



# MAZHARUL ULOOM COLLEGE, AMBUR

(Recognized by UGC under section 2f and 12B, Affiliated to Thiruvalluvar University, Vellore)



## Criterion 7 - Institutional Values and Best Practices

### 7.1 Institutional Values and Social

- *Measures initiated by the Institution for the promotion of gender equity during last five years.*

## Policy documents

- **INTERNAL COMPLAINTS & STUDENTS GRIEVANCE POLICY**
- **GRIEVANCE REDRESSAL POLICY**
- **WOMEN EMPOWERMENT POLICY**
- **ANTI-RAGGING POLICY**



**MAZHARUL ULOOM COLLEGE, AMBUR**  
**INTERNAL COMPLAINTS AND STUDENTS' GRIEVANCE REDRESSAL POLICY**  
**DOCUMENT**

University Grants Commission UGC has issued circulars to all the Universities insisting them to establish a permanent cell and a committee to form guidelines to combat sexual harassment, violence against women and ragging at universities and colleges for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places. Keeping the supreme court Judgement and UGC guidelines, Mazharul Uloom College has constituted the Internal complaints and Students' Grievance Redressal Committee, to ensure safety and security of all the stakeholders in the campus.

The college has committed itself to provide a congenial and conducive atmosphere in which students, teachers and non-teaching staff members 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 committee attends not only to the grievances and complaints made against gender discrimination, but also registered by anyone with regard to the activities of the institution and in particular, made by students. The committee ensures effective solution to the grievances by initiating and following the grievance procedures in accordance with the rules of and regulations of the college. The committee meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

### **Objectives**

1. To create a safe campus for students, staff and faculty to function without fear, threat or anxiety.
2. To provide an environment free of gender-biased discrimination
3. To ensure equal access of all facilities and participation in activities of college
4. To evolve a mechanism for the prevention and redressal of sexual harassment cases and other acts of gender-based violence in the institution.
5. To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
6. To develop an organizational framework to resolve grievances of the students and other stakeholders
7. To ensure effective solution to the stakeholders' grievances with an impartial approach

The complaints and grievances shall be redressed depending on the nature of the grievance. The complaints and grievances are invited through suggestion boxes provided in the campus or through letters to the committee. The grievances are redressed at the earliest by proper reformation remedies.



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25/06/2014



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## Grievance Redressal Policy

### Introduction

The Mazharul Uloom College is committed to ensuring fairness, equity, and accountability in all of its operations. The college has an effective grievance redressal mechanism to accomplish this objective. The college intends to address all complaints brought up by its stakeholders regarding the college's activities and services. Students' grievances are initially addressed by their mentors and Heads of Departments. Unresolved matters at the departmental level may be referred to the Grievance Redressal Cell (GRC). The Grievance Redressal Cell is intended to serve as the ultimate authority for settling all grievances.

### Objectives

- To uphold the stature and dignity of the college.
- To create an environment that allows individuals to acquire knowledge, talents and morals without worrying about being mistreated.
- To establish a culture of accountability, fairness and resilience among all college stakeholders.
- To create awareness among students on maintaining the college's values, code of ethics and other principles.
- To resolve all grievances within a stipulated time.

The following are issues for which the intervention of the GRC can be sought:

- Administrative issues including slackness in the delivery of any services by any section in the college, discrimination of students or staff by anyone based on caste, creed, religion, place of origin, etc.
- Academic matters like teaching, learning and evaluation
- Issuance of various certificates including Degree, Provisional, Mark Statements, Bona-fide, TC, Fee-Payment, Medium of Instruction, and others
- Facilities in the college like classrooms, bathrooms, canteen, library, etc.
- Breach of code of Ethics by anyone and immoral activities noticed in the campus
- Public nuisances created by students
- Use of abusive language by staff against students / students against staff
- Any other matter relevant to the stakeholders

### Composition of the Grievance Redressal Cell (GRC)

The GRC of the college has five permanent members and four ad hoc members. The ad hoc members are called for the meetings of GRC only while grievances concerning them come up for redressal. The following is the Composition of the Grievance Redressal Cell.



