



Criterion V: Student Support and Progression

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

Grievance Redressal Policy: “Zero tolerance to harassment of any type including sexual harassment and ragging”

A robust Grievance Redressal Mechanism is crucial for upholding the values of stakeholders and ensuring the peace, harmony, and quality of any Higher Education Institution. Our college emphasizes transparency and efficiency in handling grievances. We have established a **Grievance Redressal Cell** that promptly addresses issues raised by students, teachers, and non-teaching staff, aiming to reach amicable solutions within a span of seven days.

The Grievance Redressal Cell comprises a Convenor and representatives from specialized committees including the Examination Grievance Redressal Committee, Ethics & Anti-ragging Committee, Internal Complaint Committee (ICC), and General Grievance Committee. This structure ensures that all concerns are handled effectively and fairly, fostering a supportive environment within the institution. The **grievance redressal cell**, constituted as follows:

- Senior faculty
- Staff secretary
- Staff representative
- HoDs concerned
- PTA Representative
- Woman representative
- Student representative
- Management representative

The cell looks into the grievance and makes its recommendations to the Principal

Students have multiple avenues to submit their grievances, ensuring accessibility and convenience:

- Grievance Boxes located in both the campus and departments.



- Online grievance registration through the college website.
- Specific formats for exam-related grievances.
- Scheduled individual meetings with the principal.
- Communication with mentors or class teachers for immediate assistance and guidance.

The General Grievances Committee handles issues outside the scope of Examination, Ethics & Anti-ragging, and Internal Complaint Committee. This includes grievances related to admission, amenities, transportation, hostels, academic (excluding exam-related), and non-academic programs, as well as campus services and timing.

Members of the General Grievances Committee oversee grievance/suggestion boxes placed across the campus. These boxes are opened monthly, and collected grievances are carefully verified and recorded.

Upon verification, grievances falling under other committees are forwarded accordingly for their specialized redressal procedures.

Each committee within the Grievance Redressal Mechanism operates in accordance with UGC norms, ensuring a structured approach to addressing grievances. Committees maintain detailed records of complaints received and actions taken.

If stakeholders are dissatisfied with the decision of any specific committee, they have the option to escalate their grievance to the Principal. The Principal reviews such issues and presents them to the Grievance Committee for a final resolution, with the Principal's approval.

If the student is not satisfied, he/she may appeal to the University Level Grievance Redressal Cell which consists of Pro-Vice Chancellor, Affiliation Committee Convener and Controller of Examinations. The verdict of the University Level Redressal Cell shall be final.

First Stage:

- The student informs her/his mentor or class teacher about the grievance.
- Grievances are registered in the Department Grievance register.



- Department Grievance cell includes HoD, a senior teacher, and the class teacher/tutor.
- Priority is given to resolving the issue within three days.
- The resolution is communicated to the student and recorded in the Department register.
- Department registers are countersigned by the principal at the end of each semester.

Second Stage:

- If unsatisfied with the Department's solution, the student can escalate the grievance to the principal.
- The principal presents the grievance to the Grievance Redressal Committee.
- The Committee convenes a meeting to reach a decision.
- The student is informed about the Committee's decision.
- The Grievance Redressal Committee submits its report to the principal within 15 days.
- A stakeholders' meeting is convened where the Committee members openly discuss and disclose the solutions to the raised grievances.

This structured approach ensures grievances are handled promptly, escalating to higher levels if needed, and involves open communication with stakeholders to ensure transparency and fairness in resolutions.

Examination Grievance Redressal Committee:

- Responsible for addressing issues related to both Internal and External examinations.
- Students can submit exam-related grievances using a prescribed proforma available at the College Information Centre.
- Online submission of exam grievances is also facilitated through the college website.
- Grievances collected from boxes across the campus are forwarded to the Examination Grievance Cell by the General Grievance Committee.



- The Examination Grievance Redressal Committee reviews the grievances and deliberates on appropriate resolutions.
- A decision is reached within the committee.

Internal examinations grievances are addressed in three stages

Stage 1:

- Grievance is reported to the Mentor or Class Teacher.
- If resolved internally to the satisfaction of the student, the process concludes at this stage.

Stage 2:

- If the student is not satisfied with Stage 1 resolution, the matter is escalated to the HoD (Head of Department).
- The Department Grievance Committee discusses the grievance and reaches a solution.
- The grievance is recorded in the Department Grievance register and countersigned by the Principal.
- The concerned student is informed of the decision within five days.

Stage 3:

- If unresolved in Stage 2, the student may submit the grievance to the Principal.
- The Principal, along with the Examination Grievance Redressal Cell, reviews and resolves the grievance.
- The Examination Grievance Redressal Cell submits a report to the Principal for formal approval.
- The student receives notification of the decision within five days.
- This structured approach ensures that grievances related to internal examinations are addressed progressively, with clear stages of escalation and timely communication to the student regarding the resolution of their concerns.



