**HER HIGHNESS MAHARANI SETHU PARVATHI BAI NSS COLLEGE FOR WOMEN NEERAMANKARA**

**POLICY FOR ZERO TOLERANCE**

**(Academic Year 2023-24)**

Her Highness Maharani Sethu Parvathi Bai NSS College for Women, Neeramankara, firmly believes that a safe learning environment is vital to fulfilling the primary learning needs and protecting the students' civil liberties. Therefore, the college has drafted its **Zero Tolerance Policy** to curb the menace of

* **Ragging**
* **Drug abuse**
* **Sexual harassment** and
* **Discrimination of any kind.**

The grievance redressal mechanism addresses any grievances related to mental and physical harassment, ragging, sexual harassment, drug abuse, teaching-learning, infrastructure, general facilities etc. The college encourages students to express their grievances without fear of being victimized. The policy is formulated based on UGC regulations.

**Objectives**

* To provide a platform to express grievances or problems freely and frankly without any fear of being victimized.
* To provide responsible and easily accessible machinery for the redressal of grievances.
* To find solutions to grievances or problems of students and take measures to maintain a healthy learning environment.

**Modes of grievance redressal**

The institution has provided two modes to file student grievances.

**Offline mode**

Students can file their grievance of any kind to the **coordinator of the** **Grievance and Redressal Cell – – Dr Rekha M. Menon (9447002200),** or drop a complaint in the complaint box placed at different locations on the campus.

**Online mode**

The institution has a provision for grievance redressal on its website [www.nsscollege4women.edu.in](http://www.nsscollege4women.edu.in)

Grievances can be reported using this facility for redressal.

**THE GRIEVANCE REDRESSAL MECHANISM**

In redressing the grievance or complaint of students, the following committees are involved taking into consideration the nature of the complaint

* **Grievance and Redressal Cell**

The cell takes up all the problems concerning the student community. It works hand in hand with other cells and communities functioning in the college in handling issues related to students of minority communities, ragging, drug abuse, sexual harassment etc. It also addresses complaints of varied nature, like attendance and internal marks-related issues.

* **Anti-ragging Cell**

According to the Supreme Court directive, an Anti-ragging cell functions in the college. A 24-hour toll-free helpline – 1800 180 5522 and KELSA helpline number 9846700100 are accessible under the cell.

* **Anti-narcotic Cell**

This is a statutory body entrusted with the duty of preventing the use of narcotics and drugs among students.

* **OBC Cell**

This cell functions for the welfare of OBC students. The cell addresses their grievances and problems, and solutions are provided.

* **Committee for SC/ST**

The committee is formed for the welfare of scheduled caste and scheduled tribe category students. Their academic and social needs are given priority. The committee members solve issues related to the same.

* **Minority Cell**

The cell ensures equal opportunity for the education of minorities. In addition, it provides educational guidance to minority students and solves their educational problems.

* **Internal Complaint Committee**

The committee focuses on preventing, prohibiting and redressal of sexual harassment on campus.

* **Gender Justice Forum**

The forum envisages the creation of a healthy atmosphere where no gender discrimination is tolerated on campus.

**The process**

The Grievance redressal cell analyses the nature of the complaint, follows a proper investigation procedure by incorporating other cells and committees as per the requirement, and resolves the grievance as early as possible.

If the student is dissatisfied with the remedial measure taken, she may place an appeal to the principal directly.

Principal