



RAJAGIRI COLLEGE OF SOCIAL SCIENCES, (AUTONOMOUS)

ANTI RAGGING MEASURES TAKEN

(as per the UGC Regulations On Curbing The Menace Of Ragging In Higher Educational Institutions, 2009)

Rajagiri College of Social sciences (RCSS), strictly observes the provisions of the above Regulations Considering ragging as a cognizable offence under the law and prohibiting ragging in all its forms in all institutions. Thus Ragging in all its forms shall be totally banned in the entire institution, including its departments, constituent units, all its premises (academic, residential, sports, canteen, etc).

RCSS shall take strict action against those found guilty of ragging and/or of abetting ragging

1. The Anti-Ragging Committee: -

- **Dr.Binoy Joseph–Nodal Officer**
Principal, Rajagiri College of Social Sciences (Autonomous), Rajagiri, P.O., Kalamassery, Kochi-683104
- Head of Departments,
- Parent Representatives,
- Batch leader among the Fresher's category
- Batch leader among the Seniors category
- Office Superintendent

Functions

The Committee shall consider the recommendations of the Anti-Ragging Squad and take appropriate decisions, including spelling out suitable punishments to those found guilty.

2. The Anti-Ragging Squad: -

The Anti-Ragging Squad shall be nominated by the Head of the institution which consist of members belonging to the various sections of the campus community as follows.

- Wardens of Men's Hostel and Ladies Hostel
- Librarian
- Computer Assistant
- College Canteen Supervisor



Functions: -

1. The Squad will have vigil, oversight and patrolling functions.
2. It shall be kept mobile, alert and active at all times
3. It shall be empowered to inspect places of potential ragging and make surprise raids on hostels and other hot spots.
4. The Squad shall investigate incidents of ragging and make recommendations to the Anti-Ragging Committee and shall work under the overall guidance of the said Committee.

Measures taken for prevention of ragging at RCSS

1. Student Guidelines of the Campus incorporates all directions so that the candidates and their parents/ guardians are sensitized in respect of the prohibition and consequences of ragging.

2. The New enrolment have a printed undertaking, both in English/ and in the regional language to be filled up and signed by the candidate to the effect that he/she is aware of the law regarding prohibition of ragging as well as the punishments, and that he/she, if found guilty of the offence of ragging and/or abetting ragging, is liable to be punished appropriately.

3. Also a printed undertaking, preferably in English and in the regional language to be **signed by the parent/ guardian** of the applicant to the effect that he/ she is also aware of the law in this regard and agrees to abide by the punishment meted out to his/ her ward in case the latter is found guilty of ragging and/or abetting ragging.

4. A student seeking admission to the hostel shall have to submit another undertaking along with his/ her application for hostel accommodation.

5. At the commencement of the academic session the Head of the Institution convene and address a meeting of various functionaries, like Wardens, representatives of students, faculty, to discuss the measures to be taken to prevent ragging in the Institution and steps to be taken to identify the offenders and punish them suitably.



6. To make the community at large and the students in particular aware of the dehumanizing effect of ragging, and the approach of the institution towards those indulging in ragging, **Notices are prominently displayed on all Notice Boards of all departments, hostels and other buildings.**

7. **The Parents of the Freshers are addressed on the Opening day by the Head of the Institution** that Ragging in all its forms is totally banned in the entire institution and **RCSS shall take strict action against those found guilty of ragging and/or of abetting ragging.** Freshers are encouraged to report incidents of ragging, either as victims, or even as witnesses.

8. **Student Guidelines-Every fresher admitted to the institution shall be given a printed Student Guidelines Handbook detailing when and to whom he/she has to turn to for help and guidance for various purposes (including Wardens, Head of the institution, members of the anti-ragging committees etc.,** so that the fresher need not look up to the seniors for help in such matters and get indebted to them and start doing things, right or wrong, at their behest.

9. **Fresher's welcome parties** are organized in each department by the senior students and the faculty together soon after admissions, preferably within the first two weeks of the beginning of the academic session, for proper introduction to one another in the presence of the faculty,

10. The various academic Departments of the College have induction arrangements in place well in advance of the beginning of the academic year with a clear sense of the main aims and objectives of the induction process

11. Hostel Wardens

- Wardens are nominated as per the eligibility reflecting both the command and control aspects of maintaining discipline, as well as the softer skills of counseling and communicating with the youth outside the class-room situations.
- Wardens are accessible at all hours and are provided with mobile phones.
- The institution shall review and suitably enhance the powers and perquisites of Wardens and authorities involved in curbing the menace of ragging.
- The security personnel posted in hostels shall be under the direct control of the Wardens and assessed by them.
- Access to mobile phones and public phones shall be unrestricted in



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Year 2000 at Five Star Level

Year 2007 at A⁺ Level

Year 2013 - at A Grade with CGPA of 3.70 on 4 point scale

hostels and in campuses (outside class hours)

12. The institution has set up appropriate System including the Faculty Batch- in charge, Student's Council, College Union, Warden etc., to actively monitor, promote and regulate healthy interaction between the freshers and senior students.

