

**Policy of the Grievance Redressal Committee
Nalbari Commerce College, Nalbari**

Grievance Redressal Policy

Nalbari Commerce College, Nalbari

Introduction

In all higher educational institutions, redressal of students' grievances is an important area that helps to ensure safe, conducive and harmonious teaching-learning environment. Considering its utmost priority, the Nalbari Commerce College, Nalbari has constituted a Grievance Redressal Committee to look into issues or complaints lodged by the students and staff. The College has also constituted Anti-Ragging Committee and Anti-Sexual Harassment Cell in order to make the redressal process decentralise and proactive to deal with the specific cases. All the Committees have been constituted in accordance with the guidelines of the UGC or the respective authority.

Objective of the Policy

- To look into the issues or complaints lodged by the student and staff and judge its merit.
- To ensure prompt and impartial action with care and sensitivity in order to resolve the issues or complaints.
- To uphold and maintain dignity of the institution and establish harmonious atmosphere among different stockholders.

Policy Formulation and Implementation

Any student or staff with a genuine grievance or complaint may approach the Grievance Redressal Committee. One can register their complaints verbally by appearing before any member of the Committee or over telephone. In case the student/staff is reluctant to appear in person, s/he can e-mail to the Grievance Redressal Committee or Principal. Complaint can also be lodged by dropping the application/complain letter in the suggestion/complaint box installed in front of the Principal's room of the college. Upon receiving the complaints, a preliminary discussion among members of the committee about the merit of the issue or complaint is judged. The Committee formally meets to review the cases and if require, send to the higher authority for direction and guidance. The cases are attended promptly on receipt of the grievances from the students and staff.

Conclusion

The Grievance Redressal Committee constitutes a core committee in the college which deals with students' and staffs' grievances and their redressal. Prompt and timely action on the issues or grievances will help to build confidence of different stockholders upon the institution and in the long run, it will ensure healthy teaching-learning environment in the institution.

Policy of the Anti-Sexual Harassment Committee

Nalbari Commerce College, Nalbari

Anti Sexual Harassment Policy

Preamble

In pursuance of the UGC Circular (1998) Nalbari Commerce College, Nalbari has established a permanent and functional Anti Sexual Harassment Committee in the campus. The committee is quite vigilant on the basic human right of gender equality, sexual harassment and abuse.

The College is committed to ensure a congenial and conducive atmosphere in the campus where the students, teachers and non-teaching staff irrespective of their gender can work together in an environment free of violence, harassment, exploitation, and intimidation. This includes all forms of gender violence, sexual harassment, and discrimination on the basis of gender. The institution strongly supports gender equality and opposes any form of gender discrimination.

Objectives of the Policy:

- To ensure the function of the committee as per the guideline of UGC and the Court of Justice in letter and spirit to create an academic and work environment that is free of sexual harassment or gender-based discrimination.
- To promote a social and psychological environment that will raise awareness about sexual harassment and its various forms.
- To receive and redress complaints received from any member of the College (including students, staff and outsiders on College premises) alleging sexual harassment by another member(s) of the College.
- To take suo-moto cognizance of any act of sexual harassment / gender-based discrimination in the College campus for facilities in the college and to take appropriate action in this regard.
- To conduct prompt necessary inquiry, investigate and take decisions upon each complaint and recommend appropriate punishment or action to be taken, by the appropriate authority.
- To ensure the confidentiality of all information pertaining to complaints / proceedings / findings of inquiries or investigations.

Definition of Sexual Harassment:

All such matters will be considered under Sexual Harassment which are described in the provisions of the law of the land and every such acts as envisaged in such laws will be considered and taken up in the committee as per the rules.

Where any of such act(s) is committed in circumstances where the victim of such conduct has a reasonable apprehension that in relation to the victim's employment or enrolment in the college, such conduct is humiliating and may constitute a health and safety problem for the victim. If the victim has reasonable grounds to apprehend that his / her objection to allow such act(s) to happen would disadvantage him /her in connection with her employment or work or studentship including recruiting or promotion or academics creating a hostile work environment.

