



5.1.4-The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

**MECHANISMS FOR SUBMISSION OF ONLINE /
OFFLINE STUDENTS' GRIEVANCES**

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Mechanisms for submission of online/offline students' grievances

The college has set up clear and efficient online and offline channels for students to file complaints about their experiences.

Grievance Redressal Committee:

Grievance Redressal Mechanism

The Student Grievance Redressal Cell looks into complaints from students and works to find a timely bound solution. It seeks to address complaints of shared interest as well as those at the individual and class levels. The institution uses the Grievance Redressal Mechanism at two levels:

Level I Grievance Redressal at the Department Level: Faculty members in charge of the classes and department directors attend grievances at the department level. Any of the two individuals listed above may be personally approached by a disgruntled student to voice her concerns or offer suggestions. After the grievance is received, it should be resolved within five working days and the harmed party should be informed of the action.

Level II - Student Grievance Redressal Cell: The college's Grievance Redressal Committee receives unresolved grievances from departments. Students can also address issues of shared interest to the Grievance Redressal Committee. Students can place their offline grievance or complaint letters in suggestion box. In order to make sure that any complaints are addressed as soon as possible, the Committee Convenor routinely checks the complaint box. Via the grievance submission page on the college website, students can also voice their complaints online. The Committee Convenor periodically checks if any grievances are submitted.

An efficient grievance management system contributes to improved stakeholder satisfaction and connections.


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Internal Complaint Committee

The college has established an Anti-Sexual Harassment Committee, which is now known as the Internal Complaints Committee (ICC), in accordance with the University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015. Cases of sexual harassment on campus are monitored by the ICC. It makes an effort to guarantee the development of a complaint creation process that is secure, user-friendly, and considerate of its female stakeholders. The Principal, the IQAC Coordinator, and two senior female faculty members make up the Cell.

Members of ICC can be found with their names and contact details on the college website and in student WhatsApp groups. This guarantees that students can arrive in a comfortable manner. This makes it easy for students to get in touch with the appropriate individuals anytime they need help.

Students who wish to report a sexual harassment incident can use the complaint box or to get in touch with the Committee members.

The policies pertaining to sexual harassment, ragging, and the process for filing complaints are outlined in the policy document. The identical file has been posted to the college's webpage.


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Anti-Ragging and Curbing Committee

In accordance with “UGC Regulations on curbing the menace of ragging in Higher Educational Institutions,2009”, the College has constituted an Anti-Ragging Committee to keep a continuous watch over ragging so that its occurrence is prevented. The Committee aims to maintain healthy and conducive inter personal relationships among the students of the college. The names and contact details of the members of the Committee are displayed in the college website and are also circulated in students’ WhatsApp groups. This ensures that the students can easily reach out to the respective members when they require assistance. Any student who wants to report an incident of ragging has an option to reach the Committee members or drop in their complaints in the designated complaint box.


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