

Government College Amargarh

Policy Document

Grievance Redressal Committee


OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, Government College Amargarh shall constantly endeavor to improve its service rules, standards and capabilities. The GCA expects all its employees to maintain highest standards of integrity and transparency in their working conditions with students and staff. A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the GCA and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the GCA guidelines and the terms of the policy. The objectives of the Grievance Redressal Policy are:

- To develop an organizational framework to resolve Grievances of Students and staff
- To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- To enlighten the Students and staff on their duties and responsibilities
- To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy g)

STUDENT-STAFF FOCUS:

- Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- The GCA shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.


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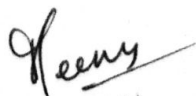
- The GCA shall take all efforts to abide by and enforce UGC regulations in all its operations.
- The GCA shall also abide by the Code of conduct approved by the GCA
- All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Collegiate Student Grievance Redressal Committee (CSGRC)

1. A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
 - a) Principal of the college – Chairperson;
 - b) Three senior members of the teaching faculty to be nominated by the Principal – Members;
 - c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
2. The term of the members and the special invitee shall be two years.
3. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
4. In considering the grievances before it, the CSGRC shall follow principles of natural justice.
5. The CSGRC shall send its report with recommendations, if any, to the Vice-chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;


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- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

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ANTI-RAGGING POLICY

The College has a coherent and an effective anti-ragging policy in place which is based on the 'UGC Regulation on Curbing the Menace of Ragging in Higher Educational Institutions, 2009' [hereinafter referred to as the 'UGC Regulations']. The UGC Regulations have been framed in view of the directions issued by the Honorable Supreme Court of India to prevent and prohibit ragging in all Indian Educational Institutions and Colleges. The said UGC Regulations shall apply to the College and the students are requested kindly to abide by the same.

Ragging constitutes one or more of the following acts:

- any conduct by any student or students whether verbal or written or by an act which has the effect of teasing, verbal, physical rudeness, impolite and / or indecent gesture towards any student;
- indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical, psychological or emotional trauma / harm or to raise fear, anxiety or apprehension of danger thereof in any other student;
- asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, torment or embarrassment so as to adversely affect the physique, psyche or emotions of such a student;
- any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any student;
- exploiting the services of a student for completing the academic tasks assigned to an individual or a group of students;
- any act of financial extortion or forceful expenditure burden imposed on a student by fellow students
- any act of physical abuse including all variants of it: sexual abuse, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;



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- any act or abuse by spoken words, emails, post, public insults, social media posts which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to any other student;
- any act that affects the mental health and self-confidence of any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any other student.

A student found guilty by the committee will attract one or more of the following punishments, as imposed by the Anti-Ragging Committee:

- Suspension from attending classes and academic privileges.
- Withholding / withdrawing scholarship / fellowship and other benefits.
- Debarring from appearing in any test / examination or other evaluation process.
- Withholding results.
- Suspension / Expulsion from the hostel and mess (in case of a hosteller).
- Cancellation of admission.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.
- In cases where the persons committing or abetting the act of ragging are not identified, the College shall resort to collective punishment.
- An all-out effort is made by the sisters to counsel the student concerned and is accompanied by them to help her cope up with pain.
- 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.

The Anti-Ragging Committee of the Institute shall take appropriate decision, including Imposition of punishment, depending on the facts and circumstances of each incident of Ragging and nature and gravity of the incident of ragging.

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GENDER POLICY

College is conscious of its role in imparting education to today's youth to shoulder tomorrow's responsibility and of preparing the students to be responsible citizens of the world. Gender equality is one strong pillar of society and with this in mind College has deliberated and finalized a gender policy to ensure the goal and aim of creating gender sensitization, healthy relation between the sexes and equal opportunities for all.

College should strive to provide a safe environment to the students for the teaching learning experience and all other activities in college.

Infrastructure: There should be a Girl's common-room and exclusive washroom for girls.

Security: Installation of security cameras and controlled access to college for outsiders. Impart self-defense training to girls.

Academic: In exercising the choice of paper in the options available, care should be taken to choose papers that provide the historical and social background to gender inequality.

Co- curricular: Girls should be encouraged to take responsibility by accepting responsible posts in societies and committees. Care should also be taken to provide support to train and hone their skills.

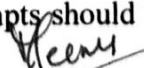
Sports: While planning sports events, girl students should be encouraged to participate in competitions and play a game regularly.

Entrepreneurship: Skill enhancement Training and motivation should be imparted to Girl students to encourage them to become entrepreneurs.

Counseling: Teachers should play the role of mentors and engage with students to explain fears arising out of changing gender relations.

