



Office of the Principal, Government College Bichhua Chhindwara (M.P.) 480111



Mobile: +91 9425425968, Email: hegcbicchh@mp.gov.in
<https://www.govtcollegebichhua.org>, <https://www.highereducation.mp.gov.in/?orgid=109>



Established on 21/09/1989, Recognized under 2 (f) & 12 (B) of the UGC Act, 1956
Affiliated to Raja Shankar Shah University, Chhindwara (M.P.) 480001

TIMELY REDRESSAL OF THE GRIEVANCES THROUGH APPROPRIATE COMMITTEES



**OFFICE OF THE PRINCIPAL, GOVT. COLLEGE
BICHHUA, DISTRICT-CHHINDWARA(M.P.)-480111**



ACCREDITED BY NAAC "B" Dt. 09/06/2017

Ph.& Fax- 07162-259715, Mob. 9425425968

Email- hegcbicchh@mp.gov.in

No. 082/2020

Dated-22/06/2020

ORDER

After consideration of the proposed draft of Student Grievance Redressal Policy formulated & forwarded by IQAC to the Principal vide its Note Sheet No. 30/IQAC, dated 30/03/2020 & after consideration of the suggestions given by the Student Grievance Redressal Cell of College, the Student Grievance Redressal Policy of the college is hereby approved as under:-

Student Grievance Redressal Policy

Government college Bichhua has an elaborate mechanism to promote the welfare of students. The college has a Student Grievance Redressal Cell for handling student grievances related to academic and non-academic matters. The procedure established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient.

1. Academic Matters

The grievances related to academic matters like Admissions, Internal Assessment and Examinations are addressed by specific committees designated for this purpose.

2.Non-Academic Matters

Grievances related to non-academic matters are taken care of by separate committees formulated for this purpose, such as:

- (1)Issues related to indiscipline: Discipline Committee
- (2)Issues related to Ragging/Bullying: Anti-Ragging Committee
- (3)Issues related to sexual harassment: Internal Complaints Committee etc.
- (4)Issues related to Discrimination: Caste based discrimination
- (5)Issues related to Infrastructure/facilities: Infrastructure Development Cell

OBJECTIVES:-

The Student Grievance Redressal Cell is formed with the purpose of providing a platform to the students to address their issues and get them resolved. The Student Grievance Redressal Cell is required to handle students 'grievances and provide speedy resolution for the same.

In general, the objectives of the Student Grievance Redressal Cell are:

- (1) To ensure that students get prompt solution to their problems;
- (2) To ensure harmonious student – faculty relationship;
- (3) To provide a platform for essential communications and bridge the communication gap related to various academic

matters;

- (4) To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

STUDENT GRIEVANCE REDRESSAL CELL

- A separate Student Grievance Redressal Cell handles the problems of students. This committee ensures that all grievances of students are duly taken care off.
- For the purpose of handling grievances in academic areas, the college has two committees:
 - (1) Admission committee
 - (2) Examination Committee

Grievance Redressal Mechanism :-

Receipt of complaint:

- (1) If any student has a complaint/query/grievance, then he/she

/they may either lodge a written complaint or may mail it to college.

(2) Action taken at committee level: On receipt of the complaint, the grievance committee tries to resolve it within the committee, if unresolved then it is directed to the core admission committee or concerned committee like Scholarship Grievances Committees.

(3) Action taken by the Head of the institution: If committees are not able to resolve the issue, the matter will

be forwarded to the concerned committee or to the Principal or if the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.

(4) Reporting to the University: If the complaint is related to a matter pertaining to decisions at the university level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same.

ADMISSION GRIEVANCE REDRESSAL MECHANISM

The college ensures that grievances/complaints of students are handled promptly for necessary action.

Nature of Grievances:

The admission related grievances include-

- (1) Irregularity in the admission process adopted by the college;
- (2) Not having relevant certificates;
- (3) Information furnished in prospectus that might seem false or misleading;
- (4) Breach in reservation policy in admission as applicable;
- (5) Refund of fees in case a student withdraws admission within the stipulated time on certain grounds as per Govt.'s instructions;
- (6) Issues of clarity relating to admission in various cut-offs.

Admission related grievance redressal mechanism:-

The institution takes necessary steps to ensure smooth conduct of admissions within the college. These are:

(1) Formation of committees and Nodal Officers: The names of the committees and their members are displayed/notified on website of College portal.

