



Grievances Redressal Policy



Rayat Shikshan Sanstha's

Yashwantrao Chavan Institute of Science (Autonomous), Satara

(Lead College, Karmaveer Bhaurao Patil University, Satara)

POLICY FOR ZERO TOLERANCE

Yashavantrao Chavan institute of Science Satara has drafted institutional ZERO TOLERANCE POLICY for curbing the menace of ragging, harassment and any kind of complaints with consonance of rules and regulations provided by UGC, Higher Education. The Grievance Redressal Mechanism of the institute addresses any grievances related to physical or mental harassment, grievance regarding ragging, sexual harassment complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, examination and evaluation, infrastructure maintenance and up-gradation etc., whenever they arise. The institution strictly follows “ZERO TOLERANCE POLICY” against Ragging, Sexual Harassment.

Objectives of Grievance Redressal Mechanism

The Grievance Redressal Mechanism is prepared to provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of students and staff in order to maintain a harmonious educational atmosphere in the institute. The objective of this mechanism is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied. The institute encourages the students and staff to express their grievances / problems freely and frankly, without any fear of being victimized. The intention of formulating this mechanism is to support, those who have been deprived of the services offered by the institute, for which he/she is entitled and also to develop an organizational framework to resolve grievances of students and other stakeholders.

Modes of Complaints:

The institute has provided the easiest way possible to file any grievance of the student. The institute has provided online mode as well as Offline mode to the student.

Online Mode:

Institute has an exclusive dedicated column on official website where student can file their grievance then the application is transferred to the dedicated committee according to the issue.

Offline Mode:

The student can file their grievance through Complaint Box, Suggestion Box or they can give application to the Internal Complaint Committee. If the student is not satisfied then she/he can give application to the Principal directly.



Grievance Redressal Mechanism

In this process the Student and Staff Grievance Redressal Committees play pivotal in channelizing the complaints made by students or staff. In redressing the grievance or complaint of any students or staff following committees/cells/societies are also involved taking into consideration the nature of complaint:

1. Anti-Sexual Harassment Committee

As per the guidelines of UGC (the Affiliating University) and the Supreme Court an Anti-Sexual Harassment Committee has been established by institute to provide a healthy and congenial atmosphere for the staff and students of the College. The committee has well-developed guidelines and norms for a policy to uphold “Zero Tolerance” towards sexual harassment. The college has entrusted the task of developing principles and procedures for combating sexual harassment to this committee. The committee promotes measures aimed at achieving gender equality, removal of gender bias or discrimination, sexual harassment and other acts of gender-based violence by organizing awareness programs and campaigns for the benefit of all members of the institute.

2. Anti-Ragging Committee:

Anti-Ragging Committee will be the supervisory and advisory committee in preserving a Culture of Ragging Free Environment in the college Campus. Anti-Ragging Committee ensures compliance with the provisions of Regulations as well as the provisions of any law for the time being in force concerning ragging. The functions of Anti-Ragging committee will be to keep a vigil and stop the incidences of Ragging, if any, happening / reported in the places of Student aggregation including, Classrooms, Canteens, Buses, Grounds, Hostels etc. Main objective is to maintain a ragging free campus. To create awareness about ragging, to ensure a student-friendly environment at all times.

The main objectives of this cell are as follows:

- To aware the students of dehumanizing effect of ragging inherent in its perversity.
- To keep a continuous watch and vigil over ragging so as to prevent its occurrence and recurrence.
- To promptly and stringently deal with the incidents of ragging brought to our notice.
- To generate an atmosphere of discipline by sending a clear message that no act of ragging shall be tolerated and any act of ragging shall not go unnoticed and unpunished.

3. Internal Complaint Committee



The committee is made for mentoring complaints of any nature apart from ragging and sexual harassment. The motto of the committee is to resolve any problems arising in the campus relating to Hostel, Mess, and any smoking or liquor consumption related problems, etc. This committee take care of all their need and problems faced in institution.

4. Student Grievances Redressal Committee

The Committee attempts to address unpretentious problems and complaints of students of varied nature like internal or viva marks wrongly filled, attendance related issues etc. It assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

5. Hostel Committee

The Committee's prominent goal is to maintain law and order in the Hostel premises and mobilize the day-to-day requirement of Hostel, Mess and Cafeteria. This committee looks after the issues arising in hostel related to quality of food, amenities prevailing like hot water, Air conditioner, internet accessibility, hygiene, good, round the clock security, ambulance service, night security and dog squad, camera surveillance etc.

