



Established In 1998

**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY**

Managed By St. Thomas Mission, Bhilai

Approved by AICTE and Affiliated to CSVTU, Bhilai

If You Aim High, We Provide The Means



## **QNM 5.1.4**

**THE INSTITUTION ADOPTS THE FOLLOWING FOR REDRESSAL OF STUDENT GRIEVANCES INCLUDING SEXUAL HARASSMENT AND RAGGING CASES**

- 1. IMPLEMENTATION OF GUIDELINES OF STATUTORY/REGULATORY BODIES**
- 2. ORGANISATION WIDE AWARENESS AND UNDERTAKINGS ON POLICIES WITH ZERO TOLERANCE**
- 3. MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS' GRIEVANCES**
- 4. TIMELY REDRESSAL OF THE GRIEVANCES THROUGH APPROPRIATE COMMITTEES**

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



Implementation of guidelines of statutory/regulatory bodies.

For the transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases various committees have been formed such as:

Student Grievance Redressal Cell

Women Grievance Redressal Cell

Anti Ragging Committee.

### **STUDENTS' GRIEVANCE REDRESSAL CELL**

The College has a Students' Grievance Redressal Committee, addresses genuine concerns and complaints of students whatever be the nature of the problem.

The functions of the Committee are to look into the complaints lodged by any student, and judge its merit.

Anyone with a genuine grievance may approach directly in person to the Chairman / Principal or the Grievance Redressal Committee members.

They may also approach the members of the cell or any of their other teachers as per their comfort and convenience.

In case the person is unwilling to appear in self, grievances may be sent in writing.

Grievances may also be sent through e-mail to [sgrc@ccetbhilai.ac.in](mailto:sgrc@ccetbhilai.ac.in)

#### ➤ **Objective:-**

- To develop a responsive and accountable attitude among all the stakeholders
- To maintain a harmonious educational atmosphere in the whole campus.
- To uphold the ethos of the founding society's vision and mission towards education.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring trouble free atmosphere in the College through promoting cordial Student-Student relationship and Student -teacher relationship etc.

## **Criterion 5**

### **QnM5.1.4 Redressal of Student Grievances**



- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To investigate the cause of grievances and to ensure effectual solution depending upon the gravity of the grievances.
- Students are encouraged to use the suggestion boxes placed on different sections of the campus to put in writing their grievances and to express their constructive suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost self-discipline and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a hurtful manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution.
- Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal/ Executive Vice Chairman.

➤ **Scope:-**

- The Committee deals with Grievances received in writing 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 matters.
  - ❖ **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.,
  - ❖ Any other related work arising in the college to be resolved.

➤ **Functions:-**

- The cases are attended promptly on receipt of written grievances from the students.

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### QnM5.1.4 Redressal of Student Grievances



- The Committee formally meets to review all cases, prepares a statistical reports 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.

➤ **Exclusions:-**

- The Grievance Redressal Committee 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 courses offered by the Institute.
  - ❖ Decisions by competent authority on assessment and examination result.

**Grievance Redressal Committee:-**

- The student, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the following Grievances Redressal Committee.
- Henceforth, all aggrieved parents and the stockholders may approach to the Grievance Redressal Committee.

S.No.	Name of the Faculty	Designation	Position	Email & Mobile no
1.	Rev. Fr. Dr. P. S. Varghese	Executive Vice Chairman	Chairman	frdrpsvargheseccet@gmail.com +91 9826141686
2.	Dr. (Mrs.) Dipali Soren	Principal	Member	d.soren@ccetbhilai.ac.in +91 9981991419
3.	Dr. Archana Choudhury	Vice Principal & HOD - CSE	Member	drarchana@ccetbhilai.ac.in +91 9425239059
4.	Dr. R. H. Gajghat	HOD - Mech	Member	rh.gajghat@ccetbhilai.ac.in +91 9229486034
5.	Dr. Shailendra Verma	HOD - Electrical	Member	s.verma@ccetbhilai.ac.in +91 9827187528
6.	Dr. S. B. Burje	HOD - ETC	Member secretary	sb.burje@ccetbhilai.ac.in +91 9826097397
7.	Dr. Preeti Nandkumar	1st year Incharge	Member	p.nandkumar@ccetbhilai.ac.in +91 9826175613
8.	Dr. Dillip Dash	Coordinator Anti ragging cell	Member	dk.dash@ccetbhilai.ac.in +91 9406066468
9.	Dr. Sudha Singh	Library Incharge	Member	s.singh@ccetbhilai.ac.in +91 9893036256

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### QnM5.1.4 Redressal of Student Grievances



## **WOMEN'S GRIEVANCE REDRESSAL COMMITTEE (WGRC)**

Gender Sensitization & Awareness Program on the implementation of “**Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013**”.

### **Internal Complaints Committee (ICC)**

**WGRC:** A committee constituted by CCET promotes a healthy working environment to all CCET female staff, students and faculty.

In accordance to Section 29 of the Sexual Harassment of women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (14 of 2013) and OM dated 21.07.2009 in F.No.11013/3/2009-Esst.(A) issued by the Deptt. of Personnel & Training, Govt. of India, CCET has constituted an Internal Complaints Committee (ICC) to conduct enquiry regarding harassment cases.

Rev. Fr. Dr. P.S.Varghese, Executive Vice Chairman CCET & Secretary St. Thomas Mission	Chairperson, ICC
Dr. Dipali Soren , Principal & Professor , ETC	Member (Internal)
Dr. Archana Choudhury Vice Principal & Associate Professor, CSE	Member (Internal)
Dr .R.H. Gajghat, Professor, ME	Member (Internal)
Dr. Preeti Nandkumar, Associate Professor, Chemistry	Member (Internal)
Dr. Sudha Singh, Library Incharge	Member (Internal)
Adv. Mrs. Kanti Kumar , District court , Durg,	Advocate Member (External)

### **Who can approach WGRC for help?**

Any CCET female employee (faculty or staff) or student

### **Definition of Sexual Harassment:**

"Sexual harassment" includes such unwelcome sexually determined behavior, whether directly or otherwise, as:

## **Criterion 5**

### **QnM5.1.4 Redressal of Student Grievances**



- Physical contact and advances
- Demand or request for sexual favors
- Sexually colored remarks
- Showing any pornography, or
- Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature

**What are the possible actions that can be taken against the respondent?**

- Warning
- Written apology
- Bond of good behavior
- Adverse remark in the Confidential Report
- Stopping of increments/promotion
- Suspension
- Dismissal
- Any other relevant mechanism

**If you are harassed, what should you do?**

Inform to immediate supervisor or any other person in authority if the complaint is against the supervisor or WGRC-ICC

- You can meet in person or call or file a complaint (hand-written, typed and signed, email) to the WGRC
- You can reach us at [wgrc@ccetbhilai.ac.in](mailto:wgrc@ccetbhilai.ac.in)
- You can also contact the Chairperson, Principal or any other members directly.

Rest assured that your complaint will be kept **CONFIDENTIAL**.

**Inquiry into complaint:**

- The inquiry shall be complete within a period of ten days from the date of the complaint.
- On completion of the inquiry, the Internal Committee shall provide a report of its findings to the Executive Vice Chairman / Principal within a period of seven days from the date of completion of the inquiry and such report be made available to the concerned parties.

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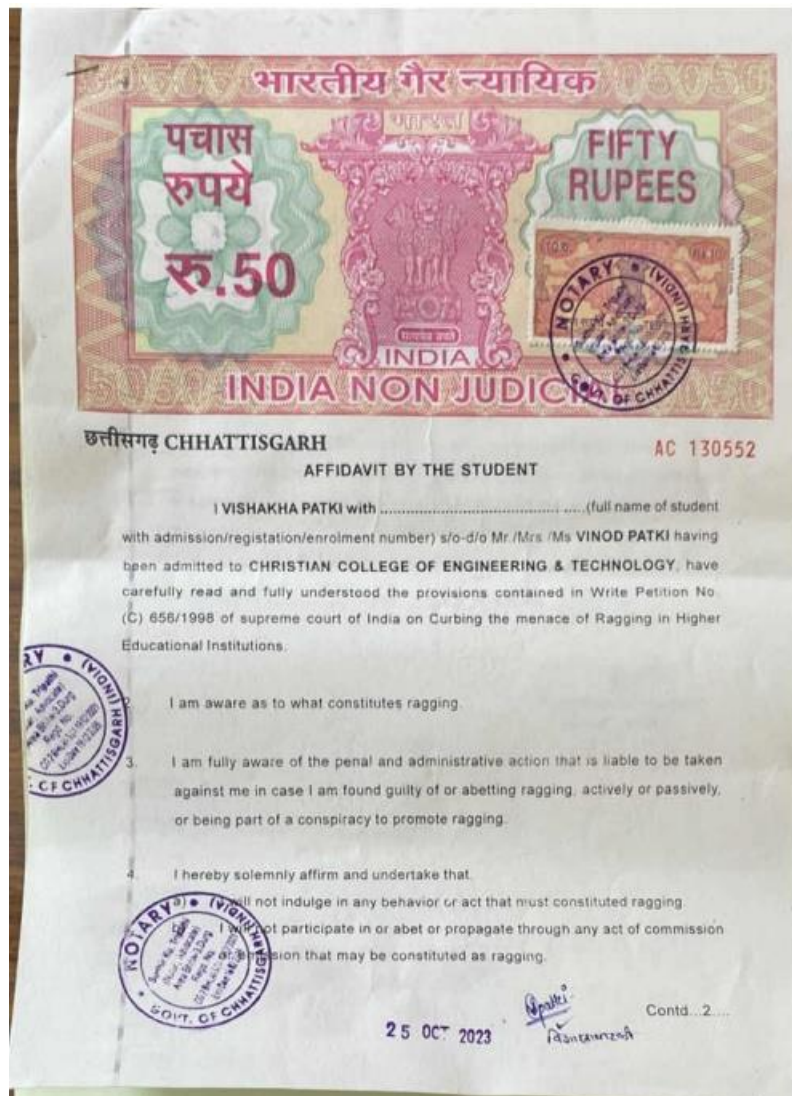
### QnM5.1.4 Redressal of Student Grievances



- If the allegation against the respondent has been proved, it shall recommend punitive actions to be taken against the respondent to the employer.
- The employer shall act upon the recommendation within thirty days of its receipt by him.

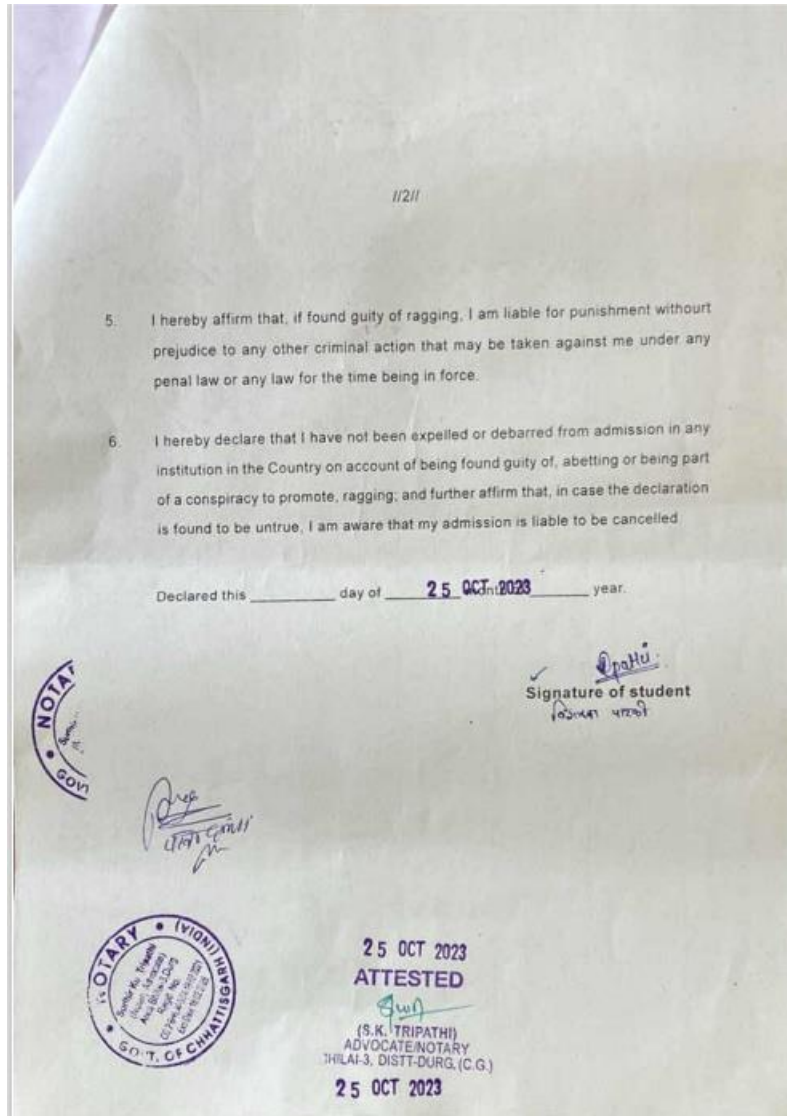
2.Organisation wide awareness and undertakings on policies with zero tolerance.

### Student’s undertaking on antiragging



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### QnM5.1.4 Redressal of Student Grievances



## MECHANISM FOR SUBMISSION OF ONLINE/OFFLINE STUDENT'S GRIEVANCE

The College has a Students' Grievance Redressal Committee, addresses genuine concerns and complaints of students whatever be the nature of the problem. Anyone with a genuine grievance may approach directly in person to the Chairman / Principal or the Grievance Redressal Committee members. They may also approach the members of the cell or any of their other teachers as per their comfort and convenience.

In case the person is unwilling to appear in self, grievances may be sent in writing and dropped in complaint/suggestion box.

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### QnM5.1.4 Redressal of Student Grievances





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The implementation of suggestion complaint boxes across various key locations within CCET Bhilai signifies a proactive approach to student welfare and satisfaction. Placed strategically in academic buildings, libraries, student activity centers, administrative areas, hostels, and online platforms, these boxes serve as accessible channels for students to voice their grievances. Regular collection, confidentiality assurance, and prompt redressal mechanisms are vital components of this initiative. Furthermore, raising awareness through orientation sessions and visible signage reinforces their utility. By fostering a culture of open communication, CCET Bhilai ensures a supportive environment where student concerns are not only heard but also actively addressed, fostering a positive and constructive campus atmosphere.



Grievances may also be sent through e-mail to [sgrc@ccetbhilai.ac.in](mailto:sgrc@ccetbhilai.ac.in)

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### QnM5.1.4 Redressal of Student Grievances





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**Foolishly I ragged & got suspended**

Will I get prosecuted?  
What about my Job prospects?

**SAY NO TO RAGGING**

Download ANTI RAGGING App

**MY FUTURE IS A BIG ?**

*Remember RAGGING is for LOSERS*

For more information: [www.anti-ragging.in](http://www.anti-ragging.in) or call 1800 Anti Ragging helpline. And Not Being Ragged?  
Immediately call 1800 Anti Ragging helpline- 1800 180 0000 (Toll Free) or contact Email to: [anti-ragging@anti-ragging.in](mailto:anti-ragging@anti-ragging.in)

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MINISTRY OF HUMAN RESOURCE DEVELOPMENT  
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QnM5.1.4 Redressal of Student Grievances



**SAY NO TO RAGGING**

**BEFORE YOU EVEN THINK OF RAGGING**

Download ANTI RAGGING App

**THINK OF**

- Humiliation
- Suspension
- Ruined Career
- Blacklisting
- Expulsion
- Possible Prosecution

**Don't just stand and watch. Stop Ragging! Show Character**

Remember - RAGGING is for LOSERS

For more details visit [www.collegeofengineeringandtechnology.org](http://www.collegeofengineeringandtechnology.org) & [www.collegeringging.org](http://www.collegeringging.org) or visit ANTI Ragging App Store.

Are You Being Ragged?

For more details visit [www.collegeofengineeringandtechnology.org](http://www.collegeofengineeringandtechnology.org) & [www.collegeringging.org](http://www.collegeringging.org)

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MINISTRY OF EDUCATION, GOVERNMENT OF INDIA

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उच्च शिक्षा विभाग, भारत सरकार

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### QnM5.1.4 Redressal of Student Grievances



**DON'T RAG,  
JUST INTERACT**

Visit UGC website for  
www.ugc.ac.in &  
www.anti-ragging.in to  
see UGC Anti-Ragging  
Regulations

**Are you being ragged ?**  
Immediately call 1800 Anti-Ragging Helpline  
(0800 120022 12447) Toll Free  
Or send an e-mail to [anti-ragging@ugc.ac.in](mailto:anti-ragging@ugc.ac.in)

**RAGGING  
IN ANY FORM IS  
PUNISHABLE**

Download  
**ANTI  
RAGGING**  
App

Join hands to make your college ragging free

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Quality Higher Education For All

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## **MINUTES OF MEETING OF REDRESSAL COMMITTEES**

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



**CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY, KAILASH NAGAR, BHILAI.**  
**LIST OF MEMBERS OF ANTI RAGGING SQUAD FOR THE ACADEMIC YEAR 2022 – 2023.**

**ANTI RAGGING SQUAD**

S.No.	Name of Staff	Monitoring Point	Signature
1	Dr. Radheshyam H Gajghat	Whole Campus	
2	Dr. Preeti Nand Kumar		
3	Dr.Sasanka Sekhar Bishoyi		
4	Mr.Rupesh Mude		
5	Mr. Sajjoo		
1	Dr.Preeti Nandakumar	Ground Floor 'B' Block Mechanical , Sc.& Hum.	
2	Dr. Anju Singh		
3	Er. Amit Sarda		
4	Mr.Praveen Chandrakar		
1	Mrs.Sikha Agrawal	First Floor 'B' Block CSE &EE	
2	Mrs.Amrita Banjara		
3	Er Prashant Bawaney		
4	Er.Ashish Dewagan		
1	Mr Abid Khan	First Floor 'B' Block Elex. & Telecomm.	
1	Dr. Sudha Singh	'A' Block Library	
1	Mr. Lalit Ku Sahu	Canteen	
2	Mr. Chandra Shekhar Sahu		
1	Mr. Robin Babu	St. Thomas Boys' Hostel	
1	Sister Ludia	St. Mary's Girls Hostel	





**Dr. Dillip Ku. Dash**  
 Coordinator Anti Ragging Cell

**Dr. Mrs. Dipali Soren**  
 Principal



Dt. 18/02/2023

**Minutes of Meeting****Date:** February 16, 2023**Time:** 11:00 AM**Location:** B Block Board Room**Present:**

- Dr. Dipali Soren (Chairman) 
- Dr. Archana Chowdhury (Vice Principal) 
- Dr. Srinivasa Rao Pulivarti (Convener) 
- Dr. R H Gajghat (Member) 
- Dr. Shailendra Verma (Member) 
- Dr. Preeti Nand Kumar (Member) 
- Mr. Abid Khan (Member) 
- Mrs. A Manjula Naidu (Member) 

**Agenda Points:****1. Discussion of concerns regarding the change of Hostel Menu:**

- The Chairman, Dr. Dipali Soren, initiated the discussion on concerns raised by students regarding recent changes in the Hostel Menu.
- Members discussed the feedback received from students and potential solutions to address their concerns.
- **Action Point:** Dr. Preeti Nand Kumar and Mr. Abid Khan to lead the subcommittee and report back with proposed changes within two weeks.

**2. Resolution of issues related to the campus Wi-Fi connection:**

- Dr. Srinivasa Rao Pulivarti, the Convener, presented an overview of the Wi-Fi connection issues affecting campus users.
- Committee members discussed the technical challenges and the need for an upgrade in network infrastructure.





- **Action Point:** Dr. R H Gajghat to coordinate with the IT department to implement the necessary improvements and provide regular updates.

### 3. Addressing academic grievances raised by the students:

- Dr. Archana Chowdhury, the Vice Principal, outlined the academic grievances raised by students regarding course schedules and assessment procedures.
- Committee members discussed possible solutions to ensure a fair and transparent academic environment.
- It was decided to conduct a survey among students to gather detailed feedback and identify specific areas of concern.
- **Action Point:** Dr. Shailendra Verma and Mrs. A Manjula Naidu to prepare the survey and analyze the results to propose necessary academic adjustments.

### 4. Review and resolution of grievances related to internal assessment:

- Dr. Dipali Soren emphasized the importance of addressing internal assessment grievances promptly.
- Committee members discussed individual cases and the need for consistent assessment practices across departments.
- It was agreed to establish a review committee to ensure fairness and adherence to assessment guidelines.
- **Action Point:** Dr. Srinivasa Rao Pulivarti and Dr. R H Gajghat to form the review committee and provide recommendations for resolution within one month.

**Next Meeting:** The next meeting is scheduled for 04/07/2023, and the agenda will be circulated in advance.

**Adjournment:** The meeting was adjourned at 1:00 PM.

**Dr. Srinivasa Rao Pulivarti**

**Convenor**



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**MINUTES OF THE MEETING:**

- The 1<sup>st</sup> meeting of newly reconstituted Women Grievances cell of College for academic year 2022-23 started on 12<sup>th</sup> August at 3.30 pm under the leadership of Principal. Initially the Coordinator welcome to all the Members of the Committee.
- The awareness meeting for students was conducted under the chairmanship of Principal .All girls students and members of 'Women Cell ' were present for this meeting .The purpose of this meeting was to make aware all girls students about the Principle guidelines of anti sexual harassment cell
- Decision to established Sanitary Vending Machine in Girls Common Room
- It was decided that all department representative will visit their respective area time to time in the college, since the college is a co-educational hence safety and security to the girl students should be given priority
- Decided to arrangement of Covid Vaccination in Campus with the help of Nagar Nigam Person
- Decided to organizing a seminar on the topic "Implementation of Sexual Harassment of Women at workplace (Prevention, Prohibition & Redressal) Acts 2013.
- First aided facility & other facility items were handed over to department staff representative and one set kept in Library A Block
- The Meeting is ended with Vote of thanks

Women Grievance Redressal Committee**Criterion 5****QnM5.1.4 Redressal of Student Grievances**



**CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY,  
KAILASH NAGAR, BHILAI.**

**Minutes of Anti Ragging Meeting held on 12.10.2022(Wednesday) at 3.00 PM**

A meeting of the Ragging Cell (Committee & Squad) was held on 12.10.2022 at 3.00 PM in the Board Room to review and strengthen the measures to curb the menace of ragging about the Orientation programme (1<sup>st</sup> year) in the college campus.