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Permanent Member		
1	Principal	Chairperson
2	A senior faculty member (who does not holds any additional official positions in the college) nominated by the Principal	Coordinator
3	Vice principal (Academic)	Member
4	Vice principal (Administration)	Member
5	IQAC Co-ordinator	Member
Ad Hoc Member		
1	The Head of the Department/Section/office concerned/Governance team member Concerned in the issue, including Office Superintendent	Ad Hoc Member
2	A Representative of Teaching Staff (Senior faculty)	Ad Hoc Member
3	A Representative of Non-Teaching Staff (Senior Staff)	Ad Hoc Member
4	Student representative- Chairman, College Union	Ad Hoc Member

## Registering Grievances

The following systems are in place for the students to register complaints and express their grievances.

1. Students may submit their grievances relating to teaching and learning in writing to their mentors. The mentors / counsellors will try to resolve the issues in consultation with the Head of the department. If students feel that their grievances are not addressed properly at the department level, they may approach the grievance redressal cell.
2. The complaints and grievances may be dropped in the suggestion boxes provided in the campus or through letters to the committee in the prescribed format available with the Vice-Principals / Heads of the respective departments.
3. Students can also use the Grievance quick link in the college website to redress matters relating to the various offices in the college. Link: [https://www.mucollege.ac.in/facilities/grievance\\_redressal/](https://www.mucollege.ac.in/facilities/grievance_redressal/)
4. Grievances may also be sent by post to **The Coordinator, Grievance Redressal Cell, Mazharul Uloom College, Ambur - 635802.**

## Mechanism for Redressing Grievances

1. An aggrieved person is required to submit a written complaint to the cell within a month from the date of incident.
2. Grievance redressal committee will meet on Friday if any grievance has been registered and grievances received will be scrutinized. In extraordinary circumstances, meetings shall be convened in other days as well.
3. Complete confidentiality will be maintained while addressing the grievances. The names of complainants will not be disclosed to the others, and all those involved in the grievance redressal process are expected to maintain confidentiality in the process of resolving issues, and should respect the privacy of complainants.



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4. The Grievance redressal committee will ensure that the students who register complaints against the functioning of any office or individual will not be targeted or victimized by anyone.
5. The various activities of the college management do not come under the purview of the Grievance Redressal Cell. Therefore, the Grievance Redressal Cell does not consider any complaints on the functioning of the management.
6. Members should avoid conflict of interest in the grievances redressed. In case any member has any difference of opinion in the matter to be discussed, they should not attend the meeting held to discuss such matters.
7. The grievances are redressed within 15 days from the date of receipt of the grievance letter by proper reformation remedies. Final report based on grievance received and resolved will be submitted to the principal and further course of action will be decided and the same shall be intimated to the aggrieved person.
8. In case of ragging, the grievance is to be handled by the anti-ragging committee. Depending on the seriousness, the ICC and GRC may intervene for a quicker solution and immediate action.

## **Roles and Responsibilities of the Chairperson, Coordinator and Members of GRC**

- The chairperson of GRC will be present in all the meetings
- The coordinator of the GRC will convene meetings in consultation with the Chairperson
- The coordinator of the GRC will maintain a record of all Grievance redressal activities, including minutes of meetings and will produce the same for verification and reference to the Co-ordinator of IQAC for accreditation purposes
- Apart from actively participating in all the Grievance redressal activities, the members of the GRC will also act as counsellors to provide necessary counselling for the victims of harassment, ill-treatment, and torture while addressing their grievances
- The ad hoc members of the GRC will be invited only to those meetings in which grievances that require their presence are discussed

## **Disciplinary Action**

Although the GRC team will try to resolve the Grievances amicably, complaints on such issues as ragging, harassment of women students, bullying and extortion, discrimination of all kinds and use of abusive language by the staff against the students / students against staff will be looked into seriously. The GRC steering committee is empowered to recommend the management for disciplinary action against those who are found guilty.



