



SREE VIVEKANANDA TEACHER EDUCATION CENTRE

APPROVED BY NCTE AFFILIATED TO UNIVERSITY OF CALICUT 680519, THRICUR DT, KERALA

(Under The Management of Sree Vivekananda Educational And Charitable Trust, Reg:125/2000)

**POLICY GUIDELINES
FOR
GRIEVENCE REDRESSAL**

CONTENT

SL.NO	CONTENT	PAGE NUMBER
I	INTRODUCTION	3
II	AIMS AND OBJECTIVES	3
III	GRIEVANCE	4
IV	<u>PROCEDURE & DIRECTIVES FOR FUNCTIONING OF CGRC</u>	5
V	<u>MECHANISM OF REGISTRATION OF COMPLAINTS</u>	6
VI	COMPOSITION OF GRIEVANCE CELL	7
VII	INTERNAL COMPLAINT COMMITTEE	7
VIII	ANTI -RAGGING CELL	9
VIII	ANNEXTURE -UGC NOTIFICATION AND GUIDLINES	10

I. INTRODUCTION

As suggested by University Grant Commission, the institution has established a Grievance Redressal cell to provide a mechanism for redressal of students grievance and ensure transparency in institutional mechanism and prevention of unfairness. The Grievance Redressal Cell (GRC) aims to deal with all types of grievances & complaints received from any student and redress it as per requirement. The functions of the committee are to look into the complaints put by any student and judge it. The Grievance Redressal Committee is also empowered to look into matters of harassment within the campus through online/offline or grievance/suggestion box.

II. AIMS & OBJECTIVES :

- To promote an equitable and uniform mechanism for expressing the various issues faced by students
- To ensure that students receive timely assistance and support for their issues
- To ensure a positive student -faculty relation
- To foster an attitude of responsibility and openness among the institution and students
- To develop an attitude to express students problem with open mindedness
- To develop an organisational framework to resolve grievances of students and other stakeholders.
- To provide the students access to immediate, hassle-free recourse to have their grievances redressed.

III.GRIEVANCE

The grievance may include the following complaints:

- The non uniformity in the admission procedure declared by the institution
- Do not providing proper and clear instruction regarding the admission process
- Denial of the admission according to institution's declared admission policy
- Any type of financial disparity in the admission procedure or demanding extra fee of any type.
- With holding any certificate or document of students.
- Any type of discrimination in the admission process of reservation categories
- Do not providing proper guidance regarding the provisions of reservation categories.
- Denial of quality education and learning environment as guaranteed at the time of admission.
- Improper mechanism in the case of attendance/ class timetable
- Any type of non-transparency in internal assessment procedure
- Discrimination in evaluation process and grading process
- Lack of facilities for university examinations
- Inadequate mechanism and procedure for internship programme.
- Any problems related to issuing of identity card and travel concession
- Hygiene of the institution
- Irregularity in the case of the assessment of students work
- Any type of harassment/ragging

IV. PROCEDURE & DIRECTIVES FOR FUNCTIONING OF COLLEGE GRIEVENCE REDRESSAL CELL Cell (CGRC)

i. Role And Functions of CGRC

The CGRC shall exercise the following role and perform the following functions, namely:

1. To receive the applications of the students from the portal available on the website of college and process then further.
2. To attend all applications relating to the grievances of the students.
3. To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing if required.
4. To hear all the concerned parties and settle grievances as early as possible.
5. To counsel the students whenever necessary to resolve their grievances.
6. To prepare and submit the recommendation relating to the redressal of grievances to the concerned parties.
7. To consider and submit recommendations and suggestions in respect to reforms in the working of various sections/units /department cells of the college relating to the redressal of grievances of students.
8. To prepare Minutes and Action taken report of the meeting of CGRC.

ii. Minutes

1. The draft Minutes of the CGRC shall be prepared by the Member. Secretary 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 CGRC in the meeting and the discussion of the meeting shall not ordinarily form part of the Minutes.

iii. Action Taken Report:

After the confirmation of the minutes, the Member secretary shall report to the SGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meeting of the SGRC.

iv. Processing of Applications:

1. The SGRC shall consider the case on the basis of the noting prepared by the Member/Principal/Secretary.
2. The SGRC shall deal with the case on the basis of the provisions of Act, Rules/Regulations.
3. The SGRC 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.
4. Efforts shall be made to settle the grievances amicably after hearing all parties.
5. Efforts shall be made to settle the grievances within 15 days of its receiving.

