



# SPC Government College

Beawer Road, Ajmer-305001

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## GRIEVANCE REDRESSAL

- Students must wear and display visibly their Identity Cards during college hours within the campus. In case of loss of Identity card, a duplicate can be obtained only with the permission of the Principal and on payment of a fine of Rs. 100/-.
- Courteous behaviour is expected from each student with the members of the staff and their fellow mates both in and out of the college premises. They must restrain themselves from disorderly or offensive behaviour at any time.
- Students must be in their classes and take their seats at the beginning of each period. They must not enter or leave the class room without permission.
- During their free-time students must make optimum use of the Library / Sports or other facilities available in the campus.
- College property, furniture, library books, etc. must be treated with due care.
- Students must keep themselves updated and respond to the activities / circulars etc. displayed on the Notice Boards and circulated in their WhatsApp groups.

- Impersonation of any document is a punishable offence.
- Students are expected to be formally and decently dressed while in the institute.
- Smoking, chewing tobacco products, consumption of alcohol or spurious liquor, playing cards, spitting and loitering are strictly prohibited inside the college and shall invite severe punishment / disciplinary action.
- Students must promote and practice environment friendly habits.

**An aggrieved Student may submit its complaint to the competent authorities in campus or make use of the online portal.**

The systematic mechanism for the redressal of students' grievances in the institution:

1. The student having **grievance on non-academic issues**, may approach the mentors/department heads / members of the proctorial board.

OR

the matter may be reported to the Principal who refers it to the grievance redressal cell, constituted as follows:

- 1.HoD's concerned
- 2.Senior faculty Members
- 3.Dean, student welfare
- 4.Woman representative
- 5.Student representative

The cell looks into the grievance and makes its recommendations to the Principal.

## 2. For redressal of the **grievances regarding academic matter**

- a. Any query / grievance related to the admission procedure must be submitted in writing to the convenor (Admission Committee) OR Nodal Admissions.
- b. Complaints regarding evaluation in term tests, seminars etc., shall be brought to the notice of the teacher concerned/ Mentors and HOD / and finally to the Principal.
- c. For annual and semester examinations which are conducted by MDS University, Ajmer, he/she may fill a revaluation form for rechecking his/her answer books by another evaluator.

Any grievance related to Question-paper is brought to the notice of CE MDSUniversity by means of an application forwarded by the Head of the Institution within 15 days of the date of the examination.

3. Grievances **regarding Student Union Election** are looked after by the Chief Election Officer. Due procedure in adherence to the 'Rule of Law' is followed for the redressal of complaints.

4. **Rajasthan Sampark** is the centralized platform where any citizen of the state can lodge his/ her grievances to the respective departments.

It primarily consists of a State level Call Center with integrated web portal which will act as a single point of contact for addressing and redressing various citizen centric queries and grievances related to government services. Citizens can lodge their grievances against any government department/ office through this portal and the grievance will further be sent to the respective office/ department for redressal.

## **IMPORTANT LINKS FOR GRIEVANCE REDRESSAL**

### **MDSUniversity Helpline**

[https://www.mdsuexam.org/PDF/help\\_line2021.pdf](https://www.mdsuexam.org/PDF/help_line2021.pdf)

### **Sampark Portal**

<https://sampark.rajasthan.gov.in/index.aspx>

# **The Specific Measures in the Campus for Grievance Redressal (Non-academic)**

## **Anti-Ragging Measures**

In pursuance to the Judgment of the Hon'ble Supreme Court, the UGC guidelines and the Prohibition of Ragging Act, Rajasthan the following mechanisms are established to ensure a ragging-free campus:

- Constitution of an anti-ragging committee and anti-ragging squad.
- Wide dissemination of anti-ragging policy and warning through banners, notifications, prospectus and other information booklets.
- Obtaining signed undertakings from students and parents against ragging.
- Assurance by head of institution/departments to the freshers and parents about full protection and support against any attempts of ragging by seniors.
- Introducing anti-ragging policy and warning to the seniors through holistic education classes.
- Regular interaction and counseling with the students to detect early signs of ragging and identify trouble-triggers.
- Surprise inspection at hostels, canteens, toilets, etc for preventing/quelling ragging and any uncalled for behaviour/incident.
- Installation of CCTV cameras at vital points.

## **Anti-Ragging Policy**

For every single incident of ragging a First Information Report (FIR) will be filed without exception by the institutional authorities with the local police authorities.

The Anti-Ragging Committee of the institution shall take an appropriate decision, with regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging.

Depending upon the nature and gravity of the offence as established the possible punishments for those found guilty of ragging at the institution level shall be anyone or any combination of the following:

(i) Cancellation of admission

(ii) Suspension from attending classes

(iii) Withholding/withdrawing scholarship/fellowship and other benefits

(iv) Debarring from appearing in any test/ examination or other evaluation process

(v) Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.

(vi) Suspension/ expulsion from the hostel

(vii) Rustication from the institution

(viii) Expulsion from the institution and consequent debarring from admission to any other institution.

(ix) Collective punishment: when the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggers.

