



ST ANTHONY'S COLLEGE

(A Don Bosco Institution)

SHILLONG 793 001

MEGHALAYA - INDIA

NAAC Re-Accredited with 'A'

College with Potential for Excellence (awarded by UGC)

DVV CLARIFICATION

5.1.5 Grievance Redressal Report



ST ANTHONY'S COLLEGE

(A Don Bosco Institution)

SHILLONG 793 001

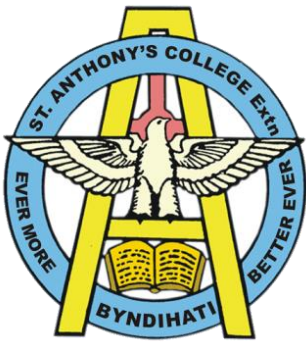
MEGHALAYA - INDIA

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Policies of

- 1. Grievance Redressal Cell**
- 2. Women's Anti-Harassment Cell**
- 3. Anti-Ragging Cell.**



ST. ANTHONY'S COLLEGE, SHILLONG

College with Potential for Excellence
Affiliated to North Eastern Hill University

GRIEVANCE REDRESSAL POLICY

To realise the primary needs of the students, staff and all the stake holders of the College and to secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to give a fair hearing to any complaint and to find solutions to grievances. The Grievance Redressal Cell holds meetings periodically and takes steps to redress grievances. The college Grievance Redressal Cell is tasked with providing the students with an unbiased and impartial means to solve academic, administrative and everyday problems. The cell allows, students, parents of students, alumni, faculty, support staff and others to voice their complaints or make suggestions to improve the overall environment of the college. Each complaint or suggestion can be made in complete anonymity allowing complaints or suggestion to be made freely, either online, through the college website, or offline, through suggestion boxes, strategically placed throughout the campus. The Grievance Redressal Cell encourages free thought and free speech within the bounds of the rules and regulations that govern the college.

Objectives of the Cell:

- To uphold the freedom of expression and constructive criticism, and to create an atmosphere conducive to free thinking in the College under the bounds of law and mutual respect between students, teachers and the management.
- To construct a stage where students, staff and stake holders of the college can bring to light problems at the personal level or problems related to academic and administrative decision making.
- To encourage student participation and contribution to policy and decision making in the college.
- To ensure that grievances brought to light are suitably addressed to the satisfaction of all concerned.

Grievance Redressal Procedure:

The Grievance Redressal Cell Meetings with the student representatives and staff coordinators of the Grievance Redressal Cell are conducted periodically to maintain a conducive and unprejudiced educational environment. Students can also submit their grievances either online via the college website or via the suggestion boxes in placed at strategic locations within the college campus. The grievances are reported to the committee and the management representatives and measures for prompt redressals are taken.

Grievance Redressal Committee

The following members constitute the Student Grievance Redressal Cell:

| SL. NO. | NAME | DESIGNATION | EMAIL |
|---------|------------------------------|-------------------------------|----------------------------|
| 1. | Dr. Rakhal K. Purkayastha | Co-ordinator | rakhal2003@hotmail.com |
| 2. | Dr. Br. Albert Longley Dkhar | Chairman | principal@anthonys.ac.in |
| 3. | Fr. Gervasius Nongkseh | Vice-Chairman | gervasdb@gmail.com |
| 4. | Dr. Fr. Joby Joseph | Member | joby@anthonys.ac.in |
| 5. | Dr. John J. Dickie | Member | johnjdickie@gmail.com |
| 6. | Violet R. Synrem | Member | -NA- |
| 7. | Dr. Probidita Roychoudhury | Member | probidita.phukan@gmail.com |
| 8. | Thyanswer Challam | Member | thyanchallam@outlook.com |
| 9. | Mary Kharkongor | Member | -NA- |
| 10. | Stadsing K Rymmai | Member | -NA- |
| 11. | Student Representative | Student Co-ordinator (Male) | -NA- |
| 12. | Lalremkimi Hauhulh | Student Co-ordinator (Female) | -NA- |

Mode of Grievance collection

The college collects Grievances via two modes –

1. Online via its website - https://anthonys.ac.in/pages/committees/cmte_GRC.php
2. Offline via Suggestion Boxes placed around the campus.



