


5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including:											
<ul style="list-style-type: none"> - Sexual harassment and ragging cases - Implementation of guidelines of statutory/regulatory bodies - Organization wide awareness and undertakings on policies with zero tolerance - Mechanisms for submission of online/offline students' grievances - Timely redressal of the grievances through appropriate committees 											
Type of Grievances	Mechanism for Grievances Redressed	Name of the Committee to resolve such grievances									
Sexual harassment and ragging cases	Due to Covid-19 pandemic situation all the scholastic work was conducted online. No incidences of Sexual harassment and ragging cases were occurred.	<ul style="list-style-type: none"> - Anti Ragging Cell - Internal Complaints Committee - Student Counselling Cell 									
Organization wide awareness and undertakings on policies with zero tolerance	The policy of 'Zero Tolerance' for sexual harassment and gender discrimination is conveyed to the students through the awareness programmes and guidance lectures conducted by various committees and Departments.	<ul style="list-style-type: none"> - Internal Complaints Committee - Student Counselling Cell - IQAC - Health Care Unit 									
Implementation of Guidelines of Statutory/Regulatory Bodies	The important statutory and other committees are formed every three years and the members work in those committees under the guidance of the head of the institution and the in-charge of the committee under the specified norms of those committees.	<ul style="list-style-type: none"> - In all 48 committees 									
Grievances related to Online Examination	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 30%;">Type of examination related Grievance</th> <th style="width: 40%;">Redressal</th> </tr> </thead> <tbody> <tr> <td>1. SMS doesnot received by some students.</td> <td>The college provides the same from the master file received from the university to the affected students to answer their urgent need to complete examination in time.</td> </tr> <tr> <td>2. Difficulty in opening Login Id and Password.</td> <td>Members from examination committee and college level examination supervisors provide guidance to students to use the Login Id and Password in an appropriate way.</td> </tr> <tr> <td>3. Technical issue faced due to internet services- Repeat examinations were conducted.</td> <td>Data regarding the students who missed examinatuion due to technical issues was collected, compiled and sent by the committee to the university and the university conducted repeat examinations for those students.</td> </tr> </tbody> </table>		Type of examination related Grievance	Redressal	1. SMS doesnot received by some students.	The college provides the same from the master file received from the university to the affected students to answer their urgent need to complete examination in time.	2. Difficulty in opening Login Id and Password.	Members from examination committee and college level examination supervisors provide guidance to students to use the Login Id and Password in an appropriate way.	3. Technical issue faced due to internet services- Repeat examinations were conducted.	Data regarding the students who missed examinatuion due to technical issues was collected, compiled and sent by the committee to the university and the university conducted repeat examinations for those students.	<ul style="list-style-type: none"> - Examination Committee
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Mechanisms for submission of online/offline students' grievances	Special form is created for submitting grievances to the Grievances redressal Committee headed by the Principal. The members include the Vice-Principals, teachers and there is representation of students. The link of this online grivance mechanism is conveyed to the students : <ul style="list-style-type: none"> - During Orientation programme - During guidance lectures of student centric committees - Displayed in library 	<ul style="list-style-type: none"> - Grievances Redressal Committee <p>Link of online grievance form: https://forms.gle/akHyQh7tW4d3noS86</p>									



Timely redressal of the grievances through appropriate committees	A listening ear and required guidance was provided to Alumni to address the panic created due to the loss of employment they faced during Covid pandemic. Some of our alumni lost their jobs as teachers, interior decorators, and as entrepreneurs in tourism, tailoring, etc.	<ul style="list-style-type: none"> - Alumni Association - Student Counselling Cell
	A listening ear and required guidance was provided to the parents who were confused and panic about the educational loss occurred due to Covid- 19 lockdown situation and the new normal of online teaching.	<ul style="list-style-type: none"> - Principal, Vice Principals and Teachers
	Guidance was provided to the students who lost their near and dear ones in this fierce pandemic of Corona virus to bring composure and create hope and positivity.	<ul style="list-style-type: none"> - Principal, Vice Principals and Teachers




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