



Swami Keshvanand Institute of Technology, Management & Gramothan

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Recognized by UGC under Section 2(f) of the UGC Act, 1956
Affiliated to Rajasthan Technical University, Kota

Grievance Redressal Policy



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Swami Keshvanand Institute of
Technology, Management & Gramothan
Ramnagaria Jagatpura, JAIPUR-25

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16. Grievance Policy

The institute has well defined **Grievance Redressal Policy** to address any kind of grievance. Various committees like Women Grievance / Anti-Sexual Harassment Committee, Anti-Ragging Committee, **Caste Based Discrimination Prevention Committee** are formed under an umbrella of Grievance Redressal Committee (GRC) for taking appropriate action against any grievance.

16.1 Grievance Redressal Mechanism (GRM)

Grievance Redressal is a management- and governance-related process adopted in SKIT, Jaipur. The term "Grievance Redressal" primarily covers the receipt and processing of complaints from stakeholders, a wider definition includes actions taken on any issue raised by them to function as per their roles more effectively. The institute has a Grievance Redressal Committee, which takes care of any kind of Grievance occurring in the organization.

The effectiveness of implementation of a Grievance Redressal Mechanism (GRM) can be calculated with the following parameters:

- Count of cases received
- Nature of cases received
- Time taken for corrective action
- Escalations required
- Confirmations & rejections after completion
- Repeat nature of grievances

16.1.1 Process

- **Input acceptance:** Faculty members/ staff members and students may convey their grievance to the organization through online mechanism available on ERP. They may also submit their grievances through feedback forms, emails or in person to the Grievance Redressal Committee.
- **Anonymity:** Complainants are often reluctant to report grievances that target individual faculty or staff members of the organization. To avoid such issues the committee assures that Complainant identity will be hidden from others, and preferably from everyone.

16.1.2 Work Flow

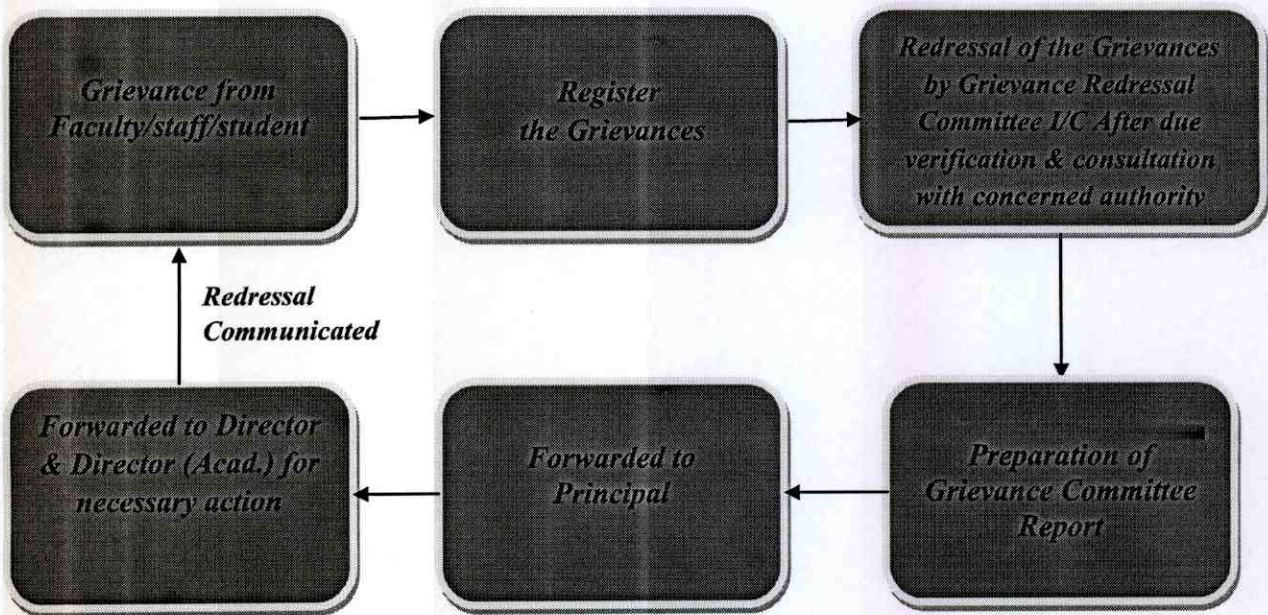
The objective of this cell is to deal with redress of grievance. The aggrieved individuals (Faculty/staff/students) shall indicate the details of his/her grievance and the same to the principal, who in turn will refer the same to the concern redressal committee. The grievance of the individual will be given fair and reasonable opportunity to be heard in detail before the chairman and other members of the concerned committee in a peaceful and conciliatory environment depending upon the issue if need to be, appropriate evidence in the form of a material evidence or personal witness may be introduced by the aggrieved person. The chairman of the committee, in constitution with the member(s) will submit the report to the principal at the earliest possible time. The principal in turn,