Suggestion boxes placed around the campus for collection of Grievances/Suggestions



WOMEN'S ANTI-HARASSMENT (WAH) CELL POLICY

The Women's Anti-Harassment (WAH) Cell of the College was established to provide for the active implementation of gender equity and pledge against sexual harassment and abuse, especially against sexual harassment in the college for both staff members and students alike. The WAH Cell of the College was set up based on the circulars issued by UGC since 1998 in order to not only safeguard the rights of women and girls in an educational institution but also to actively promote gender equity and access. The campus has remained free incidences of sexual harassment and/or violence against women.

Objectives of the Cell:

- To ensure the safety of women on the campus.
- To safeguard the rights of women on the campus.
- To uphold the freedom of movement and access of women in the college.
- To empower women of their rights and create awareness on gender issues.
- To ensure that Zero-tolerance to sexual harassment is upheld.
- To inculcate a habit of personal hygiene and etiquette.
- To nurture an atmosphere of harmony within the campus.

Redressal Procedures:

- The WAH Cell of the College Works in close collaboration with the Grievance Redressal Committee of the College
- Aggrieved parties can submit written complaints to any member of the cell. Frivolous complaints should not be taken lightly and should be investigated and addressed at the earliest.
- The WAH Cell holds meetings at least once per semester making it twice a year.
- Seminars/Workshops/Lectures in collaboration with specialists in the field are carried out keeping in mind the goals of gender sensitization.

Women's Anti-Harassment Committee

- Rector of the College
- Principal of the College
- Vice-Principal
- Coordinator
- Assistant Coordinator
- Five members of the faculty
- Non-Teaching Staff member
- Student Representative

ANTI-RAGGING CELL POLICY

The College has an Anti-Ragging Cell that upholds a zero-tolerance policy towards incidences of ragging in compliance with norms set by UGC and AICTE. The primary goal of the Anti-Ragging cell is to promote an atmosphere of harmony, amity, friendship and goodwill conducive to learning and self-development. This can be done by ensuring that the basic rights of all students to learn, grow and develop into nation builders in an environment free of fear, harassment, prejudice and violence is protected at all costs. St. Anthony's College is proud to have remained free of ragging cases.

Objectives of the Cell:

- To ensure that the policy of zero-tolerance towards ragging is implemented.
- To create awareness about the illegality of ragging among the student community.
- To closely monitor happenings in the College in order to prevent any cases of ragging.
- To ensure that no incidences of ragging remain unreported.
- To organize teams to conduct regular surprise inspections of areas in and around the campus that could be areas of potential ragging cases such as hostels, canteens, common rooms, toilet facilities, sports facilities etc.
- To address any ragging cases in all fairness to all parties concerned.
- To nurture an atmosphere of harmony within the campus.

Redressal Procedures:

- Sensitization of students to the Anti-ragging policy using a number of instruments such as briefing during Orientation programmes for students and the publication of the Anti-Ragging Policy in the College Handbook.
- Close monitoring of spaces where the likelihood of ragging may be high.
- Ragging cases would be dealt with strictly and, depending on the seriousness, may entail corresponding punitive action.
- Cases of ragging are to be reported to any member of the Anti-ragging Cell or the Principal of the College.

Anti-Ragging Committee

- Rector of the College
- Principal of the College
- Vice-Principal
- Counsellor of the College
- A member of the WAH Cell
- Three members of the faculty
- Legal Expert
- External Member



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CRITERIA 5

Student Support and Progression

5.1.5. Grievance Redressal Action Taken Report

Minutes of Meeting of the Grievance Redressal Cell
Meeting Date: 4/7/2016

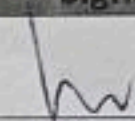
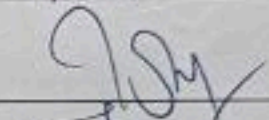