Sl No	Name of faculty	Signature
1	Dr. Radheshyam H Gajghat	
2	Er Amit Sarda	
3	Dr. Preeti Nand Kumar	
4	Dr.Sasanka Sekhar Bishoyi	
5	Dr. Anju Singh	
6	Er.Prashant Bawaney	
7	Dr. Sudha Singh	
8	Mrs.Shikha Agrawal	
9	Mrs.Amrita Banjare	
10	Er Abid Khan	
11	Er. Sumit Shrivastav	
12	Er.Praveen Chandrakar	
13	Er. Ashish Dewangan	
14	Mr. Chandra Shekhar Sahu	
15	Mr. Robin Babu	
16	Sister Ludia	
17	Mr.Rupesh Mude	
18	Mr. Sajjoo	
19	Mrs.Lincy Mendonza	

1. All members were being informed about the first year orientation programme on 18.10.2022
2. It was strictly mentioned that if you find anything going on wrong anywhere and any one makes complain please take immediate action and bring into notice of committee.
3. The complain made by the students should be kept confidential
4. Special take care of new comer first year students.
5. Meeting ended with vote of thanks

Dr. Dillip Kumar Dash  
(Coordinator Anti Ragging Cell)

Dr. Dipali Soren  
(Principal)



## Notice

Ref no: - CCET/ICC/2022-23/01

Date: 22nd July 2022

This is to inform the members of Internal Complaints Committee the meeting was scheduled on 25<sup>th</sup> July 2022 at 01.30 pm in B Block Board Room. So all member of ICC were requested to present in time

Following members are requested to attend the meeting.

S.no.	Name	Designation
1.	Dr. Dipali Soren	Principal
2.	Dr. Archana Chowdhary	Vice Principal
3.	Dr. Preeti Nandkumar	Associate Professor
4.	Adv. Mrs. Kanti Kumar	Advocate District court , Durg.
5.	Mrs. Nimmi Varghese	Student Councillor
6.	Dr. Sudha Singh,	Library In charge
7.	Sister Ludia	Girls' Hostel warden

### Agenda:

- To make aware about guiding Principles of 'Anti Sexual Harassment Cell for women '
- Any other point with the permission of Chairman

  
Coordinator

(ICC)

### Copy to

1. Committee Members
2. IQAC Coordinator
3. Principal
4. Executive Vice Chairman

Internal Complaints Committee

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



## MINUTES OF THE MEETING

The Chairman welcomed all the members of the Committee to the meeting of the Internal Complaints Committee (ICC) held on 25<sup>th</sup> July 2022. The primary focus of this gathering was to discuss and implement the principal guidelines for the Dnt - Sexual Harassment Cell within the institution.

### ① Full Attendance and Purpose of the meeting :-

It was noted that all members of the ICC cell were present for this important meeting underscoring the dedication of the Committee in addressing issues related to sexual harassment within the academic environment. The primary purpose of this meeting was to ensure that all committee members were well-informed about the fundamental guidelines of the anti-sexual harassment cell.

### ② A Harmonious Academic Environment :-

Members of the Committee commenced the meeting by overviewing the academic environment during the current academic year. It was heartening to find that no complaints had been raised by general students and staff thus far. This positive outcome indicated that the measures and protocols in place were effective in creating a safe and respectful atmosphere within the institution.

### ③ Seminar on the Implementation of Sexual Harassment (Law)

The Committee deliberated on the need to further educate both students and staff on issues pertaining to sexual harassment. It was unanimously decided to organize a Seminar on the topic "Implementation of Sexual Harassment of Women at Workplace".



(Prevention, prohibition & Redressal) Act 2013".

The aim of this seminar was to raise awareness and promote a comprehensive understanding of the legal framework in place to protect against sexual harassment.

(4) Reviewing the vigilance system:

Addressing the safety and well-being of students, particularly newcomers, was a paramount concern of the Committee. Therefore the Committee laid focus to review the vigilance system in place for monitoring students' movement within the institution. This system aimed to prevent any untoward incidents and ensure a secure learning environment for all.

(5) Empowering students to Recognize and Report Issues:-

To further bolster the safety measures, the committee emphasized the importance of educating students about the recognition of issues related to sexual harassment & the appropriate channels for reporting them. It was acknowledged that student involvement in this process was crucial, and they were encouraged to reach out to committee members in such cases.

(6) Proactive Monitoring & Swift Resolution

members were requested to be vigilant and proactive in monitoring students' well-being. In the event that any issue arose, it was stressed that immediate action should be taken to address and resolve the matter.

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### QnM5.1.4 Redressal of Student Grievances



at its initial stage. This proactive approach was considered instrumental in preventing potential incidents of Sexual harassment.

### 7) Note of Thanks:

The meeting concluded on a positive note with a vote of thanks to all the members for their active participation and dedication to ensuring a safe academic environment. The commitment of the SCC cell to prevention and Redressal of Sexual harassment within the institution was reaffirmed.

### Signature of members:-

① Dr. Dipali Soren -

② Dr. Archana Chowdhary -

③ Dr. Preeti Rani Kumar -

④ Dr. Sudha Singh -

⑤ Adv. Mrs. Kanti Kumar -

⑥ Sister Lucia -

⑦ Mrs. Nirmali Varghese -

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



## ACTION TAKEN

In response to the valuable suggestions provided by Committee members during the JCC meeting, several important actions were taken to reinforce the commitment of preventing and addressing sexual harassment within the institution.

Firstly, as suggested by Committee members, posters were strategically displayed in various prominent locations throughout the building. These posters served as a visual reminder of the U-1534 Guidelines, which are crucial for understanding and preventing sexual harassment. The purpose of this initiative was to raise awareness among all the members of the academic community, ensuring that they are well-informed about their rights & the procedures in place to combat harassment.

Secondly, recognizing the importance of providing support and guidance to female students, a counselling session was organized specifically for the residents of the girls hostel. This session offered a safe and confidential space for students to discuss any concerns or issues they might be facing. It also provided an opportunity to educate them about recognizing and reporting instances of sexual harassment.

Lastly, in an effort to foster a culture of awareness and inclusivity, the Committee initiated activities aimed at spreading awareness among non-teaching female staff members. It is essential to ensure that all members of the academic community, irrespective of their roles, feel empowered to recognize and report any incidents of sexual harassment. These activities were designed to create an environment where every individual understands the significance of their role in maintaining a safe and respectful atmosphere within the institution.

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### QnM5.1.4 Redressal of Student Grievances





## MINUTES OF THE MEETING

The ~~meeting~~ Internal Complaints Committee (ICC) convened on 20<sup>th</sup> January 2023 to address important matters related to the safety and well being of female students and staff within the institution. The meeting was chaired by Dr. Dipali Soren, principal, and chairperson, who welcomed all committee members and set the stage for a productive discussion.

### Confirmation of previous meeting minutes:-

The committee coordinator initiated the meeting by reading and confirmed the minutes of the previous meeting held on 25<sup>th</sup> July 2022. The members unanimously confirmed the accuracy of the minutes, emphasizing the importance of transparency and accountability in their proceedings.

### Monitoring Students Issues:-

An essential point of discussion was the need for committee members to proactively monitor students and swiftly address any issues that may arise. To emphasize here was on resolving issues at the initial stage to prevent them from escalating. This approach aligns with the committee's commitment to creating a safe and supportive environment for all students.

### Seminar on Essential Steps to Stop Sexual Harassment

The committee highlighted a significant initiative undertaken on 5<sup>th</sup> December 2022 the successful conduct of a seminar titled "Implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013". This seminar played a crucial role in educating students and staff about the importance of recognizing, preventing and addressing sexual



harassment. Such educational efforts are essential in fostering a culture of respect & safety.

#### Positive Feedback from Students:

A heartening aspect of the discussion was the feedback received from students regarding the college premises. It was noted with satisfaction that students felt secure and positively regarded the college, ~~premises~~ campus as a harassment-free environment. This feedback underscores the effectiveness of the measures and policies in place to ensure the safety of all members of the academic community.

#### and Complaints for the Current Semester:

Another significant development highlighted during the meeting was the absence of any complaints related to sexual harassment received by the committee for the current semester. This outcome reflects the success of preventive measures and a conducive environment that encourages individuals to report incidents without fear.

#### Conclusion and Vote of Thanks:-

In the absence of any other items for discussion, the meeting concluded on a positive note with a vote of thanks to all committee members for their dedication and commitment to ensuring a safe and harassment-free academic environment. The ICC will remain steadfast in its mission to uphold the principles of equality and security for all and the outcomes discussed during this meeting serve as a testament to the institutional progress in achieving these goals.

*[Signature]*

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



### ACTION TAKEN

Following the insightful suggestions put forth by the committee members during the JCC meeting, the institution took significant action to bolster its dedication to prevention and addressing sexual harassment. These actions reflect the commitment to creating a safe and inclusive academic environment.

### Seminar on Visakha Guidelines:

The institution recognized the importance of educating and empowering its female staff and girl students on the Visakha Guidelines. In response to this, a seminar was conducted. This seminar aimed to provide a comprehensive understanding of the guidelines, ensuring that all attendees were well-informed about their rights and the procedures to combat sexual harassment. This proactive approach contributes to the prevention of harassment by promoting awareness.

### Women's Day Celebrations:

The institution acknowledged the significance of International Women's Day as an occasion to celebrate the achievements of women and raise awareness about important issues. In line with this, plans were made for a Women's Day celebration. A gynecological specialist can be invited to conduct a seminar on cancer awareness.

### Campaign for Beti Bachao scheme:

The institution recognized the importance of contributing to societal change beyond its premises. As a result, the committee

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



were advised to run a campaign for the  
Beta Bachao (Save the Girl Child) scheme.  
This campaign is an essential step  
towards addressing gender inequality  
and promoting the welfare and empowerment  
of girls and women in the broader community.

Singh

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



### The Grievance Cell Functions:

1. **Complaint Handling:** The primary function of the cell is to examine the complaints filed by students and assess their validity. The Grievance Cell is also authorized to investigate cases of harassment.
2. **Alternative Submission:** In instances where individuals are reluctant to appear in person, grievances can be submitted in writing through the suggestion box located at the Administrative Block. Additionally, complaints can be sent via email to the Principal at [principal.011.esvtu@gmail.com](mailto:principal.011.esvtu@gmail.com) or to the officer in-charge of the Students' Grievance Cell.
3. **Timely Response:** Written grievances from students are promptly addressed upon receipt. The Grievance Cell takes action on cases that include the necessary supporting documents.
4. **Resolution Commitment:** The Grievance Cell is committed to ensuring that grievances are resolved within the specified time frame as set by the cell.
5. **Statistical Reporting:** The cell conducts formal reviews of all cases, maintaining records of the number of cases received. The cell compiles statistical reports, detailing cases addressed, and any pending cases that require direction and guidance from higher authorities.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances











### Minutes of Meeting

**Date:** 17/08/2022 **Time:** 11:00 AM

**Location:** B Block Board Room, CCET, Bhilai

**Meeting Chair:** Dr. Dipali Soren, Principal

**Meeting Attendees:**

1. Dr. Dipali Soren - Chairman 
2. Dr. Archana Chowdhury - Vice Principal 
3. Dr. Srinivasa Rao Pulivarti - Convenor 
4. Dr. R H Gajghat - Member 
5. Dr. Shailendra Verma - Member 
6. Dr. Preeti Nand Kumar - Member 
7. Mr. Abid Khan - Member 
8. Mrs. A Manjula Naidu - Member 

**Agenda:**

1. Discussion and resolution of student grievances related to academics, attendance, internal assessments, and other relevant concerns.
2. Establishment of a transparent and efficient process for addressing and resolving student grievances.
3. Any additional matters related to student welfare and grievances.

**Meeting Proceedings:**

- Dr. Dipali Soren, the Chairman, called the meeting to order at 11:00 AM.
- The attendees introduced themselves, confirming their presence.
- Dr. Dipali Soren outlined the agenda and emphasized the importance of addressing student grievances promptly.



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- **Action Point:** Dr. Archana Chowdhury and Dr. R H Gajghat to liaise with the campus maintenance team and initiate feedback sessions.

**Closing Remarks:**

- Dr. Dipali Soren thanked all committee members for their active participation and valuable suggestions.
- The next meeting was scheduled to review the progress on grievance redressal and address any new issues.

**Meeting Adjourned: 1:30PM**

**Dr. Srinivasa Rao Pulivarti**

**Convenor**

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



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### Notice

Ref no: - CCET/WGRC/2022-23/01

Date: 10<sup>th</sup> August 2022

This is to inform all the members of Women Grievance Redressal committee the meeting will be conducted on 12<sup>th</sup> August 2022 at 3.30 pm in. A Block Room No 308

Following members are requested to attend the meeting.

S.no.	Name	Position
01	Dr Dipali Soren	Chairperson
02	Dr. Sudha Singh	Coordinator
03	Dr. Preeti Nand Kumar	Co-Coordinator
04	Dr. Archana Chowdhary	Member
05	Adv. Mrs. Kanti Kumar	Advocate District court, Durg,
06	Ms Jaisleena Sahota	Student Member
07	Ms Nafiya Khan	Student Member
08	Ms Richa Jha	Student Member

#### Agenda:

- To make aware students about guiding Principles of 'Anti Sexual Harassment Cell for women'
- Various point to be discuss related to female under this cell

  
Coordinator

(WGRC)

  
Principal

Copy to

1. Committee Members
2. IQAC Coordinator
3. Executive Vice Chairman

Women Grievance Redressal Committee

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**





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### SIGNATURE OF MEMBERS :

SN	Name	Signature
01	Dr Dipali Soren	
02	Dr.Sudha Singh	
03	D. Preeti Nand Kumari	
04	Dr.Archana Chowdhary	
05	Ms Jaisleena Sahota	
06	Ms Nafiya Khan	
07	Ms Richa Jha	

Women Grievance Redressal Committee

## Criterion 5

QnM5.1.4 Redressal of Student Grievances



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## ACTION TAKEN

### **COVID Vaccination Drive**

The institution took proactive measures to ensure the health and safety of its staff and students by organizing a COVID vaccination drive within the campus. This initiative was made possible through collaboration with local authorities, particularly Nagar Nigam personnel. The drive aimed to provide vaccination to all staff and students who had not yet received their COVID-19 vaccination. By facilitating access to vaccines on-campus, the institution demonstrated its commitment to public health and mitigating the spread of the virus within its community.

### **Sanitary Vending Machine Proposal**

In a bid to further enhance the hygiene and convenience of its facilities, a proposal was submitted to the management for the purchase and installation of a sanitary vending machine. This proposal addresses a crucial aspect of maintaining a clean and sanitary environment, especially for female students and staff. A sanitary vending machine would provide easy access to essential feminine hygiene products, promoting the overall well-being and comfort of female members of the academic community.

The proposed sanitary vending machine reflects the institution's dedication to providing a supportive and inclusive environment for all, ensuring that the needs of its students and staff are met comprehensively. By considering and acting upon such proposals, the institution demonstrates its responsiveness to the evolving requirements and expectations of its community members, while prioritizing their health and comfort.

Women Grievance Redressal Committee

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



## MINUTES OF THE MEETING:

The Women's Cell committee convened on 13<sup>th</sup> January 2023 to discuss various critical matters related to the well-being, empowerment, and safety of female students and staff within the institution. The meeting was chaired by Dr Dipali Soren, Principal and Chairperson, who welcomed all committee members and set the stage for a productive discussion.

### Confirmation of Previous Meeting Minutes:

The meeting commenced with the reading and unanimous confirmation of the minutes from the previous Women's Cell meeting held on 12<sup>th</sup> August 2022. This practice reflects the committee's commitment to transparency and accountability in its proceedings.

### Grievance Complaints:

An important topic of discussion revolved around the matter of grievance complaints. The committee noted with satisfaction that no grievances had been brought to its attention during the session. This suggests that the measures and support systems in place had been effective in preventing and addressing issues related to harassment.

### COVID Vaccination Drive:

The committee took proactive steps to prioritize the health and safety of its community members by arranging a COVID vaccination drive on 24<sup>th</sup> August 2022 within the campus. This initiative provided an opportunity for all staff and students who had not yet been vaccinated to receive their COVID-19 vaccine, contributing to a safer and more secure campus environment.

### Seminar on Sexual Harassment:

A significant highlight was the organization of a seminar on the topic "Implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013" on 5<sup>th</sup> December 2022. This seminar aimed to educate and empower attendees with knowledge about their rights and the procedures for addressing sexual harassment, reinforcing the institution's commitment to a safe and respectful environment.

### Upcoming Events:

The committee announced its plans for future events that promote women's empowerment and well-being. These include a speech competition on National Girl Child Day with topics related to empowering girls and promoting girls' education. Additionally, a lecture on meditation and mental health under the "Har Ghar Dhyam" campaign was proposed, highlighting the holistic approach to women's welfare.

Women Grievance Redressal Committee



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### ACTION TAKEN

#### **National Girl Child Day Speech Competition**

The institution celebrated National Girl Child Day with great enthusiasm and a commitment to empowering girls. To mark this significant occasion, a Speech Competition was organized. The competition revolved around topics that emphasized the importance of empowering girls and promoting their education. The themes included "Empowering Girls for a Brighter Tomorrow," "Beti Bachao Beti Padhao," and "Girls Education: A Lifeline, Not a Luxury." This event aimed to inspire, educate, and motivate young girls to strive for excellence while raising awareness about the importance of gender equality and girls' education in our society.

#### **Lecture on Meditation and Mental Health**

As part of the "Har Ghar Dhyani" campaign, the institution recognized the importance of mental health and well-being, particularly for girls. To address this crucial aspect of holistic development, a lecture on meditation and mental health was organized. This lecture aimed to educate girls about the benefits of meditation as a tool for managing stress, anxiety, and improving overall mental well-being. By focusing on mental health, the institution demonstrated its commitment to nurturing not only the academic but also the emotional and psychological growth of its female students.

Women Grievance Redressal Committee

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**

**CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY,  
KAILASH NAGAR, BHILAI.**

Ref.No/CCET/2022/246

Dated: 12.10.2022

**NOTICE**

A meeting is convened on Wednesday, 12.10.2022 in the Board Room for the members of Anti Ragging Cell (Committee & Squad). All the below mentioned members are requested to be present in Board Room for the same at 3:00 P.M. positively.

Sl No	Name of faculty	Signature
1	Dr. Radheshyam H Gajghat	
2	Er Amit Sarda	
3	Dr. Preeti Nand Kumar	
4	Dr.Sasanka Sekhar Bishoyi	
5	Dr. Anju Singh	
6	Er.Prashant Bawaney	
7	Dr. Sudha Singh	
8	Mrs.Sikha Agrawal	
9	Mrs.Amrita Banjare	
10	Er Abid Khan	
11	Er. Sumit Shrivastav	
12	Er.Praveen Chandrakar	
13	Er. Ashish Dewangan	
14	Mr. Chandra Shekhar Sahu	
15	Mr. Robin Babu	
16	Sister Ludia	
17	Mr.Rupesh Mude	
18	Mr. Sajjoo	
19	Mrs.Lincy Mendonza	

Dr. Dillip Kumar Dash  
(Coordinator Anti Ragging Cell)

Dr. Dipali Soren  
(Principal)



**CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY, KAILASH NAGAR, BHILAI.  
LIST OF MEMBERS OF ANTI RAGGING COMMITTEE FOR THE ACADEMIC YEAR 2022 – 2023**

DEPARTMENT OF SCIENCE AND HUMANITIES:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Dr. Dilip Kumar Dash	Professor	9406066468		
2	Dr. Sasanka Sekhar Bishoyi	Associate Prof.	8224927322	1702	<i>SSB</i>
3	Dr.Preeti Nandakumar	Associate Prof.	9826175613	1703	<i>Preeti</i>
DEPARTMENT OF MECHANICAL ENGINEERING:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Dr. Radheshyam H Gajghat	Asso. Professor	9229486034	1607	<i>RHG</i>
2	Mr. Amit Sarda	Associate Prof.	9827926129	1607	<i>AS</i>
DEPARTMENT OF ELECTRICAL ENGINEERING:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Er Prashant Bawaney	Asst. Professor	8839191067	1401	<i>Prashant</i>
DEPARTMENT OF ELECTRONICS AND TELECOMMUNICATION:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1					
2	Mr. Abid Khan	Asst. Professor	8319439357	1501	<i>AK</i>
DEPARTMENT OF COMPUTER SCIENCE:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Mrs.Lincy Mendonza	Associate Prof.	9425239059	1302	<i>Lincy</i>
2	Mr.Rupesh Mude	Asst. Professor	9893839430	1202	<i>RM</i>
ST. THOMAS BOYS' HOSTEL:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Mr. Robin Babu	Asst. Warden	9303488880	1817	<i>Robin</i>
ST. MARYS' GIRLS HOSTEL:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Sister Ludia	Warden	9981991422	1818	
COLLEGE LIBRARY:					
S.N	NAME OF FACULTY	DESIGNATION	MOBILE No.	DEPARTMENT EXTENSION No.	Signature
1	Dr. Sudha Singh	Librarian	9893036256	1905	<i>Sudha</i>

*DL Dash*  
Dr. Dillip Ku. Dash  
Coordinator Anti Ragging Cell

*Dr. Mrs. Dipali Soren*  
Dr. Mrs. Dipali Soren  
Principal

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



## Notice

Ref no: - CCET/ICC/2022-23/02

Date: 17<sup>th</sup> January 2023

This is to inform the members of Internal Complaints Committee the meeting was scheduled on 20<sup>th</sup> January 2023 at 3.30 pm in B Block Board Room. So all member of ICC were requested to present in time

Following members are requested to attend the meeting.

Sl.No.	Name	Designation
1.	Dr. Dipali Soren	Principal
2.	Dr. Archana Choudhury	Vice Principal
3.	Dr. Preeti Nandkumar	Associate Professor
4.	Adv. Mrs. Kanti Kumar	Advocate District court , Durg.
5.	Mrs. Nimmi Varghese	Student Councillor
6.	Dr. Sudha Singh.	Library In charge
7.	Sister Ludia	Girls' Hostel warden

### Agenda:

- To Know the grievance Redressal status of Current semester
- To create awareness among the students about identification of issues and approach the members in such cases
- Any other point with the permission of Chairman

  
Coordinator

(WGRC)

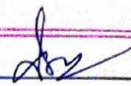
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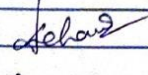
- 1 Committee Members
- 2 Principal
- 3 IQAC Coordinator
- 4 Executive Vice Chairman


Internal Complaints Committee

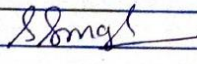


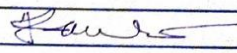
SIGNATURE OF MEMBERS


① Dr. Dipali Soren — 


② Dr. Archana choudhary — 

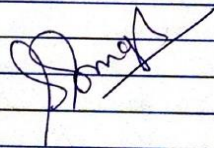
③ Dr. preeti Nand Kuma — 

④ Dr. Sudha Singh — 

⑤ Adv. Mrs Karthi Kumar — 

⑥ Sisteres Luckra — 

⑦ Mrs Nirmali Varghese — 



## Criterion 5

QnM5.1.4 Redressal of Student Grievances





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CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY  
If You Aim High, We Provide The Means**NOTICE**

REF/ CCET/SGRC/2022-23/01

Dt. 16/08/2022

To: Committee Members of Grievance Redressal, CCET, Bhilai

**Subject:** Meeting for Grievance Redressal

Dear Committee Members,

It is to inform all of you that a crucial meeting has been scheduled to address and resolve the grievances of the students at Christian College of Engineering and Technology, Bhilai. Your presence at this meeting is essential to ensure the effective redressal of these issues.

