

GRIEVANCE REDRESSAL MECHANISM
M.E.S.'s VASANT JOSHI COLLEGE OF ARTS & COMMERCE,
Zuarinagar-Goa

The Online Grievance Handling Portal for Students is made available on the college website, to facilitate students addressing grievances, including those related to examinations, gender issues, administration, academics and common facilities available in the college.

Anyone with a genuine grievance may approach the members of the specific committee formed under this Policy in person, or in consultation with the officer-in-charge of the committee called as Grievance Committee. Grievances may also be sent through e-mail to the member/officer in charge of this Cell.

The College has a transparent mechanism for the timely redressal of student grievances including examination, sexual harassment and ragging.

Mechanisms to convey grievances are made known to students. Grievances can be conveyed orally and in writing: offline and in online mode.

Among other ways, grievances can be conveyed:

1. To the Class teachers/ teacher mentors in writing
2. To the Class Representatives (grievances in general at the College Council Meetings) in writing.
3. To the Principal

While grievances regarding facilities in the college are attended to in the shortest possible time, other grievances, if any, are attended to and addressed as per statutory timelines.

Dedicated Nodal Officer is appointed to look after general grievances, as well as specific grievances with regards to ragging, sexual harassment, and to handle grievances of students belonging to ST, Minorities, and the Disabled.

Grievance Redressal Cell: The institution has a Grievance Redressal Cell to address the different types of grievances of the students.

College Exam Grievance Committee: The Exam Grievances committee constituted by the college is consisting of senior members from the teaching faculty and the administrative staff from the examination section of the college. The objective of the policy is to ensure competent and non-biased management of the students' examination-related grievances.

Internal (against Sexual Harassment) Committee: The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of sexual harassment in the institution. The list of the members of the committee is displayed at the entrance of the college. The college has not reported any incidences of sexual harassment of girl students owing to the dedicated efforts, guidelines, and measures.

Anti-Ragging Committee: The institution has constituted the anti-ragging committee. The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of ragging in the institution. The list of the members of the committee is displayed at the entrance of the college. The constitution of the anti-ragging committee ensures the compliance of provisions pertaining to UGC Regulations on curbing the menace of Ragging as well as the provision of the Goa Prohibition of Ragging Act 2008 (and amendments) Monitor, oversee and guide the anti-ragging squad. The committee is also responsible for periodically reporting any kind of ragging incidences to the Directorate of Higher Education, the Government of Goa, and Goa University.

However, no incidences of ragging are reported in the institution and the report of Zero Incidences of ragging is forwarded to the Directorate of Higher Education Government of Goa and Goa University every month.

Anti-Ragging Squad: The tenure of the committee is three years and it is constituted by the Principal as per the statutes to prevent incidences of ragging in the institution. The list of the members of the committee is displayed at the entrance of the college. The purpose of the Anti-Ragging Squad is to make surprise raids and inspect places of potential ragging on the campus. Conduct an on-the-spot inquiry into any incident of ragging referred by any person and submit an inquiry report along with the recommendation to the Anti-Ragging Committee for action under clause (a) 9.1 of UGC Regulations on curbing the Menace of Ragging in Higher Educational Institutions, 2009 and other relevant Rules/State Acts in force.




(Dr. Manasvi M Kamat)
Principal