

GRIEVANCE REDRESSAL POLICY

The framework pertaining to the College Grievance Redressal Policy has been prepared in two parts, namely: A] in terms of the defining grievances, along with mechanisms available to redress the same; and B] in terms of enlisting different departments/sections available for redressal of varied grievances.

A] For the purpose of effective redressal, grievances have been classified into two broad categories: 1) Examination related; and 2) Others.

- 1) ***Examination related grievances:*** With regards to these, the College has a Grievance Committee constituted as per the guidelines of Goa University. Students/parents/other stakeholders do not have direct access to this Committee. Any grievance related to examinations has to be addressed by the aggrieved student in writing to the Principal, who then will forward the same on merit to the said Grievance Committee. The Committee then is will go through the same, deal with the matter as per the guidelines provided by the Ordinances of Goa University, call various parties involved (if need be), and then make appropriate recommendations to the Principal (the suggestions of the Committee are recommendatory in nature). The Principal will then take the final decision on the matter.
- 2) ***Others:*** With regards to all other grievances (excluding those related to examinations), the College has made available an array of options (with respective time frames) for quick and prompt addressal including the following:
 - ***Grievance Box:*** Students can drop their handwritten/printed grievances; the same are then periodically opened and addressed on merits.
 - ***Student Council:*** Students can bring any grievance pertaining to self or others to periodic Student Council meetings. For assistance and support, besides the Council members and the Executive, there is a faculty member who attends the meetings. The points arising out of the meeting are then conveyed to the Principal; on occasions the Principal who himself attends the meetings.

- *Register*: A register is maintained in the College Office where any class representative / Student Council member or a staff member can register issues faced in terms of non-working facilities. The same are then periodically checked and corrected by appropriate authorized persons (depending on the issue like electrical, ICT; computer malfunctioning, taps, pumps, generator, and/or lift malfunctioning etc).
- *Open Door Policy*: Any student / staff / faculty member / parent / stakeholder have direct access to the Principal at any time to get their issues resolved. Additionally the Principal has also made available his direct contact number for any assistance.

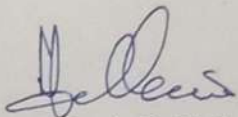
B] Departments/Sections for different Grievances

1. *College Grievance Committee (Examination)*: As described in part A].
2. *Grievance Officer*: Acts as a nodal person for all non-examination related grievances; details of the said person are made available on the College website.
3. *Anti-Ragging Committee*: Formed exclusively to deal with matters/grievances related to ragging. The composition of the Committee is displayed annually on the College Notice Board.
4. *Internal Complaints Committee (including Prevention of Sexual Harassment Committee)*: Constituted as per statutory provisions, the Committee is specifically set up to take care of grievances/instances related to any form of sexual harassment (at work place).
5. *Nodal Officer (COVID-19)*: To address any issue/grievance arising directly/indirectly related to COVID-19 the College has a dedicated Nodal Officer; details of the person including name, mobile number and email are provided on the College website.

Timeline for addressal: All grievances are to be addressed in a time bound manner depending upon the nature of the grievance and/or statutory provisions if any.

1st July 2020




Prof. Savio P. Falleiro
Principal