**Date: 17/08/2022 Location: B Block Board Room, Time: 11:00 AM****Agenda:**

1. Discussion and resolution of student grievances related to academics, attendance, internal assessments, and other relevant concerns.
2. Establishment of a transparent and efficient process for addressing and resolving student grievances.
3. Any additional matters related to student welfare and grievances.

**Committee Members required to attend:**

1. Dr. Dipali Soren - Chairman
2. Dr. Archana Chowdhury - Vice Principal
3. Dr. Srinivasa Rao Pulivarti - Convenor
4. Dr. R H Gajghat - Member
5. Dr. Shailendra Verma - Member
6. Dr. Preeti Nand Kumar - Member
7. Mr. Abid Khan - Member
8. Mrs. A Manjula Naidu - Member

*Dipali Soren*  
16/08/2022  
Dr. Dipali Soren  
Principal  
CCET, Bhilai

**Criterion 5****QnM5.1.4 Redressal of Student Grievances**

**Discussion on Agenda Points:****1. Discussion and Resolution of Student Grievances:**

- Committee members discussed various grievances raised by students regarding academics, attendance, and internal assessments.
- It was agreed that a formal process for receiving and addressing grievances would be established.
- Dr. Preeti Nand Kumar proposed the creation of a dedicated email address for students to submit their grievances.
- Dr. Archana Chowdhury suggested setting up a grievance redressal cell to investigate and address grievances.
- **Action Point:** Dr. Srinivasa Rao Pulivarti and Dr. R H Gajghat to lead the establishment of a grievance redressal process.

**2. Establishment of a Transparent Process:**

- The committee discussed the need for transparency in the grievance redressal process.
- Dr. Shailendra Verma proposed regular updates to be provided to students regarding the status of their grievances.
- It was agreed that a committee website would be created to provide information on the grievance redressal process.
- Action Item: Mr. Abid Khan and Mrs. A Manjula Naidu to oversee the website development and updates.

**3. Additional Matters:**

- Dr. Dipali Soren encouraged committee members to share any additional matters related to student welfare and grievances.
- Dr. Archana Chowdhury raised concerns about campus cleanliness and waste disposal.
- It was agreed to involve the campus maintenance team to address waste disposal issues.
- Dr. R H Gajghat suggested regular feedback sessions with students to proactively identify and address issues.

**Criterion 5****QnM5.1.4 Redressal of Student Grievances**



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REF/ CCET/SGRC/2022-23/02

Dt. 07/02/2023

### NOTICE

To: Committee Members of Grievance Redressal, CCET, Bhilai.

**Subject:** Meeting for Grievance Redressal

Dear Committee Members,

We are writing to inform you that a crucial meeting has been scheduled to address and resolve the grievances of the students at Christian College of Engineering and Technology, Bhilai.

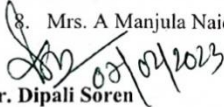
**Date: February 16, 2023 Location: B Block Board Room Time: 11:00 AM**

#### **Agenda Points:**

1. Discussion of concerns regarding the change of Hostel Menu
2. Resolution of issues related to the campus Wi-Fi connection.
3. Addressing academic grievances raised by the students.
4. Review and resolution of grievances related to internal assessment.

Committee Members Required to Attend:

1. Dr. Dipali Soren - **Chairman**
2. Dr. Archana Chowdhury - **Vice Principal**
3. Dr. Srinivasa Rao Pulivarti - **Convener**
4. Dr. R H Gajghat - Member
5. Dr. Shailendra Verma - Member
6. Dr. Preeti Nand Kumar - Member
7. Mr. Abid Khan - Member
8. Mrs. A Manjula Naidu - Member

  
Dr. Dipali Soren  
Principal  
CCET, Bhilai

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



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**Notice**

Ref no: - CCET/WGRC/2022-23/02

Date: 11<sup>th</sup> January 2023

This is to inform all the members of Women Grievance Redressal committee the meeting will be conducted on 13<sup>th</sup> January 2023 at 3.30 pm in. A Block Room No 308

Following members are requested to attend the meeting.

S.no.	Name	Position
01	Dr Dipali Soren	Chairperson
02	Dr. Sudha Singh	Coordinator
03	Dr. Preeti Nand Kumar	Co-Coordinator
04	Dr. Archana Chowdhury	Member
05	Adv. Mrs. Kanti Kumar	Advocate District court, Durg.
06	Ms Jaisleena Sahota	Student Member
07	Ms Nafiya Khan	Student Member
08	Ms Richa Jha	Student Member

## Agenda:

- Action to be taken on the complaints or grievances received
- To discuss about organizing some Program
- To discuss about the celebration of National girls Child day & International women's day

  
Coordinator

(WGRC)

  
Principal 11/01/2023

## Copy to

- 1 Committee Members
- 2 IQAC Coordinator
- 3 Executive Vice Chairman

**Women Grievance Redressal Committee****Criterion 5****QnM5.1.4 Redressal of Student Grievances**



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### SIGNATURE OF MEMBERS :

SN	Name	Signature
01	Dr Dipali Soren	
02	Dr.Sudha Singh	
03	Dr Preeti Nand Kumar	
04	Dr. Archana Chowdhary	
05	Ms Jaisleena Sahota	
06	Ms Nafiya Khan	
07	Ms Richa Jha	

Women Grievance Redressal Committee

## Criterion 5

QnM5.1.4 Redressal of Student Grievances



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# **GOVERNMENT AND INSTITUTIONAL** **POLICIES**

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



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लोपामुद्रा मोहंती  
Lopamudra Mohanty

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भारत सरकार  
महिला एवं बाल विकास मंत्रालय  
GOVERNMENT OF INDIA  
MINISTRY OF WOMEN & CHILD DEVELOPMENT  
जीवन विहार, नई दिल्ली-110 001, दिनांक  
Jeevan Vihar, New Delhi-110 001, Dated

### ACKNOWLEDGEMENTS

In our journey towards preparing this Handbook, which required a lot of guidance and assistance from many people, whose names may not be enumerated, I am thankful to all of them for their contributions towards the completion of the task.

I would like to express my sincere thanks to the UN Women (United Nations Entity for Gender Equality and Empowerment of Women) for their valuable contributions with their experience in women's movement and expertise in gender rights in supporting the Ministry to prepare the Handbook with key information on the Act in an easy-to-use practical manner and designing with appropriate illustrations.

I would like to acknowledge the important contributions made by Ms. Risha Syed, Legal Consultant for the hardwork put by her coupled with her experience and expertise as a legal professional and commitment to gender issues in bringing out the Handbook.

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We hope that this Handbook will be a guide and inspiration to all of us in creating an enabling environment of women in the workplaces.

(Lopamudra Mohanty)

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Professional	Personal
<ul style="list-style-type: none"> <li>• Decreased work performance</li> <li>• Increased absenteeism, loss of pay</li> <li>• Loss of promotional opportunities</li> <li>• Retaliation from the respondent, or colleagues/ friends of the respondent</li> <li>• Subjected to gossip and scrutiny at work</li> <li>• Being objectified</li> <li>• Becoming publicly sexualized</li> <li>• Defamation</li> <li>• Being ostracized</li> <li>• Having to relocate</li> <li>• Job and career consequences</li> <li>• Weakened support network</li> </ul>	<ul style="list-style-type: none"> <li>• Depression</li> <li>• Anxiety, panic attacks</li> <li>• Traumatic stress</li> <li>• Sleeplessness</li> <li>• Shame, guilt, self-blame</li> <li>• Difficulty in concentrating</li> <li>• Headaches</li> <li>• Fatigue, loss of motivation</li> <li>• Personal Difficulties with time</li> <li>• Eating disorders (weight loss or gain)</li> <li>• Feeling betrayed and/or violated</li> <li>• Feeling angry or violent towards the respondent</li> <li>• Feeling powerless</li> <li>• Loss of confidence and self esteem</li> <li>• Over all loss of trust in people</li> <li>• Problems with intimacy</li> <li>• Withdrawal and isolation</li> </ul>

### SEXUAL HARASSMENT IS A SUBJECTIVE EXPERIENCE

In 2010, the High Court of Delhi endorsed the view that sexual harassment is a subjective experience and for that reason held “We therefore prefer to analyze harassment from the [complainant’s] perspective. A complete understanding of the [complainant’s] view requires... an analysis of the different perspectives of men and women. Conduct that many men consider unobjectionable may offend many women... Men tend to view some forms of sexual harassment as “harmless social interactions to which only overly-sensitive women would object. The characteristically male view depicts sexual harassment as comparatively harmless amusement. ... Men, who are rarely victims of sexual assault, may view sexual conduct in a vacuum without a full appreciation of the social setting or the underlying threat of violence that a woman may perceive.”

Dr. Punita K. Sodhi v. Union of India & Ors. W.P. (C) 367/2009 & CMS 828, 11426/2009  
On 9 September, 2010, in the High Court of Delhi

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#### SCENARIO EXAMPLE 4

Asha is a researcher at a media agency led by Dr. Purshottam, a well-known journalist.

In the first few months of Asha's employment, Dr. Purshottam is very pleased with her work and publicly appreciates her. Soon after, Dr. Purshottam frequently summons Asha to his office on the pretext of work and makes verbal sexual advances and sexually coloured remarks to her. He brushes aside her protests by saying that they would not be able to work as a team unless she interacted closely with him and they both got to know each other well. However, once she categorically rebuffed his sexual advances, he has stopped. Now he **ridicules her work** and **humiliates** her in the presence of colleagues and the staff. He **discriminates** against her by allotting projects to her and then arbitrarily withdrawing the work.

#### What is a Hostile Workplace Environment Sexual Harassment?

In the above example, the workplace actions are a result of Asha rebuffing the unwelcome, sexual advances of Dr. Purshottam and this constitutes hostile work environment form of workplace sexual harassment.

This section has listed and illustrated some of the behaviours that constitute the five parameters of workplace sexual harassment, viz., sexual, subjective, unwelcome, impact and power. This becomes the basis of the key elements of the Act, Prevention, Prohibition and Redress.



## SECTION 3

### Prevention and Prohibition

*“The meaning and content of fundamental rights guaranteed in the Constitution of India are of sufficient amplitudes to encompass all facets of gender equality...”*

Late Justice J.S. Verma

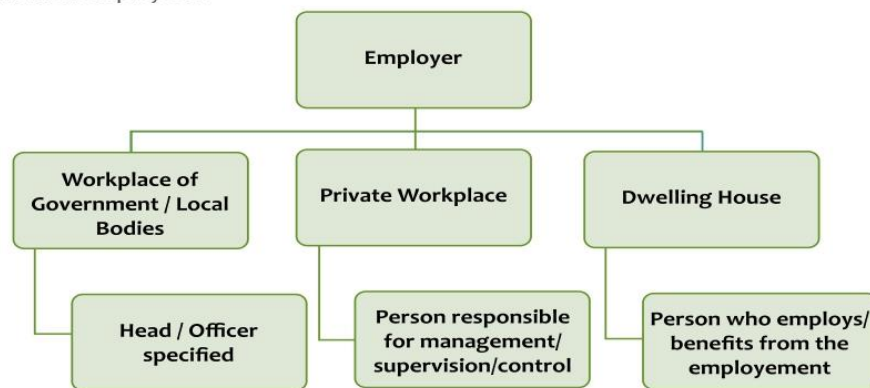
This section describes those who are both responsible and accountable to prevent workplace sexual harassment in compliance with the Act. It also highlights the role of workplaces in prohibiting workplace sexual harassment through an effectively communicated policy.

#### 3.1 PREVENTIVE AUTHORITIES

##### 3.1.1 WHO IS AN EMPLOYER?

An employer refers to:

1. The head of the department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit of the Appropriate Government or local authority or such officer specified in this behalf.
2. Any person (whether contractual or not) responsible for the management, supervision and control of a designated workplace not covered under clause (i).
3. A person or a household who employs or benefits from the employment of domestic worker or women employees.





No	Member	Eligibility
1.	Chairperson	Nominated from amongst the eminent women in the field of social work and committed to the cause of women
2.	Member	Nominated from amongst the women working in the block, taluka or tehsil or ward or municipality in the district
3.	2 Members	Nominated from amongst such NGO/associations/persons committed to the cause of women or familiar with the issues relating to sexual harassment, provided that: <ul style="list-style-type: none"> <li>• At least one must be a woman</li> <li>• At least one must have a background of law or legal knowledge</li> </ul>
4.	Ex Officio member	The concerned officer dealing with social welfare or women and child development in the district

\*One of the nominees shall be a woman belonging to the SC/ST/OBC/Minority community notified by the Central Government.

### 3) External Members on the Complaints Committee/s

The Act refers to external members, which generally means persons who have expertise with the issue of sexual harassment. Given the largely intangible nature of workplace sexual harassment, there are a range of complexities involved in responding effectively to workplace sexual harassment complaints. For this reason, external third party/ members on the Complaints Committee/s (from civil society or legal background) should possess the following attributes:

1. Demonstrated knowledge, skill and capacity in dealing with workplace sexual harassment issues/complaints;
2. Sound grasp and practice of the legal aspects/implications.

Such expertise will greatly benefit Complaints Committees in terms of fair and informed handling of complaints to lead to sound outcomes. These external third party members shall be paid for their services on the Complaints Committees as prescribed.

#### Criteria for the External Member

A 'person familiar with issues relating to women' would mean such persons who have expertise in issues related to sexual harassment and may include any of the following:

- At least 5 years of experience as a social worker, working towards women's empowerment and in particular, addressing workplace sexual harassment;
- Familiarity with labour, service, civil or criminal law.



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Commission, that the institution has complied with the anti-ragging measures.

- Any incident of ragging in an institution shall adversely affect its accreditation, ranking or grading by NAAC or by any other authorised accreditation agencies while assessing the institution for accreditation, ranking or grading purposes.
- The Commission may accord priority in financial grants-in-aid to those institutions, otherwise eligible to receive grants under section 12B of the Act, which report a blemishless record in terms of there being no reported incident of ragging.

5. **ADMINISTRATIVE ACTION IN THE EVENT OF RAGGING:** The institution shall punish a student found guilty of ragging after following the procedure and in the manner prescribed here in under:

- The Anti-Ragging Committee of the institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Squad.
- The Anti-Ragging Committee may, depending on the nature and gravity of the guilt established by the Anti-Ragging Squad, award, to those found guilty, one or more of the following punishments, namely:
  - a) Suspension from attending classes and academic privileges.
  - b) Withholding/ withdrawing scholarship/ fellowship and other benefits.
  - c) Debarring from appearing in any test/ examination or other evaluation process.
  - d) Withholding results.

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- e) Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
  - f) Suspension/ expulsion from the hostel.
  - g) Cancellation of admission.
  - h) Rustication from the institution for period ranging from one to four semesters.
  - i) Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.
- Provided that where the persons committing or abetting the act of ragging are not identified, the institution shall resort to collective punishment.
  - An appeal against the order of punishment by the Anti-Ragging Committee shall lie, (i) in case of an order of an institution, affiliated to or constituent part, of a University, to the Vice-Chancellor of the University; (ii) in case of an order of a University, to its Chancellor. (iii) in case of an institution of national importance created by an Act of Parliament, to the Chairman or Chancellor of the institution, as the case may be.
  - Where in the opinion of the appointing authority, a lapse is attributable to any member of the faculty or staff of the institution, in the matter of reporting or taking prompt action to prevent an incident of ragging or who display an apathetic or insensitive attitude towards complaints of ragging, or who fail to take timely steps, whether required under these Regulations or otherwise, to prevent an incident or incidents of ragging, then such authority shall initiate departmental disciplinary action, in accordance with the prescribed procedure of the institution, against such member of the faculty or staff. Provided that where such lapse is

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- (घ) "विश्वविद्यालय" से अभिप्रेत केन्द्रीय अधिनियम अथवा राज्य अधिनियम द्वारा अथवा इसके अंतर्गत स्थापित अथवा शामिल संस्थाएं हैं तथा जिसमें यूजीसी अधिनियम 1956 के खण्ड 3 के अंतर्गत घोषित की गई मानित विश्वविद्यालय संस्थाएं भी शामिल हैं।
- (ङ) "राज्य" का अभिप्राय संविधान की प्रथम अनुसूची में विनिर्दिष्ट किसी राज्य से है जिसमें संघ राज्य क्षेत्र भी शामिल हैं ;
- (च) "तकनीकी शिक्षा" से अभिप्रेत, अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 2(छ) के अंतर्गत परिभाषित शिक्षा कार्यक्रमों से है।
- (छ) "तकनीकी संस्था" से अभिप्रेत अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम 1987 की धारा 2(ज) के अंतर्गत परिभाषित संस्था से है।
- (ज) "पीड़ित संकाय/स्टॉफ सदस्य" से अभिप्रेत किसी ऐसे संकाय/स्टॉफ सदस्य से है, जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (झ) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ित संकाय/स्टॉफ सदस्य(यों) द्वारा की गई शिकायत(तें) शामिल हैं, नामतः :-
- किसी संकाय/स्टॉफ सदस्य द्वारा ऐसे संस्थान में नियुक्ति लेने के प्रयोजन से जमा किए गए अपने किसी दस्तावेज जोकि डिग्री प्रमाणपत्र, डिप्लोमा, अनुभव प्रमाणपत्र, कार्यमुक्ति आदेश अथवा किसी अन्य पुरस्कार के प्रमाणपत्र के रूप में अथवा अन्य दस्तावेज हों, को अपने पास रख लेना, या वापस करने से इंकार करना ;
  - सेवारत होने या सेवानिवृत्ति/त्यागपत्र जैसा भी मामला हो, के दौरान वेतन/मजदूरी और/अथवा लाम या किसी भी अन्य भत्ते या देय राशि आदि का भुगतान न करना ;
  - उनके वेतन और/अथवा लाम तथा समान वेतन/पदनाम/अनुभव में अन्य स्टॉफ कर्मचारियों के बीच विसंगतियां ;
  - कोई कारण अथवा नोटिस अथवा ज्ञापन दिए बिना सेवा-समाप्ति ;
  - त्यागपत्र/सेवानिवृत्ति पर लागू, सरकार के नियमों के अनुसार अधिवर्षिता राशि का भुगतान न करना ; तथा
  - कोई अन्य देयता जो उनकी सेवा से सीधे जुड़ी हुई है और विलीय हानि या किसी नुकसान या आघात का कारण बनती है।
- (ञ) शिकायत निवारण समिति" (जीआरसी) से अभिप्राय इन विनियमों के तहत गठित किसी समिति से है।
4. शिकायत निवारण समिति (जीआरसी) :
- सभी तकनीकी संस्थानों के लिए अनिवार्य है कि वे संस्थान स्तर पर ही सेवा मामलों सहित संकाय/स्टॉफ सदस्यों की शिकायत का समाधान करें। प्रत्येक संस्था द्वारा संकाय/स्टॉफ सदस्यों की शिकायत को देखने के लिए संकाय/स्टॉफ सदस्यों हेतु एक शिकायत निवारण समिति गठित की जाएगी। शिकायत निवारण समिति का संघटन निम्नानुसार होगा :-
    - क. संस्थान के प्राचार्य - अध्यक्ष
    - ख. संबद्धता प्रदान करने वाले विश्वविद्यालय का एक वरिष्ठ प्रोफेसर - सदस्य के रूप में,
    - ग. राज्य के तकनीकी शिक्षा निदेशालय अथवा विश्वविद्यालय से एक कार्मिक (जिसे राज्य के तकनीकी शिक्षा निदेशक/विश्वविद्यालय के कुलपति द्वारा नामांकित किया जाएगा) - सदस्य,
    - घ. एक वरिष्ठ संकाय सदस्य (जोकि एसोसिएट प्रोफेसर से नीचे के रैंक का ना हो) - सदस्य के रूप में।
  - पीड़ित संकाय/स्टॉफ सदस्यों द्वारा संस्थान के संबंध में की जाने वाली शिकायत, अध्यक्ष, शिकायत निवारण समिति (जीआरसी) को संबोधित होनी चाहिए।
  - जीआरसी अपनी रिपोर्ट को अपनी सिफारिशों सहित, यदि कोई हों तो, के साथ शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर संबंधित राज्य के तकनीकी शिक्षा निदेशक अथवा विश्वविद्यालय को भेजेगी तथा इसकी एक प्रति पीड़ित संकाय/स्टॉफ सदस्य को भी भेजी जाएगी।
  - यदि संकाय/स्टॉफ सदस्य शिकायत निवारण समिति के निर्णय से संतुष्ट नहीं है, तो वे संबंधित संबद्ध विश्वविद्यालय/राज्य के तकनीकी शिक्षा निदेशालय से अपनी शिकायतों के निवारण के लिए अपील कर सकते हैं।
5. विश्वविद्यालय अथवा तकनीकी शिक्षा निदेशालय द्वारा विश्वविद्यालय स्तर पर अथवा तकनीकी शिक्षा निदेशालय (डीटीई) स्तर पर गठित शिकायत निवारण प्रकोष्ठ ऐसी शिकायतों को देखेगा तथा मामले को राज्य/विश्वविद्यालय स्तर पर सुलझाएगा।
6. शिकायत निवारण समिति के बारे में जानकारी :
- संस्था को शिकायत निवारण समिति के संबंध में सभी प्रासंगिक जानकारी जोकि इसके दायरे में आती हैं, को संस्था की वेबसाइट पर प्रमुखा से प्रस्तुत करना होगा।

प्रो. राजीव कुमार, सदस्य-सचिव

[विज्ञापन-III/4/असा./558/2020-21]

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### QnM5.1.4 Redressal of Student Grievances



vi. any other liability which is directly connected with their service and causing financial loss or any harm or trauma.

