily responsible to resolve student related issues or problems. It is also responsible to bring accountability among all the stakeholders in order to maintain quality educational environment within the institute. Following are the important objectives of GRC:

1. To develop a framework to resolve Grievance redressal of students and other stakeholders.
2. To facilitate students to express their grievances freely without any fear.
3. To have structured interaction with students through various student forums to gather suggestions or grievances.
4. To identify system flaws and administrative obstructions through grievances and to resolve by bringing in the concerned unit in action.
5. To work in co-ordination with Anti-ragging and Anti-sexual harassment cells to maintain the discipline on campus.

B. Role and Functions of GRC

The GRC shall exercise the following role and perform the following functions, namely

1. The primary function of this committee is to receive the grievances of the students on the 'Grievance webpage' on the Institutional website, suggestion boxes, Anti-ragging cell, SQAC, Mentoring cell or any other student forums of the college.
2. To hear the grievances of the students in person by giving opportunities, if required.

3. To assess the nature of all complaints/suggestions received relating to the grievances of the students and process them for an amicable solution.
4. To involve other cells/committees like Anti-ragging Cell and Anti-sexual harassment Cell, if the need arises. To hear all the concerned parties and settle grievances amicably, as early as possible.
5. To counsel the students whenever necessary to resolve their grievances. The GRC shall not discuss with any sub-judice grievances.
6. To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
7. To consider and submit recommendations and suggestions in respect of reforms in the working of various sections/units/departments/cells of the College relating to the redressal of grievances of students.
8. To prepare Minutes and Action Taken Report of the GRC meetings.

C. Role of the Chairperson of GRC

- 1) The Principal of College shall be the Chairperson of GRC. In absence of Principal, the In-charge of the College shall be the Chairperson of GRC with prior permission of Management.
- 2) The Chairperson shall finalize the date of meeting of GRC in discussion with Convener of GRC
- 3) The Chairperson shall preside over the meeting of GRC.

D. Role of the Convener of GRC

- 1) The Convener shall be the Primary Officer of the GRC. He will be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Convener shall prepare the Agenda for the meetings of the GRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all the members prior to the meeting through an email.
- 3) He/ She shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.

4) He/She shall prepare Action Taken Report on the previous meetings of GRC.

5) The Convener shall upload the Decisions/Resolutions/Minutes/Action Taken Report of GRC on the website.

E. Meetings of GRC

The GRC shall meet regularly in order to redress the grievances received from various platforms. If there are no grievances, the GRC shall meet twice every year as directed by the Chairperson on a fixed date and time. An advance notice of the meeting with the 'Agenda of the meeting' must be issued to all the members of GRC prior to the meeting. However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting. In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the GRC may determine. In case the grievance is against any of the members of the GRC, the concerned member shall abstain himself from the proceeding on such issue.

F. Venue of the Meeting of GRC

1) The Meeting of the GRC shall be held in the premises of the College during the working days and working time of the College.

2) The Convener shall communicate venue, date and time of meeting of GRC to all members of GRC and students (If required) who have registered their grievances prior to the meeting.

G. Quorum of the Meeting of GRC

The minimum Quorum for the meeting of GRC shall be two, including Chairperson.

H. Decisions by Majority of the Meeting of GRC

All matters of the GRC shall be decided by majority of the members present and voting, in case of a tie, the person presiding shall have a second or casting vote.

I. Minutes

1) The draft Minutes of the meetings shall be prepared by the Convener in consultation with the Chairperson and confirm it from all members.

2) The Minutes shall contain a record of the decisions taken and resolutions passed by the GRC in the meeting.

J. Action Taken Report

After the confirmation of the minutes, the Convener shall report to the GRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the GRC.

K. Attendance of Members

Convener shall maintain the record of attendance of each meeting of GRC. Every member shall sign the Attendance sheet during every meeting.

L. Appearance before GRC

The complainant student may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the GRC.

M. Language of Proceedings of Meetings of GRC

Preferably English language may be used in the proceedings of meetings of GRC. The complainant student can request for any other language to the GRC.

N. Nature of Applications to be entertained by the GRC

The GRC shall consider only the college related common grievances of the students.

O. Submission of Grievances on the Institutional Website

- 1) Any student desiring redressal of his grievance/s may register his/her grievance/s online on the website of the College.
- 2) The student shall fill all the details of grievance in the prescribed format.
- 3) The grievances with insufficient/incomplete information shall not be entertained by GRC.