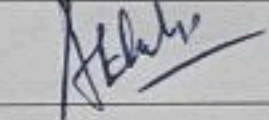
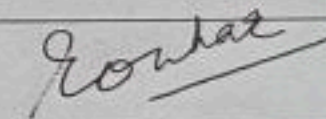
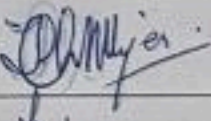
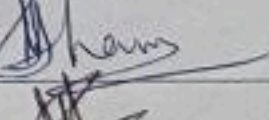

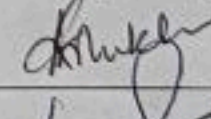
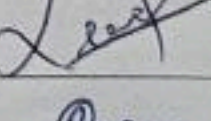
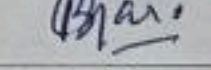
The meeting of the Grievance Redressal Cell was held at 12:05 PM at the Value Education Department including 24 Department Representatives.

The meeting was chaired by the Principal and convened by the Staff Convener. The students participated enthusiastically and brought some grievances to the table. These are –

1. There should be different waste bins for biodegradable and Non- biodegradable waste.
2. Students should be given vehicle passes for parking in the college campus.
3. The college should start some M.A. courses for Art departments since NEHU cannot accommodate all students desiring to pursue M.A.

The meeting concluded with a vote of thanks from the Staff Convener, with the promise that action will be taken wherever feasible.

Grievance Redressal Cell

| No. | Name | Designation | Signature |
|-----|------------------------------|------------------------|---|
| 1. | Dr. Br. Albert Longley Dkhar | Principal (Chairman) |  |
| 2. | Dr. Fr. Joby Joseph | Rector |  |
| 3. | Fr. Gervasius Nongkseh | Vice-Principal |  |
| 4. | Prof. Albert Kharbuli | Faculty |  |
| 5. | Prof. J. M. Sunn | Faculty | |
| 6. | Prof. E. Dkhar | Faculty |  |
| 7. | Prof. Tonny C. L. Kharmujai | Faculty |  |
| 8. | Prof. Medari Tham | Faculty |  |
| 9. | Prof. Syntiew M. Syiemlieh | Faculty |  |
| 10. | Smt. Ellerene Mukhim | Non-Teaching Staff |  |
| 11. | Student Coordinator (Male) | Student Representative |  |
| 12. | Student Coordinator (Female) | Student Representative |  |

Minutes of Meeting of the Grievance Redressal Cell

Meeting Date: 12/6/2017

The meeting of the Grievance Redressal Cell was held at 12:05 PM at the Conference Hall, Media Annexe including all members of the cell.

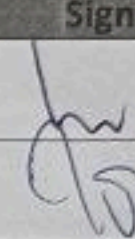
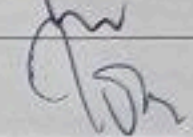


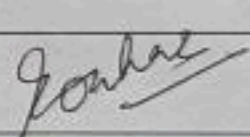
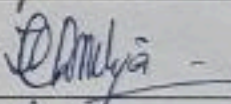
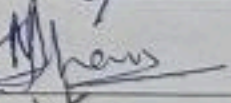

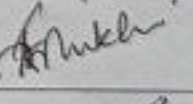
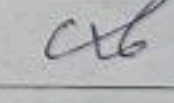
The meeting was chaired by the Principal and convened by the Staff Convener. The students participated enthusiastically and brought some grievances to the table.

These are –

1. Chairs must be provided for students in the canteens.
2. Canteens should cater to vegetarian needs as well.
3. Sufficient time must be given to students to shift from one classroom to the next between classes.
4. Lunch break should be made longer than 35 minutes.
5. Wall clocks should be provided in all classrooms

The meeting concluded with a vote of thanks from the Staff Convener, with the promise that action will be taken wherever feasible

