

## GRIEVANCE REDRESSAL FLOW CHART

LOG ON TO ONLINE GRIEVANCE PORTAL WEBSITE

<https://docs.google.com/forms/d/e/1FAIpQLSdjfYEi8-yGjbolMz4rqsOWsejehP95bFP1Qg3iD8Q9bmA1qQ/viewform>

OR

GRIEVANCE OF THE STUDENT SUBMITTED TO CLASS  
TEACHER/MENTOR/CLASS REPRESENTATIVE/COMPLAINT  
BOX/PRINCIPAL(OPEN DOOR POLICY) /EMAIL

GRIEVANCE FORWARDED TO THE CONCERNED IN  
CHARGE/NODAL OFFICER OF THE COMMITTEE  
(Anti-Ragging/Internal Complaint/Grievance Committee)

Issue is resolved-Yes  
Action taken report is sent to  
the principal

Principal of the  
college

The issue that is not resolved matter will be  
forwarded to the principal for further  
assessment in the matter and a final  
decision on the issue.

Assessment of  
the Grievance  
Received by  
the committee  
in the meeting



*Manju Desai*  
19/11

## **GRIEVANCE REDRESSAL MECHANISM**

### **SHREE MALLIKARJUN AND SHRI CHETAN MANJU DESAI COLLEGE**

The Online Grievance Handling Portal for Students is made available on the college website, to facilitate addressing grievances, including those related to examinations, gender issues, administration, and academics.

Anyone with a genuine grievance may approach the members of the specific committee formed under this Policy in person, or in consultation with the officer-in-charge of the committee, called as Grievance Committee. Grievances may also be sent through e-mail to the member/officer in charge of this Cell.

The College has a transparent mechanism for the timely redressal of student grievances including examination, sexual harassment, and ragging.

Mechanisms to convey grievances are made known to students. Grievances can be conveyed orally and in writing; offline or online mode.

#### **Among other ways, grievances can be conveyed:**

1. To the Class teachers/Mentors in writing.
2. To the Class Representatives (Class representatives bring grievances in general at the Student Council Meetings) in writing.
3. To the principal (anytime open-door policy)
4. Grievances can be put in a complaint/grievance box

While grievances regarding facilities in the college are attended to in the shortest possible time, other grievances, if any, are attended to and addressed as per statutory timelines.

Dedicated Nodal Officers are appointed to look after general grievances, as well as specific grievances with regards to ragging, sexual harassment, and also to handle grievances of students belonging to ST, Minorities, and the Disabled.

**Grievance Redressal Cell:** The institution has a Grievance Redressal Cell to address the different types of grievances of the students.

**College Exam Grievance Committee:** The Exam Grievances committee constituted by the college is consisting of senior members from the teaching faculty and the administrative staff from the examination section of the college. The objective of the policy is to ensure competent and non-biased management of the students' examination-related grievances.

**Internal (against Sexual Harassment) Committee:** The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of sexual harassment in the institution. The list of the members of the committee is displayed at the





entrance of the college. The college has not reported any incidences of sexual harassment of girl students owing to the dedicated efforts, guidelines, and measures.

**Anti-Ragging Committee:** The institution has constituted the anti-ragging committee. The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of ragging in the institution. The list of the members of the committee is displayed at the entrance of the college. The constitution of the anti-ragging committee ensures the compliance of provisions pertaining to UGC Regulations on curbing the menace of Ragging as well as the provision of the Goa Prohibition of Ragging Act 2008 (and amendments) Monitor, oversee and guide the anti-ragging squad. The committee is also responsible for periodically reporting any kind of ragging incidences to the Directorate of Higher Education, the Government of Goa, and Goa University.

However, no incidences of ragging are reported in the institution and the report of Zero Incidences of ragging is forwarded to the Directorate of Higher Education Government of Goa and Goa University every month.

**Anti-Ragging Squad:** The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of ragging in the institution. The list of the members of the committee is displayed at the entrance of the college. The purpose of the Anti-Ragging Squad is to make surprise raids and inspect places of potential ragging on the campus. Conduct an on-the-spot inquiry into any incident of ragging referred by any person and submit an inquiry report along with recommendations to the Anti-Ragging Committee for action under clause (a) 9.1 of UGC Regulations on curbing the Menace of Ragging in Higher Educational Institutions, 2009 and other relevant Rules/State Acts in force.



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19/11