(2) Specific Nodal Officers for Scholarship related grievances:

To ensure just and fair admissions for all, the college goes a step further in appointing separate nodal officers for specific categories such as:

- Nodal Officer – SC Scholarship
- Nodal Officer – ST Scholarship
- Nodal Officer – OBC Scholarship
- Nodal Officer – Sports
- Nodal Officer – Minorities Scholarship

INTERNAL ASSESSMENT GRIEVANCES REDRESSAL

The College has three levels to address the grievances related to internal assessment-

- (1) Department,
- (2) College and
- (3) University.

Nature of Grievances:

The Internal Assessment related grievances include:

- (1) Incorrect uploading of Internal Assessment marks

- (2) Marks not visible to the students on the University portal
- (3) Late submission of assignment
- (4) Non submission of assignment due to medical issues, family emergency or academic/non-academic event participation and any other.

Internal Assessment Grievance Redressal Mechanism:

- (1) All the faculty members must adhere to the guidelines laid down by the Madhya Pradesh Higher Education for the Internal Assessment.
- (2) In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
- (3) The College ensures that every student signs the hard copy of the Internal Assessment after a careful scrutiny before sending it to the examination branch of the University.
- (4) The Examination Committee constituted by the college may intervene if the subject teacher and the department are experiencing difficulties in sorting out the issues at their end.

Examination Grievance Redressal Mechanism

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of nodal officers which acts as a connecting link between students and the

university. The committee deals with examination related grievances of the following nature:

Pre examination issues

- (1) Papers opted by the students are not reflected in the date sheet;
- (2) Late submission of examination fee;
- (3) Missing admit card;
- (4) Matters related to students found using unfair means
- (5) Appearing late for the exam.

Post examination issues

- (1) Marks are not uploaded;
- (2) Delay in declaration of results;
- (3) Non transparent or unfair evaluation practices;
- (4) Student is wrongly marked absent in the result;

PROCEDURE OF GRIEVANCE REDRESSAL

- (1) The aggrieved student submits the problem/complaint in the form of an application to the Student Grievance Redressal Cell.
- (2) Depending on the nature of the issue, the Student Grievance Redressal Cell tries to resolve the problem as early as possible.
- (3) If the problem is related to the University, then the Student Grievance Redressal Cell forwards the same to the Principal for further forwarding to the University for redressal.
- (4) If the student is not satisfied with the college level efforts

on the matters related to the University, then he/she/they is free to directly write an application to the University.



Principal
PRINCIPAL

Govt. College, Bichhua
Distt.-Chhindwara (M.P.) 480111

Endorsement No. **083** /2020

Bichhua, Dated-22/06/2020

Copy to:-

1. Coordinator, IQAC Govt. College Bichhua for information.
2. Principal's Order Book.
3. Nodal Officer, Student Grievance Redressal Cell, Govt. College Bichhua for information & compliance.



Principal

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**OFFICE OF THE PRINCIPAL, GOVT. COLLEGE BICHHUA,
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ACCREDITED BY NAAC "B" Dt. 09/06/2017

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**STUDENT GRIEVANCE REDRESSAL CELL
(Minutes of the Meeting)**

Date : 02-07-2021
Place : Department of Physics
Nodal Officer : Dr. Sakshi Sahare, Asstt, Professor
Members : (1) Mr. Atmaram Solanki, Asstt, Professor-Economics
(2) Mr. Ramprakash Dehriya, Asstt, Professor-Geography

AGENDA OF MEETING:

The following points have been discussed in the meeting:-

1. Complaint Box has been opened in front of Cell Members.
2. There is no complaint available in the Complaint Box.
3. Admission related issues.

REVIEW OF PROGRESS OF WORK ON DECISION TAKEN IN PREVIOUS MEETING:

1. Vending Machine installed in the college.
2. CCE Marks have been shown to the students & their CCE related problems have been solved.
3. After Covid-19 , Offline Classes have been started.

MEMBERS PRESENT IN THE MEETING:

- (1) Dr. Sakshi Sahare, Asstt. Professor, Physics- Nodal Officer
- (2) Mr. Atmaram Solanki, Asstt, Professor, Economics-Member
- (3) Mr. Ramprakash Dehriya, Asstt, Professor, Geography-Member

ATTENDANCE SHEET

Sr. No.	Name	Designation	Signature
01.	Dr. Sakshi Sahare	Asstt. Professor-Physics	
02.	Mr. Atmaram Solanki	Asstt, Professor-Economics	
03.	Mr. Ramprakash Dehriya	Asstt, Professor-Geography	

Nodal Officer

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**STUDENT GRIEVANCE REDRESSAL CELL
(Minutes of the Meeting)**

Date : 25-10-2021
Place : Department of Physics
Nodal Officer : Dr. Sakshi Sahare, Asstt, Professor
Members : (1) Mr. Atmaram Solanki, Asstt, Professor-Economics
(2) Mr. Ramprakash Dehriya, Asstt, Professor-Geography

AGENDA OF MEETING:

The following points have been discussed in the meeting:-

1. Complaint Box has been opened in front of Cell Members.
2. There is no complaint available in the Complaint Box.
3. Sanitary Pad for Girls.

