



**HON.SHRI.ANNSAHEB DANGE AYURVED
MEDICAL COLLEGE &
POST GRADUATE RESEARCH CENTER , ASHTA,
DIST SANGLI**

**ABHAYAM- INSTITUTIONAL GRIEVANCE
REDRESSAL COMMITTEE**

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ABHAYAM- INSTITUTIONAL GRIEVANCE REDRESSAL COMMITTEE

Introduction-

The students are the main stakeholders in any institution imparting education, and it is our endeavor to make all efforts to ensure transparency in all the activities at different stages. The College had an informal Grievance Committee, since 2000, which looked only into academic related grievances. A formal Institutional Grievance Redressal Committee (IGRC), under direct supervision of the Principal, was formed in 2013. The Institutional Grievance Redressal Committee (IGRC) has been named “Abhayam”, being fearless, since then.

This committee consists:

- 1) Principal –Chairman
- 2) Convener
- 3) Members (teaching)
- 4) Members (non teaching)

The responsibility of the IGRC is to look into the complaints lodged by any student or staff, and judge its merit. It is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the IGRC members in person. In case the person is unwilling to appear in self, grievances may be sent in writing.

This committee shall receive the complaints and fix a date for hearing and communicate its decision within ten days of receipt of complaint. This committee ensures disposal of every application at the earliest possible.

Objective: - The primary objective of the IGRC is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

IGRC has been constituted for the redressal of the problems reported, with the following objectives:

1. Upholding the dignity of the College by ensuring trouble free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
2. Encouraging the students / staff to express their grievances / problems freely and frankly, without any fear of being victimized.

3. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
4. Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
5. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
6. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:-

Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the Centre raised individually by the concerned aggrieved employee/ student of the Centre

The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student of the Centre

After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

The Committee deals with Grievances received in writing from the students / staff about any of the following matters:-

1. Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
2. Financial Matters: Related to dues and payments for various items from library, hostels, etc.
3. Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.
4. Sexual Harassment: from peers – classmates and students of the college, from elements outside the geographical limits of the college premises, including visitors or anyone who is not directly associated with the college
5. Gender Harassment: generalized sexist statements and behavior that convey insulting or degrading attitudes about women, e.g. insulting remarks, offensive graffiti,

whistling at someone, cat calls, obscene jokes or humor about sex or women in general.

6. **Physical Harassment:** This can also come in the form of violence, both physically or to property, threatening behavior, etc. In its extreme, it can even be termed assault. An employee may be physically abused, such as pushing, punching or slapping, as well as other kinds of physical abuse.
7. **Personal Harassment:** Bullying, passing unwanted remarks, insults, offensive and derogatory statements, being constantly put down with condescending statements, etc.
8. **Discriminatory Harassment:** harassment directed at someone's race, age, sex or some other form of protected class who is subjected to offensive or intimidating remarks.
9. **Psychological Harassment:** Harassment where one is put down, belittled or has to listen to needless condescending remarks that can affect him or her. These negative remarks can be aimed from both professional as well as personal level.
10. **Cyber bullying:** harassment done online.

Functions: The cases should be attended promptly on receipt of written grievances. The Committee shall formally meet to review all cases, prepare a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Role & responsibilities of committee

1. The function of the committee is to look in to the complaints lodged by any student / staff, and judge its merit. This committee is also empowered to look into matters of harassment.
2. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
3. Upholding the dignity of college by ensuring strife free atmosphere in the college through promoting cordial student- student relationship & student –teacher relationship.
4. Encouraging the student to express their grievances freely & frankly without any fear.
5. Advising all the students to refrain from inciting students against other students, teachers & college administration.
6. Advising all staff to be affectionate to the students & not behave in a vindictive manner towards any of them for any reason.

Procedure:-

- An aggrieved student who has the Grievance at the department level shall make an application first to the HOD. The HOD after verifying the facts will try to redress the Grievance within a reasonable time.
- If student is not satisfied, he / she can submit an appeal to the IGRC. Suggestion / Complaint Box have been installed in front of the Administrative Block in which the Students, can put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- The convener of the IGRC after verifying the facts & the papers concerned & having the discussion within the chairman gives the decision within a reasonable time.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations. The Complaint / suggestion Boxes will be opened on the first working day of every month.
- The IGRC will act upon those cases which have been forwarded along with the necessary documents.
- The IGRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.
- The Committee shall contribute effectively to dispose the grievances at the earliest.
- A registry to register the compliant is established and maintained under the supervision of Convener.
- All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
- On receipt of a compliant, the staff in-charge of the registry will submit the same to the Nodal Officer of the “Grievance Redressal Committee”.
- All complaints shall be resolved within a time frame by looking into its seriousness and by two way approach.

- The convener of the IGRC after verifying the facts & the papers concerned & having the discussion with the chairman will give the decision within a reasonable time.
- The result of the grievance will be informed to the complainant within the period defined depending on the method of complaint.
- Any staff / student may report directly to the Principal/Director for resolving their grievance if he/she is dissatisfied by the IGRC.

