



*Celebrating Glorious Journey of 50 years of Excellence
in Education and Human Services*

MAHARAJA AGRASEN MAHAVIDYALAYA

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

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Proof related to Mechanisms for submission of online/offline students' grievances



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STUDENT GRIEVANCE REDRESSAL POLICY

MAHARAJA AGRASEN COLLEGE, JAGADHRI

STUDENT GRIEVANCE REDRESSAL POLICY

Objective: Maharaja Agrasen College, Jagadhri, is committed to maintaining a safe and inclusive environment that fosters learning and personal development. This Student Grievance Redressal Policy is designed to address and resolve grievances, including cases related to sexual harassment and ragging, ensuring the well-being of every student within the institution.

1. Implementation of Statutory/Regulatory Guidelines: The institution will strictly adhere to the guidelines provided by statutory and regulatory bodies concerning student grievances, sexual harassment, and ragging. Any updates or modifications to these guidelines will be promptly incorporated into the college's grievance redressal mechanism.

2. Organisation-Wide Awareness and Zero Tolerance: The college will undertake comprehensive awareness programs at the beginning of each academic session to ensure that every student is well-informed about the policies related to grievance redressal, sexual harassment, and ragging. The institution maintains a zero-tolerance stance towards any form of harassment or ragging, and this principle is communicated clearly across all levels of the organization.

3. Mechanisms for Submission of Grievances: Students are provided with accessible and user-friendly mechanisms for submitting grievances, both online and offline. The college will establish an online portal for submitting grievances, ensuring confidentiality and secure transmission of information. Additionally, physical complaint boxes will be strategically placed across the campus to allow students to submit written grievances anonymously.

4. Grievance Redressal Committees: To ensure timely and fair redressal of grievances, the college will establish the following committees:

- a. **Internal Complaints Committee (ICC):** Responsible for addressing grievances related to sexual harassment. The ICC will comprise faculty members, students, and external experts, ensuring diverse perspectives and a gender-sensitive approach.
- b. **Anti-Ragging Committee:** Tasked with preventing and addressing cases of ragging within the institution. The committee will consist of faculty members,



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administrative staff, and student representatives, working collaboratively to create a ragging-free environment.

c. **General Grievance Redressal Committee:** A dedicated committee responsible for addressing non-specific grievances. This committee will comprise faculty members, administrative staff, and student representatives. The goal is to ensure a swift and impartial resolution of various grievances.

5. Grievance Redressal Process:

a. **Submission of Grievance:** Students can submit their grievances either through the online portal or by placing written complaints in designated complaint boxes. Every effort will be made to maintain the confidentiality of the complainant.

b. **Initial Review:** Upon receiving a grievance, the respective committee will conduct an initial review to assess the nature and severity of the issue. In the case of sexual harassment, the ICC will ensure compliance with legal procedures.

c. **Investigation:** Depending on the complexity of the grievance, the committee may conduct a thorough investigation, seeking input from relevant parties while ensuring due process.

d. **Redressal and Follow-Up:** The committee will implement appropriate redressal measures, which may include disciplinary actions, counseling, or other interventions. The college will communicate the outcome to the concerned parties and ensure necessary follow-up to prevent recurrence.

6. **Reporting and Transparency:** Regular reports on the status and outcomes of grievance redressal proceedings will be published on the college website, promoting transparency and accountability. These reports will maintain the confidentiality of individuals involved.

7. **Awareness Programs:** The college will organize periodic awareness programs on the grievance redressal policies, sexual harassment prevention, and anti-ragging measures. These programs will aim to educate students, faculty, and staff about their rights and responsibilities.

Conclusion: Maharaja Agrasen College is committed to creating a safe, respectful, and nurturing environment for all its students. This Student Grievance Redressal Policy reflects the institution's dedication to addressing grievances promptly, fairly, and confidentially, fostering a positive and inclusive campus culture.

R. Basil
Principal 15/6/2017
Maharaja Agrasen Mahavidyalaya
Jagadhri-135003



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Proof related to Mechanisms for submission of online/offline students' grievances

1.Maharaja Agrasen College, Jagadhri have dedicated student support services at three levels who handle reporting and submission of students' grievances. Students can submit their grievances in person, over the phone, or through written communication to these levels.

- At Mentor Level .
- Departmental levels .
- College administration level.

2.Grievance boxes: Physical grievance box is placed at easily approachable location in campus to submit their grievances in writing. The box is regularly checked and opened.





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3. Email: At following email address students can send their grievances.

- principalmac.bajpai@gmail.com
- macjagadhri@gmail.com
- Teacher's Email

4. Erp portal of college : Students can send their grievances at students erp-login portal.

The screenshot shows the website of Maharaja Agrasen College, Jagadhari. The header includes the college name, affiliation to Kurukshetra University, and contact information. The main navigation menu includes Home, About Us, Academics, Library, Activities, Gallery, IQAC, Misc, Contact Us, RTI, Deptt, and Students. The 'STUDENTS' section is highlighted, and the 'STUDENT'S GRIEVANCE' page is displayed. This page features a 'Student's Grievance' button, a link to 'Procedure and Mechanism of Student Grievances', a 'View Procedure and Mechanism' link, and a 'Submit your grievances' link. The footer shows the current temperature (24°C Haze), search bar, and system tray with the date 01-12-2023 and time 16:28.