REVIEW OF PROGRESS OF WORK ON DECISION TAKEN IN PREVIOUS MEETING:

1. Admission related problems have been solved by the Admission Committee.

MEMBERS PRESENT IN THE MEETING:

- (1) Dr. Sakshi Sahare, Asstt. Professor, Physics- Nodal Officer
- (2) Mr. Atmaram Solanki, Asstt, Professor, Economics-Member
- (3) Mr. Ramprakash Dehriya, Asstt, Professor, Geography-Member

ATTENDANCE SHEET

Sr. No.	Name	Designation	Signature
01.	Dr. Sakshi Sahare	Asstt. Professor-Physics	
02.	Mr. Atmaram Solanki	Asstt, Professor-Economics	
03.	Mr. Ramprakash Dehriya	Asstt, Professor-Geography	

Nodal Officer

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**STUDENT GRIEVANCE REDRESSAL CELL
(Minutes of the Meeting)**

Date : 21-04-2022
Place : Department of Physics
Nodal Officer : Dr. Sakshi Sahare, Asstt, Professor
Members : (1) Mr. Atmaram Solanki, Asstt, Professor-Economics
(2) Mr. Ramprakash Dehriya, Asstt, Professor-Geography

AGENDA OF MEETING:

The following points have been discussed in the meeting:-

1. Complaint Box has been opened in front of Cell Members.
2. There is no complaint available in the Complaint Box.
3. New Education Policy.

REVIEW OF PROGRESS OF WORK ON DECISION TAKEN IN PREVIOUS MEETING:

1. Sanitary Pad Machine installed in the college.

MEMBERS PRESENT IN THE MEETING:

- (1) Dr. Sakshi Sahare, Asstt. Professor, Physics- Nodal Officer
- (2) Mr. Atmaram Solanki, Asstt, Professor, Economics-Member
- (3) Mr. Ramprakash Dehriya, Asstt, Professor, Geography-Member

ATTENDANCE SHEET

Sr. No.	Name	Designation	Signature
01.	Dr. Sakshi Sahare	Asstt. Professor-Physics	
02.	Mr. Atmaram Solanki	Asstt, Professor-Economics	
03.	Mr. Ramprakash Dehriya	Asstt, Professor-Geography	

Nodal Officer

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Govt. College, Bichhua
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**OFFICE OF THE PRINCIPAL, GOVT. COLLEGE
BICHHUA DISTRICT-CHHINDWARA(M.P.)-480111**



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No. **452**/2019

Bichhua, Dated-23/07/2019

ORDER

After consideration of the proposed draft of Anti-Ragging Policy formulated & forwarded by IQAC to the Principal vide its Note Sheet No. 11/1/IQAC, dated 20/07/2019 & after consideration of the suggestions given by the Staff Council of College, the Anti-Ragging Policy of the college is hereby approved as under:-

Anti- Ragging Policy

An Anti-Ragging Committee shall be constituted in the college to take steps to prevent Ragging in the college campus and to suggest appropriate measures to the principal in case of any such incident of Ragging.

Composition of the Anti-Ragging Committee: -

The Anti-Ragging Committee of the college shall have Principal as Chairperson with three segments of Student Discipline Cell (SDC), Programme Discipline Cell (PDC) & Legal Assistance Cell (LAC) to take into account the cases of Ragging arising out of indiscipline in the college campus in any form & during the conduction of any Programme in the college. The Legal Assistance Cell of Anti-Ragging Committee shall consider the cases of Ragging

in the light of legal provisions & shall suggest to the Principal the appropriate steps to be taken/punishments to be awarded to the wrongdoer.


Punishable Acts of Ragging in the College Campus:

- Abetment to ragging.
- Criminal conspiracy to rag.
- Unlawful assembly and rioting while ragging.
- Public nuisance created during ragging.
- Violation of decency and morals through ragging.
- Injury to body, causing hurt or grievous hurt.
- Wrongful restraint.
- Wrongful confinement.
- Use of criminal force.
- Assault as well as sexual offences or even unnatural offences.
- Extortion.
- Criminal trespass.
- Offences against property.
- Criminal intimidation.
- Attempts to commit any or all the above-mentioned offences against the victim(s).
- Physical or psychological humiliation.
- All other offences following from the definition of “Ragging”.