Grievance Redressal Cell

| No. | Name | Designation | Signature |
|-----|------------------------------|------------------------|---|
| 1. | Dr. Br. Albert Longley Dkhar | Principal (Chairman) |  |
| 2. | Dr. Fr. Joby Joseph | Rector |  |
| 3. | Fr. Gervasius Nongkseh | Vice-Principal |  |
| 4. | Prof. Albert Kharbuli | Faculty |  |
| 5. | Prof. J. M. Sunn | Faculty | |
| 6. | Prof. E. Dkhar | Faculty |  |
| 7. | Prof. Tonny C. L. Kharmujai | Faculty |  |
| 8. | Prof. Medari Tham | Faculty |  |
| 9. | Prof. Syntiew M. Syiemlieh | Faculty |  |
| 10. | Smt. Ellerene Mukhim | Non-Teaching Staff |  |
| 11. | Student Coordinator (Male) | Student Representative |  |
| 12. | Student Coordinator (Female) | Student Representative | |

Minutes of Meeting of the Grievance Redressal Cell
Meeting Date: 9/7/2018

The meeting of the Grievance Redressal Cell was held at 12:05 PM at the Conference Hall, Media Annexe including all members of the cell.

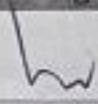
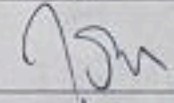
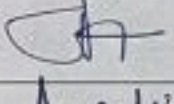
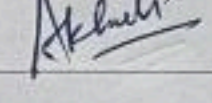
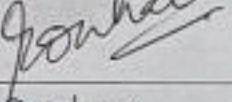
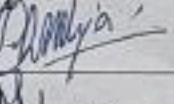
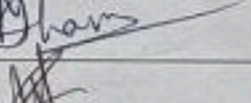
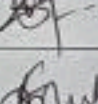
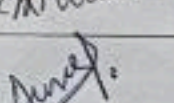
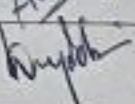
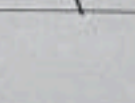
The meeting was chaired by the Principal and convened by the Staff Convener. The students participated enthusiastically and brought some grievances to the table.

These are –

1. It is inconvenient for waste bins to be so far from the coffee kiosk.
2. Reference books must be lent out to students.
3. No sanitary pad dispenser in the girls' common room and toilet.
4. RO water supply is not regular in the taps.

The meeting concluded with a vote of thanks from the Staff Convener, with the promise that action will be taken wherever feasible.

Grievance Redressal Cell

| No. | Name | Designation | Signature |
|-----|-------------------------------|------------------------|---|
| 1. | Dr. Br.. Albert Longley Dkhar | Principal (Chairman) |  |
| 2. | Dr. Fr. Joby Joseph | Rector |  |
| 3. | Fr. Gervasius Nongkseh | Vice-Principal |  |
| 4. | Prof. Albert Kharbuli | Faculty |  |
| 5. | Prof. J. M. Sunn | Faculty | |
| 6. | Prof. E. Dkhar | Faculty |  |
| 7. | Prof. Tonny C. L. Kharmujai | Faculty |  |
| 8. | Prof. Medari Tham | Faculty |  |
| 9. | Prof. Syntiew M. Syiemlieh | Faculty |  |
| 10. | Smt. Ellerene Mukhim | Non-Teaching Staff |  |
| 11. | Student Coordinator (Male) | Student Representative |  |
| 12. | Student Coordinator (Female) | Student Representative |  |

Minutes of Meeting of the Grievance Redressal Cell

Meeting Date: 15/7/2019

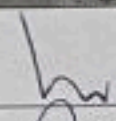
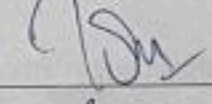
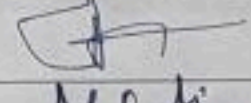
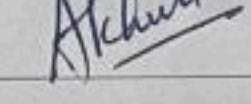
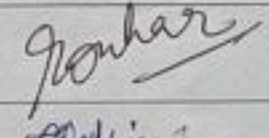

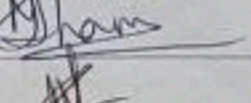

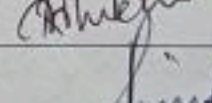
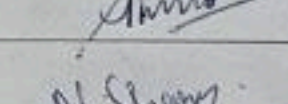
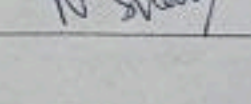
The meeting of the Grievance Redressal Cell was held at 12:05 PM at the Conference Hall, Media Annexe including all members of the cell.