In case of any false/frivolous complaint, the committee may order appropriate action against complainant.

Exclusions: - The Grievance Redressal Committee shall not entertain the following issues:

1. Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University / College.
2. Decisions with regard to award of scholarship, fee concessions, medals, etc.
3. Decisions made by the University with regard to disciplinary matters and misconduct.
4. Decisions of the University about admissions in any courses offered by the Institute.
5. Decisions by competent authority on assessment and examination result.

Procedure, Periodicity and Attendance at Meetings:

The IGRC will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.

At least four members of the Committee shall be present in a meeting.

If a member of the IGRC is connected with the grievance of the aggrieved individual, the concerned member shall not participate in the deliberations regarding that individual's case.

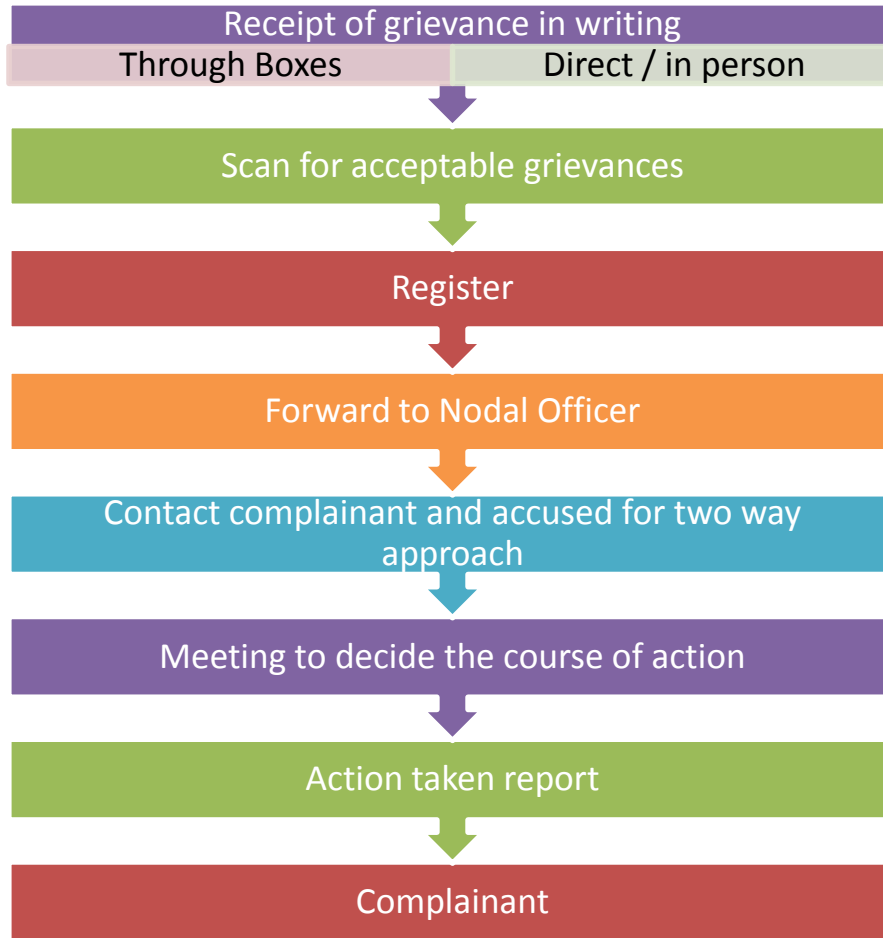
If the aggrieved person happens to be a member of the IGRC, then he/she shall not participate in the discussions as a member of the Committee when his/her representation is being discussed.

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Mechanism:

1. Complaints will be received through complaint boxes or directly in a written format.
2. Boxes will be opened on the first working day of every month.
3. Scrutiny will be done by the members of the Institutional Grievance Redressal Committee.
4. Only those complaints with complainant details will be consider for further procedure.
5. Person on whom complaint has been received will be called & asked for explanation in written.
6. Considering the severity and cognizance of the act, appropriate action will be initiated.



In case of emergency, Contact:

1. Dr. S. N. Ojha, Principal: 9822177155
2. Dr. Anuradha Patil, Nodal Officer: 9860554264
3. Dr. Subhash Patki, Asso. Professor, Member
4. Dr. Amit Pethkar, Asso. Professor, Member
5. Dr. Ashwini Patil, Asst. Professor, Member
6. Mr. Saugandha Thorat, Lecturer, Member
7. Mr. Ajit Mane, OS, Member
8. Mr. P. S. Patil, Librarian, Member

GRIEVANCE FORMAT

Name of the complainant: _____

Designation (Staff / Student): _____

Department: _____

Nature of Grievance:

Undertaking: I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be initiated against me if the above allegations are found to be incorrect or malicious.

Signature of the Complainant

Date-