Redressal Mechanism: Create awareness regarding government policy against sexual reassessment and set-in place a redressal mechanism. Awareness towards the reasons for gender oppression and corrective steps initiated should be created along with all the new legislation safeguarding the rights of women.

Activities: While planning college activities all attempts should be made for equal participation of girls and in the choice of events


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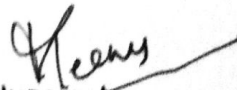
POLICY DOCUMENT

Internal Complaint Committee

Functioning of committee:

- 1. Resolving Complaints:** The committee is responsible for addressing and resolving complaints related to various aspects of college life, including students, faculty, and staff. It provides a platform for individuals to voice their grievances and concerns.
- 2. Internal Matters:** The committee handles complaints concerning the internal workings of the college, such as issues related to academics, administrative processes, interpersonal conflicts, and any other matters that affect the functioning of the institution.
- 3. Emotional Support:** The committee promotes emotional equilibrium by offering support and counseling services to students and faculty. It aims to create a supportive atmosphere that fosters personal growth and well-being.
- 4. Timely Resolution:** All issues and complaints brought before the committee are dealt with promptly and efficiently. The committee strives to ensure that no complaint remains unresolved, addressing each matter with due diligence and sensitivity.
- 5. Committee Structure:** The Internal Complaint Committee consists of an in-charge, appointed by the college administration, who leads the committee members in carrying out their duties. These members work diligently to maintain a congenial and harmonious environment within the institution.
- 6. Guidance of Head of the Institution:** The committee operates under the guidance and supervision of the Head of the Institution, who provides necessary direction and support. The Head ensures that the committee functions effectively and fulfills its objectives.
- 7. Confidentiality:** The committee maintains strict confidentiality with respect to all complaints and issues brought before it. It ensures that the privacy and dignity of the individuals involved are protected throughout the complaint resolution process.

In conclusion, the Internal Complaint Committee of Government College Amargarh serves as a vital entity in addressing and resolving various internal matters within the institution. By providing a platform for complaint redressal, offering emotional support, and maintaining a confidential and efficient process, the committee contributes to creating a conducive and harmonious environment for all members of the college community.


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SC/ST Cell

The Committee for SC/ST of Government College Amargarh is dedicated to promoting the welfare and safeguarding the rights of students belonging to the SC/ST communities. The committee is dedicated to resolving grievances and concerns faced by SC/ST students, with the aim of uplifting and boosting their morale. The committee is comprised by a convener and other committee members who work in coordination to foster a congenial and friendly environment within the institution. One of the key responsibilities of the committee is to ensure that eligible students avail fee concessions and SC/ST scholarship schemes. They provide guidance to students regarding the necessary documents required for applying for scholarships on the Dr. B.R. Ambedkar Portal. The committee operates under the guidance and support of the Head of the Institution, adhering to the latest guidelines issued by the SC/ST Commission. Their efforts are focused on ensuring equal opportunities and support for SC/ST students in accordance with the established protocols

Here are the functions of the committee, outlined point-wise, particularly focusing on scholarships and the protection of the SC/ST Act:

1. **Scholarships:** The committee ensures that eligible students from SC/ST backgrounds have access to scholarships and financial assistance. It provides guidance and support in the application process, assists students in understanding the eligibility criteria, and helps them avail the benefits of various government-sponsored scholarship schemes.
2. **Awareness and Guidance:** The committee plays a crucial role in creating awareness among SC/ST students about available scholarships, grants, and other financial aids. It conducts informative sessions and workshops to educate students about the opportunities they can avail themselves of to support their academic pursuits.
3. **Facilitating Applications:** The committee assists SC/ST students in filling out scholarship application forms accurately and thoroughly. It ensures that all necessary documents and supporting materials are submitted in a timely manner to maximize the chances of securing scholarships.
4. **Support and Counseling:** The committee provides emotional and academic support to SC/ST students, helping them navigate any challenges they may face in their educational journey. It offers counseling services, mentorship, and guidance to ensure their overall well-being and success.
5. **Protection of SC/ST Act:** The committee is responsible for creating awareness about the rights and protections guaranteed by the SC/ST (Prevention of Atrocities) Act. It educates students on their rights and assists them in reporting any instances of discrimination, harassment or atrocities they may encounter within the college or elsewhere.
6. **Grievance Redressal:** The committee addresses grievances and complaints raised by SC/ST students, ensuring their concerns are heard and resolved promptly. It acts as a liaison between the students and the college administration, advocating for their rights and providing a platform for them to voice their grievances.
7. **Sensitization Programs:** The committee conducts sensitization programs for the college community, promoting understanding, respect, and inclusion of SC/ST students.



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