The meeting was chaired by the Principal and convened by the Staff Convener. The students participated enthusiastically and brought some grievances to the table. These are –

1. Starting new language classes in the college.
2. Skylights or fans in classrooms.
3. Convex mirrors are required at the college gate to prevent accidents
4. Power saving devices are required in the campus to promote green and eco-friendly awareness among students.

The meeting concluded with a vote of thanks from the Staff Convener, with the promise that action will be taken wherever feasible.

Grievance Redressal Cell

| No. | Name | Designation | Signature |
|-----|------------------------------|------------------------|---|
| 1. | Dr. Br. Albert Longley Dkhar | Principal (Chairman) |  |
| 2. | Dr. Fr. Joby Joseph | Rector |  |
| 3. | Fr. Gervasius Nongkseh | Vice-Principal |  |
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| 8. | Prof. Medari Tham | Faculty |  |
| 9. | Prof. Syntiew M. Syiemlieh | Faculty |  |
| 10. | Smt. Ellerene Mukhim | Non-Teaching Staff |  |
| 11. | Student Coordinator (Male) | Student Representative |  |
| 12. | Student Coordinator (Female) | Student Representative |  |

Minutes of Meeting of the Grievance Redressal Cell
Meeting Date: 16/11/2020

The meeting of the Grievance Redressal Cell was held at 2:00 PM online over Zoom Platform.

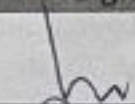

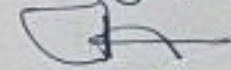
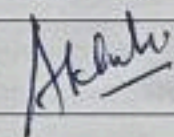
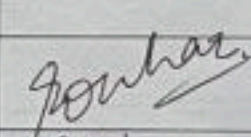
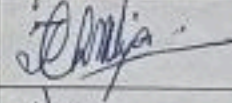
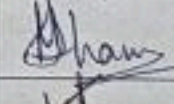

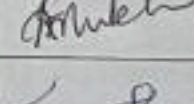
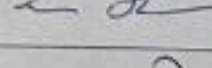
The meeting was held online over Zoom platform and convened by the Staff Convener. In attendance were the Principal, Vice-Principal, IQAC coordinator, Staff Convener and Student representatives (Department Representatives). Only two grievances were discussed.

These are –

1. Difficulty in attending classes due to network issues.
2. Ebooks should be made available to students.

The meeting concluded with a vote of thanks from the Staff Convener, with the promise that action will be taken wherever feasible.

Grievance Redressal Cell

| No. | Name | Designation | Signature |
|-----|------------------------------|------------------------|---|
| 1. | Dr. Br. Albert Longley Dkhar | Principal (Chairman) |  |
| 2. | Dr. Fr. Joby Joseph | Rector |  |
| 3. | Fr. Gervasius Nongkseh | Vice-Principal |  |
| 4. | Prof. Albert Kharbuli | Faculty |  |
| 5. | Prof. J. M. Sunn | Faculty | |
| 6. | Prof. E. Dkhar | Faculty |  |
| 7. | Prof. Tonny C. L. Kharmujai | Faculty |  |
| 8. | Prof. Medari Tham | Faculty |  |
| 9. | Prof. Syntiew M. Syiemlieh | Faculty |  |
| 10. | Smt. Ellerene Mukhim | Non-Teaching Staff |  |
| 11. | Student Coordinator (Male) | Student Representative |  |
| 12. | Student Coordinator (Female) | Student Representative | Liza Das |



ST. ANTHONY'S COLLEGE, SHILLONG

College with Potential for Excellence
Affiliated to North Eastern Hill University

