



GRIEVANCE REDRESSAL POLICY

To address the grievances of the students, parents, teachers, non teaching staff and others, various grievance redressal committees are formed in the college, with the objective of developing a harmonious and supportive educational environment in the institute. This committee plays a pivotal role in addressing and resolving grievances promptly and fairly. Grievances may be related to any of the following matters: Academic matters – Issues related to assessment, attendance, marks, examination related matters etc; Financial Matters- Issues related to charging of fees, scholarships and payments; Administration Matters- Issues related to infrastructure, basic amenities, sanitation, transport or victimization; Harassment and Ragging by fellow students or teachers etc. The objective of grievance redressal committees is to ensure that all grievances are heard with empathy and confidentiality and appropriate measures are taken to rectify the issues at hand.

Various grievance redressal committees functioning in our college are the Anti-Ragging Cell, Anti- Ragging Squad, Students Grievance Redressal Cell, Internal Complaints Committee, Equal Opportunity Cell, Committee for SC/ST etc. These committees ensure that all grievances, regardless of their nature are treated with fairness, impartiality and without any bias. They maintain strict confidentiality during the grievance redressal process, safeguarding the identity of the complainant and all the parties involved. Every effort is made to resolve grievances in a timely manner. These committees will aim to provide a resolution at the earliest possible stage. When appropriate, they may engage in mediation or conciliation to facilitate an amicable resolution between the parties involved . All grievances, their investigation and the actions taken to address them are documented in a secure and confidential manner.



Anti Ragging

Policy of the College

Ragging is prohibited by law. It is a non-bailable criminal offense, which can fetch rigorous imprisonment of up to seven years. Students shall not indulge in any of the following activities, which are treated as ragging:

- Any act that prevents, disrupts or disturbs the regular academic activity of a student.
- Exploiting the service of a junior student by a senior student or a group of senior students
- Any act of financial extortion or forceful expenditure burden put on a junior student including fund raising for organizations.
- Any act of physical abuse including all variants of it: annoying, playing practical jokes, sexual abuse, stripping, forcing obscene and lewd acts or gestures.
- Any act of abuse by spoken words, emails, SMS or any other means.
- Any word or act that causes hurt to the dignity of the individual.
- Entering the class without permission.
- Forcing a student to boycott class without his consent and to participate in a strike, demonstration, dharna etc.

Reporting cases of ragging

The complaints or information in regard to ragging could be oral, written or even from third parties. The burden or responsibility of proving his/ her innocence rest with the accused. Complaints can be lodged with the Principal, Staff Counsellors or any of the members of the Ragging Prevention Committee. All complaints or information received shall be kept strictly confidential.



COMMITTEES FOR ANTI RAGGING

Anti Ragging Cell

As per the directive of the Government, an anti ragging committee has been formed in our college. The committee include the CI and SI of Police, Anchal, PTA Vice President, The Bursar, representatives of Teaching and Non Teaching Staff and Students. The Principal is the Chairman of the Committee. Dr Mary M Abraham (Convener), Ms Bainy George, Dr Sibi C Babu, Dr Ronie Thomas, Ms Lalitha Joseph and Dr Brilliant Rajan are the members of the committee.

Anti Ragging Squad

The committee is constituted in accordance with the directive of the government. It will look into the complaints of any ragging on the campus. Dr Benzon K B, Dr Kavitha C H, Dr Jency Roshan F and Dr Tony Philip are the other members. It also consists of representatives from Non Teaching Staff and Students of UG and PG Courses. Complaints can be filed on the Toll Free No. 1800-180-5522 and on the helpline@antiragging.net

SPECIAL CELL FOR SCHEDULED CASTE AND SCHEDULED TRIBE/ANTI DISCRIMINATION CELL

Policy of the College

The policy of our college for SC/ST students is designed to ensure equal opportunities, create an inclusive environment and address the specific needs and concerns of the students belonging to Scheduled Castes (SC) and Scheduled Tribes (ST) communities. This policy aims to foster academic excellence, personal growth



and social well being while promoting diversity in our institution.

- The college is committed to providing equal opportunities to all applicants, irrespective of their social background. Admissions will be based solely on merit and qualifications and there will be no discrimination based on caste or tribe.
- The college adheres to the government mandated reservation policy for SC/ ST students in admission ensuring that a certain percentage of seats are reserved for eligible candidates.
- The college has a robust grievance redressal mechanism to address any complaints of discrimination or harassment faced by SC/ST students. Such cases will be handled with utmost confidentiality, sensitivity and promptness.
- The college will regularly monitor the academic progress and overall well being of SC/ST students to identify and address any challenges they might face.

The SC/ST policy will be periodically reviewed and updated to align with changing needs and circumstances.

SC/ST Committee

As per the Provisions laid down by the Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989, Act No. 33 of 1989, dated 11/09/1989 and as per the UGC directives to be adhered and followed by the Educational Institute in this regard, SC/ST Committee has been formed in our college. The SC/St Committee at St John's College is committed to promoting a diverse, inclusive and equitable environment on campus. We strive to provide a safe space for students belonging to Scheduled Castes (SC) and Scheduled Tribes (ST) communities. Our committee is dedicated to ensuring that all students have equal access o educational opportunities and resources, irrespective of their background.

Our mission is to foster a campus culture that celebrates diversity, encourages



dialogue and address the unique challenges faced by SC/ ST students. We aim to create an atmosphere where everyone feels valued, respected and empowered to thrive academically and socially. Incidents of discrimination or harassment will be taken seriously and appropriate actions will be taken to address such issues.