(j) "Grievance Redressal Committee" means a Committee constituted under these Regulations;

**4. GRIEVANCE REDRESSAL COMMITTEE (GRC):**

- (i) It is mandatory for all Technical Institutions to address the grievance of faculty/staff members including service matters at the Institution level itself. A Grievance Redressal Committee (GRC) for faculty/staff members shall be constituted by each Institution to look into the grievance of the faculty/staff members. The composition of the GRC shall be as follows:
- Principal of the Institution as Chairperson
  - One Senior Professor of the affiliating University as a Member,
  - One Official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as Member,
  - One Senior Faculty (not below Associate Professor) as Member.
- (ii) A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
- (iii) The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.
- (iv) In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the concerned affiliating University/State DTE (in case of diploma institutes) for redressal of their grievances.

5. The University level or DTE level Grievance Redressal Cell established by the University or DTE shall address such grievances and settle the matter at State/University level.

**6. INFORMATION REGARDING GRIEVANCE REDRESSAL COMMITTEE:**

An institution shall furnish, prominently, on its website, all relevant information in respect of the Grievance Redressal Committee(s) coming in its purview.

Prof. RAJIVE KUMAR, Member-Secy.

[ADVT.-III/4/Exty./558/2020-21]

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- v. The performance of the grievance redress mechanism at the point of arising of the grievance i.e. Institution may be taken into account by the Accreditation Agencies.
- vi. The Council will take into account the performance of the grievance redress mechanism at the point of origin of the grievance i.e. Institution, at the time of renewal of their permission/approval every year.

All the institutions are requested to take necessary steps on the matter and submit an Action Taken Report in this regard at the earliest.

Yours faithfully,

  
(Prof. Anil Sahasrabudhe) 20/2/17

To  
The Principals /Directors,  
AICTE's approved institutions.

Copy for information:

1. Sh. S.S. Sandhu, Joint Secretary (PG), Ministry of Human Resource Development (MHRD), Shastri Bhawan, New Delhi- 110115.
2. Sh. R. Srinivasan, Director, Technical Section-II, MHRD, Govt. of India, Department of Higher Education, Shastri Bhawan, New Delhi- 110 115.
3. Director (e-Governance)/AICTE



**Explanation.**— For the purposes of this sub-clause “management” includes the person or board or committee responsible for formulation and administration of policies for such organisation:

(iii) in relation to workplace covered under sub-clauses (i) and (ii), the person discharging contractual obligations with respect to his or her employees;

(iv) in relation to a dwelling place or house, a person or a household who employs or benefits from the employment of domestic worker, irrespective of the number, time period or type of such worker employed, or the nature of the employment or activities performed by the domestic worker;

(h) “Internal Committee” means an Internal Complaints Committee constituted under section 4;

(i) “Local Committee” means the Local Complaints Committee constituted under section 6;

(j) “Member” means a Member of the Internal Committee or the Local Committee, as the case may be;

(k) “prescribed” means prescribed by rules made under this Act;

(l) “Presiding Officer” means the Presiding Officer of the Internal Complaints Committee nominated under sub-section (2) of section 4;

(m) “respondent” means a person against whom the aggrieved woman has made a complaint under section 9;

(n) “sexual harassment” includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) namely:—

(i) physical contact and advances; or

(ii) a demand or request for sexual favours; or

(iii) making sexually coloured remarks; or

(iv) showing pornography; or

(v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature;

(o) “workplace” includes —

(i) any department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the appropriate Government or the local authority or a Government company or a corporation or a co-operative society;

(ii) any private sector organisation or a private venture, undertaking, enterprise, institution, establishment, society, trust, non-governmental organisation, unit or service provider carrying on commercial, professional, vocational, educational, entertainment, industrial, health services or financial activities including production, supply, sale, distribution or service;

(iii) hospitals or nursing homes;

(iv) any sports institute, stadium, sports complex or competition or games venue, whether residential or not used for training, sports or other activities relating thereto;

(v) any place visited by the employee arising out of or during the course of employment including transportation provided by the employer for undertaking such journey;

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	<p>(vi) a dwelling place or a house;</p> <p>(p) "unorganised sector" in relation to a workplace means an enterprise owned by individuals or self-employed workers and engaged in the production or sale of goods or providing service of any kind whatsoever, and where the enterprise employs workers, the number of such workers is less than ten.</p>
Prevention of sexual harassment	<p>3. (1) No woman shall be subjected to sexual harassment at any workplace.</p> <p>(2) The following circumstances, among other circumstances, if it occurs or is present in relation to or connected with any act or behaviour of sexual harassment may amount to sexual harassment:—</p> <p>(i) implied or explicit promise of preferential treatment in her employment, or</p> <p>(ii) implied or explicit threat of detrimental treatment in her employment; or</p> <p>(iii) implied or explicit threat about her present or future employment status; or</p> <p>(iv) interference with her work or creating an intimidating or offensive or hostile work environment for her; or</p> <p>(v) humiliating treatment likely to affect her health or safety.</p>
CHAPTER II	
CONSTITUTION OF INTERNAL COMPLAINTS COMMITTEE	
Constitution of Internal Complaints Committee.	<p>4. (1) Every employer of a workplace shall, by an order in writing, constitute a Committee to be known as the "Internal Complaints Committee":</p> <p>Provided that where the offices or administrative units of the workplace are located at different places or divisional or sub-divisional level, the Internal Committee shall be constituted at all administrative units or offices.</p> <p>(2) The Internal Committee shall consist of the following members to be nominated by the employer, namely:—</p> <p>(a) a Presiding Officer who shall be a woman employed at a senior level at workplace from amongst the employees:</p> <p>Provided that in case a senior level woman employee is not available, the Presiding Officer shall be nominated from other offices or administrative units of the workplace referred to in sub-section (1):</p> <p>Provided further that in case the other offices or administrative units of the workplace do not have a senior level woman employee, the Presiding Officer shall be nominated from any other workplace of the same employer or other department or organisation;</p> <p>(b) not less than two Members from amongst employees preferably committed to the cause of women or who have had experience in social work or have legal knowledge;</p> <p>(c) one member from amongst non-governmental organisations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment:</p> <p>Provided that at least one-half of the total Members so nominated shall be women.</p> <p>(3) The Presiding Officer and every Member of the Internal Committee shall hold office for such period, not exceeding three years, from the date of their nomination as may be specified by the employer.</p> <p>(4) The Member appointed from amongst the non-governmental organisations or associations shall be paid such fees or allowances for holding the proceedings of the Internal Committee, by the employer, as may be prescribed.</p>

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### QnM5.1.4 Redressal of Student Grievances



(5) Where the Presiding Officer or any Member of the Internal Committee,--

- (a) contravenes the provisions of section 16; or
- (b) has been convicted for an offence or an inquiry into an offence under any law for the time being in force is pending against him; or
- (c) he has been found guilty in any disciplinary proceedings or a disciplinary proceeding is pending against him; or
- (d) has so abused his position as to render his continuance in office prejudicial to the public interest,

such Presiding Officer or Member, as the case may be, shall be removed from the Committee and the vacancy so created or any casual vacancy shall be filled by fresh nomination in accordance with the provisions of this section.

### CHAPTER III

#### CONSTITUTION OF LOCAL COMPLAINTS COMMITTEE

5. The appropriate Government may notify a District Magistrate or Additional District Magistrate or the Collector or Deputy Collector as a District Officer for every District to exercise powers or discharge functions under this Act. Notification of District Officer.

6. (1) Every District Officer shall constitute in the district concerned, a committee to be known as the "Local Complaints Committee" to receive complaints of sexual harassment from establishments where the Internal Complaints Committee has not been constituted due to having less than ten workers or if the complaint is against the employer himself. Constitution and jurisdiction of Local Complaints Committee

(2) The District Officer shall designate one nodal officer in every block, taluka and tehsil in rural or tribal area and ward or municipality in the urban area, to receive complaints and forward the same to the concerned Local Complaints Committee within a period of seven days.

(3) The jurisdiction of the Local Complaints Committee shall extend to the areas of the district where it is constituted.

7. (1) The Local Complaints Committee shall consist of the following members to be nominated by the District Officer, namely:-- Composition, tenure and other terms and conditions of Local Complaints Committee

(a) a Chairperson to be nominated from amongst the eminent women in the field of social work and committed to the cause of women;

(b) one Member to be nominated from amongst the women working in block, taluka or tehsil or ward or municipality in the district;

(c) two Members, of whom at least one shall be a woman, to be nominated from amongst such non-governmental organisations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment, which may be prescribed:

Provided that at least one of the nominees should, preferably, have a background in law or legal knowledge:

Provided further that at least one of the nominees shall be a woman belonging to the Scheduled Castes or the Scheduled Tribes or the Other Backward Classes or minority community notified by the Central Government, from time to time;

(d) the concerned officer dealing with the social welfare or women and child development in the district, shall be a member *ex officio*.

(2) The Chairperson and every Member of the Local Committee shall hold office for such period, not exceeding three years, from the date of their appointment as may be specified by the District Officer.

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**Provided that no monetary settlement shall be made as a basis of conciliation.**

(2) Where a settlement has been arrived at under sub-section (1), the Internal Committee or the Local Committee, as the case may be, shall record the settlement so arrived and forward the same to the employer or the District Officer to take action as specified in the recommendation.

(3) The Internal Committee or the Local Committee, as the case may be, shall provide the copies of the settlement as recorded under sub-section (2) to the aggrieved woman and the respondent.

(4) Where a settlement is arrived at under sub-section (1), no further inquiry shall be conducted by the Internal Committee or the Local Committee, as the case may be.

45 of 1860

11. (1) Subject to the provisions of section 10, the Internal Committee or the Local Committee, as the case may be, shall, where the respondent is an employee, proceed to make inquiry into the complaint in accordance with the provisions of the service rules applicable to the respondent and where no such rules exist, in such manner as may be prescribed or in case of a domestic worker, the Local Committee shall, if *prima facie* case exist, forward the complaint to the police, within a period of seven days for registering the case under section 509 of the Indian Penal Code, and any other relevant provisions of the said Code where applicable:

Inquiry into complaint

Provided that where the aggrieved woman informs the Internal Committee or the Local Committee, as the case may be, that any term or condition of the settlement arrived at under sub-section (2) of section 10 has not been complied with by the respondent, the Internal Committee or the Local Committee shall proceed to make an inquiry into the complaint or, as the case may be, forward the complaint to the police:

Provided further that where both the parties are employees, the parties shall, during the course of inquiry, be given an opportunity of being heard and a copy of the findings shall be made available to both the parties enabling them to make representation against the findings before the Committee.

45 of 1860

(2) Notwithstanding anything contained in section 509 of the Indian Penal Code, the court may, when the respondent is convicted of the offence, order payment of such sums as it may consider appropriate, to the aggrieved woman by the respondent, having regard to the provisions of section 15.

5 of 1908

(3) For the purpose of making an inquiry under sub-section (1), the Internal Committee or the Local Committee, as the case may be, shall have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 when trying a suit in respect of the following matters, namely:—

(a) summoning and enforcing the attendance of any person and examining him on oath;

(b) requiring the discovery and production of documents; and

(c) any other matter which may be prescribed.

(4) The inquiry under sub-section (1) shall be completed within a period of ninety days.

## CHAPTER V

## INQUIRY INTO COMPLAINT

12. (1) During the pendency of an inquiry, on a written request made by the aggrieved woman, the Internal Committee or the Local Committee, as the case may be, may recommend to the employer to—

Action during pendency of inquiry

(a) transfer the aggrieved woman or the respondent to any other workplace; or

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(2) Where the Internal Committee or the Local Committee, as the case may be, arrives at a conclusion that during the inquiry any witness has given false evidence or produced any forged or misleading document, it may recommend to the employer of the witness or the District Officer, as the case may be, to take action in accordance with the provisions of the service rules applicable to the said witness or where no such service rules exist, in such manner as may be prescribed.

15. For the purpose of determining the sums to be paid to the aggrieved woman under clause (ii) of sub-section (3) of section 13, the Internal Committee or the Local Committee, as the case may be, shall have regard to --

Determination of compensation

(a) the mental trauma, pain, suffering and emotional distress caused to the aggrieved woman;

(b) the loss in the career opportunity due to the incident of sexual harassment;

(c) medical expenses incurred by the victim for physical or psychiatric treatment;

(d) the income and financial status of the respondent;

(e) feasibility of such payment in lump sum or in instalments.

22 of 2005

16. Notwithstanding anything contained in the Right to Information Act, 2005, the contents of the complaint made under section 9, the identity and addresses of the aggrieved woman, respondent and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the Internal Committee or the Local Committee, as the case may be, and the action taken by the employer or the District Officer under the provisions of this Act shall not be published, communicated or made known to the public, press and media in any manner:

Prohibition of publication or making known contents of complaint and inquiry proceedings

Provided that information may be disseminated regarding the justice secured to any victim of sexual harassment under this Act without disclosing the name, address, identity or any other particulars calculated to lead to the identification of the aggrieved woman and witnesses.

17. Where any person entrusted with the duty to handle or deal with the complaint, inquiry or any recommendations or action to be taken under the provisions of this Act, contravenes the provisions of section 16, he shall be liable for penalty in accordance with the provisions of the service rules applicable to the said person or where no such service rules exist, in such manner as may be prescribed.

Penalty for publication or making known contents of complaint and inquiry proceedings

18. (1) Any person aggrieved from the recommendations made under sub-section (2) of section 13 or under clause (i) or clause (ii) of sub-section (3) of section 13 or sub-section (1) or sub-section (2) of section 14 or section 17 or non-implementation of such recommendations may prefer an appeal to the court or tribunal in accordance with the provisions of the service rules applicable to the said person or where no such service rules exist then, without prejudice to provisions contained in any other law for the time being in force, the person aggrieved may prefer an appeal in such manner as may be prescribed.

Appeal

(2) The appeal under sub-section (1) shall be preferred within a period of ninety days of the recommendations.

## CHAPTER VI

## DUTIES OF EMPLOYER

19. Every employer shall --

Duties of employer.

(a) provide a safe working environment at the workplace which shall include safety from the persons coming into contact at the workplace;

(b) display at any conspicuous place in the workplace, the penal consequences of sexual harassments; and the order constituting, the Internal Committee under sub-section (1) of section 4;

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(b) formulate orientation and training programmes for the members of the Local Complaints Committee.

25. (1) The appropriate Government, on being satisfied that it is necessary in the public interest or in the interest of women employees at a workplace to do so, by order in writing,---

Power to call for information and inspection of records

(a) call upon any employer or District Officer to furnish in writing such information relating to sexual harassment as it may require;

(b) authorise any officer to make inspection of the records and workplace in relation to sexual harassment, who shall submit a report of such inspection to it within such period as may be specified in the order.

(2) Every employer and District Officer shall produce on demand before the officer making the inspection all information, records and other documents in his custody having a bearing on the subject matter of such inspection.

26. (1) Where the employer fails to---

(a) constitute an Internal Committee under sub-section (1) of section 4;

(b) take action under sections 13, 14 and 22; and

(c) contravenes or attempts to contravene or abets contravention of other provisions of this Act or any rules made thereunder,

Penalty for non-compliance with provisions of Act.

he shall be punishable with fine which may extend to fifty thousand rupees.

(2) If any employer, after having been previously convicted of an offence punishable under this Act subsequently commits and is convicted of the same offence, he shall be liable to---

(i) twice the punishment, which might have been imposed on a first conviction, subject to the punishment being maximum provided for the same offence;

Provided that in case a higher punishment is prescribed under any other law for the time being in force, for the offence for which the accused is being prosecuted, the court shall take due cognizance of the same while awarding the punishment;

(ii) cancellation, of his licence or withdrawal, or non-renewal, or approval, or cancellation of the registration, as the case may be, by the Government or local authority required for carrying on his business or activity.

27. (1) No court shall take cognizance of any offence punishable under this Act or any rules made thereunder, save on a complaint made by the aggrieved woman or any person authorised by the Internal Committee or Local Committee in this behalf.

Cognizance of offence by courts

(2) No court inferior to that of a Metropolitan Magistrate or a Judicial Magistrate of the first class shall try any offence punishable under this Act.

(3) Every offence under this Act shall be non-cognizable.

28. The provisions of this Act shall be in addition to and not in derogation of the provisions of any other law for the time being in force.

Act not in derogation of any other law.

29. (1) The Central Government may, by notification in the Official Gazette, make rules for carrying out the provisions of this Act.

Power of appropriate Government to make rules.

(2) In particular and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:--

(a) the fees or allowances to be paid to the Members under sub-section (1) of section 4;

(b) nomination of members under clause (c) of sub-section (1) of section 7;

(c) the fees or allowances to be paid to the Chairperson, and Members under sub-section (1) of section 7;

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### QnM5.1.4 Redressal of Student Grievances



V. Somasundaran



सत्यमेव जयते

सचिव

भारत सरकार

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18<sup>th</sup> November 2015

## FOREWORD

I am pleased to share with you this Handbook on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. This Handbook is of immense importance because combating sexual harassment involves developing deeper understanding of what is sexual harassment and change of attitudes in all - be it employer, employees, colleagues, friends, or the policy makers.

Sexual Harassment at workplace is an extension of violence in everyday life and is discriminatory and exploitative, as it affects women's right to life and livelihood. In India, for the first time in 1997, a petition was filed in the Supreme Court to enforce the fundamental rights of working women, after the brutal gang rape of Bhanwari Devi a social worker from Rajasthan. As an outcome of the landmark judgment of the Vishaka and Others v State of Rajasthan the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, was enacted wherein it was made mandatory for every employer to provide a mechanism to redress grievances pertaining to workplace sexual harassment and enforce the right to gender equality of working women. The Act is also unique for its wide ambit as it is applicable to the organized sector as well as the unorganized sector.

The legislation, however, requires the support and commitment of all stakeholders for its effective and successful implementation in preventing workplace sexual harassment. It casts an obligation upon the employer to address the grievances in respect of sexual harassment at workplace in a time bound manner. It is in this context that this Handbook would be very useful as it provides clear definition of what constitutes sexual harassment and explains how the complaint process works.

I am sure that the Handbook will be extremely useful to all agencies concerned and help them in taking pro-active measures to eradicate the problem/menace of workplace sexual harassment in the country.

  
(V. Somasundaran)





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It is the hope of the Ministry that this Handbook will be of considerable value for employers, employees and complaint committees alike, as it provides guidance with regard to the steps to be taken and the processes to be followed, in line with the requirements of the law. It will prove useful to all women workers particularly and be a step forward in promoting their independence as well as the right to work with dignity as equal partners in an environment that is free from violence.

  
(Preti Sudan)

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



## Introduction

*“Whereas sexual harassment results in violation of the fundamental rights of a Woman to equality.....”*

[Preamble, Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act]

**A**s enshrined in the Preamble to the Constitution of India, “equality of status and opportunity” must be secured for all its citizens; equality of every person under the law is guaranteed by Article 14 of the Constitution.

A safe workplace is therefore a woman’s legal right. Indeed, the Constitutional doctrine of equality and personal liberty is contained in Articles 14, 15 and 21 of the Indian Constitution. These articles ensure a person’s right to equal protection under the law, to live a life free from discrimination on any ground and to protection of life and personal liberty. This is further reinforced by the UN Convention on the Elimination of all Forms of Discrimination against Women (CEDAW), which was adopted by the UN General Assembly in 1979 and which is ratified by India. Often described as an international bill of rights for women, it calls for the equality of women and men in terms of human rights and fundamental freedoms in the political, economic, social, cultural and civil spheres. It underlines that discrimination and attacks on women’s dignity violate the principle of equality of rights.

Sexual harassment constitutes a gross violation of women’s right to equality and dignity. It has its roots in patriarchy and its attendant perception that men are superior to women and that some forms of violence against women are acceptable. One of these is workplace sexual harassment, which views various forms of such harassment, as harmless and trivial. Often, it is excused as ‘natural’ male behaviour or ‘harmless flirtation’ which women enjoy. Contrary to these perceptions, it causes serious harm and is also a strong manifestation of sex discrimination at the workplace. Not only is it an infringement of the fundamental rights of a woman, under Article 19 (1) (g) of the Constitution of India “to practice any profession or to carry out any occupation, trade or business”; it erodes equality and puts the dignity and the physical and psychological well-being of workers at risk. This leads to poor productivity and a negative impact on lives and livelihoods. To further compound the matter, deep-rooted socio-cultural behavioural patterns, which create a gender hierarchy, tend to place responsibility on the victim, thereby increasing inequality in the workplace and in the society at large.



### 2.3 WHAT IS SEXUAL HARASSMENT AT THE WORKPLACE?

“Sexual Harassment” includes anyone or more of the following unwelcome acts or behaviour (whether directly or by implication), namely:

1. Physical contact or advances;
2. A demand or request for sexual favours;
3. Making sexually coloured remarks;
4. Showing pornography;
5. Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature



### 2.4 KEY ELEMENTS OF WORKPLACE SEXUAL HARASSMENT

Very often situations that start off innocently end up in inappropriate and unprofessional behaviours. It is important to remember that **workplace sexual harassment is sexual, unwelcome and the experience is subjective.** It is the **impact** and not the intent that matters and it almost always occurs in a matrix of **power**. It is possible that a woman may experience a single instance of sexual harassment or a series of incidents over a period of time. It is important also to remember that each case is unique and should be examined in its own context and according to the surrounding circumstances as a whole.

The following table highlights the subjective nature of the experience and the impact it may have on the person involved, irrespective of the intent of such behaviour.

To enable prevention of sexual harassment at the workplace, it is critical to recognize and differentiate between welcome and unwelcome sexual behaviour. Listed are some examples of how “unwelcome” and “welcome” behaviour is experienced.

#### THE FIRST STEP TO PREVENTION IS RECOGNITION

Workplace Sexual Harassment is behaviour that is

**UNWELCOME**

**SEXUAL** in nature

A **SUBJECTIVE** experience

**IMPACT** not intent is what matters

Often occurs in a matrix of **POWER**



Varghese, Jayanthi's supervisor, often tries to touch her on one or the other pretext. For example, he adjusts her *dupatta* while she is sewing at her workstation on the pretext of covering her back. Jayanthi is very uncomfortable with his behaviour. Her colleagues at the workplace ridicule Jayanthi and mock her for the 'special treatment' by her supervisor. They often gossip about her and Varghese.

### What is a Hostile Workplace Environment Sexual Harassment?

In the above example, the physical touching by Varghese is unwelcome and sexual in nature. The gossip, which is based on Varghese's behaviour towards Jayanthi at the workplace, is creating a hostile work environment for Jayanthi.



