

Late Chindhuji Laxmanrao Purke Shikshan Prasarak Mandal's



INDIRA GANDHI KALA MAHAVIDYALAYA

Ralegaon, Dist- Yavatmal, Maharashtra

Affiliated to

Sant Gadge Baba Amravati University, Amravati



2nd Cycle

Assessment & Accreditation by NAAC

Criterion-V

Student Support and Progression

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases



Late Chindhuji Laxmanrao Purke Shikshan Prasarak Mandal's
Indira Gandhi Kala Mahavidyalaya,
Ralegaon - 445402, Dist. Yavatmal (M.S.)

Affiliated to Sant Gadge Baba Amravati University

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Ref: NAAC 2024/ IGKM/Cr-5.1.4

Date-05/09/2024

Criteria 5.1.4	The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases 1. Implementation of guidelines of statutory/regulatory bodies 2. Organisation wide awareness and undertakings on policies with zero tolerance 3. Mechanisms for submission of online/offline students' grievances 4. Timely redressal of the grievances through appropriate committees
Findings of DVV	• Proof of constitution of Internal committees / Grievances Committee formation / other committees as per UGC norms. • Circular/web-link/ committee report justifying the objective of the metric. • Minutes of the meetings of student grievance committee, as per metric.
Response/ Clarification	• As per the clarification, formation letter for anti-ragging and internal complaints committee (ICC) as per UGC and University Norms is attached (Appendix I). • Minutes of meetings of students grievance/ anti ragging committee for latest academic year are attached. (Appendix II) <i>Note:</i> Also, all these supporting documents are available on college website.

Co-ordinator
Internal Quality Assurance Cell
Indira Gandhi Kala Mahavidyalaya,
Ralegaon



PRINCIPAL
Indira Gandhi Kala Mahavidyalaya,
Ralegaon, Dist. Yavatmal



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Dis. No. :-

Date :-05/09/2024

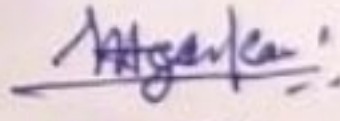
Declaration

The information, reports, true copies of the supporting documents, numerical data, etc. related to the NAAC process furnished in this file is verified by IQAC and found correct.

Hence this certificate.


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Internal Quality Assurance Cell
Indira Gandhi Kala Mahavidyalaya
Ralegaon




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Ralegaon, Dist. Yavatmal

Appendix I

**Formation of Internal Complaints
Committee, Grievance Redressal
Committee & Anti ragging
Committee**

Appendix II

**Minutes of meeting of Students
Grievance Redressal Committee**



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Students Grievance Redressal Committee

This policy and SOP is entitled as “Students Grievances Redressal Mechanism” which set a standard for student's complaints and their solutions.

Scope:

This policy will be applicable to all students. Students Grievances Redressal Mechanism runs actively to solve their complaints regarding infrastructural facility, library, teaching methods and quarrel among students. This cell will guide the students regarding the above issues and make aware them how this mechanism work for facilitating, supporting and solving the complaints. The Cell is responsible for maintenance of a conducive and unprejudiced educational environment. Complaints of students and parents are redressed with most priority.

Objectives:

The policy is designed with the following objectives to achieve.

1. Create and provide systematic platform for dealing and resolving grievances of all students.
2. This policy aims to design a standard operating process for effective solution on all the issues related to grievances.
3. To support the dignity of the college by promoting cordial Student-Student relationship and Student-teacher relationship.
4. To provide healthy environment and experience that inspires learners to exceed their expectations and achieve what they felt difficult to achieve.
5. To ensure that grievances are resolved punctually, impartially and with sensitivity and in complete confidentiality.
6. To advise students to respect the right and dignity of one another, and not to behave in a malicious manner towards any of them for any reason.

Grievance Handling Mechanism:

- Student aggrieved can send their grievance through suggestion boxes or through personal contact with the Grievance Cell.
- The suggestion box is opened once in a week. If the complaint is received in suggestion box and submitted personally. Immediate meeting of the committee members will be called on next working day. Otherwise, members are instructed to meet at least twice in a semester.
- All complaints are collected, analysed, scrutinized and handled by the Grievance Cell.
- The Grievance Cell shall resolve the grievance within period of fifteen days of receiving the complaint.
- After receiving the complaint, the concerned parties are called and given equal opportunities to put their point of views. This process makes it more transparent and unbiased.
- The Grievance Cell shall provide a copy of the action taken to the aggrieved person.

Depending on the seriousness of the problem, the issues are settled by the grievance cell or by the Principal in consultation with parents or faculty, as the case may be. The effective complaint management mechanism improves better stakeholder relationship and contentment.


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Indira Gandhi Kala Mahavidyalaya, Ralegaon
District- Yavatmal
Students Grievance Redressal Committee

Notice of the meeting

A meeting of Students Grievance Redressal Committee is organized on 12/02/2024 at 4:00 pm under the chairmanship of Principal and Co-ordinator of the Students Grievance Redressal Committee. All the members of the committee are requested to attend the meeting.

