



**JMJ COLLEGE FOR WOMEN (AUTONOMOUS)
TENALI-522202, GUNTUR DT.A.P.**

PRIVATE AIDED – MINORITY INSTITUTION
Re-Accredited by NAAC with B++ Grade (IV Cycle)
Recognized by UGC New Delhi under Section 2(f) & 12 (b)
(An Autonomous College in the Jurisdiction of Acharya Nagarjuna University)
Ph: 08644 225994

imjtenali@gmail.com

<http://www.imjcollege.ac.in>

CRITERION - V

Metric – 5.1.4



Criterion – V

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

Mechanisms for submission of online/offline Students Grievances

I. Q. A. C. - 6

The I. Q. A. C. meeting was held on 14.04.05 at 10AM in the Staff Seminar Room to discuss the following

Members Present

S. No	Name	Designation	Signature
1	Sr. Rosalina	Chairperson	<i>Sr. Rosalina</i>
2	Mrs. K. Sailaja	Co-ordinator	<i>K. Sailaja</i>
3	Mrs. V. V. Suseela	Member	V. V. Suseela
4	Mrs. Dr. E. Seshakathram	- do -	E. Seshakathram not attended
5	Mrs. Dr. B. J. Swarnaparkari	"	"
6	Mrs. D. Vidyavathi	"	D. Vidyavathi
7	Mrs. T. Manjulatha	"	"
8	Mrs. N. Anthonamma	"	Anthonamma
9	Mrs. B. Prasanna Kumari	"	B. Prasanna Kumari
10	Mr. U. Siva Rami Reddy	"	U. Siva Rami Reddy

1) It is decided to conduct work shop on Autonomy by Loyola college Staff on 8th and 9th June 2005.

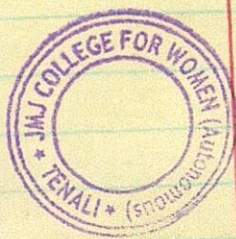
2) New members are selected in the place of retired Staff.

1. Sr. Jaintha Balasundari. N. Vice Principal.

2. Sudha Rani. R Dept. of Chemistry

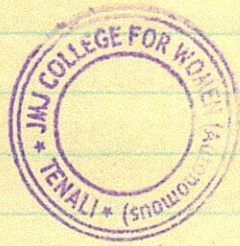
3) It is planned to establish Eco club and the activities of the club are attended to Maths Dept.


4) Telugu Dept decided to organise a Student Seminar and also to celebrate Vyavaharika



Dinotsavam.

- 5) It is also decided to continue educational club and News Bulletin ~~program~~ programme.
- 6) IQAC Committee members discussed and decided to introduce a new Committee (~~which~~ is Grievance) i.e Appeals and grievance cell.




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5.1.4. Proofs of the Institution, that has a transparent Mechanism for Timely Redressal of Student Grievances.

Grievance Redressal Cell

our Complaint online

- ABOUT
- Objectives of GRC
- Functions of GRC
- Mechanism of Resolving the Complaints:

[Complaint Online](#)

Members in Grievance Redressal Committee

S.NO	Names of the Member	Designation	Role in the Committee
1.	Dr.Sr.Shiny K.P	Principal	Chairperson
2.	Ms C.M.Anitha	HOD	Physics Coordinator
3.	Ms.B.Bharathi	Lecturer in Mathematics	Member
4.	Ms.K.Kaveri	Student Representative	Member

Minutes of the Meeting

S.NO	Year	Minutes
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Screenshots of Grievance Redressal Committee from the website <http://www.jmjcollege.ac.in>

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Student's Grievance Redressal Form

jmjcriteria5@gmail.com [Switch account](#)

* Indicates required question

Email *

Your email

Name of the Student *

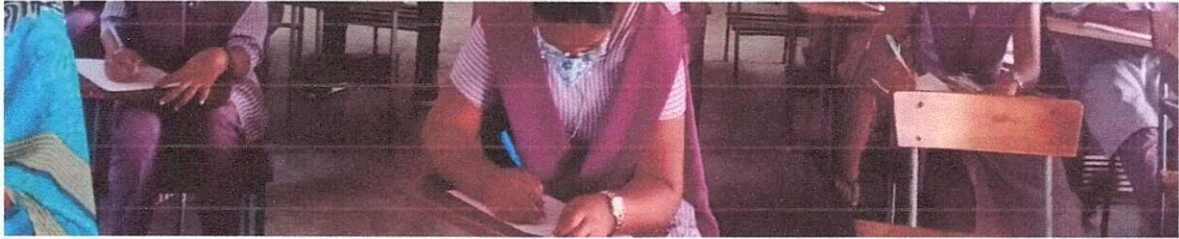
Your answer



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JMI College For Women, Tenali x +