#### SCENARIO EXAMPLE 2

Sukhi is a daily wage labourer working at a construction site. Every day at lunch time, Sukhi sits under the shade of the tree to feed her 16-month old baby. She finds Jaswinder, a worker, staring at her from the distance. Sukhi feels uncomfortable and asks Jaswinder to stay away from her while she's feeding the baby. However, Jaswinder persists and always finds a place near her. The group of fellow construction workers now **constantly catcall and whistle** at Sukhi every time she walks their way to refill the cement or mortar. When she questions them, they tell her they are only joking amongst themselves.

### What is a Hostile Workplace Environment Sexual Harassment?

Ogling, stalking and gossiping against Sukhi in the above example constitute a hostile work environment, a form of workplace sexual harassment.

#### SCENARIO EXAMPLE 3

Sumedha is a Captain with the Indian Army. She has refused an offer made by a Senior Officer for a relationship. Sumedha has kept quiet about this experience, but thanks to the rumour-mongering by the Senior Officer, she has acquired a reputation of being a woman of 'easy virtue'. Now she is being *subjected to repeated advances* by three of her senior officer colleagues. When she turns around and protests, *she is singled out for additional physical training*.

### What is a Hostile Workplace Environment Sexual Harassment?

In the above example, Sumedha's refusal to the sexual advances of her Senior Officer, leads to her being subjected to rumours, gossip, character assassination, unwelcome sexual advances by other officers, and arbitrary disciplinary action. This constitutes Hostile Work Environment form of workplace Sexual Harassment.



Upon receipt, the complaint should be reviewed for:

1. In the context of workplace that the sexual harassment complaint is to be met with under the Act, such as, Service Rules, Workplace Policy, Vishaka Guidelines and related laws.
2. Clarity in the complaint.
3. Additional information needed from the complainant.

The complainant will be notified in writing to acknowledge receipt.

#### Elements of the Behaviour

The complaint needs to satisfy the following elements:

- |  |   |  |  |
|--|---|--|--|
| <b>1</b> The respondent displayed a potentially improper and/or offensive conduct which may come within workplace sexual harassment; | <b>2</b> The behaviour was directed at the complainant; | <b>3</b> The complainant experienced harm. | <b>4</b> The behavior occurred in the workplace or at any location/any event related to work |
|--|---|--|--|

#### Step 2: Meet and Talk to the Complainant to Explore Options for Formal and Informal Resolution

The complainant needs to be informed about the ensuing process and the informal or formal options available for the redress.

#### Step 3: Informal Mechanism

If the complainant chooses to adopt the informal process to resolve her complaint/experience of workplace sexual harassment, then it is the responsibility of the person designated to receive and manage the Complaints Committee to explore enabling ways to address the complaint. This can include counselling, educating, orienting, or warning the respondent to promptly stop the unwelcome behaviour or appointing a neutral person to act as a conciliator between the parties to resolve the complaint through conciliation.

However, before recommending conciliation, the Committee must assess the severity of the situation and if necessary, advise and enable the complainant to opt for the formal route. At no point, the Complaints Committee will advise the complainant to resolve the matter directly with the respondent. Where such an informal process is successful, such resolution is to be recorded by the conciliator and forwarded to the ICC/LCC who in turn will forward the same to the employer/District Officer for further action based on the resolution. Employers/District Officers are responsible for taking steps to ensure that the complainant is not subject to any backlash.

The choice of a formal process rests with the complainant even if the person responsible for managing the complaint believes that this can be resolved through an informal process.

#### Step 4: Formal Mechanism

1. If the complainant opts for formal redress, or the nature of the complaint is serious which calls for formal redress, then the Complaints Committee responds to the complaint.



2. Complaints Committee/s members must be free of any conflict of interest with either the concerned parties or with the outcome.
3. Ensure that the independent third party member has sound knowledge, skill, and experience in dealing with workplace sexual harassment complaints.

**Step 5: Respondent and Response**

1. As per the procedure provided in the Service Rule; or in absence of the same
2. Within seven days of receiving a complaint, the Complaints Committee will inform the respondent in writing that a complaint has been received.
3. The respondent will have an opportunity to respond to the complaint in writing within ten days thereafter.

**STAGE TWO: PLANNING CAREFULLY****Step 6: Prepare the File**

A sound inquiry relies on sound preparation. This includes taking into account the following steps:

**1. Documentation**

Create an independent confidential file of the complaint and all subsequent related documentation.

**2. Review Law & Policy**

Have a clear knowledge and understanding of the Act/Rules as well as the relevant Service Rules, Workplace Policy, Vishaka Guidelines, existing practices and related laws.

**3. Make a List**

Make a list of all the dates and events relating to the written complaint as well as the names of witnesses, where applicable.

**Relevant Witnesses**

The complaint may include the names of people believed to have witnessed the alleged incidents or those who may have been aware of other information directly related to the complaint. The respondent may also include the names of witnesses. In addition, the Complaints Committee also has the discretion to call any person as a witness, who it believes, has something to contribute to the inquiry process.

**4. Supporting Documents**

Obtain and review all supporting documents relevant to the complaint, including those presented by the complainant and the respondent.



## 2. Support

Maintain clear, timely communication with the parties throughout the process. Provide complainants with any specific assistance they may require, such as counselling, addressing health-related concerns or sanctioning of leave.

### STAGE THREE: INTERVIEWS

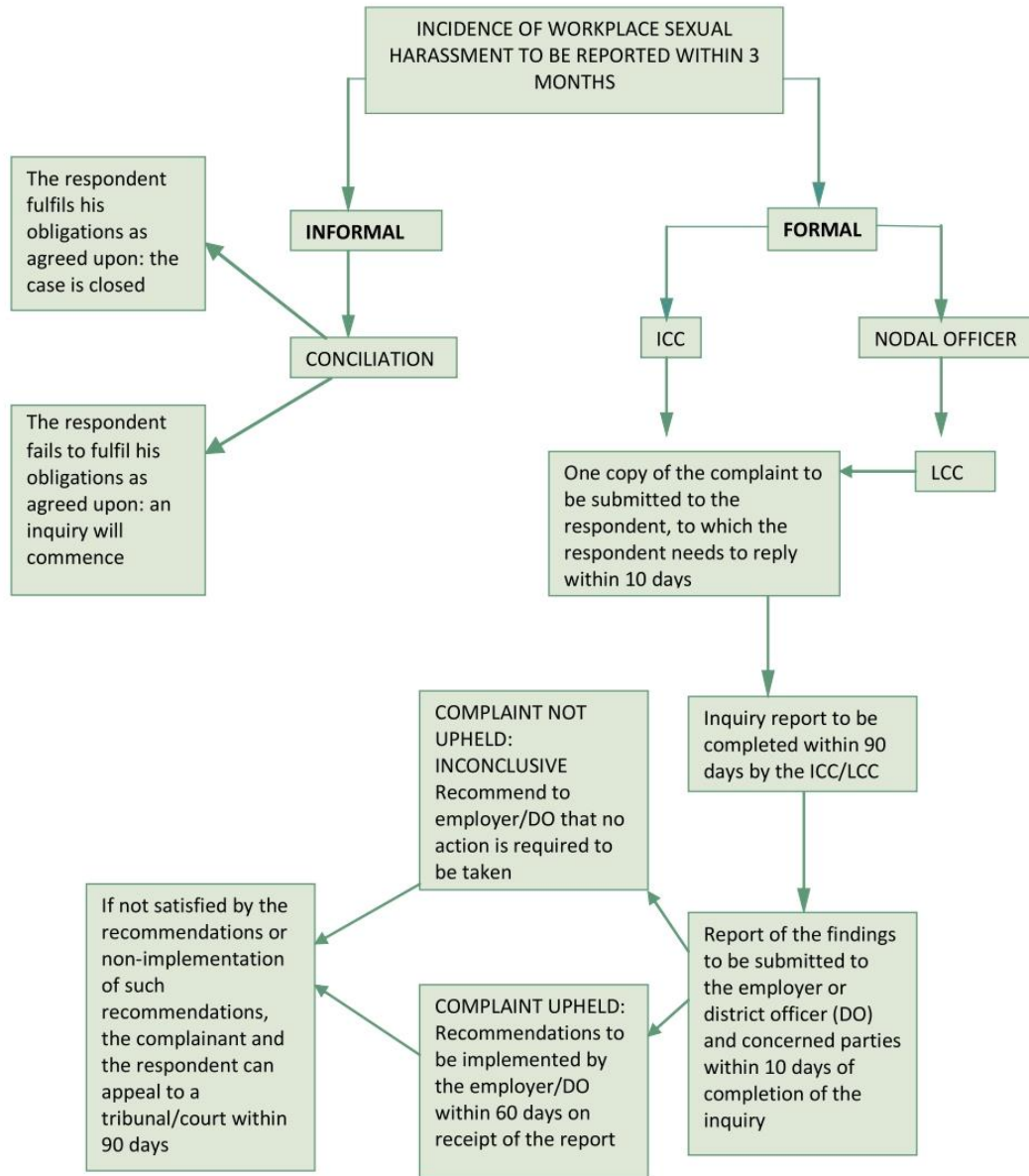
#### Step 8: Prepare an Interview Plan for the Hearing: Complainant, Witnesses, Respondent

1. Based on the results of the previous steps and before conducting interviews, the Complaints Committee should decide which issues need to be pursued for questioning.
2. Interviews are meant to obtain information that is relevant to the complaint from individuals.
3. Interviews should be conducted with each *person separately and in confidence*. *The complainant and the respondent should not be brought face to face with each other.*

Interviewing Tips		
<p><b>1. Introduction</b></p> <p>Questioning the parties and witnesses in a situation of workplace sexual harassment is a sensitive task. The Complaints Committee must therefore proceed with empathy, while appreciating at times, a different version of the facts.</p>	<p><b>2. Questioning</b></p> <p>Determine beforehand the following:</p> <ul style="list-style-type: none"> <li>• Date, time, place and order of interviews</li> <li>• Questions and their order</li> <li>• Time for each interview</li> </ul> <p>Generally rely on questions related to <b>who, what, where, when and how</b>. Remember:</p> <ul style="list-style-type: none"> <li>• Questions ought to be clear and focused.</li> <li>• Obtain as much information as possible through the interview.</li> <li>• Do not share information gathered from other sources.</li> </ul>	
<p><b>3. Choose an Appropriate Location</b></p> <p>To create trust, comfort and openness</p>	<p><b>4. Explain the Interview Process</b></p> <p>Explain how the interview will be conducted and what is expected</p>	<p><b>5. Records of the Interview</b></p> <p>Take notes and explain the need for a proper record</p>
<p><b>6. Manage the Interview</b></p> <p>The Chairperson of the Complaints Committee is responsible for ensuring the interviews are correctly carried out and due process followed</p>	<p><b>7. Sign Statements</b></p> <p>At the conclusion of the interview, have those interviewed, sign and date statements made and recorded before the Complaints Committee</p>	



## INQUIRY PROCESS AT A GLANCE



## Criterion 5

### QnM5.1.4 Redressal of Student Grievances





- c) Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
  - d) Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher.
  - e) Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
  - f) Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students
  - g) Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
  - h) Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student.
  - i) Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.
4. **MEASURES FOR PROHIBITION OF RAGGING:** There are a number of such measures at institution level, University Level, District level etc. Some of them that are important for students to know are as follows:
- No institution shall permit or condone any reported incident of ragging in any form; and all institutions shall take all necessary and

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



रजिस्ट्री सं. डी.एल.- 33004/99

REGD. No. D. L.-33004/99



# भारत का राजपत्र

## The Gazette of India

सी.जी.-डी.एल.-अ.-25032021-226122  
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EXTRAORDINARY  
भाग III—खण्ड 4  
PART III—Section 4  
प्राधिकार से प्रकाशित  
PUBLISHED BY AUTHORITYसं. 119]  
No. 119]नई दिल्ली, बृहस्पतिवार, मार्च 25, 2021/चैत्र 4, 1943  
NEW DELHI, THURSDAY, MARCH 25, 2021/CHAITRA 4, 1943अखिल भारतीय तकनीकी शिक्षा परिषद्  
अधिसूचना

नई दिल्ली, 22 मार्च, 2021

फा. सं. 1-103/अभातशिप/पीजीआरसी/विनियम/2021.—अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 (1987 का 52) की धारा 23 की उपधारा (1) के अंतर्गत प्रदत्त अपनी शक्तियों का प्रयोग करते हुए अखिल भारतीय तकनीकी शिक्षा परिषद् निम्नलिखित विनियम बनाती है, यथा :-

1. संक्षिप्त नाम, प्रयोज्यता और प्रारंभ :

- क. इन विनियमों का नाम अखिल भारतीय तकनीकी शिक्षा परिषद् (संकाय/स्टॉफ सदस्यों की शिकायतों का निवारण) विनियम, 2021 है।  
ख. ये विनियम अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 10(ट) के अधीन, अखिल भारतीय तकनीकी शिक्षा परिषद् द्वारा मान्यता प्रदान की गई अथवा अनुमोदित की गई सभी तकनीकी संस्थाओं पर लागू होंगे।  
ग. ये राजपत्र में इनके प्रकाशन की तारीख से प्रवृत्त होंगे।

2. उद्देश्य :

किसी भी संस्था में पहले से नियुक्त और साथ ही ऐसे संस्थान में नियुक्ति पाने की आकांक्षा रखने वाले संकाय/स्टॉफ सदस्यों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना, इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा : इन विनियमों में जब तक कि संदर्भ से अन्यथा अपेक्षित न हो :-

- (क) "अधिनियम" से अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 अभिप्रेत है ;  
(ख) "परिषद्" से अखिल भारतीय तकनीकी शिक्षा परिषद् अभिप्रेत है ;  
(ग) "यूजीसी" से विश्वविद्यालय अनुदान आयोग अभिप्रेत है ;

1804 GI/2021

(1)

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



All the institutions are again requested to take necessary steps on the matter and submit a compliance report through emails by **15<sup>th</sup> February, 2019** by providing photographs of such Notice Boards installed / fixed by them for the convenience of students and their parents.

Yours faithfully,

(Prof. Alok Prakash Mittal)

To  
The Principals/Directors,  
AICTE's approved Institutions.

Copy for information:

1. Sh. V.L.V.S.S.Subba Rao, Senior Economic Advisor (HE), Ministry of Human Resource Development (MHRD), Shastri Bhawan, New Delhi- 110115 with reference to your D.O No. C-36012/02/2017-PG dated 23.01.2019.

2. Director (e-Governance)/ AICTE



6

THE GAZETTE OF INDIA EXTRAORDINARY

[PART II--

(3) Where the Chairperson or any Member of the Local Complaints Committee ---

(a) contravenes the provisions of section 16; or

(b) has been convicted for an offence or an inquiry into an offence under any law for the time being in force is pending against him; or

(c) has been found guilty in any disciplinary proceedings or a disciplinary proceeding is pending against him; or

(d) has so abused his position as to render his continuance in office prejudicial to the public interest,

such Chairperson or Member, as the case may be, shall be removed from the Committee and the vacancy so created or any casual vacancy shall be filled by fresh nomination in accordance with the provisions of this section.

(4) The Chairperson and Members of the Local Committee other than the Members nominated under clauses (b) and (d) of sub-section (1) shall be entitled to such fees or allowances for holding the proceedings of the Local Committee as may be prescribed.

Grants and  
audit.

8. (1) The Central Government may, after due appropriation made by Parliament by law in this behalf, make to the State Government grants of such sums of money as the Central Government may think fit, for being utilised for the payment of fees or allowances referred to in sub-section (4) of section 7.

(2) The State Government may set up an agency and transfer the grants made under sub-section (1) to that agency.

(3) The agency shall pay to the District Officer, such sums as may be required for the payment of fees or allowances referred to in sub-section (4) of section 7.

(4) The accounts of the agency referred to in sub-section (2) shall be maintained and audited in such manner as may, in consultation with the Accountant General of the State, be prescribed and the person holding the custody of the accounts of the agency shall furnish, to the State Government, before such date, as may be prescribed, its audited copy of accounts together with auditors' report thereon.

#### CHAPTER IV

##### COMPLAINT

Complaint of  
sexual  
harassment

9. (1) Any aggrieved woman may make, in writing, a complaint of sexual harassment at workplace to the Internal Committee if so constituted, or the Local Committee, in case it is not so constituted, 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:

Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Committee or the Chairperson or any Member of the Local Committee, as the case may be, shall render all reasonable assistance to the woman for making the complaint in writing:

Provided further that the Internal Committee or, as the case may be, the Local Committee may, for the reasons to be recorded in writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the woman from filing a complaint within the said period.

(2) Where the aggrieved woman is unable to make a complaint on account of her physical or mental incapacity or death or otherwise, her legal heir or such other person as may be prescribed may make a complaint under this section.

Conciliation

10. (1) The Internal Committee or, as the case may be, the Local Committee, may, before initiating an inquiry under section 11 and at the request of the aggrieved woman take steps to settle the matter between her and the respondent through conciliation:



- (d) the person who may make complaint under sub-section (2) of section 9;
- (e) the manner of inquiry under sub-section (1) of section 11;
- (f) the powers for making an inquiry under clause (c) of sub-section (2) of section 11;
- (g) the relief to be recommended under clause (c) of sub-section (1) of section 12;
- (h) the manner of action to be taken under clause (i) of sub-section (3) of section 13;
- (i) the manner of action to be taken under sub-sections (1) and (2) of section 14;
- (j) the manner of action to be taken under section 17;
- (k) the manner of appeal under sub-section (1) of section 18;
- (l) the manner of organising workshops, awareness programmes for sensitising the employees and orientation programmes for the members of the Internal Committee under clause (c) of section 19; and
- (m) the form and time for preparation of annual report by Internal Committee and the Local Committee under sub-section (1) of section 21.

(3) Every rule made by the Central Government under this Act shall be laid as soon as may be after it is made, before each House of Parliament, while it is in session, for a total period of thirty days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or both Houses agree that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

(4) Any rule made under sub-section (4) of section 8 by the State Government shall be laid, as soon as may be after it is made, before each House of the State Legislature where it consists of two Houses, or where such Legislature consists of one House, before that House.

Power to  
remove  
difficulties.

30. (1) If any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order published in the Official Gazette, make such provisions, not inconsistent with the provisions of this Act, as may appear to it to be necessary for removing the difficulty:

Provided that no such order shall be made under this section after the expiry of a period of two years from the commencement of this Act.

(2) Every order made under this section shall be laid, as soon as may be after it is made, before each House of Parliament.

PK. MALHOTRA,  
Secy. to the Govt. of India

#### CORRIGENDA

THE PREVENTION OF MONEY-LAUNDERING (AMENDMENT) ACT, 2012

(2 of 2013)

At page 18, in line 2, for "Arts", read "Art".

At page 21, in line 14, for "Protection", read "(Protection)".



SEC. 1] THE GAZETTE OF INDIA EXTRAORDINARY 13

CORRIGENDUM

THE UNLAWFUL ACTIVITIES (PREVENTION) AMENDMENT ACT, 2012  
(3 of 2013)

At page 6, in line 22, *for* "clause", *read* "clause".

CORRIGENDUM

THE BANKING LAWS (AMENDMENT) ACT, 2012  
(4 of 2013)

At page 8, in line 29, *for* 'sections 30', *read* 'section 30',.

CORRIGENDUM

THE APPROPRIATION ACT, 2013  
(9 of 2013)

At page 1, in the marginal heading to section 2, *for* "4715,54,00,000",  
*read* "49715,54,00,000".

GMGIPMRND—354GI(S4)—23-04-2013.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



Established In 1998

**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY**

Managed By St. Thomas Mission, Bhilai

Approved by AICTE and Affiliated to CSVTU, Bhilai

If You Aim High, We Provide The Means



सत्यमेव जयते



# HANDBOOK

On

## Sexual Harassment of Women at Workplace

(Prevention, Prohibition and Redressal) Act, 2013

for Employers / Institutions / Organisations/  
Internal Complaints Committee / Local Complaints Committee



Towards a new dawn

Government of India  
Ministry of Women and Child Development

NOVEMBER 2015

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



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Towards a new dawn

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### QnM5.1.4 Redressal of Student Grievances



Established In 1998

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# CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY

Approved by AICTE and Affiliated to CSVTU, Bhilai

If You Aim High, We Provide The Means



मंत्री  
महिला एवं बाल विकास मंत्रालय  
भारत सरकार  
नई दिल्ली-110001  
MINISTER  
MINISTRY OF WOMEN & CHILD DEVELOPMENT  
GOVERNMENT OF INDIA  
NEW DELHI-110001

## MESSAGE

With improved access to education and employment, millions of Indian women are entering the country's workforce today. Many working women face sexual harassment at the workplace on a daily basis. It is crucial therefore that as a country, we strive to eliminate work-place sexual harassment since women have the right to work in safe and secure environment. It is the responsibility of every employer to ensure safety of women in a work environment and improve their participation. This will contribute to realization of their right to gender equality and result in economic empowerment and inclusive growth and benefit the nation as a whole.

I am pleased to present this Handbook on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. It provides key information about the provisions of the Act in an easy-to-use and practical manner. The Handbook has been developed with the aim to ensure that the citizens of India are aware of their rights and obligations in terms of creating safe workplace environment for women.

Government of India is committed to promote gender equality and women's empowerment across every sector. This Handbook reflects our commitment to empower women as economic agents and improve their ability to access markets on competitive and equitable terms. I am confident that this Handbook which advocates and enforces the rules as laid out in the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, will be beneficial to everyone. The practical and user-friendly procedures outlined in the Handbook will be useful for actual implementation of the Act.

  
(Smt. Maneka Sanjay Gandhi)

Off. : 'A' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110 001, Tel. : 23074052-54, Fax : 23387384  
Resi. : 14 Ashoka Road, New Delhi-110001, Tel. : 23357088, Fax : 23354321

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### QnM5.1.4 Redressal of Student Grievances



Though sexual harassment at the workplace has assumed serious proportions, women do not report the matter to the concerned authorities in most cases due to fear of reprisal from the harasser, losing one's livelihood, being stigmatized, or losing professional standing and personal reputation.

Across the globe today, workplace sexual harassment is increasingly understood as a violation of women's rights and a form of violence against women. Indeed, the social construct of male privileges in society continues to be used to justify violence against women in the private and public sphere. In essence, sexual harassment is a mirror reflecting male power over women that sustains patriarchal relations. In a society where violence against women, both subtle and direct, is borne out of the patriarchal values, women are forced to conform to traditional gender roles. These patriarchal values and attitudes of both women and men pose the greatest challenge in resolution and prevention of sexual harassment. Workplace sexual harassment, like other forms of violence, is not harmless. It involves serious health, human, economic and social costs, which manifests themselves in the overall development indices of a nation.

