

5.1.5 - The institution adopts the following mechanism for redressal of students' grievances, including sexual harassment and ragging:

1. Implementation of guidelines of statutory/regulatory bodies
2. Creating awareness and implementation of policies with zero tolerance
3. Mechanism for submission of online/offline students' grievances
4. Timely redressal of grievances through appropriate committees

1. Implementation of guidelines of statutory/regulatory bodies :

The college has following committees for the redressal of students grievances :

- a. Antiragging committee
  - b. Camus Safety and Disaster Prevention Committee
  - c. Unfair Means Committee
  - d. Canteen Committee
  - e. General Discipline Committee / Anti-Ragging Squad
  - f. Vishakha Committee / anti-sexual Harassment Committee/ Internal Complaints Committee / Women Grievances Committee
- Regular meetings of these committees are conducted by following the guidelines of the committees
  - The major focus is on the prevention of the issues, resulting in less percentage of grievances.
  - The probable issues are anticipated and the corrective actions are taken prior so that the grievances situation does not arise.
  - Precautionary measures are discussed and decisions are implemented to prevent any incidences
  - The suggestions received in the suggestion boxes are discussed in the respective committee meetings and appropriate actions are taken
2. Creating awareness and implementation of policies with zero tolerance
- The flex and notices about the contact details of the Police help lines are displayed on the campus and in every department.
  - Police Dada and Police Didi Phone numbers are made available to the students by displaying them at proper places.
  - NSS and NCC units of our college organize awareness camps about the safety and security of the students, anti-ragging policies and other student grievances.
  - Canteen Committee, Camus Safety and Disaster Prevention Committee play important role in prevention of the grievances w.r.t. the canteen food quality, cleanliness and camus safety and security.
  - Various notices are displayed on the notice board, website and are posted on the students whatsapp group
  - Proper notices about the submission of examination related grievances are displayed on the website and are posted on students whatsapp groups for quick communication.

3. Mechanism for submission of online/offline students' grievances
  - Suggestion boxes are kept at the prominent places on the campus.
  - Separate suggestion boxes are kept in ladies common room.
  - The students are made aware about the UGC grievances / anti-ragging complaints registration online portal provided by UGC.
  - The bouncers are deputed at entry and exit gates of the college.
  - The examination related grievances are submitted through online google form and are resolved in minimum time by the examination section.
  
4. Timely redressal of grievances through appropriate committees
  - The suggestions received in the suggestion boxes are reviewed at regular time intervals by the respective committees and the appropriate actions are taken for the redressal. It is keenly seen that the grievance redressal time is as short as possible.
  - Majority of the grievances are resolved at the same time which are raised verbally.
  - Teachers Class advisors, UG & PG Coordinators and Heads of the Departments are involved in the Department level low intensity grievances. The students are counseled by the teachers and Heads of the Departments and the grievances are resolved immediately.
  - The Vice-Principals are involved at the faculty level grievances. The Vice-Principals conduct meetings of Heads of the Departments and the grievances are handled at the faculty level.
  - Easy access of Principal to the students over the day is the key to success to resolve majority grievances. Student Counselling is done at Principal level to resolve majority of the grievances.
  - Direct of access to Heads of the Departments, Vice-Principals and Principal resolve majority of the grievances verbally by the mode of counseling the students.

**Minutes of the meetings of students' grievance redressal committee, prevention of sexual harassment committee and Anti-ragging committee**

<http://moderncollegepune.edu.in/internal-quality-assurance-cell-igac/supporting-documents/>