

5.1.4-4 Grievance Redressal Mechanism

GRIEVANCE REDRESSAL CELL

OBJECTIVES

The objective of the grievance redressal cell is to develop a responsive accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

DEFINITION OF GRIEVANCE

Grievance means a formal complaint-includes any kind of content or dissatisfaction or negative perception , whether expressed or not, arising out of anything connected with institution that a student or parent or staff member thinks, believes or even feels is unfair, unjust or inequitable.

SCOPE

The cell deals with grievances received in writing form from the students about any of the following matters:

- Academic matters: related to timely issue of duplicate mark-sheets . Transfer certificates, conduct certificates or other examination related.
- Financial Matters: related to dues and payments for various items from library, hostels etc,
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food. Availability of transport *etc.*

FUNCTIONING


The case are attended promptly on receipt of written grievances from the students in the attached Perform .(Annexure-1).

The cell formally meet to or view all cases, prepare a statistical report about the number of

Cases received, attended to and the number of pending cases, If any which require direction and guidance from the higher authorities.


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MEASURES FOR PREVENTION OF RAGGING

- The setting up of the Grievance Redressal Cell (GRC) for students is widely publicized.
- The students are encouraged to put grievance in the format attached and drop it in the boxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc. will be taken up only if the relevant financial documents like Demand draft etc. are attached.

STANDARD OPERATING PROCEDURE

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell.

If the grievance is against the respective Head of school/department/office, then the grievant may directly submit his/her grievance writing, to the Officer-In-Charge of Grievance Redressal Cell.

A. FORMAL REGISTRATION:

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through email, or submitting a signed hardcopy of the grievance complaint in person to the Officer-In-Charge of Grievance Redressal Cell.

B. ACKNOWLEDGEMENT :

The Grievance Redressal Cell shall acknowledge the receipt of each


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grievance complainant immediately. In the case of e-mail the sender will receive an instant replay acknowledging the receipt of his/her e-mail.

C. FORWARDING:

Upon receipt of grievance the Grievance Redressal Cell shall categorize, analyze the merits of the grievance, and forward the grievance to the respect department/office/individual(dealingwiththesubstantivefunctionlinkedwith hegrievance) requesting them to enquire into the grievance and redress within such period as maybe specified, not exceeding 7days from the receipt of grievance complaint.

D. FOLLOWUP&MONITORING:


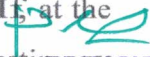
Grievance Redressal Cell shall co ordinate, monitor and ensure redressal within the stipulated time. Depending upon the seriousness of grievance, the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

E.SCRUITINY:

Grievance Redressal Cell will make a thorough review of the redressal process. Incase the committee feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

F. CALL FOR HEARING:

If the Grievance Redressal Cell is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail or in person. If at the conclusion of the hearing, the committee feels that additional information, testi


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G. INVESTIGATION:

If resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Cell will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

H. FINAL DECISION:

After the hearing or investigation the Grievance Redressal Cell shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application-pass an order indicating the reasons for such order, as maybe deemed fit.

I.COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Cell shall communicate the final decision to both parties, which shall be binding on both the parties.

J. CLOSURE OF COMPLAINT:

The complaint shall be considered as disposed of and closed when:

The grievant has indicated acceptance of the resolution: b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceeding shall be treated as confidential and can be viewed only by the members of Grievance Redressal Cell, for the purpose of investigation.

K. FEEDBACK:

Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time, especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process.


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EXCLUSIONS

The Grievance Redressal Cell shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the University with regard to Disciplinary matters and misconduct.
- Decisions of the University about admissions in any course offered by the Institute.
- Decisions by competent authority on assessment and examination result.

Sexual Harassment

Sexual Harassment has an place at Mahathi College Of Pharmacy [MCPM] MCPM is firmly committed to provide its students,. employees, stakeholders and others with an environment that is free from Sexual Harassment. The work place at MCPM ensures every woman is treated with dignity and respect and afforded equitable treatment.


The College is also committed to promote an environment that is conducive to the professional growth of its women employees and encourages equality of opportunity. The College will not tolerate any form of sexual harassment and is commed to take all necessary steps to ensure that its women employees are not subjected to any form of armament.

This document explains MCPM Standard Operating Procedure for processing complaints and conducting investigation suited to sexual harassment and retaliation.

MCPM also cooperates fully with my investigation conducted by authorized law enforcement. We may refer acomplaint and the result to four investigation to those agencies. We may dosoprior to the completion of our internal investigation

OBJECTIVE

The objective in implementing and enforcing this policy is to define work place sexual harassment, prohibit it in all forms, carry out appropriate disciplinary measures in the case of violations, and provide procedures for lodging complains about conduct that violate this policy and investigating sexual haunt claim.


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DEFINITION

Sexual harassment maybe one or a series of incidents involving unsolicited and unwelcome sexual advances, requests for sexual favors, or any other verbal or physical conduct.

Sexual Harassment at the workplace includes

- un welcome sexual advances (verbal, written or physical),
- Demand or request for sexual favors.
- Any other type of sexually-oriented conduct.
- Verbal abuse or "joking" that is sex-oriented.
- Intrusive questions or statements about your private life.
- Sending sexually explicit emails de test messages.
- Inappropriate advances on social networking sites.
- Behavior that may also be considered to be an off enceunder criminal law, such as physical mult, indecent exposure, sexual assault, stalking or obscene communications.
- any conduct that has the purpose or the effect to interfering with an individual's work.