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 was enacted to ensure safe working spaces for women and to build enabling work environments that respect women's right to equality of status and opportunity. An effective implementation of the Act will contribute to the realization of their right to gender equality, life and liberty, equality in working conditions everywhere. The sense of security at the workplace will improve women's participation in work, resulting in their economic empowerment and inclusive growth.

The full scale of the problem is not known given the difficulties in documenting the experience of those who have experienced workplace sexual harassment. However, available studies on sexual harassment show that it is certainly prevalent in India today. This is why the legislation is an important step forward within the larger architecture of women's rights, as it tackles this issue to secure the rights of women workers across the country.

While the official figures for women's work participation are low, much of the work that women do is not captured in official data accounts. It is argued<sup>1</sup> that where this is to be captured, women's overall work participation would be 86.2 per cent. While the official data<sup>2</sup> shows that women's work participation rate is around 25.3 per cent in rural areas and 14.7 per cent in the urban areas, estimates indicate that there is a huge workforce of women, therefore there is a need to secure their workplace and entitlements. Given, that 93 per cent of women workers are employed in the informal sector, they remain unprotected by laws. With no laws or mechanisms to protect them, proactive measures are required to make their workplaces safe.

<sup>1</sup>Professor Jayati Ghosh, Paper on 'What Exactly is Work?' [http://www.macroscan.org/cur/oct14/pdf/Exactly\\_Work.pdf](http://www.macroscan.org/cur/oct14/pdf/Exactly_Work.pdf)

<sup>2</sup> NSSO 2011-12

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



It is well established that ensuring safe working conditions for women leads to a positive impact on their participation in the workforce and increases their productivity, which in turn benefits the nation as a whole. Economically, empowered women are key to the nation's overall development and this can only be achieved if it is ensured that women's workspaces across all sectors and all over the country have a safe and secure environment for work.

It is important as well to ensure that the emphasis is on prevention rather than punitive action. This calls for widespread awareness on the Act among employers, managers and the workers themselves. Frequently, women workers may face sexual harassment but may not be aware that it is a breach of their rights and that there is something they can do about it. They need to know that they can do something about it. Then there are others, who may believe that it is a personal matter that needs to be resolved by the people involved. In order to change this order of things, it is urgent that measures are taken to change mind-sets and attitudes by creating awareness about what constitutes sexual harassment and the steps that can be taken to address it.

This handbook will serve as an important tool to make workplaces safe and benefit both workers and employers alike, leading to mutual gains.

### 1.1 THE MANDATE

Today, all workplaces in India are mandated by law to provide a safe and secure working environment free from sexual harassment for all women.

### 1.2 THE GENESIS

In 1992, a rural level change agent, Bhanwari Devi, was engaged by the state of Rajasthan as a *Sathin*<sup>3</sup> to work towards the prevention of the practice of child marriages. During the course of her work, she prevented the marriage of a one-year old girl in the community. Her work was met with resentment and attracted harassment from men of that community. Bhanwari Devi reported this to the local authority but no action was taken. That omission came at great cost – Bhanwari was subsequently gang raped by those very men.

The Bhanwari Devi case revealed the ever-present sexual harm to which millions of working women are exposed across the country, everywhere and everyday irrespective of their location. It also shows the extent to which that harm can escalate if nothing is done to check sexually offensive behaviour in the workplace.

Based on the facts of Bhanwari Devi's case, a Public Interest Litigation (PIL) was filed by Vishaka and other women groups against the State of Rajasthan and Union of India before the Supreme Court of India. It proposed that sexual harassment be recognized as a violation of women's fundamental right to equality and that all workplaces/establishments/institutions be made accountable and responsible to uphold these rights.

---

<sup>3</sup> *Sathin*' means a friend



In a landmark judgment, *Vishaka vs. State of Rajasthan (1997)*<sup>4</sup>, the Supreme Court of India created legally binding guidelines basing it on the right to equality and dignity accorded under the Indian Constitution as well as by the UN Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).

It included:

- ◆ A definition of sexual harassment
- ◆ Shifting accountability from individuals to institutions
- ◆ Prioritizing prevention
- ◆ Provision of an innovative redress mechanism

The Supreme Court defined sexual harassment as any unwelcome, sexually determined physical, verbal, or non-verbal conduct. Examples included sexually suggestive remarks about women, demands for sexual favours, and sexually offensive visuals in the workplace. The definition also covered situations where a woman could be disadvantaged in her workplace as a result of threats relating to employment decisions that could negatively affect her working life.

It placed responsibility on employers to ensure that women did not face a hostile environment, and prohibited intimidation or victimization of those cooperating with an inquiry, including the affected complainant as well as witnesses.

It directed for the establishment of redressal mechanism in the form of Complaints Committee, which will look into the matters of sexual harassment of women at workplace. The Complaints Committees were mandated to be headed by a woman employee, with not less than half of its members being women and provided for the involvement of a third party person/NGO expert on the issue, to prevent any undue pressure on the complainant. The guidelines extended to all kinds of employment, from paid to voluntary, across the public and private sectors.

Vishaka established that international standards/law could serve to expand the scope of India's Constitutional guarantees and fill in the gaps wherever they exist. India's innovative history in tackling workplace sexual harassment beginning with the *Vishaka* Guidelines and subsequent legislation has given critical visibility to the issue. Workplaces must now own their responsibility within this context and ensure that women can work in safe and secure spaces.

### 1.3 THE ACT

Having raised the bar of responsibility and accountability in the *Vishaka* Guidelines, the Supreme Court placed an obligation on workplaces, institutions and those in positions of responsibility, to uphold working women's fundamental right to equality and dignity at the workplace. Three key obligations were imposed on institutions to meet that standard, namely:

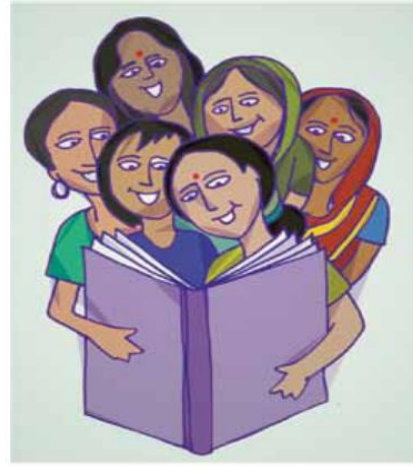
<sup>4</sup>(AIR 1997 Supreme Court 3011)



- ◆ Prohibition
- ◆ Prevention
- ◆ Redress

In 2013, the Government of India notified the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act (referred to as Act hereinafter). Consistent with the Vishaka judgment, the Act aspires to ensure women's right to workplace equality, free from sexual harassment through compliance with the above mentioned three elements.

It is important to note that the Act provides a civil remedy to women and is in addition to other laws that are currently in force. Consequently, any woman who wishes to report instances of sexual harassment at the workplace has the right to take recourse of both civil and criminal proceedings.



#### 1.4 PURPOSE OF THIS HANDBOOK

This handbook is meant for all workplaces/institutions/organizations to provide a basic understanding of sexual harassment at places of work. Additionally, it is designed to offer Internal Complaints Committee/s and Local Complaints Committee/s (Complaints Committee/s) established under the Act, with simple, user friendly information on sexual harassment; what is expected of Complaints Committee/s to redress a complaint; and what the inquiry process and outcome should include.

#### 1.5 WHO IS THIS HANDBOOK FOR

This handbook informs the end user (an employee/worker) about workplace sexual harassment and their right to an informed complaint process in seeking redress as provided under the Act and Rules framed thereunder.

#### 1.6 STRUCTURE OF THE HANDBOOK

This Handbook has 6 sections, with each containing information for women, male co-workers as well as their employers, on how to deal with sexual harassment at the workplace in the context of the Act.

**Section 1** serves as an introduction, as it details the genesis of the Act and the history behind it, as well as provides a brief description of the Act itself. This section also describes the purpose of this handbook and who it is designed for.



## 2.2 WHAT IS A WORKPLACE?

A workplace is defined as “any place visited by the employee arising out of or during the course of employment, including transportation provided by the employer for undertaking such a journey.” As per this definition, a workplace covers both the organised and un-organised sectors.

It also includes all workplaces whether owned by Indian or foreign company having a place of work in India. As per the Act, workplace includes:

- Government organizations, including Government company, corporations and cooperative societies;
- Private sector organisations, venture, society, trust, NGO or service providers etc. providing services which are commercial, vocational, educational, sports, professional, entertainment, industrial, health related or financial activities, including production, supply, sale, distribution or service;
- Hospitals/Nursing Homes;
- Sports Institutes/Facilities;
- Places visited by the employee (including while on travel) including transportation provided by employer;
- A dwelling place or house.

The Act defines the Unorganised Sector as:

- Any enterprise owned by an individual or self-employed workers engaged in the production or sale of goods or providing services of any kind;
- Any enterprise which employs less than 10 workers.

All women working or visiting workplaces, for example:



## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



UNWELCOME	WELCOME
Feels bad	Feels good
One-sided	Reciprocal
Feels powerless	In-control
Power-based	Equality
Unwanted	Wanted
Illegal	Legal
Invading	Open
Demeaning	Appreciative
Causes anger/sadness	Happy
Causes negative self-esteem	Positive self-esteem

### Impact of inappropriate behaviour

The impact of sexual harassment at the workplace is far-reaching and is an injury to the equal right of women. Not only does it impact her, it has a direct bearing on the workplace productivity as well as the development of the society. Below is a list of select examples of such negative impacts.



## Criterion 5

### QnM5.1.4 Redressal of Student Grievances





## 2.5 EXAMPLES OF BEHAVIOURS AND SCENARIOS THAT CONSTITUTE SEXUAL HARASSMENT

Below are examples of behaviour that may or may not constitute workplace sexual harassment in isolation. At the same time, it is important to remember that more often than not, such behaviour occurs in cluster. Distinguishing between these different possibilities is not an easy task and requires essential training and skill building.



**Some examples of behaviour that constitute sexual harassment at the workplace:**

1. Making sexually suggestive remarks or innuendos.
2. Serious or repeated offensive remarks, such as teasing related to a person's body or appearance.
3. Offensive comments or jokes.
4. Inappropriate questions, suggestions or remarks about a person's sex life.
5. Displaying sexist or other offensive pictures, posters, mms, sms, whatsapp, or e-mails.
6. Intimidation, threats, blackmail around sexual favours.
7. Threats, intimidation or retaliation against an employee who speaks up about unwelcome behaviour with sexual overtones.
8. Unwelcome social invitations, with sexual overtones commonly understood as flirting.
9. Unwelcome sexual advances which may or may not be accompanied by promises or threats, explicit or implicit.





favours to her advantage constitutes quid pro quo form of sexual harassment. Ravi's behaviour is unwelcome, sexual, and has a negative impact on Kamini.

### SCENARIO EXAMPLE 2

Renuka is employed as a domestic worker where she is expected to take care of all the household activities, other than cooking. Most of the days, the lady of the house leaves early. Renuka is therefore left alone in the house with a male member of the household.

Renuka finds the male member constantly leering at her when he is at home and often walks around the house wrapped in nothing but a towel which makes her very uncomfortable. On one occasion, while she was sweeping, he pinched her bottom. When she protested that she will complain to the lady of the house, he **threatened to accuse** her of stealing, and that he will ensure that she **loses** her job.



#### What is Workplace Sexual Harassment?

In the above example, the male member by threatening Renuka to keep quiet about the unwelcome physical contact if she wants to continue with her employment commits quid pro quo form of sexual harassment. His behaviour occurring in a matrix of power, is unwelcome, sexual and has a negative impact on Renuka.

### SCENARIO EXAMPLE 3

Shamima is a lawyer who works as a researcher at an NGO in Delhi since 2013. Dr. Bhavan is the director of the organisation and has always advocated for the cause of human rights.

During an official field visit to Shimla for 2 days, Dr. Bhavan finds an opportunity to be alone with Shamima and makes a physical advance. Despite her protests, he forces himself on her while giving lurid and sexually explicit details of his relationships, both past and present, with women. When she chastises him and threatens to make his behaviour public, he **threatens to destroy her career**.

#### What is Workplace Sexual Harassment?

In the above example, by threatening Shamima with the destruction of her career, Dr. Bhavan commits quid pro quo sexual harassment. His physical advances and sexual conversation are unwelcome for Shamima and occur in a matrix of power.

#### B. Examples of scenarios that constitute a 'hostile work environment' type of sexual harassment at the workplace:

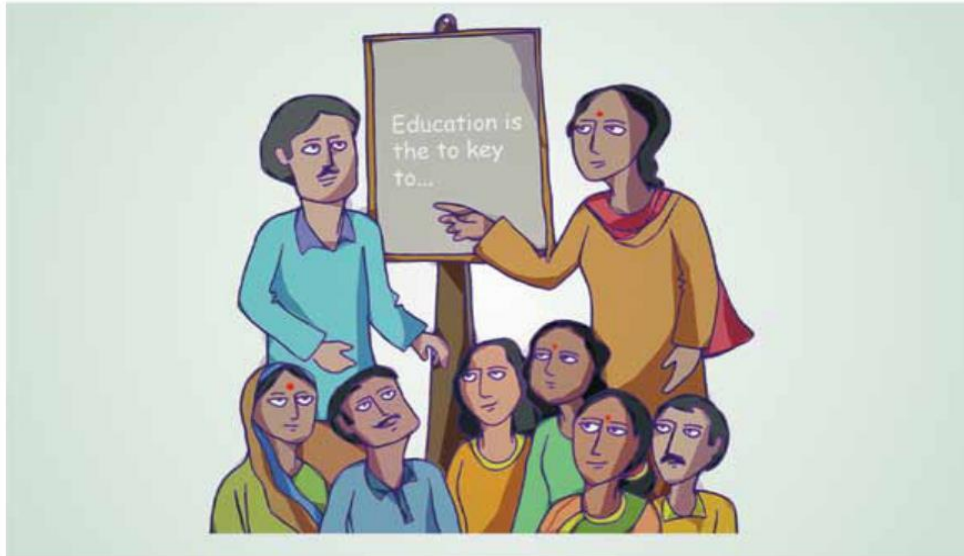
### SCENARIO EXAMPLE 1

Jayanthi works in a garment factory in Bangalore.



### 3.2.2 Sexual Harassment at Workplace Policy

Employers/District Officers are responsible for complying with prohibition, prevention and redress of workplace sexual harassment. In practice, this means having a policy that: (1) prohibits unwelcome behaviour that constitutes workplace sexual harassment; (2) champions prevention of workplace sexual harassment through orientation, awareness and sensitization sessions; and (3) provides a detailed framework for redress.



### 3.2.3 Dissemination of Information and Awareness Generation

Employers/ District Officers have a legal responsibility to:

1. Effectively communicate a policy that prohibits unwelcome behaviour that constitutes workplace sexual harassment, and provides a detailed framework for prevention, and redress processes.
2. Carry out awareness and orientation for all employees.
3. Create forums for dialogue i.e. Panchayati Raj Institutions, Gram Sabhas, Women's Groups, Urban Local Bodies or like bodies, as appropriate.
4. Ensure capacity and skill building of Complaints Committees.
5. Widely publicize names and contact details of Complaints Committee members.

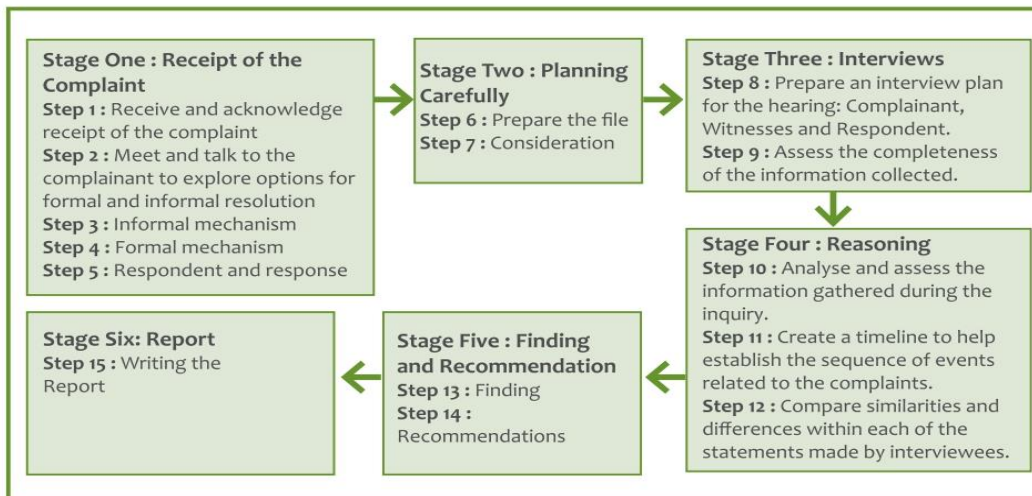


### 4.7 NON-NEGOTIABLES DURING THE INQUIRY PROCESS

During a redress process the Complaints Committee/s are required to assure confidentiality, non-retaliation and recommend interim measures as needed to conduct a fair inquiry.

### 4.8 THE SEXUAL HARASSMENT COMPLAINT PROCESS

The Complaints Committee/s needs to have information on the six stages (including fifteen steps), detailed below, for addressing a complaint of workplace sexual harassment.



#### STAGE ONE: RECEIPT OF THE COMPLAINT

A fair, prompt, and impartial inquiry process starts with a Complaints Committee capable of creating an environment of trust and confidence throughout the inquiry.

#### Step 1 : Receive and Acknowledge Receipt of the Complaint

The complainant submits a sexual harassment complaint in writing within three months of the last alleged incident to the Complaints Committee or any other person designated by the organization/ District Officer (i.e. Nodal Officer) to receive and manage complaints of sexual harassment.

**Training and Skill Building : An Institutional Responsibility**

It is important that both the Committee and any other person designated by the organization/ District Officer to receive or otherwise handle a sexual harassment complaint has there quired competency and skill building training formanaging a complaint and/or any concern related to workplace sexual harassment.



Given that most workspaces today are gender unequal and male-dominated, it is important that complaints by women be treated fairly and not dismissed. The mere inability to substantiate a complaint or provide adequate proof will not attract legal action against the complainant. However, making a false or malicious complaint or producing a forged or misleading document is an offence.

#### 4.9 AT A GLANCE

##### 1) Complaints Committee's Checklist

- Review the written complaints and response to complaints
- Review the applicable policy, the Act/Rules, Vishaka Guidelines and other relevant laws
- Develop a plan
- Meet with the complainant
- Meet with the respondent
- Meet with the witnesses
- Record statements and have them dated and signed
- Review and adapt the plan, as needed
- Proceed with further interviews, as needed
- Analyze all the facts to develop reasoning
- Arrive at the findings
- Give recommendations
- Prepare the report
- Submit the file to the organization or District Officer for implementation of the recommendations and for safe keeping.



## Global Norms and Good Practices

Increasing awareness and compliance with international standards is a reminder that we must not lose sight of the goal. Over the years, the international community has developed benchmarks that provide guidance on what the laws around workplace sexual harassment should look like in practice. The key benchmarks are listed below:

1. Recognition that workplace sexual harassment is a form of human rights violation.<sup>i</sup>
2. Recognition that sexual harassment is a form of gender-specific violence.<sup>ii</sup>
3. Equality, dignity and worth of a human person must be emphasized.
4. Gender-based violence includes sexual harassment and impairs the enjoyment by women of several basic human rights and fundamental freedoms.<sup>iii</sup> Some of these rights include:
  - The right to life, the right to liberty and security of the person.
  - The right to equal protection under the law.
  - The right to the highest standard attainable of physical and mental health.
  - The right to just and favourable conditions of work.<sup>iv</sup>
5. Eliminating violence against women and advancing women's equality includes the right to be free from workplace sexual harassment.<sup>v</sup>
6. Legislation on violence against women should define violence to include sexual harassment. Such legislation should also recognize sexual harassment as a form of discrimination and a violation of women's rights with health and safety consequences.<sup>vi</sup>
7. The International Labour Organization (ILO) has also drawn specific attention to domestic workers, who have a right to "enjoy effective protection against all forms of abuse, harassment and violence."<sup>vii</sup>

In terms of practice, international law and policy frameworks have an important role to play in encouraging the adoption of an understanding of sexual harassment as a fundamental human right and equality issue, and not just a problem for labour/employment law to solve.

Converting these concepts into practice involves constant monitoring and adapting to changing circumstances. As a start, six simple steps to keep in mind and practice in any workplace should involve the following:



required measures, including but not limited to the provisions of these Regulations, to achieve the objective of eliminating ragging, within the institution or outside.

- All institutions shall take action in accordance with these Regulations against those found guilty of ragging and/or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
- Every public declaration of intent by any institution, in any electronic, audiovisual or print or any other media, for admission of students to any course of study shall expressly provide that ragging is totally prohibited in the institution, and anyone found guilty of ragging and/or abetting ragging, whether actively or passively, or being a part of a conspiracy to promote ragging, is liable to be punished in accordance with these Regulations as well as under the provisions of any penal law for the time being in force.
- The telephone numbers of the Anti-Ragging Helpline and all the important functionaries in the institution, including but not limited to the Head of the institution, faculty members, members of the Anti-Ragging Committees and Anti-Ragging Squads, District and Sub-Divisional authorities, Wardens of hostels, and other functionaries or authorities where relevant, shall be published in the brochure of admission/instruction booklet or the prospectus.
- The application for admission, enrolment or registration must be accompanied by an Anti Ragging affidavit signed by a student in a prescribed format and another Anti Ragging Affidavit signed by a Parent/Guardian. *(Both these Affidavits can be downloaded from the Web)*

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



attributable to the Head of the institution, the authority designated to appoint such Head shall take such departmental disciplinary action; and such action shall be without prejudice to any action that may be taken under the penal laws for abetment of ragging for failure to take timely steps in the prevention of ragging or punishing any student found guilty of ragging.

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## Criterion 5

### QnM5.1.4 Redressal of Student Grievances





**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION  
NOTIFICATION**

New Delhi, the 22nd March, 2021

**F. No. 1-103/AICTE/PGRC/Regulation/2021.**—In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the following Regulations, namely:

**1. SHORT TITLE, APPLICATION AND COMMENCEMENT:**

- a. These Regulations shall be called as the **All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021.**
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

**2. OBJECTIVE:**

To provide opportunities for redressal of certain grievances of Faculty/Staff Members already appointed in any institution, as well as those seeking appointment to such institutions, and a mechanism thereto.

