



# ST. XAVIER'S COLLEGE MAHUADANR

Estd:2011. Affiliated to Nilamber-Pitamber University, MedininagarNPU/R/953/11

P.O- Mahuadanr, Dist.Latehar, Jharkhand 822119

Accredited with 'B' Grade by NAAC

AISHE-C-42763 ISO-9001:2015

Phone: 08986638271/08987890754 Email: [sxcmdanr@gmail.com](mailto:sxcmdanr@gmail.com) website: [www.sxcm.co.in](http://www.sxcm.co.in)

## GRIEVANCE REDRESSAL MECHANISMS

Grievance redressal mechanisms are of paramount importance in addressing the concerns and complaints of individuals within St. Xavier's College, Mahuadanr. Whether these grievances are related to personal matter, academic matters, administrative issues, or any other aspect of the college life, we are committed to providing effective solutions to ensure the well-being and satisfaction of our students, faculty, and staff. Our grievance redressal system encompasses both online and offline channels to cater to the diverse needs and preferences of our stakeholders.

### Online Grievance Redressal:

**Online Portal/Website:** Our college website features a dedicated online portal where students, faculty, and staff can easily register and track their grievances. Users can access the portal, complete a grievance form, and submit their complaints electronically.

**Email:** Individuals can choose to send an email outlining their grievances to the relevant college department or authority. Please ensure that the email includes all pertinent details and any supporting documents to facilitate a swift resolution.

### Offline Grievance Redressal:

**Complaint Box System:** On every college floor, students can find a dedicated Complaint Box where both students and staff can freely submit their concerns and issues. The Internal Complaint Cell Coordinator, along with committee members, actively assesses these concerns and forwards proposed solutions to the administrative head for resolution.

Principal  
St.Xavier's College  
Mahuadanr



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**Personal Counseling Services:** Our college offers a dedicated Personal Counseling Cell, addressing various personal concerns of our students. Whether related to family matters, college issues, or personal challenges, our skilled coordinator provides thoughtful and compassionate assistance, offering tailored solutions. When needed, relevant parties are contacted to collaboratively resolve the issues.

**Postal Mail:** Traditional channels are also available for those who prefer them. The students can send written letters detailing the grievances to the appropriate college department or administrative head. This timeless method is still widely accepted.

**Helpline Numbers:** St. Xavier's College, Mahuadanr, has established helpline numbers for individuals to call and register their complaints. The trained representatives of the college handle these calls with professionalism and efficiency.

**Physical Visits:** In certain cases, individuals may need to visit the college offices or designated committee members in person to submit their grievances. This is particularly common for legal or administrative matters requiring face-to-face interaction.

**Legal Recourse:** Despite our best efforts, grievances remain unresolved through other means, individuals have the option to pursue legal action. This may include filing a lawsuit or seeking mediation or arbitration to resolve the dispute.

At St. Xavier's College, Mahuadanr, we recognize the importance of providing both online and offline grievance redressal methods to cater to the diverse needs and preferences of the stakeholders. Our commitment is to prioritize timely and fair resolution, maintain transparency throughout the process, and actively seek feedback to continuously enhance our grievance redressal system. The concerns of the stakeholders are valuable to us, and we are dedicated to ensuring their satisfaction within the college community.

Principal  
St. Xavier's College  
Mahuadanr



# St. Xavier's College Mahuadanr Latehar: 822119 Jharkhand

St. Xavier's College, Mahuadanr  
sxcn.co.in

St. Xavier's College, Mahuadanr

## GRIEVANCE

**St. Xavier's College, Mahuadanr  
Internal Complaint Cell**

Dr. Fr. M.K. Jose SJ	6207249298
Dr. Fr. Samir Toppo SJ	9153471922
Asst. Prof. Rose Alice Barla	7320839286

### Anti-Ragging Discipline Committee

Frames the rules and regulations of the committee.

Makes everyone aware of the discipline of the college

Encourage the students to maintain discipling. Takes disciplinary action based on the rules and regulations of the college.

Maintains discipline in the campus, college premises and in the classroom.

Creates a safe, motivating and acceptable college environment.

Suggests measures for inappropriate behaviour including progressive discipline.

#### Grievance Form

Enter Name

Enter Email

Enter Dept.

Enter Phone

Enter Grievance

SUBMIT

### Members of the Committee:

1	Fr. M.K. Jose SJ (Principal)	Chairperson	8207249298
2	Asst. Prof. Dr. Md. Areful Hoque	Coordinator	9759498381
3	Asst. Prof. Maxentius Kujur	Member	9955374608
4	Asst. Prof. Shephali Prakash	Member	6204685516
5	Asst. Prof. Surabhi Sinha	Member	7044104759
6	Asst. Prof. Dr. Fr. Samir Toppo SJ	Member	9153471922

### Anti - Sexual Harassment Committee

Provides a healthy and congenial atmosphere for the staff and students of the college.

Uphold zero tolerances towards sexual harassment

Develops principles and procedure for combating sexual harassment.

Promotes measures aimed at achieving gender equality and eradication of gender bias, discrimination and sexual harassment.

## Online Grievance Redressal

# St. Xavier's College Mahuadanr Latehar: 822119 Jharkhand



## Offline Grievance Redressal

St. Xavier's College, Mahuadanr Internal Complaint Cell	
Dr. Fr. M.K. Jose SJ	6207249298
Dr. Fr. Samir Toppo SJ	9153471922
Asst. Prof. Rose Alice Barla	7320839286

St. Xavier's College, Mahuadanr Anti Ragging Cell	
Dr. Areful Haque	9759498381
Dr. Fr. Rajeep Tirkey	6280931424
Dr. Pyari Kujur	7761064529

## Helpline Numbers for Grievance Redressal

**St. Xaviers College Mahuadanr  
Latehar: 822119 Jharkhand**



**Personal Counselling Service**