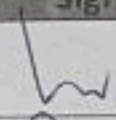
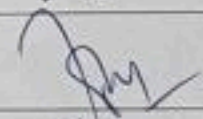
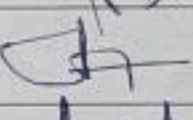
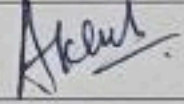
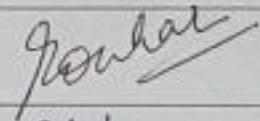
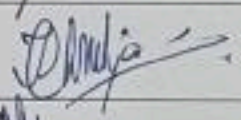
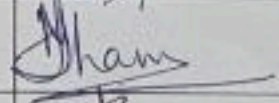

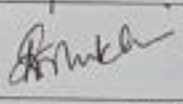
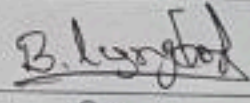

Action Taken Report of the Grievance Cell 2016-2020

| Year | Grievance | Status of Grievance | Action-Taken Measures |
|------|--|---------------------|--|
| 2016 | 1. There should be different waste bins for biodegradable and Non-biodegradable waste. | Action Taken | Waste-bins have been colour-coded Yellow- Laboratory wastes Green –Biodegradable Blue – Non-biodegradable |
| 2016 | 2. Students should be given vehicle passes for parking in the college campus. | Action Taken | Vehicle passes for students and staff have been issued |
| 2016 | 3. The college should start some M.A. courses for Art departments since NEHU cannot accommodate all students desiring to pursue M.A. | Action Taken | Post-graduate course for Education (M.A. Education) And Political Sciene (M.A. Pol.Sc.) Have been established. |
| 2017 | 1. Chairs must be provided for students in the canteens. | Action Taken | Stools and other seating arrangements have been made available in canteens |

| | | | |
|------|---|-----------------|---|
| 2017 | 2. Canteens should cater to vegetarian needs as well. | Action Taken | Vegetarian items have also been included in the canteen menus. |
| 2017 | 3. Sufficient time must be given to students to shift from one classroom to the next between classes. | Action Taken | 5 minute breaks in between period have been introduced. |
| 2017 | 4. Lunch break should be made longer than 35 minutes. | No Action Taken | Not feasible given that 5 minute breaks between classes have been allotted. |
| 2017 | 5. Wall clocks should be provided in all classrooms | Action Taken | Wall clocks have been installed in every classroom. |
| 2018 | 1. It is inconvenient for waste bins to be so far from the coffee kiosk. | Action Taken | Waste bins have placed in three locations near the coffee kiosk. |
| 2018 | 2. Reference books must be lent out to students. | No Action Taken | Reference books cannot be lent-out. |
| 2018 | 3. No sanitary pad dispenser in the girls' common room and toilet. | Action Taken | Sanitary Pad dispenser placed in girls' common room. |
| 2018 | 4. RO water supply is not regular in the taps. | Action Taken | RO plant has been repaired. |
| 2019 | 1. Starting new language classes in the college. | Action Taken | Language labs are operational |
| 2019 | 2. Skylights or fans in classrooms. | Action Taken | Laboratories have been equipped with exhaust fans |
| 2019 | 3. Convex mirrors are required at the college gate to prevent accidents | Action Taken | Convex Mirrors have been installed at the college gate. |
| 2019 | 4. Power saving devices are required in the campus to | Action Taken | Power saving bulbs have been installed in the campus |

| | | | |
|------|---|-----------------|--|
| | promote green and eco-friendly awareness among students. | | |
| 2020 | 1. Difficulty in attending classes due to network issues. | No Action Taken | Impossible to achieve |
| 2020 | 2. Ebooks should be made available to students. | Action Taken | DelCON ebooks are available through the library portal |

Grievance Redressal Cell

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ST ANTHONY'S COLLEGE

(A Don Bosco Institution)

SHILLONG 793 001

MEGHALAYA - INDIA

NAAC Re-Accredited with 'A'

College with Potential for Excellence (awarded by UGC)

Declaration:

I hereby declare that the details and information given above are complete and true to the best of my knowledge and belief.



Principal

St. Anthony's College
Shillong - 793001
Meghalaya - India