Actions to be taken for abetting in Ragging: -

Depending upon the nature and gravity of the offence, the possible punishments for those found guilty of ragging at the institution level shall be any one or any combination of the following: -


- Cancellation of admission.
- Suspension from attending classes.
- Debarring from appearing in any test/examination.
- Any other punishment permitted by any Law or Act in force at the time of commitment of offence.


Principal
Principal
Government College Bichhua
Chhindwara (M.P.) 480111

Endorsement No. **453**/2019
Copy to: -

Bichhua, Dated-23/07/2019

1. Coordinator, IQAC Govt. College Bichhua for information.
2. Principal's Order Book.
3. Nodal Officer, Anti-Ragging Committee, Govt. College Bichhua for information & compliance.


Principal
Principal
Government College Bichhua
Chhindwara (M.P.) 480111

**OFFICE OF THE PRINCIPAL, GOVT. COLLEGE BICHHUA,
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No. **365** /2019

Bichhua, Dated-03/07/2019

ORDER

After consideration of the proposed draft of Sexual Harassment Redressal Policy formulated & forwarded by IQAC to the Principal vide its Note Sheet No. 04/IQAC, dated 02/07/2019 & in compliance of the Letter No. 579/373/Commissioner Higher Education/SHA-1/2021, Bhopal Dated-19/03/2021 regarding implementation of **Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013** and after consideration of the directions given by the Govt., the Sexual Harassment Redressal Policy of the college is hereby approved as under:-

SEXUAL HARASSMENT REDRESAL POLICY

The Government College Bichhua is committed to provide a congenial and conducive atmosphere in which students, teachers and non-teaching staff 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. Every member is expected to be aware of the commitment to the right to freedom of expression and association, it strongly supports gender equality and opposes any form of gender discrimination and violence.

BACKGROUND:

DEFINITION OF SEXUAL HARASSMENT:

For this purpose, sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

1. Physical contact and advances;
2. A demand or request for sexual favours;
3. Sexually coloured remarks;
4. Showing pornography;
5. Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

Where any of these acts is committed in circumstances where-under the victim of such conduct has a reasonable apprehension that in relation to the victim's employment or enrolment in the institution whether she is drawing salary, or honorarium or otherwise, such conduct can be humiliating and may constitute a health and safety problem. It is discriminatory for instance when the woman has reasonable grounds to believe that her objection would disadvantage her in connection with her employment or work or studentship including recruiting or promotion or academics when it creates a hostile work environment. Adverse consequences might be visited if the victim does not consent to the conduct in question or raises any objection thereto.

SUPREME COURT'S JUDGMENT

The Supreme Court of India, in a landmark judgment in August 1997 (Vishaka & others vs. the State of Rajasthan & others) stated that every instance of sexual harassment is a violation of "Fundamental Rights" under Articles 14, 15, and 21 of the Constitution of India, and amounts to a violation of the "Right to Freedom" under Article 19 (1)(g). Another Supreme Court Judgment in January 1999 (Apparel Export Promotion Council vs. Chopra) has stated that sexually harassing behavior "needs to be eliminated as there is no compromise on such violations". The Supreme Court further reiterated that sexual harassment "is a violation of the fundamental right to gender equality and the right to life and liberty".

OBJECTIVES OF THE POLICY:

1. To evolve a mechanism for the prevention and redressal of sexual harassment cases and other acts of gender based violence in the institution.
2. To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
3. To provide an environment free of gender-based discrimination.
4. To ensure equal access of all facilities and participation in activities of the college.
5. To create a secure physical and social environment which will deter acts of sexual harassment.

6. To promote a social and psychological environment that will raise awareness about sexual harassment in its various forms.

SEXUAL HARASSMENT GRIEVANCE REDRESSAL MECHANISM

In respect of Complaints of Sexual Harassment, the Committee shall follow the procedure as per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013.

COMPOSITION OF INTERNAL COMMITTEE

1. The Committee shall be headed by a senior woman faculty of the college and shall be designated as the "Chairperson"/"Presiding Officer"
2. The committee shall have two women teaching faculty members and one male teaching faculty member.
3. The committee shall have one Non-Governmental Woman Member.

POWERS & FUNCTIONS OF THE COMMITTEE

The Committee shall have the powers and perform such functions as per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013.

