

Grievance Redressal Policy

The college has well defined Grievance Redressal policy to address any kind of grievance. Various committees like Women Grievance (Help)/Anti-Sexual Harassment Committee, Disciplinary and Anti Ragging Committee are formed under an umbrella of internal complaint Committee for taking appropriate action against any grievance.

Grievance Redressal Mechanism

Grievance Redressal is a management and governance related process adopted in Janta College, Bakewar. The college has an internal complaint committee which takes care of any kind of Grievance occurring in the organization. The effectiveness of implementation of a Grievance Redressal Mechanism can be calculated with the following parameters;

- Count of cases received.
- Nature of cases received.
- Time taken for corrective action.
- Confirmation & rejections after completion.

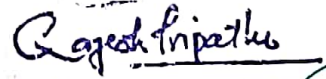
Process

Faculty members/staff members/ students may convey their grievance to the writing/ orally/ by phone to the principal, who in turn will refer the same to the concern redressal committee.

Work flow

The objective of this committee is to deal with redress of grievance. The aggrieved individuals (Faculty/staff/students) shall indicate the details of his/her grievance to the internal complaint committee. The grievance of the individual will be given fair and reasonable opportunity to be heard in detail before the members of the concerned committee in a peaceful and conciliatory environment depending upon the issue if need to be appropriate evidence in the form of a material evidence or personal witness may be introduced by the aggrieved person. The committee members will submit the report to the principal at the earliest possible time. The principal in turn depending upon nature, magnitude and jurisdiction of the issue, will arrange for the appropriate and same will be communicate to the aggrieved person. All the proceeding of the grievance mechanism will be suitably documented.


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23/10/21


Composition of Committee

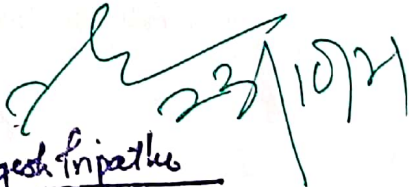
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| 1. Principal | chairperson |
| 2. Teacher men and women | member |
| 3. Non teaching staff | member |
| 4. One/two external person | member |
| 5. Under graduate/post graduate/ research scholar three student representative | |

Terms of reference of the internal complaint Committee/ Grievance

Redressal committee

- Any employee of the college could address his/her grievance in writing to the chairman of the committee.
- The grievance could be arising out of policy matters or personal reasons.
- Whenever an employee wishes to put forth any claim or seeks redress of any grievance or of wrong which he deemed having been done to him, he must forward his case through proper channel and shall not forward such advance copies of his application to any higher authority, unless the lower authority has rejected the claim or refused relief or the disposal of the matter is delayed by more than one months
- No employee shall be a signatory to any joint representation addressed to the authorities for redress of any grievance or for any other matter.
- The committee shall call for meeting with in a two days of receiving any grievance and submit its recommendations to the Principal with in a fortnight of having received a grievance.
- Two-third members of the committee, present in person shall constitute a quorum at any meeting of the committee.
- If the complaint is against any member of the committee at above he/she shall not form the quorum of that committee in which his/her case is being heard of and decided. In such a case, the senior most person on the committee will co-opt another suitable member with the permission of principal to have the quorum of three members on the committee.
- The decision of the principal will be final.


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Women's Grievance(Help)/ Anti-Sexual Harassment Committee

Janta College, Bakewar has a zero tolerance policy against sexual harassment. This committee functions as the complaints committee as required by the sexual harassment of women at work place (Prevention Prohibition and Redressal) Act, 2013 (Ministry of Law and Justice).

The college has established women's Grievance (Help) /Anti-Sexual Harassment Committee with the objectives of redressing the grievances of the students and the staff of any sort related to women. It provides confidential and supportive environment for members of the campus community/ hostel who might likely have been sexually harassed; advises complainant of the informal and formal means of redressal, ensures the fair and timely redressal of sexual harassment complaints. It also provides information regarding counseling and support services on the campus/ hostel and promotes awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus/ hostel environment.

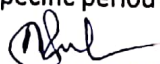
Objective of the committee


- To provide a platform for listening to complaints and redressal of grievances.
- To incorporate hygiene habits and ensure a healthy atmosphere in and around the college premises.
- To prevent sexual harassment and to promote general well-being of female students, teaching and non-teaching staff women of the college.

What is Sexual Harassment?

According to the Supreme Court order, sexual harassment is any unwelcome:

- Physical contact and advances.
- Demand or request for sexual favor
- Sexual colored remarks
- Display of pornography
- Any other unwelcome physical, verbal and non-verbal conduct of a sexual nature.
- Basically it is any unwelcome words or actions of sexual nature.
- The disciplinary action will be commensurate with the nature of the violation.
- In the case of college employee/ students disciplinary action could be in the form of:-
 - I. Warning
 - II. Written apology
 - III. Bond of good behavior
 - IV. Debarring entry into a hostel/campus
 - V. Suspension for a specific period of time


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Protection against Victimization

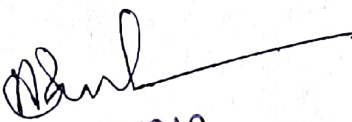
Janta College, Bakewar has an obligation to ensure that a person who registers a complaint in good faith and without malice is protected and will not allow a person raising a concern to be victimized for doing so. In the unfortunate event where, despite the best of precautions, the complaint would be victimized, Janta College shall treat this as a serious matter and take disciplinary action against the perpetrator.

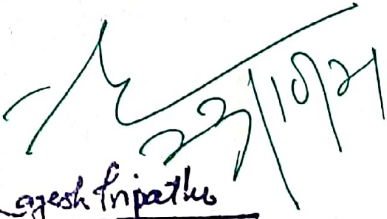
Disciplinary and Anti-ragging committee

Janta College, Bakewar aims to provide an environment where there are no barriers of student success and progression. This Committee function as the complaints committee as required by the "UGC Regulations on curbing the Menace of Ragging in Higher Educational Institutions, 2009". (Under Section 26 (1) (g) of the University Grants Commission Act, 1956).

In compliance of the second amendment of UGC Regulations, it is compulsory for each student and every parent to submit an Anti-ragging under taking affidavit at the admission time in the college in every academic year.

Disciplinary and Anti-Ragging Committee will be the supervisory and advisory committee on matters of planning action for building and preserving a culture of ragging free environment in the college campus /hostels. Disciplinary and Anti-ragging committee does checks regularly places like hostels, classrooms, canteens, library and other places of student congregation, for any incidences of ragging and shall educate the students at large in the college about menace of ragging and related punishment provisions. Disciplinary and Anti-ragging committee will be involved in designing strategies and action plan for curbing the menace of ragging in the college by adopting array of activities. Disciplinary and Anti-ragging committee will resolve issues pertaining to the caste based discrimination in the college.

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2

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