jmjcollege.ac.in/grievance_redressal.aspx



Grievance Redressal Cell

Drop Your Complaint online

ABOUT

The Grievance Redressal Committee (GRC) looks into the complaints lodged by students and employees and judges their merit. It is also empowered to deal with the matters of harassment of any nature on the campus. Any student or employee has the liberty to approach any Committee member or the Coordinator in person with a genuine grievance or may present in writing and drop in the suggestion boxes provided at the different Blocks.

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2.	Ms C.M.Anitha	HOD	Physics Coordinator
3.	Ms.B.Bharathi	Lecturer in Mathematics	Member
4.	Ms.K.Kaveri	Student Representative	Member

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<http://www.jmjcollege.ac.in>

JMI College For Women, Tenali x +

jmjcollege.ac.in/grievance_redressal.aspx

Objectives of GRC

The Committee is constituted with an objective to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institution through -

- › Promoting cordial student-student and student-teacher relationship to ensure a strife-free atmosphere in the Institution and thereby upholding the dignity of the Institution.
- › Assuring confidentiality to express grievances/problems freely and frankly without any fear of being victimized.
- › Instilling among students/employees the value of respecting the right and dignity of others with utmost restraint and patience in times of rift.
- › Advising all staff to maintain cordial relations with the students and colleagues and not to be vindictive for any reason.
- › The Grievance Redressal Committee for the academic year 2022-23 is constituted with the following members on 18-7-2022.

Minutes of the Meeting

S.NO	Year	Minutes
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Functions of GRC

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Functions of GRC

1. Paying prompt attention to the grievances rose.
2. Reviewing all cases and preparing statistical reports about the number of cases received.
3. Submitting review reports to the authority regarding the cases attended to and the number of pending cases, if any, for further action.

Mechanism of Resolving the Complaints:

- > Firstly the Grievance & Redressal Committee enters the grievance formally in its register as soon as it receives the grievances by any mode of communication from any grievant in the college.
- > Secondly, the Committee will categorise and analyse the grievances received in terms of the college general administration. Then the Head of the committee will forward the grievance to the respective Departments/ Office/Individual requesting them to look into the grievance and redress it within the stipulated period that may be a week.
- > The Committee will monitor whether the grievance has been

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Mechanism of resolving the complaints is given in the website

both the grievant and the indicted.

- > The Committee will enquire both the parties thoroughly without any partially by having the evidence submitted by the grievant.
- > If it doesn't reach any resolution in terms of grievance, it will enquire again about that on another day. It will try hard to redress the grievance in that session itself.
- > In case it does not reach any resolution on the grievance in that session as well, the Grievance Redrassal Committee will take a decision on its own. It will be informed to both the parties. It should be agreed by both of them because the Grievance Redressal Committee's decision is final.
- > Thus, any grievance will be redressed by the Grievance & Redressal Committee in a month's time.

The Committee will meet at least once in a semester and submit its minutes of meeting to Principal for necessary action.

[Complaint Online](#)

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CRITERION - V

Metric – 5.1.4

Student support and Progression

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

Action taken Report (Year – Wise)


Grievance redressal Committee

S. No	Year	Grievances	Redressed
1.	2022-2023	<ul style="list-style-type: none">Complaint received about poor working condition of SpeakersComplaint received about poor working condition of fansabout the insufficient number of textbooks and reference materials in the Library, especially in the Science Section	<ul style="list-style-type: none">College authority resolved to check the Speakers in the classrooms and repair the poor one.College authority resolved to conduct a thorough inspection of all fans in the affected areas, repair to be done within a week or replacement of non-repairable fansCollege authority resolved to enhance the number of text books and reference materials in the Library
2.	2021-2022	<ul style="list-style-type: none">A complaint received from students about the poor working condition of Projector at 9th room, Block – IA Complaint received about poor working condition of Water taps at floor – II, Block - I	<ul style="list-style-type: none">College authority resolved to facilitate the better working condition of Projector at 9th room, Block – ICollege authority resolved the poor working condition of Water taps at floor – II, Block - I
3.	2020-2021	<ul style="list-style-type: none">Received a complaint from a student regarding the inadequate cleaning of rest rooms	<ul style="list-style-type: none">College authority have resolved to ensure the regular and thorough cleaning of the restrooms



