

STUDENT GRIEVANCE REDRESSAL POLICY

PAZHASSIRAJA COLLEGE

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Pazhassiraja College is determined to provide an academic environment where there are no barriers to success and progression. Measures are in place to make everyone feel safe, secure, motivated, respected, and learn effectively. It is also aimed at ensuring the grievances of every student are resolved without bias and with utmost fairness. Moreover, if any student's behavior and action lead to the infringement of the freedom or dignity of any other student, the college shall take the necessary steps. Furthermore, disciplinary actions shall be taken if a breach of rules and regulations is found.

The college has different committees for dealing with the grievances and issues the students confront as part of their study in the college. The following are the committees formed in the college.

- Grievance Redressal Committees
- Anti-Ragging and Anti-Sexual Harassment Committee
- Discipline Committee
- SC/ST Welfare Committee
- Women's Cell
- Minority Support Cell

FOCUS

The Grievance Redressal policy is envisaged in a manner to give directions, guidelines and recommendations to the concerned to address and solve the grievances of students in particular on various aspects of their campus life.

Regulations of UGC, State and Central Governments, and University of Calicut

are considered while making the policy, strategies and measures pertaining to grievance redressal and related matters of the college.

GRIEVANCE REDRESSAL COMMITTEES

The grievance Redressal Committee of the college aims to ensure that the grievances of the students are addressed and appropriately resolved. The following bodies/mechanisms are there for the students to approach the college with grievances.

- Department redressal committee:- Committee within the department consisting of selected teachers and with the HoD as the chairman.
- College level redressal Committee: Unsatisfied students can approach the college level committee which consists of staff advisor as the chairman, principal and management representative as executive members. Three teachers are also part of it as members.
- Online redressal mechanism: Students can send their grievances through emails given exclusively for this purpose.

The mode of grievance redressal process

The student can approach the respective body to redress the examination related grievance as per the requirement and jurisdiction of the grievance.

- Institute notifies evaluation process and related documentation on the notice board as well as on institute website. This includes distribution of marks and schedule of internal evaluation.
- The assessed internal examination papers, etc. are shown to the students for self-assessment.
- In case of any grievances regarding internal assessment, the student is free to contact the departmental redressal committee. The committee will consider the request and verify and if found correct, modifications will be taken accordingly.
- If any student is not satisfied with the outcome of the department level redressal mechanism, he/she can approach the centralized college level redressal mechanism for further review.
- The college takes special initiative for resolving group grievances, if any, regarding assessments.
- If a student is not able to appear for examination due to medical or any genuine reason examination is conducted for that student as per norms, provided that he/she submits application with proper documents.

- Internal marks are displayed in the notice board, through the class online groups and reading the scores in the class time. Students signature is obtained in the sheets to document to prove the consent of the students.
- A continuous monitoring is done by teachers on students' performance on internal examination and sufficient measures are taken to improve the performance of students who have scored low marks.

The grievance requests received shall be addressed within two days of time. Also, those who are not happy with the solution provided shall be entertained to move to the higher levels with their grievances.

ANTI-RAGGING AND SEXUAL HARASSMENT COMMITTEE

The College has an Anti-ragging Committee and a Discipline Committee for timely redressal of the student relates issues. SC/ST monitoring cell also carries out its function by taking care of the needs of the students belonging to that category.

Ragging in any form is strictly prohibited. If any incident of ragging comes to the notice of the authority, the concerned student shall be given liberty to explain and if his explanation is not found satisfactory, the authority would expel him from the institution.

The College will not show any mercy to a misbehaving student and would initiate disciplinary action whenever occasion demands. At the time of admission, every student and his/her parent/guardian shall be required to sign a declaration to the effect that he/she submits himself/herself to the disciplinary jurisdiction of the Principal and the other authorities of the College.

All powers relating to discipline among the students are vested with the Principal. The Principal may delegate all or any of his/her powers as he/she deems proper to any of the Officers of the College specified by him/her. The Principal's decision shall be the final in all matters of punishment of the students for violation of any of the rules and regulations of the College.