  
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# MAZHARUL ULOOM COLLEGE, AMBUR

## WOMEN EMPOWERMENT POLICY DOCUMENT

Mazharul Uloom College is committed towards the development of women in our society. Khidmathun Nisa, the Women Empowerment Cell of our college was constituted with the aim women upliftment and women empowerment in the community in general and nation at large. The focus being women, the cell is an exclusive one with only women members in it. The total progress and development, upliftment and betterment of any society and community depends upon the indulgence and involvement of women folk in all spheres of life. The Khidmathun Nisa team has committed itself with the mission of upgrading and updating women and to show them the brighter sides of life for a better tomorrow.

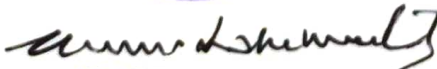
### OBJECTIVES OF THE CELL

- To emphasise on overall female education and in higher education field.
- To create awareness about female upliftment indifferent spheres of life.
- To provide ample opportunities for women to improve their potentials.
- To bring awareness about women health and hygiene.
- To impart moral and value education to them.
- To counsel girl students to choose right career.
- To ensure safety and security of women in the campus.
- To focus on overall development of women students of our college.

### FUNCTIONS OF THE CELL

- To Conduct awareness programmes on Gender-Equity.
- To conduct programmes on health and hygiene.
- To organize outreach programmes to counsel school students to choose right career.
- To conduct moral instruction classes.
- To involve women students in various activities inside and outside college campus.
- To create ample space for the women students to express themselves at any given situation.



  
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## **MAZHARUL ULOOM COLLEGE, AMBUR**

### **ANTI-RAGGING POLICY**

In conformity with the Supreme Court judgments and directions, UGC Guidelines and State Government Instructions, Mazharul Uloom College follows a Zero-Tolerance Policy towards ragging. Ragging in any form is strictly prohibited within the premises of the college/department/classroom. Any individual or group of individuals who indulge in an act or practice of ragging constitutes gross indiscipline and such individual/ groups shall be dealt with as per the ordinance. Ragging in all its forms shall be completely banned and to make Mazharul Uloom College a ragging free institution. Hence the college has constructed an Anti-Ragging Committee and squads.

#### **Objective:**

- To ensure ragging free campus
- To provide a safe campus to all the students, senior or junior
- To inculcate ethical values to the students
- To effectuate mutual respect among students

#### **Anti-Ragging Committee**

- The Principal of the College - Chairperson
- Professor-In-Charge / Vice Principal of the College - Nodal Officer
- All HOD - Member
- Office Superintendent of the College - Member
- All Mentors - Second-in-Command
- Students' representatives - Member

#### **Anti-Ragging Squads**

- To be nominated by the Principal based on the strength of students so that Anti-Ragging measures can be effectively implemented.

### **Roles and Responsibilities of Anti Ragging Committees**

#### **Anti-Ragging Committee**

- To ensure compliance with the provision of UGC regulation 2009 at the College level.
- To monitor and oversee the performance of Anti-Ragging Squads in prevention of ragging in the College.
- To take appropriate action in case an incident of ragging is reported by Anti-Ragging Squad of the college or by the student.
- The decision of the Anti-Ragging Committee shall be final.
- The Anti-Ragging Committee may issue guidelines to the Anti-Ragging Squad on any specific matter under this Regulation as it may deem necessary.
- The Anti-Ragging Committee may meet as many times as may be needed.

### Anti-Ragging Squad

- To make surprise raids on academic block and other places vulnerable to incidents of and having the potential of ragging.
- To conduct on the spot enquiry/action in to any incident of ragging if noticed.

### Action Procedure

Anti-Ragging Squad will immediately inquire and report any incidence of ragging or abetment of ragging noticed by them immediately to the principal and also to the Anti-Ragging Committee. Any student of Mazharul Uloom College accused and found guilty of ragging, will be severely dealt with, in accordance with the Provisions of the Law.

Immediate action as per the situation will be taken by the Anti Ragging Committee which may include:

- Immediate suspension of involved students.
- Sending reinforcements or any help if required.
- The Anti-Ragging Committee will examine the report and recommend appropriate punishment to University Anti Ragging Committee for approval (Reporting of the matter to the Civil Police or District Administration or lodging of complaint/FIR will not be done without the approval of University Anti Ragging Committee).
- If any incident, even minor is reported, in addition to action taken with regard to that incident, the anti-Ragging measures will be reviewed and strengthened with immediate effect.



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