Jurisdiction:

The rules and regulations of the policy shall be applicable to all the complaints made concerning sexual harassment:

- by a member of the institution against any other member irrespective of whether the act(s) is alleged to have taken place within or outside the campus.
- by an outsider against a member of the college or by a member of the college against an outsider if the act(s) is alleged to have taken place within the campus.
- by a member of the college against an outsider if the act(s) is alleged to have taken place outside the campus. In such cases the Committee shall recommend that the college authorities initiate action by making a complaint with the appropriate authority. Further, the committee will actively assist and provide available resources to the complainant in relation to the complaint.

Policy of the Anti-Ragging Committee
Nalbari Commerce College, Nalbari

Anti-Ragging Policy

Nalbari Commerce College, Nalbari

Introduction

Ragging is a criminal offence. Every year a large number of students across the country became victims of ragging at the early stage of their college/university carriers that forced them to undergo psychological trauma, depression, etc. Even many students leave their studies or commit suicides due to the extreme pressure. In order to mitigate the menace of ragging at educational institutions, the Supreme Court of India time and again gives its verdict. According to the definitions, ragging includes “any behaviour by any student/s whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, indulging in rowdy undisciplined activities by students causing annoyance, hardship, physical or psychological harm or raising fear or apprehension in any fresher or student. It also includes any act affecting the mental health and self-confidence of a fresher or any other student with or without intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student, and all such incidents”. In pursuance of the judgement of the Hon'ble Supreme Court of India dated 8/5/2009 in Civil Appeal No.887/2009, the University Grants Commission framed "UGC Regulations on curbing the menace of ragging in higher educational institutions, 2009" which were notified on 17 June, 2009 and are to be mandatorily followed by all universities and colleges. The Nalbari Commerce College, Nalbari, Assam which is premier institute of higher learning located in the western part of Assam also adheres to act. Therefore, the college has prepared policy in order to make the college campus ragging free conforming to the guidelines issued by the University Grant's Commission and the Supreme Court of India.

Objective of the Policy

- a. To make the college campus ragging free.
- b. To make students aware about the ill effects of ragging and help to build a healthy teaching-learning environment.

Policy Design and Implementation

In order to make the entire campus ragging free, the Nalbari Commerce College, Nalbari has formed Anti-Ragging Committee. The committee looks after the issues of ragging, if any, and ensures that, no student is harassed in the name introduction or any such mischievous issues at the time of admission or during their academic session. To stop the menace of ragging, the committee organizes various awareness programme like – street play, display of posters, pamphlet distribution etc. in the college campus. The college has also make arrangements to display hoardings/bill boards/banners in prominent places within the campus to exhort the students to prevent or not to indulge in ragging. Moreover, in order to aware the students and other stakeholders about ragging, college has also made provision to upload various guidelines in the website and included in the prospectus. Besides, the committee constantly monitors or keeps their eyes open so that no such activity takes place during the entire period of the academic session.

Conclusion

As it has been mentioned in the beginning, ragging is a serious crime that jeopardizes career of a student or even takes life; therefore, adequate attention needs to be given to stop ragging in all institutions. Therefore, it is the duty of all the stakeholders including the students to usher a ragging free culture for healthy teaching-learning environment in all academic institutions on 17 June, 2009 and are to be mandatorily followed by all universities and colleges. The Nalbari Commerce College, Nalbari ,Assam which is premier institute of higher learning located in the western part of Assam also adheres to act. Therefore, the college has prepared policy in order to make the college campus ragging free conforming to the guidelines issued by the University Grant's Commission and the Supreme Court of India.

**Application of the Students' Grievances and the initiatives taken by the
Grievance Rederessal Committee, Nalbari Commerce College, Nalbari**