4.	2019-2020	<ul style="list-style-type: none"> • A complaint received from students about poor working condition of Speakers' at Block – II. • It was resolved to repair the speakers' at Block – II • Concerns raised by the students about the trash not being disposed properly, dusty surfaces, and unclean floors 	<ul style="list-style-type: none"> • College authority resolved to repair the speakers' at Block – II • College authority resolved to inspect all classrooms regularly to assess the cleanliness issues • College authority resolved to implement a more frequent and rigorous cleaning schedule for improved sanitation
5.	2018-2019	<ul style="list-style-type: none"> • Received complaints from students about not being allowed to have lunch in the New Auditorium during lunch hours • A Complaint received about students reported issues with the College bell not being rung properly, leading to confusion about class start and end times • Complaint received about insufficient lighting in study areas • A Complaint received about lack of availability of computers for CBZ Students to prepare project works, PPTs 	<ul style="list-style-type: none"> • College authority resolved to permit students to use the New Auditorium for lunch • College authority resolved to conduct an immediate assessment of the bell system to identify the root cause of the issue • It is resolved to install additional lighting fixtures in the identified areas to ensure adequate illumination and replace old bulbs with energy-efficient LED lights to enhance brightness and reduce energy consumption • College authority resolved to arrange computer lab for CBZ students with a proper time table




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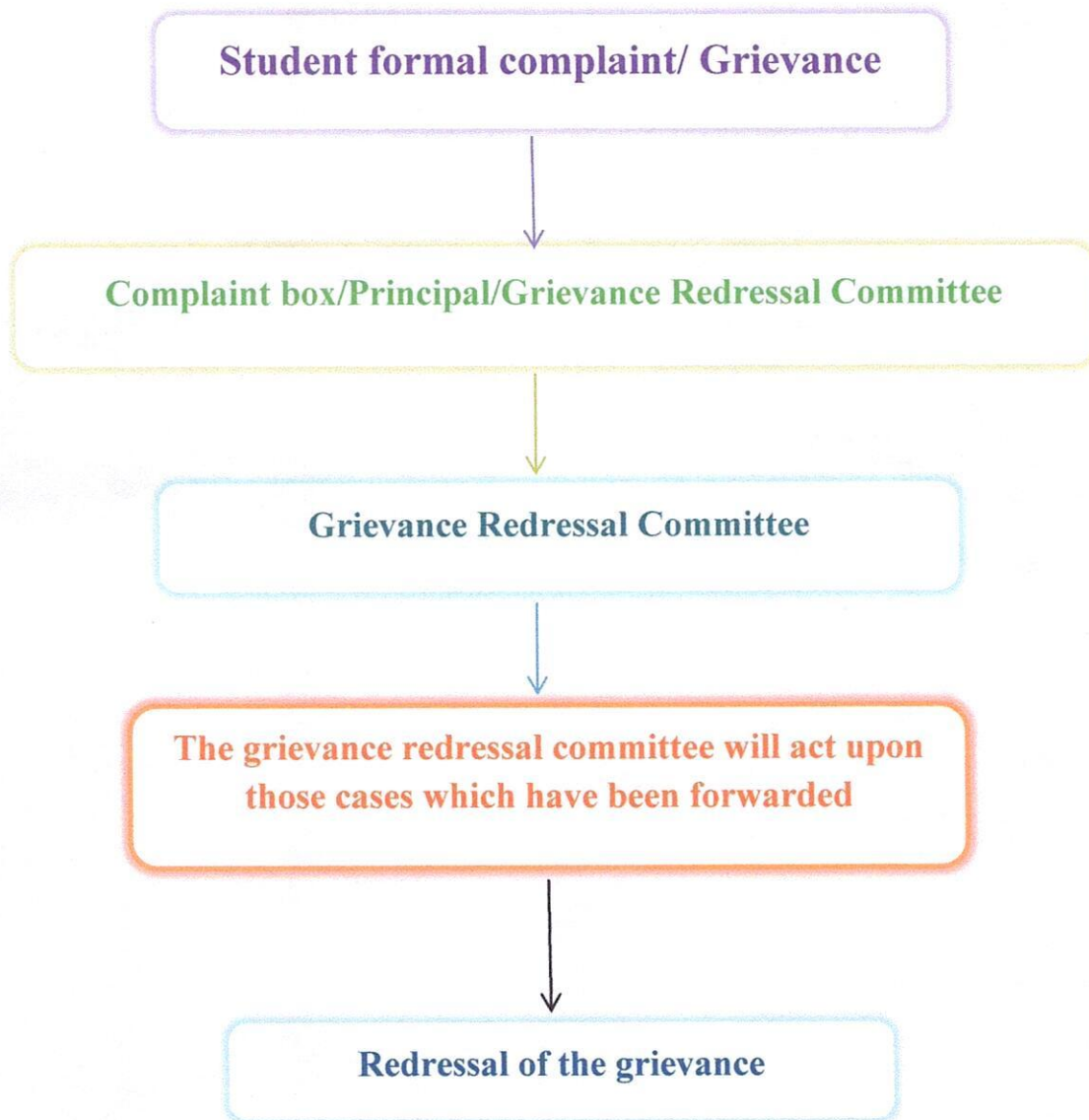
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Student Grievance Redressal Mechanism