P. Disposal of Applications

- 1) On receipt of 'Applications of Grievances' from the Students, the convener shall scrutinize the applications in consultation with Chairperson of the GRC and prepare the Agenda of Meeting.
- 2) Non-accepted applications shall be communicated to the student in writing by the Convener.
- 3) The Convener shall communicate the date, time and venue of the Meeting to the students who have registered their grievances on the website before the meeting with the help of administrative staff of the College.

- 4) The Convener may request the applicant student to supply further information as may be necessary and also discuss the grievance personally with the applicant.
- 5) The Convener may request all the parties related to grievance to give clarification in writing with necessary documents and send it to all members through an email along with the Agenda.
- 6) The Convener shall present each complaint before the GRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The GRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.
- 8) The Convener shall communicate a copy of Order/Decision/Resolution to all the students whose grievances are mentioned in the Agenda.

Q. Rejection of Application

- 1) No applications for redressal of grievances shall be entertained, if the GRC is satisfied that:
 - a. The applicant has knowingly submitted false personal details as regards to place of residence, educational qualifications, etc.
 - b. In an application, there is no prima facie case for considering it.
 - c. The Application is frivolous or fictitious.
 - d. The matter is sub-judice in any court of law.
 - e. If there is gross delay.
 - f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application, statement or furnished false information.
- 2) In case of any false or frivolous complaint, the GRC may recommend appropriate action against the complainant student.

R. Processing of Applications

- 1) The Convener shall prepare requisite number of sets of all the applications received online/personally from the students and documents of other parties on which complaint has been made and send it to all members of GRC prior to the meeting through an email and handover its hardcopies to all members of GRC at the time of meeting.

- 2) The GRC shall consider the case on the basis of the noting prepared by the Convener
- 3) The GRC shall deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University and on the basis of natural justice, equity and good conscience.
- 4) The GRC shall hear the all the concerned parties related to the complaint in person individually, collectively whatever the requirement of the case by following principles of natural justice.
- 5) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 6) Efforts shall be made to settle the grievances within 15 days of its receipt.

S. Consideration of Applications

- 1) Each member of the GRC shall study the applications/cases sent to them in advance.
- 2) Applications shall be discussed in the Meeting and further line of action shall be decided.
- 3) The concerned student/s or any other person or teaching staff or administrative staff or non-teaching staff or official who is concerned with the grievances of the student may be called during the meeting of the GRC whenever necessary and they may be heard in person.
- 4) If the GRC finds it necessary it may refer any matter to an expert and obtain his/her opinion.
- 5) After following all the procedures enumerated under sub-rules R. (1) to (4) above, the GRC may formulate its recommendations on the Application.

T. Recommendations for Final Action

- 1) The Chairperson and Convener shall ensure that the decisions made during the meeting of GRC is communicated and implemented on top priority basis.
- 2) The Convener shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.
- 3) The Convener shall upload the Decisions/Resolutions/Minutes/Action Taken Report of GRC on the website.

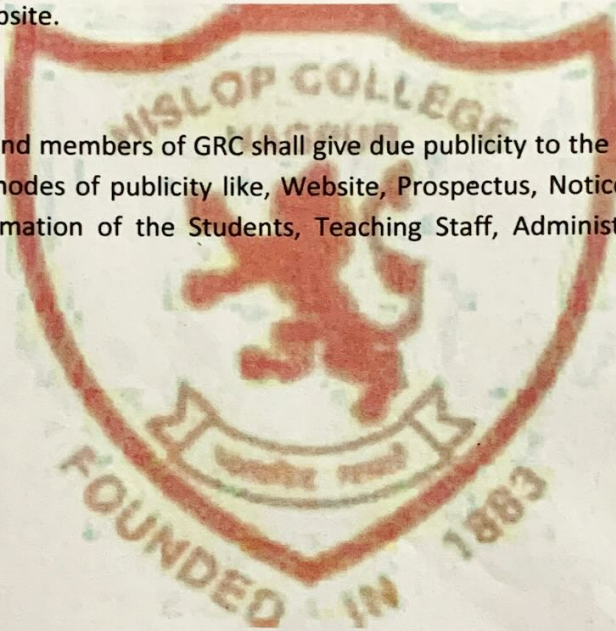
4) If the GRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

U. Pursuing the Matter

- 1) The Chairperson and the Convener shall communicate or keep in touch with the concerned sections/units/departments/cells and see that the decision is immediately implemented.
- 2) After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of GRC at the next meeting.
- 3) The Convener shall upload the Decisions/Resolutions/Minutes/Action Taken Report of GRC on the website.

V. Miscellaneous:

The Chairperson and members of GRC shall give due publicity to the functioning of the GRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching Staff, Administrative Staff and Non-Teaching Staff.



[Handwritten Signature]
PRINCIPAL
HISLOP COLLEGE
NAGPUR.