PROCEDURE TO BE FOLLOWED BY THE COMMITTEE

The Committee shall follow the procedure as per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013.



Principal

PRINCIPAL

Govt. College, Bichhua

Bichhua, Distt.-Chhindwara (M.P.) 480111
Dated: 03/07/2019

Endorsement No. 366 /2019

Copy to:-

1. Coordinator, IQAC Govt. College Bichhua for information.
2. Order Book.
3. Chairperson/Presiding Officer Internal Committee- **Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013** for , Govt. College Bichhua for information & compliance.



Principal

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**OFFICE OF THE PRINCIPAL, GOVT. COLLEGE BICHHUA,
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ACCREDITED BY NAAC "B" Dt. 09/06/2017

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No. /2021

Bichhua, Dated- 23/03/2021

ORDER

In compliance of the Letter No. 579/373/Commissioner Higher Education/SHA-1/2021, Bhopal Dated-19/03/2021 regarding implementation of **Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 & Rules 2013**, the Internal Committee at the College Level is constituted as under:-

**Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013
(Internal Committee)**

Sr. No.	Name	Designation	Designation in Internal Committee	Mobile No.	Signature
01.	Dr.Pooja Tiwari	Associate Professor-Sociology	Chairperson/Presiding Officer	7974688373	
02.	Dr. Manisha Amte	Assistant Professor-Sociology	Member	9479874245	
03.	Dr. Vaishali Gupta	Assistant Professor-Botany	Member	8989525488	
04.	Dr. Naveen Kumar Verma	Assistant Professor-Botany	Member	9300412044	
05.	Smt. Pooja Bobde	Director-IT International Public School, Bichhua	Non-Governmental Member	9424325431	

As per direction of Govt., the above Committee shall function for a period of 3 years and shall be reconstituted thereafter.

Endorsement No. /2021

Copy to-

1. To all concerned Shri/Ku./Smt./Dr.for information & compliance.
2. Coordinator, IQAC for information.
3. Order Book.
4. Establishment Section, Govt. College Bichhua for information.

Principal

PRINCIPAL
Govt. College, Bichhua
Bichhua, Dated- 23/03/2021
Dist. Chhindwara (M.P.) 480111

Principal

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No. /2021

Bichhua, Dated- 23/03/2021

ORDER

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Bichhua, Dated- 23/03/2021

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**Internal Committee- Sexual Harassment of Women at Workplace
(Prevention, Prohibition & Redressal) Act, 2013**

MINUTES OF THE MEETING

Date : 25-03-2021
Place : Room No. 5
Nodal Officer : Dr. Pooja Tiwari, Associate Professor-Sociology
Members : Dr. Manisha Amte, Assistant Professor-Sociology
Dr. Vaishali Gupta, Assistant Professor-Botany
Dr. Naveen Kumar Verma, Assistant Professor-Botany
Smt. Pooja Bobde, Director-IT International Public
School, Bichhua

AGENDA OF MEETING:

The following points have been discussed in the meeting:-

1. Awareness Programme for empowerment/awareness of women to be organized by the Internal Committee in the next Month.
2. Introductory Programme to be organized by the Internal Committee in the next Month of April under the patronship of Pricipal Dr. R.P. Yadav with presence of Convener Dr. Pooja Tiwari, Secretary Dr. Manisha Amte & Committee Members Dr. Vaishali Gupta, Dr. Naveen Kumar Verma & Smt. Pooja Bobde.

DECISION TAKEN IN MEETING:

The points of above Agenda have been discussed in the Meeting and Action Plan to implement the Progrmmes has been approved unanimously.

MEMBERS PRESENT IN THE MEETING:

- (1) Dr. Pooja Tiwari, AssociateProfessor,Sociology-Chairperson/Presiding Officer
- (2) Dr. Manisha Amte, Assistant Professor-Sociology-Member
- (3) Dr. Naveen Kumar Verma, Assistant Professor,Botany-Member
- (4) Dr. Vaishali Gupta, Assistant Professor,Botany-Member
- (5) Smt. Pooja Bobde, Director-IT International Public School, Bichhua

ATTENDANCE SHEET

Sr. No.	Name	Designation	Signature
01.	Dr. Pooja Tiwari	Associate Professor-Sociology	
02.	Dr. Manisha Amte	Assistant Professor-Sociology	
03.	Dr. Naveen Kumar Verma	Assistant Professor-Botany	
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05.	Smt. Pooja Bobde	Director-IT International Public School, Bichhua	

Chairperson/Presiding Officer

Principal
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