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Procedure to Resolve the Complaints in Grievance Redressal Committee:

- ❖ The Grievance and Redressal Committee will formally register all grievances received through any mode of communication (written, verbal) from any student, faculty, or staff member.
- ❖ Grievances will be categorized based on their nature: academic, administrative, infrastructural, or behavioural.
- ❖ The Committee will analyse each grievance to determine its validity and scope within the college's policies and regulations.
- ❖ The Head of the Committee will forward the categorized grievances to the respective Departments/Offices/Individuals, requesting an initial response and resolution plan within a stipulated period, typically one week.
- ❖ An unbiased approach will be maintained throughout the enquiry process to ensure fairness.
- ❖ All grievances, proceedings, and resolutions will be documented in detail.
- ❖ An annual report on the grievances and their resolutions will be prepared and submitted to the college administration for review.
- ❖ The identity of the grievant will be kept confidential to protect them from any potential retaliation.
- ❖ The identity of the grievant will be kept confidential to protect them from any potential retaliation.
- ❖ These policies aim to ensure a transparent, fair, and efficient grievance redressal process at JMJ College for Women, fostering a supportive and responsive college environment.

C.M. Asta
Coordinator



S. S. S.
Chairperson
Grievances Redressal Committee
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Metric – 5.1.4



Complaint & Suggestion Box



Grievance Redressal committee convenor, receiving complaints through complaint box



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Mechanism of Resolving the Complaints in Grievance Redressal Committee

- ✦ Firstly the Grievance & Redressal Committee enters the grievance formally in its register as soon as it receives the grievances by **any mode of communication either online/offline** from any grievant in the college.
- ✦ Secondly, the Committee will categorise and analyse the grievances received in terms of the college general administration. Then the Head of the committee will forward the grievance to the respective Departments/ Office/Individual requesting them to look into the grievance and redress it within the stipulated period that may be a week.
- ✦ The Committee will monitor whether the grievance has been redressed by the respective Departments/ Office/Individual. The head of the committee will appoint a day for hearing by informing both the grievant and the indicted.
- ✦ The Committee will enquire both the parties thoroughly without any partiality by having the evidence submitted by the grievant.
- ✦ If it doesn't reach any resolution in terms of grievance, it will enquire again about that on another day. It will try hard to redress the grievance in that session itself.
- ✦ In case it does not reach any resolution on the grievance in that session as well, the Grievance Redressal Committee will take a decision on its own. It will be informed to both the parties. It should be agreed by both of them because the Grievance Redressal Committee's decision is final.
- ✦ Thus, any grievance will be redressed by the Grievance & Redressal Committee in a month's time.