Agenda of the meeting: -

1. Confirmation of the minutes of the previous meeting held on 09/12/2023.
2. To discuss grievance regrading cleanliness of lavatories conveyed by students.
3. To conduct Addiction Awareness Programme (Need for a Non-Addictive Partner).
4. Preparation of Annual report for the session 2023-24.
5. Any other matter with the permission of the chairperson.

Date: - 01/02/2024

Place: - Ralegaon

Co-ordinator

Students Grievance Redressal Committee

5.	To discuss on individual grievance received from students.	Complaints of general nature shall be considered by this committee and resolved accordingly.
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Resolution passed unanimously.

Item No. : -2 To discuss grievance regrading cleanliness of lavatories and wash rooms conveyed by students.

Resolution No.:-2 The cleanliness of lavatories work and wash rooms was discussed and with the permission of Principal it was decided to instruct the sweeper to maintain them properly.

Item No. : - 3. To conduct Addiction Awareness Programme (Need for a Non-Addictive Partner).

Resolution No. : -3 It was decided to conduct Addiction Awareness Programme (Need for a Non-Addictive Partner). Also, it was decided that to call Mrs. Adv. Roshani Wanode, Ralegaon to address the students.

Resolution passed unanimously.

Item No. : -4 Preparation of Annual report for the session 2022-23.

Resolution No. : -4 The Co-ordinator of Students Grievance Redressal committee has prepared annual report for session 2023-24 and read out in the meeting. After thorough discussion annual report is finalised with the consent of members present in the meeting.

Resolution passed unanimously.

Item No.:-5 Any other matter with permission of chairperson.

As there was no matter to discuss the meeting ended with the vote of thanks to the chairperson.

Resolution passed unanimously.

Date: - 15/02/2024

Place: - Ralegaon


Co-ordinator



Indira Gandhi Kala Mahavidyalaya, Ralegaon
District- Yavatmal
Students Grievance Redressal Committee

Notice of the meeting

A meeting of Students Grievance Redressal Committee is organized on 30/09/2023 at 12:30 pm under the chairmanship of Principal and Co-ordinator of the Students Grievance Redressal Committee. All the members of the committee are requested to attend the meeting.

Agenda of the meeting: -

1. Confirmation of the minutes of the previous meeting held on 17/07/2023.
2. To discuss about action taken report on grievance redressal.
3. To organize a Workshop on Right to Information Act 2005 for improving the knowledge of students about act which promotes transparency & accountability in the working of the government.
4. Any other matter with the permission of the chairperson.

Date: - 28/09/2023

Place: - Ralegaon


Co-ordinator

Students Grievance Redressal Committee



Indira Gandhi Kala Mahavidyalaya, Ralegaon
District- Yavatmal
Students Grievance Redressal Committee

Notice of the meeting

A meeting of Students Grievance Redressal Committee is organized on 17/07/2023 at 4:00 pm under the chairmanship of Principal and Co-ordinator of the Students Grievance Redressal Committee. All the members of the committee are requested to attend the meeting.

Agenda of the meeting: -

1. Confirmation of the minutes of the previous meeting held on 20/03/2023.
2. To motivate the students to submit their grievances.
3. To conduct awareness programmes on Mental Health of students.
4. To conduct Safety Awareness Programme on the proper use of LPG.
5. Any other matter with the permission of the chairperson.

Date: - 14/07/2023

Place: - Ralegaon

Co-ordinator

Students Grievance Redressal Committee

Item No. :-2

Item No.: -3. To organize a workshop on Woman Empowerment for improving the quality of life of women at home and outside.

Resolution No. : -3 It was decided to organize a workshop on Woman Empowerment for improving the quality of life of women at home and outside. Also it was also decided that to call a speaker Mrs. Vijaya Pandhare, PI, Damini Pathak, Yavatmal to address the event.

Resolution passed unanimously.

Item No. : -4 Any other matter with permission of chairperson.

As there was no matter to discuss the meeting ended with the vote of thanks to chairperson.

Resolution passed unanimously.

Date: - 19/10/2022

Place: - Ralegaon



Co-ordinator

Students Grievance Redressal Committee





Indira Gandhi Kala Mahavidyalaya, Ralegaon
District- Yavatmal
Students Grievance Redressal Committee

Notice of the meeting

A meeting of Students Grievance Redressal Committee is organized on 30/05/2022 at 4:00 pm under the chairmanship of Principal and Co-ordinator of the Students Grievance Redressal Committee. All the members of the committee are requested to attend the meeting.

Agenda of the meeting: -

1. Confirmation of the minutes of the previous meeting held on 17/01/2022.
2. To discuss grievance regrading cleanliness of lavatories and wash rooms conveyed by students.
3. To conduct awareness programmes about provisions and mechanism of student's grievances.
4. Preparation of Annual report for the session 2021-22.
5. Any other matter with the permission of the chairperson.

Date: - 28/05/2022

Place: - Ralegaon

Co-ordinator

Students Grievance Redressal Committee





6. Ms. R



Item No.: -4 Any other matter with permission of chairperson.

As there was no matter to discuss the meeting ended with the vote of thanks to the chairperson.

Resolution passed unanimously.

Date: - 17/03/2020

Place: - Ralegaon



Co-ordinator

Students Grievance Redressal Committee

