



Yogoda Satsanga Palpara Mahavidyalaya

NAAC Accredited ('B' Grade) and NCTE Recognized (B.Ed. and M.Ed Courses)
affiliated to

Vidyasagar University, Midnapore and WBUTTEPA, Kolkata, (Govt. of West Bengal)

At + P.O : Palpara, Dist : Purba Medinipur, PIN Code – 721458, West Bengal, India

Date: 22.01.2020

Policy document on Grievance Redressal Mechanism

In order to address individual as well as collective grievances, general in nature and specifically related to ragging and sexual harassment of students and staff members, a Grievance Redressal Mechanism has been devised by our College. The purpose of formulating the policies for the grievance redressal mechanism in Yogoda Satsanga Palpara Mahavidyalaya is to establish a fair, independent and consistent system for redressal of various issues faced by the stakeholders in our College; and to develop a responsive attitude among all those stakeholders that nurture the harmonious and congenial atmosphere in the campus of the College.

OBJECTIVES:

The primary objectives of the grievance redressal mechanism are as follows:

- To develop and maintain a sustainable harmonious atmosphere in campus of our College.
- To offer a convenient platform for students, faculty members, and non-teaching staff to voice issues or complaints that negatively affect them.
- To establish a transparent and consistent process for resolving grievances within a specified time frame.
- To exemplify true organizational citizenship behavior for the betterment of society leading to the nation as a whole.

The committee has four layers working separately to address the specific issues. The four segments of the committee/cell are-

1. Women's Cell/Anti-Sexual Harassment Cell
2. - Anti-Ragging Committee
3. Students' Grievance Redressal Committee (SGRC)
4. Internal Complaint Committee (ICC)

GRIEVANCE REDRESSAL MECHANISM: The Concept

In 2012, the Ministry of Human Resource Development issued a mandate requiring every higher

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education institution to establish a grievance redressal mechanism to address the issues and complaints of students, faculty members, and other employees. This directive instructed UGC, AICTE, and NCTE to ensure that all educational institutions within their jurisdiction either implement a grievance redressal mechanism if they do not have one or update their existing system according to the HRD ministry's guidelines. For students, the University Grants Commission (Grievance Redressal Students) Regulations, 2018, apply to higher education institutions.

A grievance may be any form of discontent, dissatisfaction, or negative perception, whether expressed or not, arising from any aspect of the college that a student or staff member believes, or feels, to be unfair, unjust, or inequitable. Complaints related to sexual harassment and ragging will be addressed by the specific committees mentioned above, each operating under a separate mechanism for handling these issues.

FEATURES OF APPROPRIATE GRIEVANCE REDRESSAL MECHANISM

- An ideal grievance redressal procedure or mechanism should be fair, transparent, and easy to understand.
- It should adhere to a defined procedure.
- It must demonstrate promptness in responding to grievances.
- The procedure should be redefined as needed.
- An ideal grievance redressal procedure or mechanism consistently builds employees' confidence and students' trust.

AWARENESS POLICY

The institution has established a fixed policy to implement various measures aimed at creating awareness to prevent grievances related to sexual harassment, ragging, and general issues affecting students and staff. Awareness has been generated among students and staff through;

- Undertaking of students and parents at the time of admission
- Information available on the institutional website
- Awareness Programs
- Banners throughout the Campus

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GRIEVANCE REDRESSAL PROCESS

- Step-1: Lodging the grievance/complain either through Google form, email or by hard copy.
- Step-2: Forwarded to Convenor of different Sub-committees.
- Step-3: Examination of material facts (relevant documents)
- Step-4: Examination (or discussion with) of all parties of the grievance including the witnesses in the appropriate committee (specified below)
- Step-5: Cross-verification, if necessary
- Step-6: Final decision and communication to the parties of the dispute/grievance

PRINCIPLES TO BE FOLLOWED IN THE GRIEVANCE REDRESSAL MECHANISM

Apart from the grievance redressal procedure, Yogoda Satsanga Palpara Mahavidyalaya follows some principles as;

- Sufficient scope will be given the delinquent to defend himself / herself.
- All possible material facts (documents / evidences / supporting materials) need to be examined, because every quasi-judicial matter go by "law of natural justice".
- All possible witnesses need to be examined to follow "law of natural justice".
- Adequate time will be given to the parties of the grievance/dispute, if wishes for appropriate justice.
- No step of the grievance redressal procedure will be omitted.
- The final report of the grievance redressal mechanism will be written with utmost care as it is connected not only with his/her family but also with his/her social life that can never be regained, once lost.
- All record/reports/evidences must be reserved for indefinite time period for future references.

PUNISHMENT

The Committees of the College shall take appropriate decision, including imposition of punishment, depending on the facts and circumstances of each incident. A student found guilty by

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the committee will face one or more of the following punishments, as imposed by the Committee .

- Suspension from attending classes and academic privileges.
- With holding/withdrawing scholarship/fellowship and other benefits.
- Debarring from appearing in any test /examination or other evaluation process.
- Debarring from undertaking any collaborative work or attending national or international conferences / symposia / meeting.
- Cancellation of admission.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.
- If need be, in view of the intensity of the act of ragging committed, a First Information Report (FIR) shall be filed by the College with the local police authorities

By order of the G.B.

Principal
Y.S. Palpara Mahavidyalaya

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22/01/2020



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