6. Staff & Student Welfare Committee

The objective of the Staff & Student Welfare Committee is to keenly listen, communicate and recognize Student/Staff needs based on a foundation of the organization, faith, reason, service and community. The Committee ensures that the student/staff are deeply connected to the range of Institutional issues contributing to the success of organization while supporting and enhancing the growth, welfare, and best interests of staff through productive leadership. The Student Welfare Committee is responsible for developing, reviewing, and evaluating plans and setting directions for student affairs in accordance with the vision, mission and suggest strategic plan of the institute

7. Discipline Committee

Disciplinary Committee maintains discipline, dignity, decorum and rapport of the institute. Controlling the students through rules and regulations and channelization their youth energy into positive and creative direction and promotion of the manners, personality, character and civilization

- To maintain the activities of college joint venture in regards to disciplinary act.
- The institute is driven with a passion and mission for imparting peaceful, safe and friendly environment.



- To scrutinize and prevent any in disciplinary activities (lack of attendance, unpunctuality, misbehaving with staff, patients or colleague, damage to hospital and college property) and riots.
- To provide a medium through which the committee can monitor and control the discipline of its students.

8. Complaint & Suggestion Box

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized is the major objective of complaint box. Complaint & Suggestion Box is installed for the students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of the Academics / Administration in the College.

9. Mentor-Mentee Program

The program offers Faculty member as a mentor for students, who under the supervision of the assigned mentor aims at acing academics, alongside boost skills and confidence. Each student has been allotted a mentor and the mentor has chalked-out responsibilities to take care of all the mentees and to always support them as and when required. In case a student has any grievance, whether relating to academics or in case of need of any personal counseling, he/she can directly contact the mentor. The mentor guides the student and try to solve the problem at the grass root level. If it cannot be done, then the complaint is forwarded to the concerned committee.

10. Camera CCTV:

The Institution has a key responsibility to ensure the ongoing safety of both their students and teachers while on school premises. Institution has installed CCTV surveillance systems everywhere in campus which are excellent deterrents against incidents occurring during working hours, whether that is bullying, unauthorized access, or criminal activity such as vandalism. Through CCTV the whole campus is covered in the camera. CCTV systems alone ensures the Institution to provide recorded evidence of active vandalism, fights ,thefts or any kind of misconduct , which also helps in scrutinizing students grievance redressal.

11. Helpline Numbers:

Helpline numbers are provided to the students whoever wants to complaint regarding anything whether it's related to ragging, any kind of harassment, hostel welfare etc.



12. Female Counsellor:

Institute provides every possible remedy available to the students; Institute has appointed an excellent trained female psychiatrist especially for the counselling of female students who seeks any help regarding mental illness, Gender-sensitive issues and she gives counselling for the female students who are facing problem in their personal life/college life/career related anxiousness.

13. Counselling Cell:

The aim of Guidance and Counselling cell is to provide comprehensive guidance programs and services that will equip students with necessary knowledge, attitude and skills to become mature and socially responsible individuals. It aims to promote a just and humane society. The cell nurtures students through different activities and allows students to cross hurdles in the academic year thereby marching smoothly towards success. Apart from this, it helps the students to overcome class, social, and cultural barriers to complete their college education. The Guidance and Counselling Committee is looked after by a teaching faculty. The committee identifies students who require services on priority along with their areas of deficiency and suggests the improvement required. The students once identified, are given academic as well as personal counselling.

Process:

1. The student may make a complaint regarding his/her grievance to his/her batch coordinator or to mentor. He/she can also do it via email or through complaint box. These complaint boxes are duly checked by the Student Grievance Redressal Committee.
2. A complaint made to batch coordinator or mentor is forwarded to the Student and Staff Grievance Redressal Committee.
3. The Student Grievance Redressal Committees analyze the nature of the complaint and in case the matter is of their jurisdiction then it follows a proper procedure of investigation and enquiry to speedily resolve the grievance and forward the report to the Principal of the Institute. In case the complaint or the grievance falls out of the jurisdiction of the Student and Staff Grievance Redressal Committees, it forwards it to the concerned committee.
4. The concerned committee takes action, makes a report and sends it to the Principal of the Institute.



5. Finally, the report is undersigned by the Principal of the Institute, taking into consideration the action taken by the committee. The Principal is free to give suggestions on the remedy to be provided to the aggrieved.





Rayat Shikshan Sanstha's

Yashwantrao Chavan Institute of Science (Autonomous), Satara

(Lead College, Karmaveer Bhaurao Patil University, Satara)

- Contact No : 02162-234392
- Email : ycis.satara65@gmail.com ● Website : www.ycis.ac.in
- *Social Media handles to this page:*
 - <https://www.instagram.com/ycisofficial/>
 - <https://m.facebook.com/profile.php?id=100028911193527>
 - <https://youtube.com/@ycisoit7946?si=9F-WVg969DH0TmmD>