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Mechanism of Resolving the Complaints in Anti - Sexual Harassment Committee

- ✦ The committee is constituted with members from various sections of the college, including faculty, staff, and student representatives and the Principal of our college acts as chairperson to lead the committee.
- ✦ The committee carry out Awareness campaigns to ensure everyone is informed about their rights and responsibilities.
- ✦ Clear policies and guidelines on sexual harassment are established and widely disseminated within the college.
- ✦ These policies are accessible to all members of the college community through the college website, notice boards, and informational brochures.
- ✦ A dedicated email address and helpline number are provided for reporting complaints.
- ✦ Upon receiving a complaint, either online/offline, the committee promptly acknowledges receipt and initiates a thorough and impartial investigation.
- ✦ The complainant and the accused are given an opportunity to present their case, and confidentiality is maintained throughout the process.
- ✦ The committee aims to complete the investigation within a stipulated time frame, ensuring a fair and just process.
- ✦ The committee ensures that the victim does not face any retaliation or discrimination as a result of lodging a complaint.
- ✦ The committee also recommends measures to prevent recurrence of such incidents.
- ✦ The committee ensures that all actions taken are in compliance with relevant laws and regulations regarding sexual harassment in educational institutions.
- ✦ Legal assistance is provided to victims if required.
- ✦ All complaints, investigations, and actions taken are documented and securely stored for future reference.
- ✦ Regular reports are prepared and submitted to the college administration for review and necessary action.




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Mechanism of Resolving the Complaints in Anti- Ragging Committee

- ✦ The committee is constituted with members from various sections of the college, including faculty, staff, and student representatives. The Principal of our college acts as chairperson to lead the committee.
- ✦ Regularly organizing workshops, seminars, and campaigns to educate students about the negative consequences of ragging.
- ✦ Disseminating information through posters, brochures, and digital platforms to ensure all students are aware of anti-ragging policies and procedures.
- ✦ Establishing clear and comprehensive anti-ragging policies and guidelines, which are communicated to all students and staff.
- ✦ Ensuring that these policies are easily accessible through the college website, notice boards, and student handbooks.
- ✦ Implementing strict monitoring and surveillance in areas prone to ragging, such as hostels, common rooms, and canteens.
- ✦ **Providing multiple channels for students to report incidents of ragging confidentially, including online forms, email addresses, and direct contact with committee members.**
- ✦ Ensuring that students are aware of how and where to report incidents of ragging.
- ✦ Promptly acknowledging and responding to complaints of ragging.
- ✦ Offering counselling and support services to victims of ragging to help them cope with their experiences and recover.
- ✦ Coordinating with local law enforcement and legal authorities in serious cases of ragging to ensure compliance with the law and to provide additional support and protection for victims.
- ✦ Maintaining detailed records of all reported incidents, investigations, and actions taken.
- ✦ Preparing regular reports for the college administration and relevant authorities to ensure transparency and accountability.



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Mechanism of Resolving the Complaints in Complaints Committee (ICC)

- ✚ The ICC is responsible for receiving complaints of sexual harassment from any member of the college community.
- ✚ Complaints can be lodged directly with any member of the committee, or through the given mail address and the recipient must bring it to the attention of the entire committee within two working days.
- ✚ A complaint should be lodged within six weeks of the incident. In exceptional circumstances, this timeframe may be extended to six months, ensuring that complainants have adequate time to come forward.
- ✚ Upon receiving a complaint either online/offline, the ICC reviews it thoroughly and may initiate an enquiry process if necessary.
- ✚ The enquiry process involves hearing the complainant and the accused, as well as any other relevant parties.
- ✚ An enquiry committee, consisting of not fewer than five and not more than seven members (with 70% women representation), may be formed to conduct a detailed investigation.
- ✚ Throughout the process, the ICC ensures that the complainant receives necessary support, guidance, and counselling.
- ✚ The process is designed to be complainant-friendly, considering whether the matter can be resolved through counselling or requires a formal enquiry.
- ✚ The complainant has the right to withdraw the complaint at any stage by providing a written request.
- ✚ However, if there are suspicions of coercion, intimidation, or threats, the enquiry proceedings will continue to ensure the safety and well-being of the complainant.
- ✚ The enquiry committee aims to complete the investigation within one month from the date of the complaint.
- ✚ Both the complainant and the accused are provided with a fair opportunity to present their cases and evidence during the enquiry process.
- ✚ Upon completion of the enquiry, the enquiry committee submits a detailed report to the main ICC, outlining its findings and recommendations.
- ✚ The main ICC, in collaboration with the enquiry committee, forwards the report and recommendations to the college management for further action, ensuring accountability and transparency in the process.




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