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depending upon nature, magnitude and jurisdiction of the issue, will arrange for the appropriate and early measure of redressal of grievance, under the management and same will be communicate to the 'aggrieved person'. All the proceeding, of the Grievance Mechanism will be suitably documented and recorded.

Grievance Redressal Flow-Chart




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16.1.3 Composition of GRC:

a.	Principal/Sr. Professor of the institute	Chairperson
b.	Professor/ Sr. Associate Professor for a period of two years	Vice-Chairperson
c.	Registrar	Convener
d.	Associate/Sr. Assistant professor for a period of two years	Member

16.1.4 Terms of Reference of the Grievance Redressal Committee

- Any employee of the college could address his/her grievance in writing to the Chairman of the Committee.
- The grievance could be arising out of policy matters or personal reasons.
- Whenever an employee wishes to put forth any claim or seeks redress of any grievance or of any wrong, which he deemed having been done to him, he must forward his case through proper channel, and shall not forward such advance copies of his application to any higher authority, unless the lower authority has rejected the claim, or refused relief, or the disposal of the matter is delayed by more than three months.
- No employee shall be a signatory to any joint representation addressed to the authorities for redress of any grievance or for any other matter.
- The committee shall call for meeting within a week of receiving any grievance and submit its recommendations to the Director within a fortnight of having received a grievance. The process could be expedited at the discretion of the Chairman of committee if the grievance be of such a nature which may need immediate attention.
- Three members of the committee, present in person, shall constitute a quorum at any meeting of the committee.
- If the complaint is against any member of the committee at above, he /she shall not form the quorum of that committee in which his / her case is being heard of and decided. In such a case, the senior most person on the committee will co-opt another suitable member with the permission of Director to have the quorum of three members on the committee.
- The decision of the Director will be final.

16.2 Women's Grievance / Anti-Sexual Harassment Cell

The Institution has established Women's Grievance Cell with the objectives of redressing the grievances of the students and the staff, of any sort related to women. It provides confidential and supportive environment for members of the campus community who might likely have been sexually harassed; advises complainant of the informal and formal means of redressal; ensures the fair and timely redressal of sexual harassment complaints. It also provides information regarding counseling and support services on the campus, and promotes awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

16.2.1 Objectives of the Cell


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- To provide a platform for listening to complaints and redressal of grievances.
- To incorporate hygiene habits and ensure a healthy atmosphere in and around the university premises.
- To prevent sexual harassment and to promote general well-being of female students, teaching and non-teaching women staff of the institute.

16.2.2 What is Sexual Harassment?

According to the Supreme Court Order, sexual harassment is any unwelcome:

- Physical contact and advances,
- Demand or request for sexual favour
- Sexually coloured remarks
- Display of pornography
- Any other unwelcome physical, verbal and non-verbal conduct of a sexual nature.
- Basically it is any unwelcome words or actions of sexual nature.

16.2.3 Functions of the Cell

- To provide a neutral, confidential and supportive environment for members of the campus community who may have been sexually harassed;
- To advise complainants of the informal and formal means of resolution as specified by the Cell;
- To ensure the fair and timely resolution of sexual harassment complaints;
- To provide information regarding counselling and support services on the campus;
- To ensure that students, faculty and staff are provided with current and comprehensive materials on sexual harassment and assault;
- To promote awareness about sexual harassment through educational initiatives that encourage and foster a respectful and safe campus environment.