As per the Supreme Court Judgment and guidelines issued in the year 1997 to provide for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the University Grants Commission (UGC) has issued circulars since 1998, to all the universities, advising them to establish a permanent cell and a committee and to develop guidelines to combat sexual harassment, violence against women and ragging in colleges and universities. Keeping the above guidelines in mind the institution has constituted a Committee against Sexual Harassment.

DISCIPLINE COMMITTEE

The college has a discipline committee which looks after the discipline related matters. In case of any issues arise; the committee will convene a meeting, undertake investigation into the matter in detail and present the report to the authorities and the college council for further action.

Specific Rules for Student Discipline

1. Students are expected to use only courteous and polite language and behave with decorum with the faculty members and the staff of the College.
2. Students shall avoid using any insulting, inciting, threatening language when talking with fellow students and should abstain themselves from violence.
3. Students shall not talk or act in any manner outside the institution in a way that would bring disrepute to the College.
4. The students shall be regular and punctual in attending classes and all activities connected with the College.
5. Gathering in groups at roads, entrance, exit and pathways is strictly prohibited.
6. The students shall observe strict silence in the class irrespective of the presence or absence of the faculty member.
7. No student is permitted to leave the classroom during class hours.
8. Students should not leave the class or attend it late under the pretext of paying fees, visiting the library etc.
9. Students are expected to read notices/circulars displayed on the College Notice Board. Ignorance of not reading any notice/circular thus displayed shall not be accepted as an excuse failing to comply with the directions contained in it.
10. All vehicles should be parked in the allotted place. Vehicles found parked in unauthorized places shall be impounded.
11. While attending College functions, the students will conduct themselves in such a way as to bring credit to themselves and to the institution.
12. Spitting, smoking and throwing bits of paper inside the college campus is prohibited.
13. Students are forbidden from entering the college office and the staff rooms during unspecified hours.
14. Students are prohibited from damaging the building or any other property of the College in any way. The cost of any damage so caused will be recovered from the students collectively if the responsibility for it cannot be fixed on any individual or group of individuals.
15. Representation of complaints and grievances may be made individually to the Principal through the Class Teacher concerned or Discipline-cum-Grievance Committee.
16. No meeting/function of any kind shall be held in the College premises without the written permission of the Principal.
17. No notice of any kind shall be circulated among students or displayed on black boards or on notice board without the written permission of the Principal. No information or report

should be sent to press or broadcasting agencies without the permission and approval of the Principal.

18. The Principal will deal strictly with students who play a leading part, by organizing or assisting, in strikes.
19. The students are expected to take up all assignments, tests and examinations of this College/University seriously and would try to perform the best.
20. Misconduct during examination, production of false information or documents for admission purpose and the failure to return loaned materials or settling debts with the College would be seriously dealt with.
21. In this campus various courses are conducted simultaneously and hence, students should observe SILENCE within the campus.
22. Ragging and Eve Teasing are considered as crime and strictly prohibited by an act promulgated by the Government of Puducherry with the penalty of Rs.10,000/- and two years' imprisonment. If any student indulges in any form of ragging or Eve-Teasing inside the College premises or outside, he/she will be summarily expelled from the College.
23. Each student of this College must possess Student Identity Card with his/her photograph affixed on it, duly attested by the Principal. The students must compulsorily wear the Student Identity Card inside the College Campus.
24. Students shall come clean, tidy and modestly dressed in College Uniform. Students not in College Uniform would be marked as absent for that particular day. If non-adherence to this rule is reported against a student often, severe action may be initiated against him/her.
25. Use of mobile phones within the College campus is strictly banned. Violation of this rule by any student would result in impounding of the Cell phone and strict disciplinary action against the student.
26. Students should not involve themselves either directly or indirectly in any form of politics either inside or outside the College during their period of study. If a student fails to comply with this regulation, strict disciplinary action will be initiated against the student which may even result in the rustication of the student from the College.

Attendance Rules

1. Students should attend all classes regularly and punctually.
2. Students must be punctual to each lecture hour. Students coming late to the class by more than five minutes will not be given attendance for that period.
3. Although the University prescribes a minimum of 75% of attendance, the College insists on regular attendance in all classes. Students are eligible for scholarships only when they earn more than 90% of attendance.
4. A student with less than 75% of attendance will not be eligible to write the Semester Examinations of the University.
5. Students are not permitted to absent themselves without prior permission.
6. An application for leave must be submitted in the prescribed form well in advance or at least a day before the leave is required.