Objectives

- To provide a supportive platform for SC/ST students to express their concerns, seek guidance and share their experiences.
- To foster empathy, understanding and promote unity.
- To collaborate with college authorities to advocate for policies that promote equal opportunities, eliminate discrimination and protect the rights of SC/ST students.
- To work towards creating a discrimination free campus.

The members of the SC/ST Committee are Mr Arun M George (Convener), Dr Anoosh Varghese, Ms Bainy George, Dr Deepa Mary Joseph, Mr Jerry C Jacson, Dr Kaladevi V, Dr Limna Raj B P and Dr Tony Philip.

OBC Welfare and Grievance Committee

To adhere to the guidelines of Government of India and following the directions issued by UGC, the Scheduled Caste/ Scheduled Tribes/ Other Backward Caste committee in the institution is constituted to ensure the continued welfare of the reserved category. The committee also acts as a redressal forum for the students and employees belonging to the OBC category to reach out in case of any grievances that they may face.

Objectives of the Committees



- To ensure, there is no caste based discrimination in the institution.
- To take up measures for achieving the objectives and targets laid down by the Government of India for the OBC students and employees.
- Guide the OBC students of the institute to optimally utilize the benefits of the the schemes offered by the State governments, Government of India (GOI) and UGC.

Sensitize all the sectors of the teaching/ non teaching staff towards the Constitutional mandate, UGC guidelines for the Cell and its functioning at St John's College, Anchal.

Functions

- Function as a Grievance Redressal Cell for the grievances of OBC students and employees of the institution and render them necessary help in solving their academic and administrative problems.
- To deal with the representations from Other Backward Castes candidates regarding their admission, recruitment, promotion and other similar matters in the institution.
- To circulate Government of India orders and Commission's decisions and to collect information in respect of appointment, training of these communities in teaching and non teaching posts in the institution in suitable forms by a stipulated date and take followup action where required.
- To collect reports and information regarding the GOI orders and the various aspects of education, training and employment of Other Backward Castes candidates for evolving new policies or modify existing policy by the commission.
- To monitor the working of the remedial coaching scheme in the institution.
- To analyse information on admissions, education, training and employment of OBC and prepare reports and digests for onward transmission to the Ministry of Human Resource Development/ University Grants Commission and such other



authorities ass may be required.

- To maintain a register for grievances of OBC in the institution for the members belonging to these communities.

Process of Submitting the complaint

Any aggrieved employee / student belonging to the reserved category can reach out to the Committee

1. By sending an email at info@stjohns.ac.in
2. Through the online portal provided on the website of the institution or
3. By lodging a complaint in the register kept with the Principal's office.

Grievance Mechanism

- On receiving a complaint, the Committee shall commence a meeting within fifteen days of receipt of complaint.
- The committee shall fix a date of hearing the complaint which shall be communicated to the aggrieved person.
- The aggrieved party may either appear in person or submit written averments of his/her case before the Committee.

The Committee shall report its findings to the Principal with recommendations if any, within a period of thirty days.

OBC Welfare and Grievance Committee

A committee is constituted in accordance with the government policy and will look into sexual harassment, if any, and take necessary action. Dr Nisha Thomas



(Chairperson), Dr Ronie Thomas (Convener), Ms Lalitha Joseph and Ms Sonu L Johnson are the members.

GRIEVANCES RELATING TO SEXUAL HARASSMENT AND DISCRIMINATION

Policy of the College

Anyone with a genuine grievance relating to sexual harassment may lodge their complaint, written, oral or Email along with or without necessary documents, if any, to the Chairman (The Principal), or any of the specific redressal committees. After the receipt of the application/ complaint from the aggrieved, the Chairman shall fix the date, time, and venue of the meeting after having a discussion with the members. The meeting shall be scheduled within ten days of receipt of the application. All relevant papers shall be circulated as hard or soft copy to all the members on or before the date of the meeting. After fixing the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the committee. In case of a minor student (applicant), the student may be accompanied by his or her parents or guardian. The brief facts, evidences and the final recommendations by the committee members shall be recorded in the format of minutes of the meeting. The minutes shall be circulated to all the members of the Grievances Committee for their signature. The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest. Dr Ronie Thomas (Convener), Ms Bairy George, Dr Jency Roshan F, Mr Jerry C Jacson, Dr Nisha Thomas and Fr Shoji Varghese are the other members of the committee.

SPECIFIC COMMITTEES

Students' Grievance Redressal Committee

This committee is constituted in accordance with the government policy and will look



in to cases and complaints of academic and criminal nature including sexual harassment, if any, and takes necessary action. Dr Nisha Thomas (Chairperson), Dr. Ronie Thomas (Convener), Ms Lalitha Joseph and Ms Sonu L Johnson are the members.


Internal Complaints Committee (ICC)- Women

In compliance with the Prevention of Sexual Harassment (PoSH) Act, 2013 Internal Complaints Committee is constituted in the college to receive and redress the complaints of sexual harassment of women members of the staff. Dr Nisha Thomas (Principal), Dr Mary M. Abraham (Presiding Officer), Dr Minimol S, Ms Biji Varghese (Office Staff), (External Member) are the members.

Equal Opportunity Cell

Discrimination of any kind among the members of the college community on the basis of caste, creed, colour, religion, sex, politics, social and financial status, disability, IO, EQ, diseases like HIV/AIDS etc is strictly prohibited in the campus. A committee with Ms Mini Mol S as the Convener and Dr Anila George, Dr Anu Varghese, Dr Dilip D S and Mr Shijo V Varghese as the members who has been constituted to look into any such occurrences in the campus.




PRINCIPAL
St. John's College
Anchal-691306