

INDIRA MAHAVIDYALAYA

KALAMB, DIST. YAVATMAL 445401

www.indiramahavidyalaya.com

AISHE ID: C-42925

Institution Track ID: MHCOGN15368

Criterion 5 Student Support and Progression



KEY INDICATOR 5.1

Student Support



Metric No. 5.1.4 (QnM)

The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertaking on policies with zero tolerance
3. Mechanisms for submission of online/offline student's grievances
4. Timely redressal of the grievances through appropriate committees

5.1.4(2) Proof related to Mechanisms for submission of online/offline students' grievances

Dr. Yashwant Moreshwar Donde Sarwajanik Shaikshanik Trust's
INDIRA MAHAVIDYALAYA, KALAMB

DIST. YAVATMAL, MAHARASHTRA 445401

Tele. (07201) 226147/226129 NAAC Accredited B+ Grade

Mob. No. Principal- 9422867658, Vice-Principal -9420199479

E mail - imvkalamb@yahoo.co.in Website – www.indiramahavidyalaya.com

Date: 21/04/2024

DECLARATION

The information, reports, true copies of the supporting documents, numerical data, etc. furnished in this file is verified by IQAC and found correct.


Co-ordinator
IQAC
Indira Mahavidyalaya
Kalamb


PRINCIPAL
Indira Mahavidyalaya
Kalamb Dist.Yavatmal

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Complaint / Suggestion Box



Infront of the college office, a complaint / suggestion box is placed

Bhargava
Co-ordinator
IQAC
Indira Mahavidyalaya
Kalamb

P. B. Mandake
PRINCIPAL
Indira Mahavidyalaya
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Complaint / Suggestion Box



Inside the Library, a complaint / suggestion box is placed

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Department Specific Meetings



Class Meetings Led by Class Teacher



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Co-ordinator
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P. B. Madhukar
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Indira Mahavidyalaya
Kalamb Dist. Yavatmal

Class Meetings Led by Class Teacher



Class Meetings Led by Class Teacher



Subodh
Co-ordinator
IQAC
Indira Mahavidyalaya
Kalam

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Mechanisms for Submission of Online/Offline Student's Grievances

The college has created a simple and effective online and offline mechanism for students to register complaints regarding student grievances.

Online Grievance Submission:

shitalraut123@gmail.com

Mechanism of Internal Complaints Committee

The college has established an Internal Complaints Committee (ICC) in accordance with the University Grants Commission (Prevention, Prohibition, and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015.

Informal Resolution Before an Issue Becomes a Formal Grievance

- (a) Complainants will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counselling.
- (b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

Grievance Handling and Resolution Mechanism

- (a) Matrix for Internal Complaint mechanism for faculty and staff is attached to these regulations.
- (b) The grievance Redressal mechanism has three levels of Grievance Redressal of which, Level-III is the Appellate Authority.
- (c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix.

Procedure & Stages in Grievances Handling

The following procedure can be utilized by faculty members / staff to submit a grievance of any kind, as specified under clause 6 above.

- (a) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- (b) The authority concerned will start the Redressed process within two working days of receipt of the matter
- (c) The designated authority may allow an opportunity to the complainant to formally present his / her case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further

material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.

- (d) The Authority concerned will then endeavour to resolve the grievance as soon as possible, but within maximum of 5 days and convey the outcome / action taken to the complainant or forward the same to level – 2 authority.
- (e) The Level 2 authority, may get the matter investigated through a designated subcommittee, if so, considered necessary to arrive at a decision.
- (f) Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- (g) The complainant may approach / appeal to the next higher level / Appellate authority in case he / she receives no response from either level 1 or level 2 handling officer, or where the complainant finds the response not being satisfactory.
- (h) The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- (i) The decision of the Appellate Authority will be final, and no further appeal will be entertained under any circumstances.

Safe Guarding Confidentiality

- (a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- (b) Implementation of this procedure will be done without prejudice to either party.
- (c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so, requested by the complainant or the respondent.
- (d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- (e) Records concerning grievances handled under this process and their outcomes shall be maintained for a period of one year.
- (f) There will be no cost to the complainant for utilizing this grievance and appeals process.


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Mechanism of Student Grievance Redressal Committee

The Student Grievance Redressal Committee looks into complaints from students and works to find a timely, private solution. It seeks to address complaints of shared interest as well as those at the individual and class levels. Within the organization, the Grievance Redressal Mechanism operates at four stages.:

Procedure of Registration of Complaint:

The first step is to register the complaint. The person who has a grievance should inform the concerned authority, such as the Grievance Redressal Committee the designated officer responsible for handling grievances. The complaint can be made in writing or orally, and it should clearly state the nature of the grievance and the relief sought.

Investigation and Fact –Finding:

The next is to investigate the complaint and rather all the relevant facts. The student Grievance Redressal Committee or the designated officer responsible for handling grievances will conduct an inquiry, gather evidence, and interview witness to understand the situation and determine the appropriate course of action.

Resolution:

Once the facts have been identified and analysed, the Grievance Redressal Committee responsible for handling grievances will provide a written response outlining the decision and the action to a taken. The response will be communicated to the complainant within a reasonable time frame.

Making Malicious or False Complaints:

If the complaint was made with a malicious intent, the committee shall take strict disciplinary action against the complainant. The committee has provision of action on any witness who submits false evidence or produces any forged or misleading document relating to the complaint.


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Mechanism of Anti- Ragging Cell

- As per the state government and the university directives a separate committee has been constituted for this purpose.
- Also, the college has committee such as Monitoring committee and Discipline committee to take care of anti-ragging issues.
- To publicize to all students and prevalent directives and the actions that can be taken against those indulging in ragging
- To bring out an awareness among the students about the consequences of ragging.
- To keep a constant eye and vigilance over ragging so as to prevents its occurrence.
- Safeguard the interest of students without any prejudice to their caste, creed, religion, language, ethnicity, gender and disability.
- Campus monitoring is done under CCTV surveillance.
- The complaints box is installed in college campus

Any students can register for their grievances via email also.

This guarantees that when the students need help, they may get in touch with the appropriate individuals with ease. If a student witnesses ragging, they can file a complaint in the designated complaint box or speak with a member of the cell.


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Mechanism of Anti- Sexual Harassment Cell

The college has established the instructions of National commission for Women and guidelines issued in implementation of the directives of Hon'ble Supreme Court Judgement dated 13th August, 1997 on the subject of sexual harassment of women in the workplace, the college had duly constituted an Internal Complaint Committee for considering complaints of sexual harassment. The composition of the Complaint Committee was revised subsequent to retirement, transfer etc. of the existing Chairperson. This Committee in the college has now been re-constituted based on the recommendations of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act and Rule 2013, as well as Handbook on Sexual Harassment of Women by Ministry of Women and Child Development, Govt, Of India, for considering complaints of sexual harassment of women at workplace.

The advocate, and three senior female faculty members make up the cell. Members of Anti- Sexual Harassment Cell may be found with their names and contact details on the college website and in student WhatsApp groups. This makes it easy for students to get in touch with the appropriate people anytime they need help. Students who wish to report a sexual harassment incident can use the complaint box or get in touch with the cell members. The regulations pertaining to sexual harassment, ragging, and the process for filing complaints are outlined in the policy document.


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