An appeal against the order of punishment by the Anti-Ragging Committee shall lie, Internal Disciplinary Committee as constituted by the Principal for the purpose

## Anti Sexual Harassment for Women/ Girls at work place Committee

As per the guidelines of UGC and the Supreme Court an Anti-Sexual Harassment Committee has been established by the college to provide a healthy atmosphere to the students of the college.-

Anti Sexual Harassment Committee deals with issues relating to sexual harassment. The committee is formed to prevent sexual assault, rape and other related crimes on girl students.

### **Followings are considered as Sexual Harassment:-**

- Verbal or physical threats.
- Insulting, Abusive, Embarrassing or Patronizing behavior or Comments.
- Offensive gestures, Language, Rumors, Gossip or Jokes. Humiliating, Intimidating, Demeaning and/or Persistent criticism, Open hostility.
- Suggestive comments or Body language.
- Isolation or Exclusion from normal work or study place.
- Publishing, Circulating or Displaying pornographic, Racist, Sexually suggestive or Otherwise offensive pictures or Other materials.
- Unwanted physical contact, Ranging from an invasion of space to a serious assault.
- Eve-teasing, Unsavory remarks, Jokes causing or likely to cause awkwardness or embarrassment, Innuendos and taunts.
- Gender based insults or sexist remarks



- Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like Touching or brushing against any part of the body and the like Displaying pornographic or other offensive or derogatory pictures, cartoons, pamphlets or sayings.
- Forcible physical touch or molestation.

### **Complaint regarding Sexual Harassment.**

Complaint regarding sexual women can be filed by the aggrieved woman either in paper form or it can be filed online [gcajmer@rediffmail.com](mailto:gcajmer@rediffmail.com).

Aggrieved woman can file the complaint of sexual harassment at workplace to the Principal /Head of department /Convener of protorial board/Convener of women harassment cell within a period of three months from the date of incident and in case of a series of incidents, within a period of three months from the date of last incident.

In case the aggrieved woman is unable to make a complaint on account of her physical incapacity, a complaint may be filed *inter alia* by her relative or friend or her co-worker or any person who has knowledge of the incident, with the written consent of the aggrieved woman.

Anti Sexual Harassment Cell assures all the complaints of the students, teaching and non-teaching staffs are treated with dignity and respect and the complaints are maintained confidential.

The committee seeks to inform the campus community of their right to a respectful work and learning environment. It believes that if we practice respect, exercise empathy in our interactions with others so that we do not hurt anyone through what we say or do, then we can create a campus that is free of sexual harassment.

# महर्षि दयानन्द सरस्वती विश्वविद्यालय, अजमेर

परीक्षा संबंधी जानकारी हेतु अभ्यर्थी निम्नलिखित मोबाइल नं. पर सम्पर्क करें

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समय प्रातः 9.00 बजे से सायं 6.00 बजे तक (रविवार एवं राजकीय अवकाश के अतिरिक्त)

उपरोक्त वर्णित दूरभाष सं. पर समस्या का समाधान नहीं होने की स्थिति में आवश्यकता हो तो परीक्षार्थी निम्नलिखित नम्बरों पर भी सम्पर्क कर सकते हैं। जिस से संबंधित समस्या हो उसी अधिकारी/कर्मचारी के जागे अंकित दूरभाष संख्या पर सम्पर्क करें। सम्पर्क कार्यालय समय में कार्यदिपस में किया जा सकता है।

Land Line No.: 18001806402 (toll free) and 0145-2788093

उपरोक्त वर्णित लैण्ड लाईन नम्बर मिलाने के बाद नीचे कॉलम-5 में दर्शाये गये इन्टरकॉम Extn. नम्बर ऑपरेटर से मांगे

1	2	3	4	5
क्रम सं.	अधिकारी का नाम	संबंधित कार्य	दूरभाष नं.	इन्टरकॉम नम्बर
1	एनालिस्ट कम प्रोग्रामर परीक्षा नोटल ऑफिसर	ऑनलाईन से संबंधित	0145-2788255	255
2	उपकुलसचिव गोपनीय	प्रश्न पत्र से संबंधित	0145-2787265	225
3	अनुभागाधिकारी, गोपनीय	प्रश्न पत्र से संबंधित	0145-2788093 (Extn.262)	262
4	सहायक कुलसचिव	स्नातक एवं स्नातकोत्तर परीक्षा एवं उत्तरपुस्तिकाओं से संबंधित	0145-2788298	216
5	अनुभागाधिकारी-परीक्षा	स्नातकोत्तर कक्षाओं से संबंधित MA, M.Com, M.Sc., B.Ed. LLB etc.	0145-2788093 (Extn.222)	222
6	अनुभागाधिकारी-परीक्षा	स्नातक परीक्षाओं से संबंधित BA, B.Com, B.Sc., H.Sc.	0145-2788093 (Extn.230)	230
7	कम्प्यूटर प्रोग्रामर	ऑनलाईन परीक्षा संबंधी	0145-2788093 (Extn.208)	208
8	सूचना सहायक	ऑनलाईन परीक्षा संबंधी	0145-2788093 (Extn.208)	208
9	Control Room		0145-2787264	