**3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council" means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act, 1956.
- (e) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (f) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- (g) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (h) "aggrieved Faculty/Staff Member" means a Faculty & Staff Member, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations.
- (i) "Grievance" means and includes, complaint(s) made by an aggrieved Faculty/Staff Member(s) in respect of the following service related matters namely:
  - i. withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in such institution;
  - ii. non-payment of salaries/wages and/or benefits or any other allowances or dues etc. during services or retirement/resignation, as the case may be;
  - iii. Discrepancies between their wages and/or benefits and other members of staff in similar roles/post/experience.
  - iv. termination without giving any reason or notice or memorandum;
  - v. non-payment of gratuity amount as per prevailing Govt. rules in force on resignation/retirement; and

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



REGD. NO. D.L. 3/94/99

REGD. NO. D.L. 3/94/99

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The Gazette of India

असाधारण

EXTRAORDINARY

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महिला एवं बाल विकास मंत्रालय

अधिसूचना

नई दिल्ली, 9 दिसम्बर, 2013

का.आ. 3606(अ).—केंद्रीय सरकार, महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतिकार) अधिनियम, 2013 (2013 का सं. 14) की धारा 1 की उप-धारा (3) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, 9 दिसम्बर, 2013 को उस तारीख के रूप में नियत करती है जिसको उक्त अधिनियम के उपबंध प्रवृत्त होंगे।

[फा.सं. 19-5/2013-डब्ल्यूडब्ल्यू]

डा. श्रीरंजन, संयुक्त सचिव

MINISTRY OF WOMEN AND CHILD DEVELOPMENT

NOTIFICATION

New Delhi, the 9th December, 2013

**S.O. 3606(E).**—In exercise of the powers conferred by sub-section (3) of Section 1 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (14 of 2013), the Central Government hereby appoints the 9th day of December, 2013 as the date on which the provisions of the said Act shall come into force.

[F. No. 19-5/2013-WW]

Dr. SHREERANJAN, Jt. Secy.

S154 GI/2013

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and Published by the Controller of Publications, Delhi-110054.



(b) grant leave to the aggrieved woman up to a period of three months; or

(c) grant such other relief to the aggrieved woman as may be prescribed.

(2) The leave granted to the aggrieved woman under this section shall be in addition to the leave she would be otherwise entitled.

(3) On the recommendation of the Internal Committee or the Local Committee, as the case may be, under sub-section (1), the employer shall implement the recommendations made under sub-section (1) and send the report of such implementation to the Internal Committee or the Local Committee, as the case may be.

Inquiry report.

13. (1) On the completion of an inquiry under this Act, the Internal Committee or the Local Committee, as the case may be, shall provide a report of its findings to the employer, or as the case may be, the District Officer within a period of ten days from the date of completion of the inquiry and such report be made available to the concerned parties.

(2) Where the Internal Committee or the Local Committee, as the case may be, arrives at the conclusion that the allegation against the respondent has not been proved, it shall recommend to the employer and the District Officer that no action is required to be taken in the matter.

(3) Where the Internal Committee or the Local Committee, as the case may be, arrives at the conclusion that the allegation against the respondent has been proved, it shall recommend to the employer or the District Officer, as the case may be—

(i) to take action for sexual harassment as a misconduct in accordance with the provisions of the service rules applicable to the respondent or where no such service rules have been made, in such manner as may be prescribed;

(ii) to deduct, notwithstanding anything in the service rules applicable to the respondent, from the salary or wages of the respondent such sum as it may consider appropriate to be paid to the aggrieved woman or to her legal heirs, as it may determine, in accordance with the provisions of section 15:

Provided that in case the employer is unable to make such deduction from the salary of the respondent due to his being absent from duty or cessation of employment it may direct to the respondent to pay such sum to the aggrieved woman:

Provided further that in case the respondent fails to pay the sum referred to in clause (ii), the Internal Committee or, as the case may be, the Local Committee may forward the order for recovery of the sum as an arrear of land revenue to the concerned District Officer.

(4) The employer or the District Officer shall act upon the recommendation within sixty days of its receipt by him.

Punishment for false or malicious complaint and false evidence

14. (1) Where the Internal Committee or the Local Committee, as the case may be, arrives at a conclusion that the allegation against the respondent is malicious or the aggrieved woman or any other person making the complaint has made the complaint knowing it to be false or the aggrieved woman or any other person making the complaint has produced any forged or misleading document, it may recommend to the employer or the District Officer, as the case may be, to take action against the woman or the person who has made the complaint under sub-section (1) or sub-section (2) of section 9, as the case may be, in accordance with the provisions of the service rules applicable to her or him or where no such service rules exist, in such manner as may be prescribed:

Provided that a mere inability to substantiate a complaint or provide adequate proof need not attract action against the complainant under this section:

Provided further that the malicious intent on part of the complainant shall be established after an inquiry in accordance with the procedure prescribed, before any action is recommended.



(c) organise workshops and awareness programmes at regular intervals for sensitising the employees with the provisions of the Act and orientation programmes for the members of the Internal Committee in the manner as may be prescribed;

(d) provide necessary facilities to the Internal Committee or the Local Committee, as the case may be, for dealing with the complaint and conducting an inquiry;

(e) assist in securing the attendance of respondent and witnesses before the Internal Committee or the Local Committee, as the case may be;

(f) make available such information to the Internal Committee or the Local Committee, as the case may be, as it may require having regard to the complaint made under sub-section (1) of section 9;

(g) provide assistance to the woman if she so chooses to file a complaint in relation to the offence under the Indian Penal Code or any other law for the time being in force; 45 of 1860.

(h) cause to initiate action, under the Indian Penal Code or any other law for the time being in force, against the perpetrator, or if the aggrieved woman so desires, where the perpetrator is not an employee, in the workplace at which the incident of sexual harassment took place; 45 of 1860.

(i) treat sexual harassment as a misconduct under the service rules and initiate action for such misconduct;

(j) monitor the timely submission of reports by the Internal Committee.

### CHAPTER VII

#### DUTIES AND POWERS OF DISTRICT OFFICER

Duties and powers of District Officer.

20. The District Officer shall, --

(a) monitor the timely submission of reports furnished by the Local Committee;

(b) take such measures as may be necessary for engaging non-governmental organisations for creation of awareness on sexual harassment and the rights of the women.

### CHAPTER VIII

#### MISCELLANEOUS

Committee to submit annual report

21. (1) The Internal Committee or the Local Committee, as the case may be, shall in each calendar year prepare, in such form and at such time as may be prescribed, an annual report and submit the same to the employer and the District Officer.

(2) The District Officer shall forward a brief report on the annual reports received under sub-section (1) to the State Government.

Employer to include information in annual report

22. The employer shall include in its report the number of cases filed, if any, and their disposal under this Act in the annual report of his organisation or where no such report is required to be prepared, intimate such number of cases, if any, to the District Officer.

Appropriate Government to monitor implementation and maintain data

23. The appropriate Government shall monitor the implementation of this Act and maintain data on the number of cases filed and disposed of in respect of all cases of sexual harassment at workplace.

Appropriate Government to take measures to publicise the Act

24. The appropriate Government may, subject to the availability of financial and other resources, --

(a) develop relevant information, education, communication and training materials, and organise awareness programmes, to advance the understanding of the public of the provisions of this Act providing for protection against sexual harassment of woman at workplace.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



**No.11013/3/2009-Estt. (A)**  
**Government of India**  
**Ministry of Personnel, Public Grievances and Pensions**  
**(Department of Personnel and Training)**

.....

**North Block,**  
**New Delhi,**  
**Dated the 21st July, 2009**

**OFFICE MEMORANDUM**

**Subject : CCS (Conduct) Rules, 1964 – Guidelines regarding prevention of sexual harassment of working women in the workplace.**

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The undersigned is directed to refer to Department of Personnel and Training's O.M. No. 11013/10/97-Estt. (A) dated 13.02.1998 and 13.07.1999, O.M. No. 11013/11/2001-Estt. (A) dated 12.12.2002 and 04.08.2005 and O.M. No. 11013/3/2009-Estt. (A) dated 02.02.2009 on the abovementioned subject and to say that it is necessary to have in place at all times an effective Complaint Mechanism for dealing with cases of sexual harassment of working women and to create awareness in this regard, particularly amongst working women. The salient features of the Complaint Mechanism and inquiry procedure are as follows :-

(i) Rule 3 C of the CCS (Conduct) Rules, 1964 provides that no Government servant shall indulge in any act of sexual harassment of any women at her work place. Every Government servant who is incharge of a work place shall take appropriate steps to prevent sexual harassment to any woman at such work place. "Sexual harassment" includes such unwelcome sexually determined behaviour, whether directly or otherwise, as --

- (a) physical contact and advances;
- (b) demand or request for sexual favours;
- (c) sexually coloured remarks;
- (d) showing any pornography; or /-
- (e) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

(ii) Whether or not such conduct constitutes an offence under law or a breach of the service rules, an appropriate complaint mechanism should be created in the employer's organization for redress of the complaint made by the victim. Such complaint mechanism should ensure time bound treatment of complaints.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



- 2 -

(iii) The complaint mechanism should be adequate to provide, where necessary, a Complaints Committee, a special counsellor or other support service, including the maintenance of confidentiality.

The Complaints Committee should be headed by a woman and not less than half of its member should be women. Further to prevent the possibility of any undue pressure or influence from senior levels, such Complaints Committee should involve a third party, either NGO or other body who is familiar with the issue of sexual harassment.

The Complaints Committee must make an annual report to the Government department concerned of the complaints and action taken by them.

The employers and person in charge will also report on the compliance with the aforesaid guidelines including on the reports of the Complaints Committee to the Government department.

(iv) The Committee constituted for redressal of the complaints by the victims of sexual harassment should be headed by an officer sufficiently higher in rank so as to lend credibility to the investigations.

(v) The Complaints Committee established in each Ministry or Department or Office for inquiring into complaints of sexual harassment shall be deemed to be the Inquiring Authority appointed by the Disciplinary Authority and that the Complaints Committee shall hold, if no separate procedure has not been prescribed for the Complaints Committee for holding the inquiry into such complaints, the inquiry, as far as practicable in accordance with the procedure laid down in the said rules. [In 2004 a proviso was added to rule 14(2) of the Central Civil Services (Classification, Control and Appeal) Rules, 1965 (copy enclosed) to this effect].

(vi) The Complaints Committee in terms of Cabinet Secretariat's Order No. 1 dated 26.09.2008 will inquire into complaints made against officers of the level of Secretary and Additional Secretary and equivalent level in the Government of India in the Ministries/Departments and Organisations directly under the control of the Central Government (other than the Central PSUs). The existing Complaints Committee established in each Ministry or Department or Office will, inquire into complaints of sexual harassment against only those Government servants who are not covered by the Cabinet Secretariat's Order No. 1 dated 26.09.2008.

(vii) It may be ensured that the Complaints Committee shall at all times be in existence and changes in its composition, whenever necessary, should be made promptly and adequately publicized. The composition of the Complaints Committee be also posted on the websites of the concerned Ministries/Departments/Offices concerned.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



**PROVISIONS OF RULE 14(2) OF THE CENTRAL CIVIL SERVICES (CLASSIFICATION, CONTROL & APPEAL) RULES, 1965**

14(2) Whenever the disciplinary authority is of the opinion that there are grounds for inquiring into the truth of any imputation of misconduct or misbehaviour against a Government servant, it may itself inquire into, or appoint under this rule or under the provisions of the Public Servants (Inquiries) Act, 1850, as the case may be, an authority to inquire into the truth thereof.

Provided that where there is a complaint of sexual harassment within the meaning of rule 3 C of the Central Civil Services (Conduct) Rules, 1964, the complaints Committee established in each ministry or Department or Office for inquiring into such complaints, shall be deemed to be the inquiring authority appointed

---

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



**Section 2** sets the context by defining a workplace and sexual harassment. It provides the reader with key elements, such as examples of sexual harassment as well as scenarios and the impact of such behaviour.

**Section 3** focuses on the key individuals and institutions involved in the prohibition and prevention processes and their responsibilities.

**Section 4** is about redress. This section identifies and defines the key players involved in the complaint mechanism (including the complainant and the respondent). It details the stages of the complaint process. Particular attention is paid to the complaints committee which plays a very important role in this process.

**Section 5** describes the monitoring requirements as per the Act.

**Section 6** lists the important international frameworks and select best practices on sexual harassment at the workplace.





## SECTION 2

### Workplace Sexual Harassment- What Is It?

*“No woman shall be subjected to sexual harassment at any workplace.”*

Section 3(1) of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

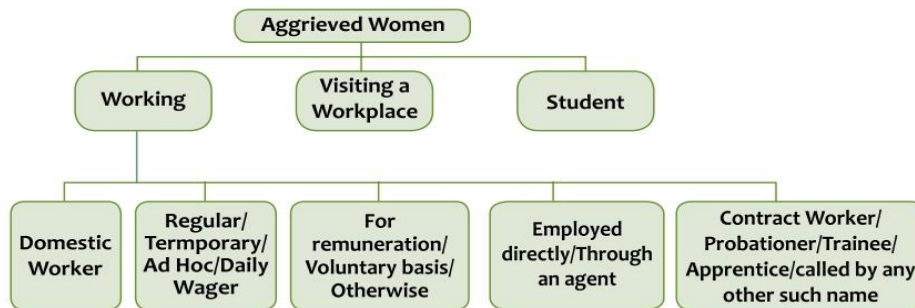
This section defines the aggrieved woman, workplace and sexual harassment as well as highlights key elements of workplace sexual harassment. It provides examples of behaviours through which a woman can experience possible professional and personal harm. It presents the user with scenarios from across-section of work contexts to build clarity on different forms of sexual harassment as identified under the Act.

#### 2.1 WHO IS AN AGGRIEVED WOMAN?

The Act recognizes the right of every woman to a safe and secure workplace environment irrespective of her age or employment/work status. Hence, the right of all women working or visiting any workplace whether in the capacity of regular, temporary, adhoc, or daily wages basis is protected under the Act.

It includes all women whether engaged directly or through an agent including a contractor, with or without the knowledge of the principal employer. They may be working for remuneration, on a voluntary basis or otherwise. Their terms of employment can be express or implied.

Further, she could be a co-worker, a contract worker, probationer, trainee, apprentice, or called by any other such name. The Act also covers a woman, who is working in a dwelling place or house.



## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



10. Physical contact such as touching or pinching.
11. Caressing, kissing or fondling someone against her will (could be considered assault).
12. Invasion of personal space (getting too close for no reason, brushing against or cornering someone).
13. Persistently asking someone out, despite being turned down.
14. Stalking an individual.
15. Abuse of authority or power to threaten a person's job or undermine her performance against sexual favours.
16. Falsely accusing and undermining a person behind closed doors for sexual favours.
17. Controlling a person's reputation by rumour-mongering about her private life.

**Some examples of behaviour that may indicate underlying workplace sexual harassment and merit inquiry:**

1. Criticizing, insulting, blaming, reprimanding or condemning an employee in public.
2. Exclusion from group activities or assignments without a valid reason.
3. Statements damaging a person's reputation or career.
4. Removing areas of responsibility, unjustifiably.
5. Inappropriately giving too little or too much work.
6. Constantly overruling authority without just cause.
7. Unjustifiably monitoring everything that is done.
8. Blaming an individual constantly for errors without just cause.
9. Repeatedly singling out an employee by assigning her with demeaning and belittling jobs that are not part of her regular duties.
10. Insults or humiliations, repeated attempts to exclude or isolate a person.
11. Systematically interfering with normal work conditions, sabotaging places or instruments of work.
12. Humiliating a person in front of colleagues, engaging in smear campaigns.
13. Arbitrarily taking disciplinary action against an employee.
14. Controlling the person by withholding resources (time, budget, autonomy, and training) necessary to succeed.

**Some examples of workplace behaviours that may not constitute sexual harassment:**

1. Following-up on work absences.
2. Requiring performance to job standards.



3. The normal exercise of management rights.
4. Work-related stress e.g. meeting deadlines or quality standards.
5. Conditions of works.
6. Constructive feedback about the work mistake and not the person.

## 2.6 FORMS OF WORKPLACE SEXUAL HARASSMENT

Generally workplace sexual harassment refers to two common forms of *inappropriate behaviour*:

- Quid Pro Quo (literally ‘this for that’)
  - Implied or explicit promise of preferential/detrimental treatment in employment
  - Implied or express threat about her present or future employment status
- Hostile Work Environment
  - Creating a hostile, intimidating or an offensive work environment
  - Humiliating treatment likely to affect her health or safety

## 2.7 SCENARIOS

The following scenarios have been constructed as examples based on real life experiences of women at workplaces. The scenarios attempt to build an understanding of the two types of workplace sexual harassment as prescribed by the Act i.e. quid pro quo and hostile environment.

The names in the following examples are fictional and in no way refer to any individual alive or dead.

### A. Examples of scenarios that constitute quid pro quo or ‘this for that’ type of sexual harassment at the workplace:

#### SCENARIO EXAMPLE 1

Kamini is a bright young team leader working in a call centre. Known to be forthright, she is dedicated, hardworking and is a perfectionist.

Kamini stays back at work late one evening with her colleague Ravi to complete work for an important presentation. Ravi offers to buy Kamini dinner and later drop her home since it’s been a long day. After dinner, Ravi proposes to Kamini that he would like her to spend the night with him. Kamini refuses politely but firmly and goes home. Next evening, Ravi repeats his request and on Kamini’s refusal, threatens her that *if she doesn’t give-in, he will tell everyone* that she made a pass at him.

#### What is Workplace ‘this for that’ Sexual Harassment?

In the above example, Ravi’s threat to Kamini that if she does not agree to his ‘request’ for a sexual favour, he will in return smear her character at the workplace as a person who wants to use sexual



### 3.1.2 WHO IS AN APPROPRIATE GOVERNMENT?

As per the Act, Appropriate Government means:

- i. In relation to a workplace which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly—
  - a. By the Central Government or the Union Territory administration, the Central Government;
  - b. By the State Government, the State Government;
- ii. In relation to any workplace not covered under sub-clause (i) and falling within its territory, the State Government.

### 3.2 WHO IS A DISTRICT OFFICER (DO)?

**State Governments will notify** a District Magistrate/Additional District Magistrate/ Collector/ Deputy Collector as a District Officer at the local level. The District Officer will be responsible for carrying out the powers and functions under the Act at the district levels (including every block, taluka, tehsil, ward, and municipality).

### 3.3 RESPONSIBILITIES OF THE AFOREMENTIONED AUTHORITIES

Under the law the employer/DO is obliged to create a workplace free of sexual harassment. It is the responsibility of the Employer/District Officer in general to:

1. Create and communicate a detailed policy;
2. Ensure awareness and orientation on the issue;
3. Constitute Complaints Committee/s in every workplace and district so that every working woman is provided with a mechanism for redress of her complaint(s);
4. Ensure Complaints Committees are trained in both skill and capacity;
5. Prepare an annual report and report to the respective state government;
6. District Officer will also appoint a nodal officer to receive complaints at the local level.

#### 3.2.1 Complaints Committee/s

The Act provides for two kinds of complaints mechanisms: Internal Complaints Committee (ICC) and Local Complaints Committee (LCC). All Complaints Committees must have 50 per cent representation of women. ICC or LCC members will hold their position not exceeding three years from the date of their nomination or appointment.

##### 1) Internal Complaints Committee (ICC)

Every employer is obliged to constitute an ICC through a written order. The ICC will be composed of the following members:



No	Member	Eligibility
1.	Chairperson	Women working at senior level as employee; if not available then nominated from other office/units/ department/ workplace of the same employer
2.	2 Members (minimum)	From amongst employees committed to the cause of women/ having legal knowledge/experience in social work
3.	Member	From amongst NGO/associations committed to the cause of women or a person familiar with the issue of Sexual Harassment

Where the office or administrative units of a workplace are located in different places, division or sub-division, an ICC has to be set up at every administrative unit and office.

#### ICC/LCC ARE MANDATORY

The employee who had a fundamental right to a workplace free of sexual harassment, had complained about sexual harassment. According to the Court, had the organisation complied with the Vishaka Guidelines and set up such a Complaints Committee, the preventative benefit would have been three-fold:

1. Ensured a place where women employees could seek redress;
2. Sent a clear message to the workplace that such complaints would be enquired into by a specially designated committee with external expertise;
3. Prevented a series of litigation that followed.

Hence, the Madras High Court awarded Rs. 1.68 crores in damages to an employee for the non-constitution of a Complaints Committee by the employer, as per the Vishaka Guidelines (at the time of the complaint, the Sexual Harassment of Women at Workplace Act 2013 had not been enacted).

*Ms. G v. ISG Novasoft Technologies Ltd. Madras High Court (CrI.R.C.No.370 of 2014 order dated 02.09. 2014. Original Petition No.463 of 2012*

#### 2) Local Complaints Committee (LCC)

The District Officer will constitute an LCC in every district so as to enable women in the unorganised sector or small establishments to work in an environment free of sexual harassment. The LCC will receive complaints:

1. From women working in an organisation having less than 10 workers;
2. When the complaint is against the employer himself;
3. From domestic workers.



## SECTION 4

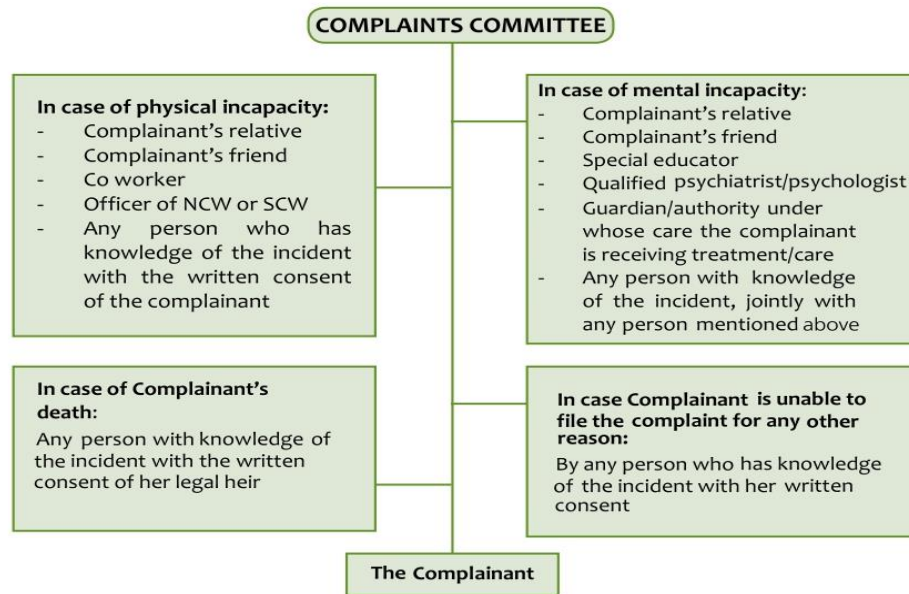
### Redress

*“...the time has come when women must be able to feel liberated and emancipated from what could be fundamentally oppressive conditions against which an autonomous choice of freedom can be exercised and made available by women. This is sexual autonomy in the fullest degree”*

Late Chief Justice J.S. Verma, Justice Verma Committee Report, 2013

This section is about Redress. It provides helpful information on who can complain, to whom, and what a complaint should contain. It also gives information and lays out the steps involved when a complaint has reached the Complaints Committee, in terms of the process, findings and recommendations.

