

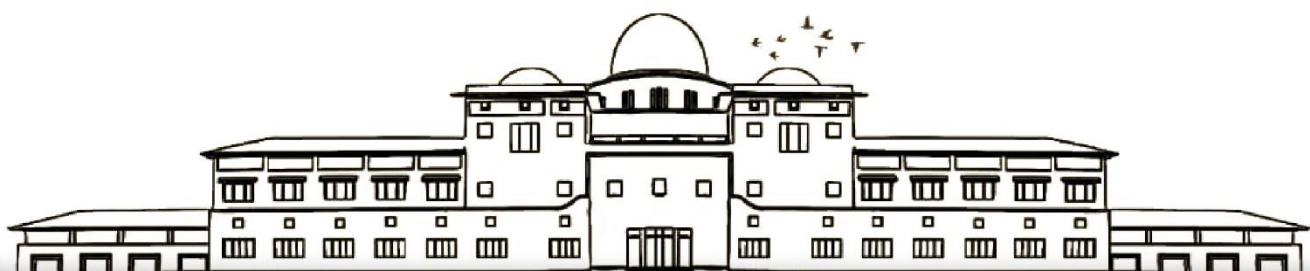


**SAFI INSTITUTE OF ADVANCED STUDY (SIAS)**



## **GRIEVANCE REDRESSAL**

**INTERNAL QUALITY ASSURANCE CELL  
(IQAC)**



## **STUDENTS GRIEVANCE REDRESSAL FORUM**

SAFI Institute of Advanced Study (SIAS) assures a safe and congenial environment for the learning and personal development of the students; hence the college established a grievance mechanism to encourage students to express individual and group concerns related to academic and non-academic issues without any fear and apprehensions. To justify the promises of SAFI, SIAS is Vigilant and Strict in maintaining the rules and regulations within the campus. The Disciplinary Committee is in charge of all the disciplinary activities, and an effective team drives the machinery with regard to campus discipline.

### **POLICIES AND REGULATIONS**

- Students can register their grievances either in writing or by using the online redressal portal on the College website.
- Students can also drop their grievance/concern in the Grievance box kept in college.
- Confidentiality and Privacy of students would be maintained in all cases.
- The Grievance Redressal Cell examines the cases and directs them to respective committees.
- The respective committees should handle the grievances within seven working days. The report should be handed over to the principal for immediate action.

#### **1. Anti-Ragging Committee:**

To forbid, prevent and eliminate the curse of ragging including any disorderly conduct either by words, spoken or written or by an act which has the effect of teasing, mistreating or handling with rudeness towards a fresher or any student, indulging in in-disciplinary activities likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in any fresher or a junior student, or asking any student to do any act which the student may not do in the ordinary cause, and which has the effect of causing or generating a sense of shame, or torment or embarrassment adversely affecting the physique or psyche of fresher or junior student will be treated as ragging.

Ragging of any form is a non-bailable offence and will be addressed with criminal procedure. If any incident of ragging and/or abetting ragging comes to the notice of the authority, severe action will be taken against such students. The Anti-Ragging Committee of the institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Squad. If found guilty, one or more of the following punishments will be given, namely;

- Suspension from attending classes and academic privileges.
- Withholding/ withdrawing scholarship/ fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- Withholding results.
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Suspension/ expulsion from the hostel.
- Cancellation of admission.
- Rustication from the institution for period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.
- Provided that where the persons committing or abetting the act of ragging are not identified, the institution shall resort to collective punishment.
- An appeal against the order of punishment by the Anti-Ragging Committee shall lie,
  - in case of an order of an institution, affiliated to or constituent part, of a university, to the Vice-Chancellor of the University;
  - in case of an order of a university, to its Chancellor.
- in case of an institution of national importance created by an Act of Parliament, to the Chairman or Chancellor of the institution, as the case may be.
- Where in the opinion of the appointing authority, a lapse is attributable to any member of the faulty or staff of the institution, in the matter of reporting or taking prompt action to prevent an incident of ragging or who display an apathetic or insensitive attitude towards complaints of ragging, or who fail to take timely steps, whether required under these Regulations or otherwise, to prevent an incident or incidents of ragging, then such authority shall initiate departmental disciplinary action, in accordance with the prescribed procedure of the institution, against such member of the faulty or staff. Provided that where such lapse is attributable to the Head of the institution, the authority designated to appoint such Head shall take such departmental disciplinary action; and such action shall be without prejudice to any action that may be taken under the penal laws for abetment of ragging for failure to take timely steps in the prevention of ragging or punishing any student found guilty of ragging.

**2. Anti-Sexual Harassment Cell:** This cell is constituted as per the regulations of the UGC and the judgement of the honourable Supreme Court issued in 1997, with a view to effective enforcement of the basic human right of gender equality and guarantee against harassment and abuse in the campus. The proactive role of the Cell aims to combat sexual harassment, violence against women and ragging at the college. If such an incident comes to the notice of the authority, the students concerned will be given the opportunity to explain their behavior before the committee. If they are found guilty, they will be suspended/ expelled from the institution on the recommendation of the committee.

2. **Student Grievance Redressal Committees (SGRC):** This committee constituted as per the University Grants Commission (Redress of Grievances of Students) Regulations, 2019. The basic aim is to ensure transparency in all academics, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances

#### **A) Collegiate Student Grievance Redressal Committee (CSGRC)**

- A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC).
- The term of the members and the special invitee shall be two years.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the CSGRC shall follow principles of natural justice.
- The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating university and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

#### **B) Departmental Student Grievance Redressal Committee (DSGRC)**

- A complaint by an aggrieved student relating to a Department, shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department.
- The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

#### **C) Online Grievance Portal**

- The Online Grievance Portal of SIAS attempts to address the genuine problems and complaints of students and faculties and encourage them to lodge his or her grievance so as to get them redressed on time.
- It deals with all types of grievances and complaints. The basic objective of this portal is to ensure transparency in education, prevent unfair practices (including ragging) and provide a mechanism for redressal of their grievances.

- The system also aimed at making the students and faculties informed about the decision taken against the complaints that they have lodged through this portal. An aggrieved student or faculty who has any grievance shall have to make an online complaint with all the relevant details.
- On receipt of the online complaint, the Student Grievance Redressal Committee of SIAS will conduct a detailed enquiry based on which, proper actions will be taken at the earliest.

## **COMPOSITION**

### **Collegiate Student Grievance Redressal Committee (CSGRC)**

- Principal of the college – Chairperson.
- Three senior members of the teaching faculty to be nominated by the Principal.
- A representative from students nominated by the Principal.

### **Departmental Student Grievance Redressal Committee (DSGRC)**

- Head of the Department –Chairperson;
- A member of the faculty
- A representative from students of the college

### **Useful Documents/Notices:**

UGC regulation for Grievance Redressal (2019)

[https://www.ugc.ac.in/pdfnews/2813028\\_SG-Regulations-2019.pdf](https://www.ugc.ac.in/pdfnews/2813028_SG-Regulations-2019.pdf)