



MAR THOMA COLLEGE FOR WOMEN PERUMBAVOOR

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases



CRITERION-5

STUDENT SUPPORT AND PROGRESSION

2017-2022

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

Mechanisms for submission of online/offline students' grievances

The institution has established transparent and effective online and offline mechanisms for the submission of student grievances.

Student Grievance Redressal Cell:

The Student Grievance Redressal Cell probes into student grievances and tries to resolve the issues in a time bound and confidential manner. It aims to redress grievances at individual and class level and also grievances of common interest. The Grievance Redressal Mechanism is carried out in two levels in the institution:

- Level I - Department Level Grievance Redressal: The department level grievances are attended by the class in charge faculty and Department heads. An aggrieved student can directly approach either of the above two parties and report her complaint or suggestion. The grievance should be addressed within five working days from the receipt of complaint and the action should be communicated to the aggrieved party.
- Level II - Student Grievance Redressal Cell: Unresolved grievances at the department level are referred to the Grievance Redressal Cell of the college. The students can approach the Grievance Redressal Cell regarding matters of common interest also. Complaint/suggestion boxes are installed at prominent locations where students can deposit their complaint or grievance letters offline. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also raise their concerns online through the link provided in the college website for submitting their grievances. They may also mail their complaints to mtcwgrievances@marthomacollege.ac.in. The Cell Convenor periodically checks if any grievances are submitted.

The effective grievance management mechanism helps to ensure better stakeholder relationships and satisfaction.



Anti- Ragging 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.

Anti -Sexual Harassment Cell:

As per University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015, the college has constituted an Anti-Sexual Harassment Committee, which is now renamed as Internal Complaints Committee (ICC). The ICC keeps a watch on sexual harassment cases in the campus. It tries to ensure the creation of a mechanism of complaint creation that is safe, accessible and sensitive to its women stakeholders. The Cell is constituted with the Principal, IQAC Co-ordinator and two senior women faculty members. The names and contact information of the members of ICC are accessible on the college website and are also shared within students’ WhatsApp groups. This ensures convenient access for students to reach out to the respective members whenever they need assistance. Any student who wants to report an incident of sexual harassment has an option to reach the Committee members or drop in their complaints in the complaint box.

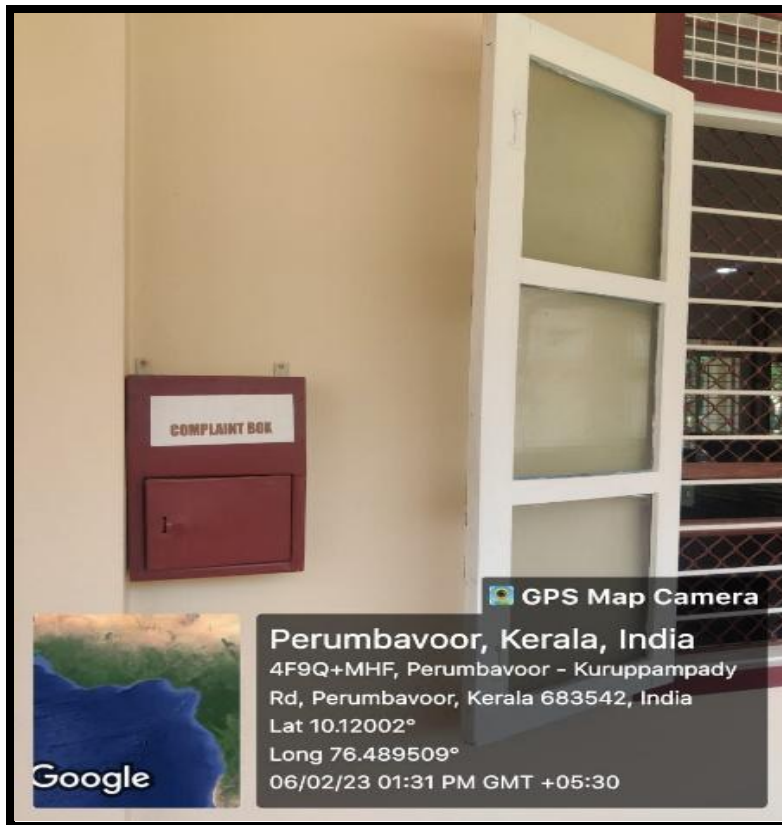
The Policy Document states the policies regarding Ragging, Sexual Harassment and the procedure for reporting grievances. The same has been uploaded on the college website.