5. Teacher and students whatsapp groups : Students can also share their grievances at teacher and students whatsapp groups which were specially created during and after covid 19 times.



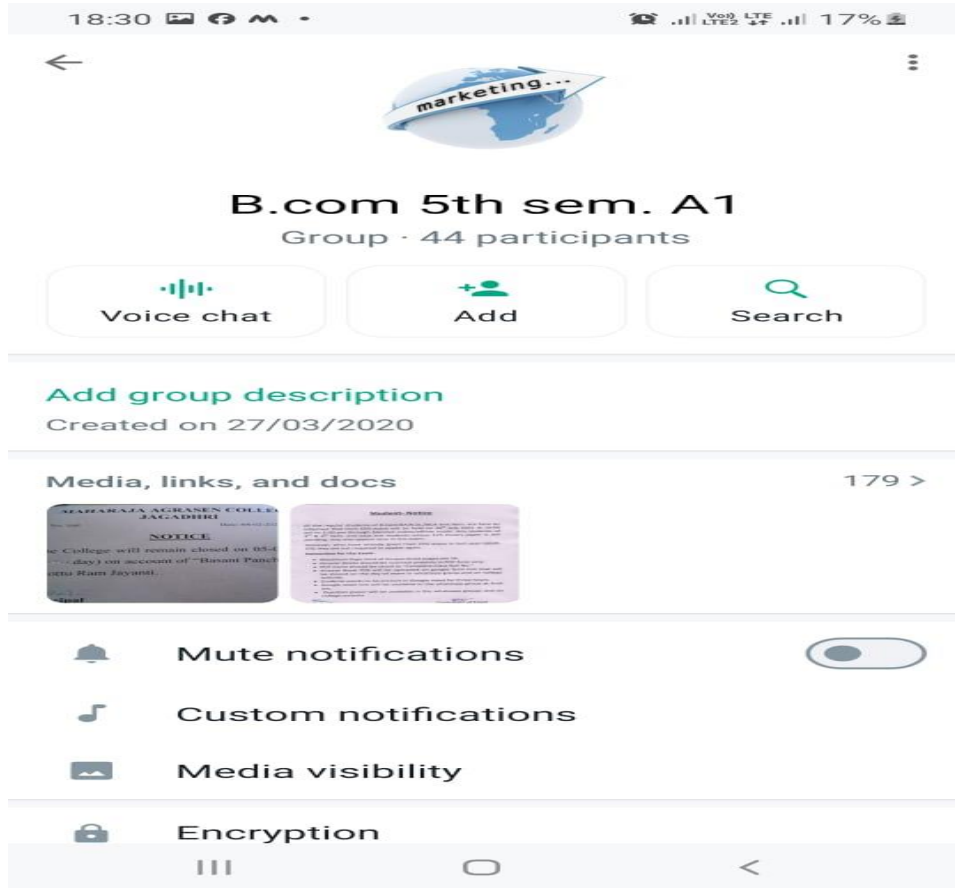
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18:28

VoLTE LTE 17%



B.Com passout 2022-23

Group · 105 participants



Voice chat



Add



Search

[Add group description](#)

Created by Dr vijay Chawla, 03/11/2020

Media, links, and docs

216 >



Mute notifications



Custom notifications



Media visibility

On





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6:38 PM 0.9KB/s 73



BA III History

Group · 46 participants

Voice chat

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Created by Jyoti Student, 15/11/21

Media, links, and docs

58 >



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6:35




BA III Year

Group · 49 participants



Voice chat



Search

Media, links, and docs 100 >

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Media visibility

Encryption

Messages and calls are end-to-end encrypted. Tap to learn more.





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18:28 [Social Media Icons] [Signal/Network/Volume/Bluetooth Icons] 17%



B.Com 3rd A2 Section MAC

Group · 40 participants

Voice chat

Search

Add group description

Created by +91 90500 13842, 12/12/2022

Media, links, and docs

51 >



What are the objectives in achieving supply chain coordination?
 What are the risks involved in using BPL?
 What is the need of warehousing in Supply Chain Management System?
 State integrated SCM.
 What is SCM? Explain the importance and various approaches of SCM. What is distribution or functions of distribution explain various factors a distribution channel?
 what are the various factor to selecting right mode of transportation? Explain the suitability of transportation.
 Explain in detail distribution channel design.
 what is DDP? explain the importance of objective and limitation of DDP.
 what is detailed role or information system of SCM

write short note on the following supply chain management or coordination function.
 Interrelationship of supply chain management activities.
 Define Supply Chain Management (SCM) as the organization of SCM?
 What are you mean by Integrated Supply Chain Management? Discuss its types with suitable examples.
 Why do conflicts arises among supply chain participants? Suggest strategies to resolve the conflicts.
 What modes of transportation are available & importance of goods? Identify their strengths or weaknesses.
 What are the ways in which a warehouse can classified? How do you determine the location warehouse?



Mute notifications



Custom notifications



Media visibility



Encryption