16.2.4 Goals of the Cell

The Cell seeks to achieve

- **Awareness Through Dissemination of Information** - through production, distribution and circulation of printed materials, posters and handouts
- **Awareness Through Workshops** - about sexual harassment for faculty, non-teaching staff and students. The aim is to develop non-threatening and non-intimidating atmosphere of mutual learning.
- **Awareness by Counseling** - Confidential counseling service is an important service as it provides a safe space to speak about the incident and how it has affected the victim because sexual harassment cases are rarely reported as it is being a sensitive issue.

16.2.5 Preventive steps

It will be the endeavor of the committee:-


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- To facilitate a safe environment that is free of sexual harassment.
- To promote behaviors that create an atmosphere that ensures gender equality and equal opportunities.

16.2.6 Remedial

- To ensure that the mechanism for registering complaints is safe, accessible and sensitive.
- The mechanism for registering complaints is safe, accessible and sensitive.
- To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims, recommend penalties and take action against the harasser, if necessary.
- To advise the competent authority to issue warnings or take the help of the law to stop the harasser, if the complainant consents.
- To seek medical, police and legal intervention with the consent of the complainant.
- To make arrangements for appropriate psychological, emotional and physical support (in the form of counseling, security and other assistance) to the victim if so desires.

16.2.7 Procedure for Registering Complaints

- All complaints must be brought by the complainant in person to any member of the committee. The exception for this will be in case of forced confinement of the person. In such a case, brought by another person on behalf of the complainant, the committee will examine whether an investigation, intervention or some other assistance needed. In exceptional cases, third party/witness complaints may be entertained. In such cases, the committee will ascertain whether the person alleged to have been harassed wishes to lodge a formal complaint. Once such a complaint is received the committee shall proceed to investigate it as per the procedure specified.
- If the complainant wishes, can be accompanied by a representative. The committee will consist of three faculty members to be nominated by the academic and Management council for a period of three years.
- A complainant can go directly to the competent authority. However, in such cases, which should be exceptional, the complainant should give reasons for doing so. In such cases, it is open to the competent authority to refer the complaint back to the appropriate committee/authority.

16.2.8 Enquiry Procedure

A suggested enquiry procedure would be as follows:-

- Any person may register a complaint of Sexual Harassment against any student, employee or third party of the Institute or vice versa, with the Chairperson or, at their choice, any of the other members of the committee. They should do so at the earliest point of time, but preferably within 30 days of occurrence of the alleged incident.
- The complaint may be made orally or in writing. If the complaint is made orally, the complainant will be requested to confirm the complaint in writing and sign it.


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- The committee, or a minimum of 3 members of the full Committee, will meet with the complainant latest within 30 days of receipt of the complaint. They will inform the complainant of this meeting date at the earliest.
- At the first meeting with the Committee, the Complaint will be heard and his/her statements will be recorded. The complainant will be asked to produce any corroborative material that can substantiate the complaint.
- The committee will record the proceedings of the enquiry, and the attendance of all parties present at any of the meetings.
- Thereafter, the person accused of the alleged Sexual Harassment will be called for a meeting with the Committee. The letter of invitation will mention the fact that a complaint has been registered against him/her. During the meeting the complaint will be related to the Accused in detail, and the Accused will be given the opportunity to provide his/her view of the situation.
- The Committee will provide the Accused with a copy of the statement of allegation made by the Complainant, and provide the Accused with an opportunity to submit a written response, should he/she so desire, within 15 days of receipt of the statement.
- The Complainant will be provided with a copy of the written response submitted by the Accused.
- If the Complainant or the Accused want to call on witnesses, they must write to the Committee with the names and contact details of those witnesses, after which the Chairperson of the Committee will call the witnesses.
- If the Complainant wishes to provide any documentary evidence, he/she must supply true copies of those documents to the Chairperson of the Committee. Similarly, if the Accused wishes to tender any documentary evidence, he/she will be requested to provide true copies of those documents to the Complainants Committee. To ensure that the documents are considered as true copies, parties will be required to sign the documents submitted.
- After having heard both parties, the Committee will conduct an enquiry into the evidence provided by both parties. The enquiry may include meeting with witnesses, consultation with experts and any other activities required to establish a balanced view of the case.
- The committee will provide every reasonable opportunity to the Complainant and to the Accused to put forward, and defend their respective cases.
- The Committee will complete the enquiry as soon as is reasonably possible, and communicate its findings and its recommendations for the disciplinary action, if any, to the Competent Authority.
- In case the complaint registered by the Complainant is found to be frivolous or false, the Complainant will be liable for punishment.