Performance of creating an intimidating, hostile or offensive work environment and submission to such conductise it her an explicit or implicit term or condition of employment and for submission or rejection of the conduct is used as a basis for making employment decisions.

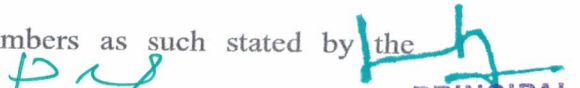
RESPONSIBILITIES REGARDING SEXUAL HARASSMENT

All Students and Staff of the College have a personal responsibility to ensure that their behaves is not contrary to this policy. All Students and Staff are encouraged to reinforce the maintenance of a conducive environment free from sexual harassment.

COMMITTEE

The College has instituted a Sexual harassment Complaint Committee for redressal of sexual harassment complaint (made by the victim) and for ensuring time bound treatment of such complaints.

The Complaints Committee will comprise of members as such stated by the
Statutory Bodies


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AT BRIEF

The Sexual Harassment Complaint Committee seeks to provide employees and students with a working environment free from any unlawful harassment, including but not limited to sexual harassment. Harassment of any kind, whether by a co-employee or staff or batch mates or seniors or other associated with institution, is not tolerated at the Sexual Harassment Complaint Committee.

The Committee will promptly investigate complaints of harassment, will act to stop any inappropriate unwelcome behavior, and will resolve the situation using the process

Outlined below in a manner that is fair to all parties and appropriate to the situation involved Employees and Students are also obligated to attend any mandatory training provided by the Society to prevent sexual or other forms of harassment

The Standard Operating Procedure describes the process available to women to report inappropriate behavior that they believe may constitute harassment, and also describes the way such complaints will be investigated and resolved. The Society recognizes that the decision to come forward with a complaint may be difficult but if it comes forward, the Society will handle information provided by employees or students who report inappropriate behavior in a sensitive manner, and will endeavor to protect the privacy of the reporting employee and to maintain confidentiality to the extent possible.

Employees and Students are strongly encouraged to report instances of questionable workplace conduct well before such conduct would rise to the level of legally actionable harassment, whether sexual or otherwise. This way, the behavior can be addressed before it constitutes unlawful harassment or creates a hostile work environment; this also ensures that instances of inappropriate behavior can be dealt with in a timely and appropriate manner to prevent recurrences. In addition, delays in reporting inappropriate conduct may have an impact on the Society's ability to investigate the situation and take appropriate action.



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STANDARD OPERATING PROCEDURE

Individuals should report complaints of conduct believed to violate College's sexual harassment policy according to the Sexual Harassment Complaint Committee's complaint procedures. . To initiate formal investigation into an alleged violation of this policy, employee/Student may be asked to provide a written statement about the alleged misconduct to the HR head. Complaints should be submitted as soon as possible after an incident has occurred. The HR head may assist the complainant in completing the statement. To ensure the prompt and thorough investigation of a sexual harassment complaint, the complainants should provide as much of the following information as is possible:

- 1.The name, department and position of the person or persons allegedly causing the harassment.
 - 2.A description of the incident(s), including the date(s), location(s) and the presence of any Witnesses.
 - 3.The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment
 - 4.The names of other individuals who might have soon subject to the same or similar harassment.
 - 5.What, if any, steps the complainant has taken to try to stop the harassment.
1. A description of the incident(s), including the date(s), location(s) and the presence of any Witnesses.
 2. The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment.
 3. The names of other individuals who might have soon subject to the same or similar harassment.
- 6.Any other information the complainant believes to be relevant to the harassment complaint.


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The HR can:

1. Resolve the matter informally with the complainant.
2. Initiate, at the complainant's request, a mediation process between the parties (in the circumstances the contact person will keep the Head master or is delegate informed)
3. Forward the matter to the Head of the Institution, the Principal (Chairperson of Sexual Harassment Complaint Committee)

The Head of the Institution, on receiving a formal complaint in writing, will action accordance with the College's Sexual Harassment Complaint Committee Procedures.

The HR will call for a meeting of the Sexual Harassment Complaint Committee Members, headed by the Chairperson.

The Chairperson of the Complaints Committee will proceed to determine whether the allegations (assuming them to be true only for the purpose of this determination) made in the complaint fall under the view of Sexual Harassment, preferably within 30days from receipt of the complaint. In the event, the allegation does not fall under the purview of Sexual Harassment or the allegation does not mean an offence of Sexual Harassment, she/he will record this finding with reasons and communicate the same to the complainant.

If the Chairperson of the Complaints Committee determines that the allegations constitute an act of sexual harassment, she be will proceed to investigate the allegation with the assistance of the Members of the Sexual Harassment Complaints Committee.

Where such conduct on the part of the accused amounts to a specific off under the law, the Institute shall initiate appropriate action in accordance with law by making complaint with the appropriate mandatorily.


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The Complaints Committee Member shall conduct such investigations in timely manner and shall submit a written report containing the findings and recommendations to the Chairperson as soon as practically possible and in any case, not later than 90days from the date of receipt of the complaint.