7. When absence without prior permission is unavoidable the leave application must be submitted on the day of return to the College after the leave period.
8. Even with prior permission, if a student absents oneself, even for a single hour, he/she would be considered as absent for the whole session.
9. Absence without leave for even a part of the day will be counted as absence for one day.
10. Students without Identity Card & proper Uniform will be marked absent.
11. If a student absents himself/herself for three consecutive days without leave his/her name will be removed from the rolls.
12. Removal of the names from the rolls shall entail forfeiture of attendance till the date of re-admission.
13. In case of any violation of rules and regulations by the student, action initiated against the student may include a warning or a reprimand, awarding a fail mark for an assignment or course, suspension or expulsion from a particular class or from the College, withholding of official documents, withdrawal of campus privileges and any other action which the College authorities deem appropriate at that time.

Library Rules

1. The Library is open to all the Students, Faculty and Staff of the PUCCL.
2. Readers are not allowed to enter the library with their personal belongings.
3. Readers are prohibited from engaging in any activity which may disturb or distract the attention of other readers and will result in severe disciplinary action.
4. No reader shall write upon, damage or make marks on any library book. Each student of the Pondicherry University Community College will be issued two tickets. A book will be lent to a reader only in exchange of one of his/her tickets which will be returned back to the reader when he/she returns the book.
5. Date label and book pockets shall not be tampered with. Serious notice will be taken on any violation of this rule.
6. Library tickets are not transferable. A reader who misses a ticket shall follow the stipulated process including remittance of Rs.50 as a fine to get another Ticket. In case he/she happens to get the ticket at a later date, the reader should return the same immediately.
7. A reader who fails to return a book on the due date will be charged a sum of 50 paisa per day as fine till he/she returns the book. Such a reader will not be allowed to use the library till the book is returned and fine paid.
8. At the end of each semester before receiving the hall ticket, the student should return all the books to the library. Without a clearance certificate (NO DUE) to this effect from the Librarian, the college will not permit a student to write the End Semester Examination.
9. The Provisional / Diploma and Certificate shall be issued to the students only after they return all the books and remit dues outstanding against them.
10. A book may be renewed for a further period of a fortnight provided: (a) No other reader has applied for the book in the meantime and (b) not more than two consecutive renewals may be made for the same book.
11. In the case of books for which there is an exceptional demand, the period of loan may be reduced to fifteen days.

12. The Librarian in exigencies may recall any book at any time even if the normal period of loan has not expired and readers are not allowed to sub-lend the books of the Library.
13. Dictionaries and books which might be difficult to replace and such other books declared as Reference Books shall not be loaned.
14. Readers shall be responsible for any damage done to the books or other property belonging to the Library of the College. If the replacement of the books or other properties is not possible, four times the value of the book/property may be collected from the student concerned.

SC/ST WELFARE COMMITTEE

A committee headed by a senior teacher is also there to support the students who belong to the SC and ST categories. The college takes special interest in facilitating financial support to students from these communities from government agencies and other sources. The committee takes special attention to ensure that every student is getting adequate financial assistance that are offered by the government and other agencies. The students are also appraised about the future options either for pursuing higher education or for getting a suitable career option. Also, the committee provides all the State Govt. and UGC's decisions about different scholarship programs and to communicate with the students and motivate them for better future planning.

WOMEN'S CELL

The college has a Women's Cell which functions with the following activities.

- To promote gender equality
- To take measures towards sensitizing the college community on gender issues
- To deal with cases of sexual harassment in a time bound manner and ensure appropriate action is taken against the offender

In case of any issue faced by any girl student, a written application can be given to the cell which will then be deliberated upon. Complaints can be lodged directly to the Chairperson of women cell or with any member of Women Cell. Preventive action will be taken in the organization so as to evade any instances of sexual harassment.

MINORITY SUPPORT CELL

The college has a Minority cell which aims at empowering the minority communities in the college. The committee has been very much keen to provide services to the educational and

cultural needs of the Minority community along with other caste, creed and Nationality. It assists minority students including Christian, Muslim etc. for their academic development.



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PAZHASSI RAJA COLLEGE
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