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RAJAGIRI GRIEVANCE REDRESSAL POLICY 2014

(for students, faculty & employees)

amended in 2018

In accordance with the UGC (Grievance Redressal Regulations 2012, Rajagiri College of Social Sciences, (RCSS) have set up a mechanism to address grievances of students on campus, Faculty and Employees. Accordingly, a policy for grievance redressal of students, Faculty & Employees had been outlined in 2014 as under with an aim & objective to address the grievances of students, Faculty & Employees of RCSS in a just and fair manner. The Policy is amended in 2018 to incorporate the student Council and the Complaints Register as further mechanisms for grievance redressal.

1. Definition of Grievance

A grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with RCSS that a student or an employee thinks, believes or feels, is unfair, unjust or inequitable. As regards the grievances of students the grievances defined in UGC Regulations under clause 2(f) of the Gazette Notification No.14-4/2012 (CPP-II) dated December,2012 shall be included.

2. Grievance Redressal Mechanisms

For Students

The college has four levels of student's grievance redressal.

Level 1- Student Online Feedback Mechanism

Student feedback is taken during the mid and end-semester. The students record their suggestions and grievances. Student feedback is administered through the ERP system of the college through a software *fedena*. The System Administrator consolidates the feedback and communicates it to the principal and the Management committee for further action. The Action Taken Report is further presented before the appropriate aggrieved student batch.



Level 2- Grievance Redressal Portal

There is a grievance redressal portal in the College website for the Students can use the portal for recording their grievances. The grievance entered will be sent as email to the principal of the college, which are in turn discussed in the Management committee, and appropriate actions are taken based on the gravity and merit of the grievances.

Level 3-Open door

- a) An aggrieved student shall first present his/her grievance verbally or in writing to the concerned Batch Coordinator/ HoD or directly to the Principal. The HoD is required to furnish the answer within one week of the presentation of grievance. The aggrieved can maintain the anonymity if he/she wishes so. A registry to be maintained for the purpose.
- b) The Concerned HoDs have to forward the written grievances which requires the attention of the Grievance Redressal Committee within a week.
- c) The IQAC shall also function as a Registry to Grievance Redressal Committee. On receipt of grievance it shall be informed to the concerned HoDs
- d) The Aggrieved person may appear either in person or represented by such person as may be authorized to present his/case.

Level 4- Student council

The college has a Student Council for the undergraduate courses consisting of two elected representatives from each class and also some nominated members by the college management. The council consist of the student representatives, the executive director, principal, head of the departments of Undergraduate courses, College management representatives and the faculty in charge of Cultural activities and also faculty in charge of sports activities. The council meets twice every month and discusses various matters. The students are given opportunity to voice their suggestions, opinions and grievances if any during the meetings. Appropriate actions are taken on the same.

Level 5- Complaint register

A complaint register is maintained at college reception counter for students to register



complaints regarding the maintenance of facilities in the campus. The staffs in charge of maintenance of facilities check the register and remedial actions are taken regularly.

For Faculty members

- i. Directly express the grievance to the Concerned Head of the Department in writing
- ii. The grievances of general nature can be expressed in the meetings of the Department Council held every Tuesday afternoons. The general grievances are documented and suitable actions are taken or facilitated by the concerned HoD and is reported back during the meeting the following week.
- iii. Online grievance redressal mechanism on the institutional website facilitates lodging of grievances and ensure satisfactory solutions in a hassle-free manner.

Other Stakeholders

Online Grievance Redressal System on the institutional website facilitates the other stakeholders including parents, and other non-teaching staff to lodge grievances enabling prompt actions on any issue raised by them and to avail services more effectively. The institutions would also submit online semester status report to AICTE on the number of complaints received, disposed and pending. There is a provision for parents to message the teachers of the concerned department through Fedena from the year 2015- 16 academic year.

3. Composition of the Grievance Redressal Committee:

Principal

Management Representative

HODs

Faculty Student Advisor

Wardens of the Male & Female Hostels on both the campuses

Student Representatives from both the campuses

4. Functions of the Grievance Redressal Committee

- (i) An aggrieved student, faculty or an employee may submit a written complaint seeking redressal of grievance.
- (ii) On receipt of the complaint, the authority shall refer the complaint to the



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appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.

- (iii) The Student Grievance Redressal Committee, , shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- v) The Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the HoD concerned and the aggrieved person either in writing (hard copy) or by email, as may be feasible. The grievance may be addressed by the appropriate body like Examination Committee, Admission Committee, Anti Ragging Committee or the Internal Complaints Committee.
- vi) The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible and not later than a week of receipt of the grievance
- (vii) The College shall extend co-operation to the Student Grievance Redressal Committee in early redressal of grievances;

Tenure of the Committee

The Grievance Redressal Committee shall have a tenure of two years.

5. Information regarding grievance Redressal Committee published in prospectus and on the College website.

The College shall provide detailed information regarding provisions of Grievance Redressal Committee and the duties and rights of students in their prospectus prominently.



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The College would put up notice boards for ensuring awareness about the establishment of grievance redressal mechanism and their students' grievances portal

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