Sexual Harassment Policy

In compliance with the instructions of National Commission for women and guidelines issued in implementation of the directives of Hon'ble Supreme Court Judgement dated 13th August, 1997 on the subject of sexual harassment of women in the workplace, the college had duly constituted an **Internal Complaint Committee** for considering complaints of sexual harassment. The composition of the Complaints Committee was revised subsequent to retirement, transfer etc. of the existing Chairperson/Member. This Committee in the college has constituted based on the recommendations of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act and Rule 2013, as well as Handbook on Sexual Harassment of Women at Workplace by Ministry of Women and Child Development, Govt. of India, for considering complaints of sexual harassment of women at workplace.

The Internal Complaints Committee (ICC) is a crucial component of the University Grants Commission (UGC) regulations aimed at addressing and resolving complaints related to sexual harassment and discrimination in educational institutions. These regulations are designed to ensure a safe and respectful environment for all members of the academic community,

The Internal Complaints Committee (ICC) is established in the Sir Syed College for addressing following matters.

- **Addressing Sexual Harassment:**

The primary purpose of the ICC is to address complaints related to sexual harassment and discrimination. By having a designated committee, the college ensures that such issues are handled sensitively and effectively, creating a safe and respectful environment for all students, faculty, and staff.

- **Legal Compliance:**

It is a legal requirement in many countries, including India, for educational institutions to have an ICC as mandated by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Compliance with this law not only



protects the rights of individuals but also safeguards the reputation and integrity of the college.

- **Promoting Gender Equality:**

The presence of an ICC fosters an environment of gender equality and inclusivity within the college community. It sends a strong message that harassment and discrimination based on gender will not be tolerated and that all individuals have the right to study and work in a respectful and safe environment.

- **Providing Support and Redressal:**

The ICC is responsible for providing support to victims of harassment or discrimination and ensuring a fair and impartial investigation process. It offers a platform for individuals to report incidents confidentially and seek redressal without fear of retaliation.

- **Preventive Measures:**

In addition to addressing complaints, the ICC also plays a proactive role in preventing sexual harassment and discrimination through awareness campaigns, workshops, and policy implementation. By promoting a culture of respect and dignity, the committee helps create a conducive learning and working environment.

Establishing an ICC in Sir Syed College demonstrates the institution's commitment to upholding ethical standards and ensuring the well-being of its members. It not only fulfills legal obligations but also contributes to the overall academic and personal development of students and staff by fostering a culture of mutual respect and equality.

Anti-Ragging Policy

In pursuance to the Judgment of the Hon'ble Supreme Court, the UGC guidelines and the Prohibition of Ragging Act, Kerala, 1998, the following mechanisms are established to ensure a ragging-free campus:

- Wide dissemination of anti-ragging policy and warning through admission advertisements, prospectus and other information booklets.
- Obtaining signed undertaking from students and parents against ragging.



- Assurance by head of institution/departments to the freshers and parents about full protection and support against any attempts of ragging by seniors.
- Introducing anti-ragging policy and warning to the seniors through holistic education classes.
- Constitution of an anti-ragging committee and anti-ragging squad, as well as watch and ward arrangements to identify vulnerable locations and to keep a constant vigil and watch at such locations.
- Regular interaction and counseling with the students to detect early signs of ragging and identify trouble-triggers.
- Surprise inspection at hostels, students' accommodation, canteens, rest cum-recreation rooms, toilets, etc for preventing/quelling ragging and any un called for behaviour/incident.
- Installation of CCTV cameras at vital points.
- Offering orientation, mentoring and professional counseling to freshers to prepare them for the socio-academic life ahead.
- Updated information on the college website with the complete address and contact details of nodal officers related to anti-ragging committee.
- Creating awareness among the students about the functioning of the National Anti-Ragging Helpline having phone number 1800-180-5522 (24x7 Toll Free) and e-mail helpline@antiragging.in

Anti-ragging Cell

The primary aim of the Anti-Ragging Cell is to create a safe and nurturing environment, free from the detrimental effects of ragging. Its duty encompasses implementing preventive measures, raising awareness about the consequences of ragging, and promptly addressing reported incidents. By fostering a culture of respect and empathy, the cell plays a crucial role in safeguarding the well-being of students. It strives to ensure that every individual can pursue their education without fear of harassment, promoting a positive atmosphere conducive to personal and academic growth. In fulfilling its responsibilities, the Anti-Ragging Cell contributes significantly to maintaining the integrity and inclusivity of the college community.



OBC / Minority Cell

The college is home to a vibrant student body, with over 90% belonging to minorities and other Backward Classes. Within the institution, the OBC/Minority Welfare Cell operates with a dedicated focus on empowering OBC students. This cell diligently implements Central and State Government plans, programs, and policies to uplift OBC students. It actively organizes specialized coaching programs designed to prepare OBC students for various competitive examinations for entry into public service. Additionally, the cell provides valuable guidance to students regarding available scholarships and other forms of financial assistance they may qualify for.

SC/ST Cell

The college operates a cell dedicated to addressing the needs of students from Scheduled Castes and Scheduled Tribes. This cell actively seeks to create new educational and professional opportunities for these students. Its primary objective is to oversee and ensure the effective implementation of policies and programs designed for SC/ST and other disadvantaged groups. The cell works closely with the UGC-aided Equal Opportunity Centre and SC/ST Minority Coaching Centre to provide comprehensive guidance and counseling on academic, financial, social, scholarship-related, and other pertinent matters.

SIR SYED COLLEGE