16.2.9 Redressal

The complaints may be addressed as follows:-

- The committee can ask the Institute to suspend the alleged harasser from an administrative post/classes if his/her presence is likely to interface with the enquiry.
- The victim of sexual harassment as per the Supreme Court judgment will have the option to seek transfer of the perpetrator or their own transfer where applicable.


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- The Head of the Institution upon receipt of the enquiry report shall refer the same to the Governing Body / Executive Council and Institute disciplinary action on the basis of the recommendations of the Complaint Committee under relevant service rules.
- The disciplinary action will be commensurate with the nature of the violation.
- In the case of Institute employee, disciplinary action could be in the form of:-
 - Warning
 - Written apology
 - Bond of good behavior
 - Adverse remarks in the confidential report
 - Debarring from supervisory duties
 - Denial of membership of statutory bodies
 - Denial of re-employment
 - Stopping of increments/promotion
 - Reverting, demotion
 - Suspension
 - Dismissal
 - Any other relevant mechanism
- In case of students, disciplinary action could in the form of:-
 - Warning
 - Written apology
 - Bond of good behavior
 - Debarring entry into a hostel/campus
 - Suspension for a specific period of time
 - Withholding results
 - Debarring from exams
 - Debarring from award of any institutional scholarship
 - Debarring from holding posts such as member of Committee etc.
 - Expulsion
 - Denial of admission
 - Declaring harasser as "persona non grata" for stipulated period of time.
 - Any other relevant mechanism

16.3 Protection against Victimization

SKIT has an obligation to ensure that a person who registers a complaint in good faith and without malice is protected, and will not allow a person raising a concern to be victimized for doing so. In the unfortunate event where, despite the best of precautions, the Complainant would be victimized, SKIT shall treat this as a serious matter and take disciplinary action against the perpetrator

16.4 Anti-Ragging Committee

Anti-ragging committee will be the supervisory and advisory committee on matters of planning action for building and preserving a culture of ragging free environment in the institute campus. Anti-ragging committee does checks regularly places like hostels,


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buses, canteens, classrooms and other places of student congregation, for any incidences of ragging, and shall educate the students at large in the college about menace of ragging and related punishment provisions. Anti-ragging committee will be involved in designing strategies and action plan for curbing the menace of ragging in the institute by adopting array of activities.

16.5 Caste Based Discrimination Prevention Committee

16.5.1 Aims and Objectives

- To oversee the effective implementation of policies and programmes for the SC/ST/OBC
- To provide guidance, counselling and resolve issues pertaining to the Caste Based Discrimination in the institute
- To enhance the diversity within the campus.

16.5.2 Functions

- To ensure equity and equal opportunity to the community.
- To enhance the diversity among the students, teaching and non-teaching staff and at the same time eliminate the perception of Caste Based Discrimination.
- To help individuals or a group of students belonging to the SC/ST/OBC regarding issues related to Caste Based Discrimination.
- To sensitize the college on the problems of Caste Based Discrimination.


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INTRODUCTION TO WOMENS CELL AND ITS WORKING

Introduction

Women Cell has been constituted ,since 2007, in the college campus for the women faculty, staff and girl students. This Cell functions as the "Complaints Committee" as required by the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013".

The Cell is committed to maintain a harmonious atmosphere at the Institute, to enable women to pursue their work with dignity and reassurance. The Cell has been continuously working to raise awareness on gender equality issues.