Proof Documents

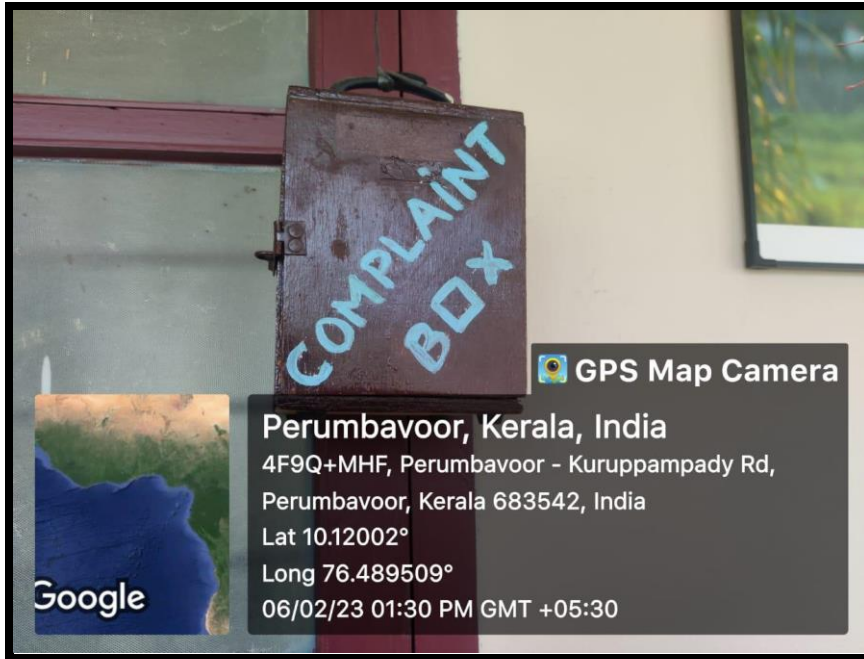
Sl.No	Proof Document	Proof Status
1.	Complaint/ Suggestion Box	Photos attached
2.	Department specific meetings	Photos attached
3.	Online Grievance Submission	Website link: https://marthomacollege.ac.in/grievance_redressal/ Email: mtcwgrievances@marthomacollege.ac.in

1. Complaint Box



Complaint box installed outside college office





Complaint box installed outside Department of Zoology

2. Department specific meetings:



Department meeting conducted in the presence of Head of Department, Commerce





4F9Q+MHF, Perumbavoor - Kuruppampady Rd, Perumbavoor, Kerala 683542, India

Latitude
10.1200162°

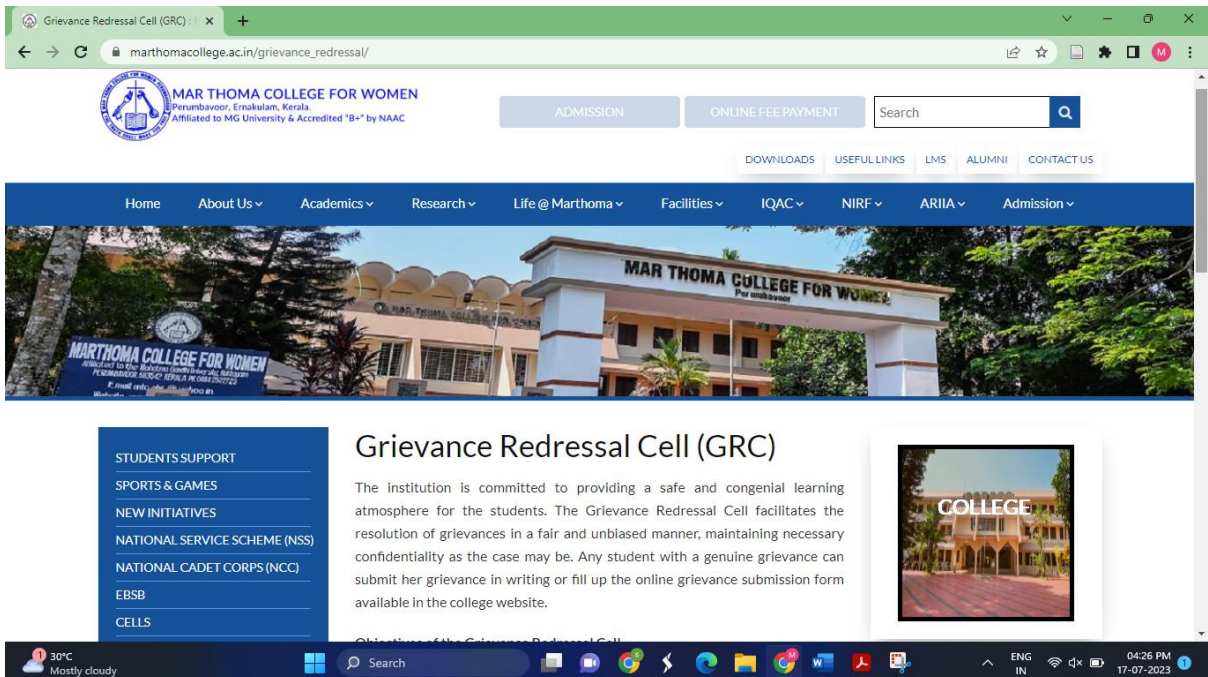
Longitude
76.48925°

Local 01:24:45 PM
GMT 07:54:45 AM

Altitude -73.5 meters
Friday, 17-06-2022

Class meetings led by class teacher

3. Online grievance submission:



- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality

Grievance Redressal Mechanism at the Institution Level

- ➊ In accordance with the provisions of UCG, a Student Grievance Redressal Cell is constituted at the commencement of every academic year. The Student Grievance Redressal Cell probes into student grievances and tries to resolve the issues in a timebound and confidential manner. It aims to redress grievances at individual and class level and also grievances of common interest.
- ➋ A complaint/ suggestion box has been set up outside the college office where students can deposit their complaint or grievance letters offline. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible.
- ➌ Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convenor periodically checks if any grievances are submitted.
- ➍ As soon as grievances are received through online or offline channels, a meeting of the Cell is convened, grievances discussed and remedial actions taken in a time bound manner.

Click here to Submit your Grievances /send email to mtcwgrievances@marthomacollege.ac.in