V.MECHANISM OF REGISTRATION OF GRIEVANCE

The institution must provide a clear awareness about the grievance redressal system functioned in the college. It was the responsibility of concern authority to ensure positive environment for expressing students issues through a prescribed transparent mechanism .The students must know about the various ways in which they can express their issues.

The students should select any of the following ways for registering complaints,

- Detailed written complained can be posted in letter box
- Writing a official complaint letter to the coordinator of Grievance redressal cell.
- Informing grievance through other teaching staff/mentor
- Register the complaint through E-mail link provided in the college website.

Students Grievance Redressal Cell Mail Id: svtecgrievancecell@gmail.com

VI.COMPOSITION OF GRIEVENCE REDRESSAL CELL

SL.NO	MEMBERS OF SGRC	DESIGNATION
1.	Lilly Mol K.J	Principal ,Chief Coordinator of SGRC
2.	Manjula V	Assistant Professor in General Education , Coordinator of SGRC
3.	Surekha V.S	Assistant Professor in Commerce Member of SGRC
4.	Surabi K.S	Assistant Professor in General Education Member of SGRC

VII.INTERNAL COMPLAINT COMMITTEE

In the enactment of UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutions) Regulations, 2015 read with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Sree Vivekananda Teacher Education centre decided to constitute the Internal Complaints Committee (ICC) to deal with issues and complaints relating to Sexual harassment at the institution. The committee focused on providing secure social and physical environment.

A.OBJECTIVES:

- To develop a policy and guidelines against sexual harassment
- To ensure the commitment of the institution to provide safe and secure environment
- To deal with the case of discrimination and sexual harassment in a time bound manner
- To develop a permanent system for the prevention and redressal of sexual harassment cases at the institution

B.GUIDELINES OF INTERNAL COMPLAINT COMMITTEE

- All complaints will be deal confidentially.
- Only matters pertaining to sexual harassment and discrimination shall be discuss under ICC
- Other conflicts and grievances if any should be submitted to grievance redressal cell or to the discipline committee
- All students and staff are bound to obey the rules of college and any complaint regarding the same that not under the purview of ICC.

C.COMPOSITION OF INTERNAL COMPLAINT COMMITTEE

The internal Complaint Committee work for issues related to sexual harassment. The complaints can be also made a part of at the Grievance Redressal Cell. The students, staff and non teaching staff can complaint to the committee. The complaints are presented in the meeting and the solution is reached. The document is submitted to the principal and the concerned student/staff/non teaching staff is informed early as possible. The documents are maintained by the committee.

MEMBERS OF COMMITTEE

SL.NO	NAME	DESIGNATION
1.	Lillymol K.J	Principal& Presiding Officer
2.	Manjula V	Assistant Professor in General Education Coordinator of CGRC
3.	Shabna	Assistant Professor in English Coordinator of Sexual Harassment cell
4	Dr. Smitha das T.V	Assistant Professor in General education Staff Secretary of SVTEC
5.	Aneesha V	Student secretary

6	Shyama Joy C	Student Representative
---	--------------	------------------------

VIII.ANTI RAGGING CELL

As per the instruction from the university of Calicut and Govt.of Kerala the college has an Anti ragging cell constituting of parents ,teachers and students. The committee monitor the menace of ragging in this institution .Anti ragging cell is a statutory body which focus on to eliminate any type of ragging in the campus. Students can complaint a written letter or any any other form to anti ragging cell . After receiving the complaint the committee discuss and investigate about the issues and a detailed report will be presented before principal and reach out to a solution.

A. AIMS &OBJECTIVES

- To ensure ragging free campus
- To establish a disciplined environment in the institution
- To provide awareness about the ill effect of ragging
- To organize awareness programme related to impact ,consequences and redressal of ragging

B. COMPOSITION OF ANTI-RAGGING CELL

SL.NO	NAME	DESIGNATION
1.	Lillymol K.J	Principal
2	Salija V.K	Convenor of Anti Ragging Cell
3.	Sheeja M.S	Member
4.	Shabna T	Member
5.	Rajan K.P	PTA president
6	Baburaj P.P	PTA member