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Definition of Women grievance :

Grievance includes any one or combination of the following - For this purpose, sexual harassment includes such unwelcome sexually determined behavior (whether directly or by implication) as:

- a) Physical contact and advances
- b) A demand or request for sexual favours
- c) Sexually colored remarks
- d) Showing pornography
- e) Any other unwelcome physical, verbal, or non-verbal conduct of sexual nature.

1. **Dissatisfaction:** Anything that disturbs a female, whether or not the unrest is expressed in words.
2. **Complaint:** A spoken or written dissatisfaction brought to the attention of In - Charge
3. **Grievance:** A complaint that has been formally presented to a Representative of cell.

Features of Grievances

- Discontent or Dissatisfaction.
- Dissatisfaction must arise out of employment & not due to personal reasons.
- The discontentment can arise out of real or imaginary reasons.
- The discontent may be voiced or unvoiced but it must expression in some form.
- Broadly speaking a grievance is noticeable & traceable to real or perceived non-fulfilment of one's expectations.



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Objectives of Grievance cell Handling

- To prevent sexual harassment and to promote the general well-being of female students/employees of the Institute
- To provide healthy and safe environment in the Institute for the female students /employees
- To enable female students to air her grievance.
- To clarify the nature of grievance.
- To investigate the reasons of dissatisfaction.
- To obtain where possible a speedy resolution to the problem.
- To take appropriate actions.
- To provide guidelines for the redressal of grievances related to sexual harassment of female students/employees of the institution

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Reasons of Grievances

- 1. ECONOMIC.
- 2. WORK ENVIRONMENT.
- 3. SUPERVISION.
- 4. WORK GROUP.
- 5. MISCELLANEOUS.

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Types of Grievances

1. Individual Grievance: complaint that an action by seniors has violated the rights of an individual as set out in the collective agreement or law, or by some unfair practice.

Examples: discipline, demotion, classification disputes, denial of benefits, etc.

2. Group Grievance: complaint by a group of individuals, for example, a shift that has been affected the same way and at the same time by an action taken by seniors or peers.

Sexual Harrassment

Sexual harassment is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favors. In most modern legal contexts, sexual harassment is illegal.

Sexual harassment is gross violation of women's right to equality and dignity.



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SEXUAL HARASSMENT (Sec 2(n) of the Act)

Sexual Harassment includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely :

- physical contact and advances; or
- a demand or request for sexual favors; or
- sexually colored remarks; or
- showing pornography; or
- other offensive or derogatory pictures, cartoons; or
- any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

EFFECT OF GRIEVANCES

- Loss of interest in work and consequent lack of moral and commitment
- Poor quality of performance-Low quality of result , poor studies, Increase in wastage
- Low productivity
- Increase in the incidence of accidents
- Indiscipline
- Increased absenteeism
- Reduction in level of commitment,
- Reduced level of student morale.
- Unrest



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Benefits- Grievance handling procedures

1. It encourages students/employees to raise concerns without fear of reprisal.
2. It provides a fair & speedy means of dealing of grievances.
3. It prevents minor disagreements developing into more serious disputes.
4. It helps build in organisational climate based on openness and trust.

Informal Grievance Redressal Procedure

- The aggrieved girl can directly approach her in charge to engage into a direct consultation and have his grievance resolved amicably in stage I itself.
- Any female who wants to file a complaint In case of Sexual harassment, the complainant shall include the specific nature of the incident, date and the place of the incident, name of all parties involved as well as a detailed report of all pertinent facts. A member who feels that she has been harassed is strongly urged to immediately bring the subject to the attention of a member Women's Redressal Committee. Inquiries and/or complaints will be investigated as quickly as possible. Any investigation will be conducted in confidential manner as compatible with a thorough investigation of the complaints.

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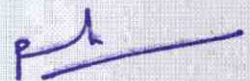
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Details of Committee Members

<i>S.No.</i>	<i>Faculty</i>	<i>Dept.</i>	<i>Contact No.</i>	<i>E-mail id</i>
1.	Dr. Sangeeta Gupta	Mathematics	9414455719	sangeeta11rc@gmail.com
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