



**KOTTAKKAL FAROOK**  
**ARTS & SCIENCE COLLEGE**

KOTTAKKAL, PARAPPUR P.O, MALAPPURAM DISTRICT, KERALA, 676503

## **STANDARD OPERATING PROCEDURE COMPLAINTS AND REDRESSAL MECHANISM (CGRC)**

## **COMPLAINTS AND REDRESSAL MECHANISM (CGRC)**

The complaints and redressal mechanism in the college is structured as per the guidelines given by the UGC in this regard. Various CGRC's formed to address the grievances at various levels are given below.

### **1. STUDENTS GRIEVANCES REDRESSAL CELL (SGRC)(Department-wise):**

This cell is dedicated to addressing grievances and complaints on academic matters. Grievances related to internal assessment, victimization, attendance, conducting of examinations etc. are investigated and solved by this Cell. The cell comprises of HOD, and two senior teachers of the department and receives the complaints related to academic matters of the students and find solutions following the principles of natural justice while considering the grievances of the students.

### **2. EMPLOYEE GRIEVANCES REDRESSAL CELL:**

This cell is dedicated to addressing the grievances and concerns of the staff members, including teaching and non-teaching staff. It provides a platform for staff to raise issues related to their work environment, workload, career progression, or any other relevant matter. The cell strives to resolve grievances promptly and fairly, promoting a positive work culture within the institution.

### **3. INTERNAL COMPLAINTS COMMITTEE (ICC) AGAINST SEXUAL HARASSMENT**

Calicut University Syndicate having considered the directive from UGC, resolved to implement UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015 in the University and to make the implementation of the same in all affiliated colleges mandatory. As per the above directions the college has constituted an Internal Complaints Committee (ICC) to tackle complaints of sexual harassment and to take measures for gender sensitisation. Hence Internal complaints committee (ICC) against sexual harassment is constituted in the college to create a congenial atmosphere in the college for the staff and students at work.

The cell has developed guidelines and norms for a policy to uphold zero tolerance towards sexual harassment as per UGC guidelines. For all process and procedures of enquiry, redressal, punishment etc; these guidelines will be followed. The college has entrusted the task of enforcement of these principles and procedures for combating sexual harassment to this cell. Cell promotes measures aimed at achieving gender equality, removal of gender bias or discrimination, sexual harassment, and other acts of gender-based violence by organising awareness programmes and campaigns for the benefit of all members of the College.

### **4. ANTI-RAGGING CELL**

Hon'ble Supreme Court of India had taken serious note of ragging in Campuses and in its Judgment had directed that the recommendations of the Raghavan Committee appointed by the Court shall be implemented and compliance reported. Hon'ble High Court of Kerala in OP No. 31139/99 had also directed certain steps to be taken by the Police Department. In response to the guidelines given by the court and the DGP's Anti-Ragging Committee & Anti-Ragging Squad at the level of college consisting representatives of the faculty members, representatives of parents, representatives of students belonging to fresher category as well as non-teaching staff is formed in the college. This committee is headed by the head of the institution. It shall consider the recommendation of the anti-ragging Squad and take appropriate decisions, including imposition of suitable punishments to those found guilty.

### **5. DISCIPLINE COMMITTEE**

Discipline committee is formed for safeguarding a peaceful and congenial campus. college disciplinary cases and all other violations of law will be handled by the Discipline Committee constituted every year. The Discipline Committee (DC) is charged with administering the Student Code of Conduct and rendering a decision within the shortest time. Any act of violence or threat that may disrupt the peaceful campus atmosphere will be properly investigated and appropriate disciplinary actions will be recommended to the college council for execution.

## **6. FACILITY TECH FIXES FORUM (FTFF)**

This is an one-stop forum for addressing a wide range of grievances and complaints related to campus infrastructure and technology. From electrical and computer issues to plumbing and furniture requirements, our dedicated team is here to troubleshoot, fix, repair, restore, and maintain all aspects of campus facilities. Whether it's a power outage, a software glitch, or a plumbing problem, we are committed to providing efficient and effective solutions to ensure a comfortable and functional environment for all. Just log your complaint, and we'll take care of the rest, keeping your campus running smoothly and seamlessly.

## **STANDARD OPERATING PROCEDURE (SOP) FOR REGISTERING COMPLAINTS AND GRIEVANCES THROUGH THE COLLEGE PORTAL ONLINE:**

### 1. Procedure to Lodge a Complaint or Grievance:

- Students and staff can access the college portal and navigate to the "Complaints and Grievances" section.
- Select the relevant category (e.g., academic, administrative, personal, staff grievances, sexual harassment, ragging, disciplinary issues).
- Fill out the online form with details of the complaint or grievance, including nature, date, time, location, and parties involved.
- Attach any supporting documents or evidence, if applicable. Submit the form electronically.

### 2. Acknowledgement and Tracking:

- Upon submission, an automated acknowledgement message is sent to the complainant, confirming receipt of the complaint.
- Each complaint is assigned a unique tracking number for reference.

### 3. Review and Investigation:

- The Complaints Grievances Redressal Cell (CGRC) reviews the complaint and assigns it to the relevant cell (e.g., Student Grievances Redressal Cell, Employee Grievances Redressal Cell, Internal Complaints Committee, Anti-Ragging Cell, Discipline Committee).
- The assigned cell conducts a thorough investigation, which may include gathering evidence, interviewing witnesses, and reviewing relevant policies and procedures.

### 4. Resolution and Action:

- Based on the investigation findings, the cell formulates a resolution or recommendation for action.
- The resolution or action plan is communicated to the complainant through the college portal or email.

### 5. Appeal Process:

- If the complainant is not satisfied with the resolution, they may appeal to a higher authority within a specified timeframe.
- The appeal is reviewed, and a final decision is communicated to the complainant.

### 6. Tracking Progress:

- The progress of each complaint or grievance is updated on the college portal, allowing complainants to track the status of their complaints.
- Regular updates are provided to ensure transparency and accountability in the process.

### 7. Ensuring Justice Without Fear or Fret:

- The college ensures that all complaints and grievances are handled impartially and without bias.
- Confidentiality of the complainant and witnesses is maintained throughout the process.
- Strict actions are taken against any form of retaliation or victimization against the complainant.

**Additional Information:**

The college portal provides access to relevant policies, guidelines, and contact information for the designated authorities overseeing the complaints and grievances process.

Awareness campaigns and training programs are conducted regularly to educate students and staff about the complaints and grievances redressal mechanism.

Regular audits and reviews are conducted to evaluate the effectiveness of the process and make necessary improvements.