#### 4.1 WHO CAN COMPLAIN AND WHERE?



## Criterion 5

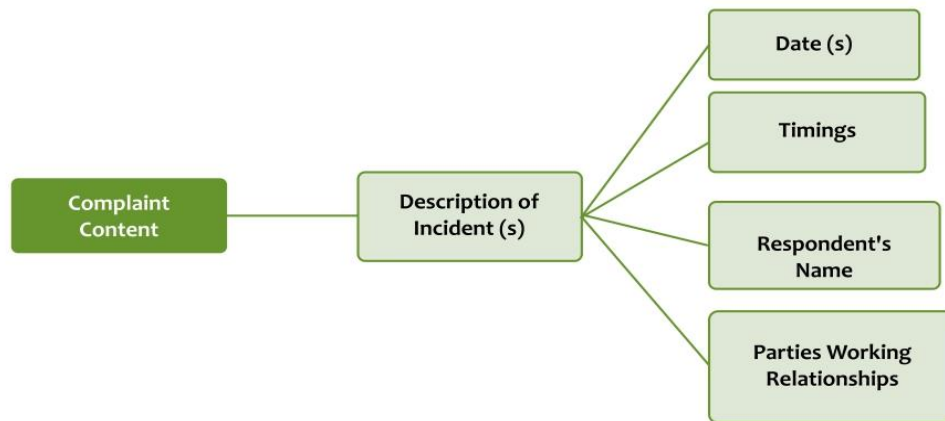
### QnM5.1.4 Redressal of Student Grievances



Generally, where there are less than ten workers, any woman employee can complain to the Local Complaints Committee with the support of the Nodal Officer, when required. It is the responsibility of the District Officer to designate a person as the Nodal Officer in every block, taluka and tehsil in rural or tribal areas and wards or municipalities in the urban areas, to receive the complaints of workplace sexual harassment from women. The Nodal Officer will forward all such complaints within seven days of its receipt to the concerned Complaints Committee for appropriate action. In most other workplaces, a woman employee can make a complaint to the Internal Complaints Committee.

### 4.2 WHAT SHOULD THE COMPLAINT CONTAIN?

The written complaint should contain a description of each incident(s). It should include relevant dates, timings and locations; name of the respondent(s); and the working relationship between the parties. A person designated to manage the workplace sexual harassment complaint is required to provide assistance in writing of the complaint if the complainant seeks it for any reason.



### 4.3 WHAT CAN AN EMPLOYEE/WORKER EXPECT?

When it comes to redress for workplace sexual harassment, employee/worker has a right to expect -a **trained, skilled** and **competent** Complaints Committee, a time bound process, information confidentiality, assurance of non-retaliation, counselling or other enabling support where needed and assistance if the complainant opts for criminal proceedings.

#### 4.3 A. RIGHTS OF THE COMPLAINANT

- An empathetic attitude from the Complaints Committee so that she can state her grievance in a fearless environment
- A copy of the statement along with all the evidence and a list of witnesses submitted by the respondent



- Keeping her identity confidential throughout the process
- Support, in lodging FIR in case she chooses to lodge criminal proceedings
- In case of fear of intimidation from the respondent, her statement can be recorded in absence of the respondent
- Right to appeal, in case, not satisfied with the recommendations/findings of the Complaints Committee

#### 4.3 B. RIGHTS OF THE RESPONDENT

- A patient hearing to present his case in a non-biased manner
- A copy of the statement along with all the evidence and a list of witnesses submitted by the complainant
- Keeping his identity confidential throughout the process
- Right to appeal in case not satisfied with the recommendations/findings of the Complaints Committee

#### 4.4 KEY RESPONSIBILITIES

To effectively address workplace sexual harassment complaints, a Complaints Committees must first be aware of their key responsibilities, some of which are highlighted below:

1. Be thoroughly prepared
2. Know the Act, Policy and/or relevant Service Rules
3. Gather and record all relevant information
4. Determine the main issues in the complaint
5. Prepare relevant interview questions
6. Conduct necessary interviews
7. Ensure parties are made aware of the process and their rights/responsibilities within it
8. Analyse information gathered
9. Prepare the report with findings/recommendations

#### 4.5 KNOWLEDGE, SKILLS, TRAINING

Dealing with workplace sexual harassment complaints is often complex. Hence Complaints Committee/s must possess critical skills/capacity to effectively carry out their role. That includes a sound grasp of the Act, Vishaka Guidelines, applicable Service Rules, relevant laws and an understanding of workplace sexual harassment and related issues. Complaints Committee skills must include an ability to synthesise information i.e. relevant documents, the law and interviews. They should also be able to communicate effectively, write clearly, listen actively and conduct interviews. They should be competent at showing empathy, being impartial and being thorough. They should be able to identify sexual harassment and its impact.





A Complaints Committee/s is required to be trained in both **skill** and **capacity** to carry out a fair and informed inquiry into a complaint of workplace sexual harassment. An absence of such training will lead to unequal and unfair results, which can cost employers, employees, complainants as well as respondents.

#### FAIR AND INFORMED INQUIRY

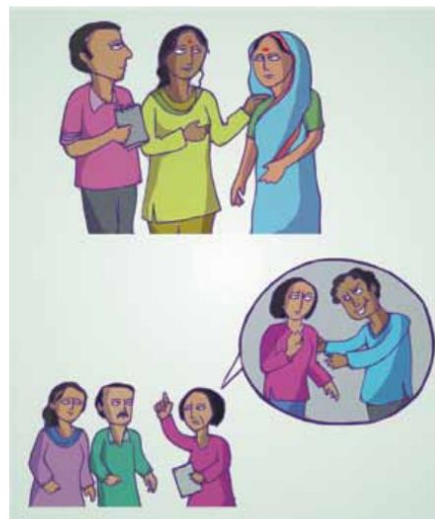
Within 6 months of joining The Statesman newspaper, Rina Mukerjee lost her job. While the company alleged that her work was “tardy” and “lacking in quality” it suppressed Rina’s complaint of sexual harassment against the news coordinator, Ishan Joshi. Within her first month of work, Rina had taken her complaint directly to the Managing Director, Ravinder Kumar. Time passed, nothing happened and Rina was fired. In a rare display of social context insight and clarity, the Industrial Tribunal (West Bengal) rejected the Statesman’s claim that Rina only referred to “professional” harassment in her complaint to Mr. Kumar. In the Tribunal’s view, Mr. Kumar’s failure to dig deeper was clearly suspect- “... it becomes clear that there was no Committee on Sexual Harassment, as per the Honb’le Supreme Court’s direction in Vishaka vs State of Rajasthan, existing in The Statesman, at that relevant time. ...to expect-the lady workman to file a written complaint and not to believe the same, when it has been filed ‘at a later date’ is sheer bias.” The Statesman was ordered to reinstate Rina and grant her full back wages.

M/s The Statesmen Ltd. and Smt. Rina Mukherjee. Order of K.K. Kumai, Judge, dated 06.02.2013, Fourth Industrial Labour Tribunal (West Bengal)

#### 4.6 DO’S AND DON’TS FOR COMPLAINTS COMMITTEE

##### DO’S

1. Create an enabling meeting environment.
2. Use body language that communicates complete attention to the parties.
3. Treat the complainant with respect.
4. Discard pre-determined ideas.
5. Determine the harm.



##### DON'TS

1. Get aggressive.
2. Insist on a graphic description of the sexual harassment.
3. Interrupt.
4. Discuss the complaint in the presence of the complainant or the respondent.



## 5. Act Quickly

Create a plan. This can be used as an initial checklist to ensure that all of the critical elements are covered. It includes:

- a. The names of the parties and witnesses to be interviewed
- b. Any documentary support that needs to be examined
- c. Timeline

### Preparing the Plan - Key Elements to Consider

#### 1. Defining the Issues

What is the complaint

Questions or points that require clarification

#### 2. Determining a violation of the Policy/Act

What information is needed to determine that there has been a violation

#### 3. Logistics

Venue for conducting the interviews. Are special logistics required

Creating timelines for each

#### 4. Critical Information

What documents need to be looked at

Witnesses to be questioned and in what order

#### 5. Areas of Questioning

Questions for each specific incident and party/witness

Questions for each particular issue

Issues likely to require follow-up

### Step 7: Consideration

#### 1. Interim Measures

While a complaint is pending inquiry, a complainant can make a written request for her transfer or the transfer of the respondent, or for leave (upto 3 months). She can also request the Complaints Committee to restrain the respondent from reporting on her work performance or writing her confidential report or supervising her academic activities (in case she is in educational institution). Even in the absence of such a request, the Complaints Committee must take corrective action. It is essential to take these actions in order to prevent potential *ongoing sexual harassment*.

**In case service rules do not exist, recommended action may include:**

- Disciplinary action, including a written apology, reprimand, warning, censure;
- Withholding promotion/ pay raise/ increment;
- Termination;
- Counselling;
- Community service.

3. The Complaints Committee may also recommend financial damages to the complainant, while deciding the amount they shall take into consideration:

- Mental trauma, pain, suffering and emotional distress caused;
- Medical expenses incurred;
- Loss of career opportunity;
- Income and financial status of the respondent.

If the amount is not paid it can be recovered as an arrear of land revenue.

4. The Complaints Committee can also give additional recommendations to address the underlying factors contributing to sexual harassment at the workplace.

**STAGE SIX: REPORT****Step 15: Writing the Report**

The Complaints Committee will prepare a final report that contains the following elements:

- A description of the different aspects of the complaint;
- A description of the process followed;
- A description of the background information and documents that support or refute each aspect of the complaint;
- An analysis of the information obtained;
- Findings as stated above;
- Recommendations.

**An inquiry must be completed within 90 days and a final report submitted to the Employer or District Officer (as the case may be) within ten days thereafter. Such report will also be made available to the concerned parties. The Employer or District Officer is obliged to act on the recommendations within 60 days.** Any person not satisfied with the findings or recommendations of the Complaints Committee or non-implementation of the recommendations, may appeal in an appropriate court or tribunal, as prescribed under the Service Rules or where no such service rules exist, in such manner as may be prescribed.



## 2) Timelines as per the Act

Submission of Complaint	Within 3 months of the last incident
Notice to the Respondent	Within 7 days of receiving copy of the complaint
Completion of Inquiry	Within 90 days
Submission of Report by ICC/LCC to employer/DO	Within 10 days of completion of the inquiry
Implementation of Recommendations	Within 60 days
Appeal	Within 90 days of the recommendations

## 3) Confidentiality

The Act prohibits the publication or making known the contents of a complaint and the inquiry proceedings. Any breach of confidentiality will result in specific consequences.

The Act prohibits the disclosure of:

- Contents of the complaint;
- Identity and address of complainant, respondent and witnesses; Information pertaining to conciliatory/inquiry proceedings or recommendations of the ICC/LCC;
- Action taken by the employer/DO.

**Accountability:** Any person entrusted with the duty to handle or deal with the complaint, inquiry or any recommendations or action taken under the provisions of this Act.

**Consequences:** As per the Service Rules or Rs.5,000/ to be collected by the employer.

**Exception:** Dissemination of information regarding the justice secured without disclosure of name, address, identity and particulars of complainant or witnesses.

Section 4 completes the details of the Complaints Committee process in addressing formal complaints. It serves as a guideline to action in providing appropriate redress. The manner in which a complaint is addressed will make all the difference to the equal rights of working women as well as the kind of workplace culture being promoted.



Established In 1998

**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY**

Managed By St. Thomas Mission, Bhilai

Approved by AICTE and Affiliated to CSVTU, Bhilai

If You Aim High, We Provide The Means



Towards a new dawn

Government of India  
Ministry of Women and Child Development

## Criterion 5

**QnM5.1.4 Redressal of Student Grievances**



## SUMMARY OF UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATIONAL INSTITUTIONS, 2009.

1. **PREAMBLE:** In view of the directions of the Hon'ble Supreme Court dated 8.05.2009 and in consideration of the determination of the Central Government and the University Grants Commission to prohibit, prevent and eliminate the scourge of ragging.
  
  2. **OBJECTIVE:** To eliminate ragging in all its forms from universities, deemed universities and other higher educational institutions in the country by prohibiting it under these Regulations, preventing its occurrence and punishing those who indulge in ragging as provided for in these Regulations and the appropriate law in force.
  
  3. **WHAT CONSTITUTES RAGGING:** Ragging constitutes one or more of any of the following acts:
    - a) Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
    - b) Indulging in rowdy or indisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
-



- Any distress message received at the Anti-Ragging Helpline shall be simultaneously relayed to the Head of the Institution, the Warden of the Hostels, the Nodal Officer of the affiliating University, if the incident reported has taken place in an institution affiliated to a University, the concerned District authorities and if so required, the District Magistrate, and the Superintendent of Police, and shall also be web enabled so as to be in the public domain simultaneously for the media and citizens to access it.
- On receipt of the recommendation of the Anti Ragging Squad or on receipt of any information concerning any reported incident of ragging, the Head of institution shall immediately determine if a case under the penal laws is made out and if so, either on his own or through a member of the Anti-Ragging Committee authorised by him in this behalf, proceed to file a First Information Report (FIR), within twenty four hours of receipt of such information or recommendation, with the police and local authorities, under the appropriate penal provisions.
- The Commission shall maintain an appropriate data base to be created out of affidavits, affirmed by each student and his/her parents/guardians and stored electronically by the institution, either on its or through an agency to be designated by it; and such database shall also function as a record of ragging complaints received, and the status of the action taken thereon.
- The Commission shall include a specific condition in the Utilization Certificate, in respect of any financial assistance or grants-in-aid to any institution under any of the general or special schemes of the

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## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



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प्रो. आलोक प्रकाश मित्तल  
सदस्य सचिव  
Prof. Alok Prakash Mittal  
Member Secretary



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)  
(मानव संसाधन विकास मंत्रालय, भारत सरकार)  
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ALL INDIA COUNCIL FOR TECHNICAL EDUCATION  
(A STATUTORY BODY OF THE GOVT. OF INDIA)  
(Ministry of Human Resource Development, Govt. of India)  
Nelson Mandela Marg, Vasant Kunj, New Delhi-110070  
Phone: 011-26131497  
E-mail: ms@aicte-india.org

F. No.: 1-101/DPG/AICTE/Regulation/2017

Date: 7<sup>th</sup> February, 2017

Subject: To establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc.-regarding

Sir,

Kindly refer to this office letter of even number dated 20<sup>th</sup> February, 2017 wherein the following steps were requested to be implemented in your Institutions:

- i) Each AICTE approved Technical Institution should be able to receive and dispose of the grievances **online**.
- ii) Each of these Institutions should have a notice board/flex board fixed near the office of its Head, indicating the details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity/awareness of the establishment of Grievance Redress Mechanism/Students Grievances Portal. This would help speedy redressal of the grievances and obviate/reduce the urge to lodge the grievance on pg.portal of DARPG.
- iii) An **online monthly Status Report** regarding the number of grievances received, disposed off and pending as on the last day of the previous month should be informed to AICTE.
- iv) Non-registration of grievances on the portal of the Institution resulting in more number of grievances being registered on the pg.portal of Central Government which would be an indication that the grievance redress mechanism of the respective institution/organisation is not working properly to the satisfaction of the petitioners.
- v) The performance of the grievance redress mechanism at the point of arising of the grievance i.e. Institution may be taken into account by the Accreditation Agencies.
- vi) The Council will take into account the performance of the grievance redress mechanism at the point of origin of the grievance i.e. Institution, at the time of renewal of their permission/approval every year.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances





प्रो. अनिल डी. सहस्रबुधे,  
अध्यक्ष

**Prof. Anil D. Sahasrabudhe,**  
Chairman



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्  
(भारत सरकार का एक सांविधिक निकाय)  
(मानव संसाधन विकास मंत्रालय, भारत सरकार)  
• नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110067  
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Phone : 011-26131498  
Email : chairman@aicte-india.org

F. No.: 1-101/DPG/AICTE/Regulation/2017

Date: 20<sup>th</sup> February, 2017

Subject: **To establish a mechanism for online registration as well as disposal of grievances of students/faculty/stakeholders etc. regarding**

Sir,

The Ministry of Human Resource Development (MHRD), Government of India has emphasized that there is a need of structured mechanism for online registration as well as disposal of the grievances of students/faculty/stakeholders in every Institution approved by AICTE.

In view of the above, all the Institutions are requested to urgently put in place an online mechanism, if not presently existing, for registering and disposing of grievances. Once this mechanism is established, the following outcomes are desired to be fulfilled:

- i. Each AICTE approved Technical Institution should be able to receive and dispose off the grievances online.
- ii. Each of these Institutions should have a notice board/flex board fixed near the office of its Head, indicating The details of online Grievance Redressal Mechanism i.e. URL of the online Grievance Redressal Portal, names, contact nos. and e-mail IDs of members of the Grievance Committee, to ensure publicity/awareness of the establishment of Grievance Redress Mechanism/Students Grievances Portal. This would help speedy redressal of the grievances and obviate/reduce the urge to lodge the grievance on pg.portal of DARPG.
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{ Adv. Mohod  
Principal  
Vice Principal }



रजिस्ट्री सं० डी० एल०—(एन)04/0007/2003—13

REGISTERED NO. DL—(N)04/0007/2003—13



# भारत का राजपत्र The Gazette of India

असाधारण

EXTRAORDINARY

भाग II — खण्ड 1

PART II — Section 1

प्रधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

सं० 18| नई दिल्ली, मंगलवार, अप्रैल 23, 2013/ वैशाख 3, 1935 (शक)  
No. 18| NEW DELHI, TUESDAY, APRIL 23, 2013/ VAISAKHA 3, 1935 (SAKA)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके।  
Separate paging is given to this Part in order that it may be filed as a separate compilation.

## MINISTRY OF LAW AND JUSTICE

(Legislative Department)

*New Delhi, the 23rd April, 2013/Vaisakha 3, 1935 (Saka)*

The following Act of Parliament received the assent of the President on the 22nd April, 2013, and is hereby published for general information:—

### THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013

(No. 14 of 2013)

[22nd April, 2013.]

An Act to provide protection against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and for matters connected therewith or incidental thereto.

WHEREAS sexual harassment results in violation of the fundamental rights of a woman to equality under articles 14 and 15 of the Constitution of India and her right to life and to live with dignity under article 21 of the Constitution and right to practice any profession or to carry on any occupation, trade or business which includes a right to a safe environment free from sexual harassment;

AND WHEREAS the protection against sexual harassment and the right to work with dignity are universally recognised human rights by international conventions and instruments such as Convention on the Elimination of all Forms of Discrimination against Women, which has been ratified on the 25th June, 1993 by the Government of India;

AND WHEREAS it is expedient to make provisions for giving effect to the said Convention for protection of women against sexual harassment at workplace.

## Criterion 5

### QnM5.1.4 Redressal of Student Grievances



2

THE GAZETTE OF INDIA EXTRAORDINARY

PART II

Be it enacted by Parliament in the Sixty-fourth Year of the Republic of India as follows:---

## CHAPTER I

## PRELIMINARY

Short title,  
extent and  
commencement

1. (1) This Act may be called the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

(2) It extends to the whole of India.

(3) It shall come into force on such date as the Central Government may, by notification in the Official Gazette, appoint.

Definitions.

2. In this Act, unless the context otherwise requires,---

(a) "aggrieved woman" means---

(i) in relation to a workplace, a woman, of any age whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent;

(ii) in relation to a dwelling place or house, a woman of any age who is employed in such a dwelling place or house;

(b) "appropriate Government" means---

(i) in relation to a workplace which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly---

(A) by the Central Government or the Union territory administration, the Central Government;

(B) by the State Government, the State Government;

(ii) in relation to any workplace not covered under sub-clause (i) and falling within its territory, the State Government;

(c) "Chairperson" means the Chairperson of the Local Complaints Committee nominated under sub-section (1) of section 7;

(d) "District Officer" means an officer notified under section 5;

(e) "domestic worker" means a woman who is employed to do the household work in any household for remuneration whether in cash or kind, either directly or through any agency on a temporary, permanent, part time or full time basis, but does not include any member of the family of the employer;

(f) "employee" means a person employed at a workplace for any work on regular, temporary, *ad hoc* or daily wage basis, either directly or through an agent, including a contractor, with or, without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name;

(g) "employer" means---

(i) in relation to any department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit of the appropriate Government or a local authority, the head of that department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit or such other officer as the appropriate Government or the local authority, as the case may be, may by an order specify in this behalf;

(ii) in any workplace not covered under sub-clause (i), any person responsible for the management, supervision and control of the workplace.



-3-

3. All Ministries/Departments are requested to bring the foregoing to the notice of all concerned.

  
(C.B. PALIWAL)  
Joint Secretary to the Government of India

**Encl. : as above**

All Ministries/Departments of the Government of India.

Copy forwarded to

1. Comptroller and Auditor General of India, New Delhi
2. Lok Sabha Secretariat/Rajya Sabha Secretariat/Ministry of Parliamentary Affairs.
3. Union Public Service Commission, New Delhi.
4. President's Secretariat/Vice-President's Secretariat/ Prime Minister's Office.
5. Election Commission of India, New Delhi.
6. Central Vigilance Commission, New Delhi.
7. Staff Selection Commission, New Delhi.
8. Central Bureau of Investigation, New Delhi.
9. All Attached and Subordinate Offices of the Ministry of Personnel, Public Grievances and Pensions.
10. All Officers and Sections in the Ministry of Personnel, PG and Pensions.
11. NIC (DOPT) with the request to place this O.M. in the Department's website ([www.persmin.nic.in](http://www.persmin.nic.in)).

(200 spare copies).

**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



प्रीति सूदन  
**PREETI SUDAN**  
अपर सचिव  
Additional Secretary  
Tel : 011-23383823  
Fax : 011-23070480



भारत सरकार  
महिला एवं बाल विकास मंत्रालय  
शास्त्री भवन, नई दिल्ली – 110001  
Government of India  
Ministry of Women & Child Development  
Shastri Bhawan, New Delhi-110001  
Website : <http://www.wcd.nic.in>  
Email id : sudanp@nic.in

Dated: 17<sup>th</sup> November, 2015

#### PREFACE

The Government of India is committed to ending all forms of violence against women that negatively impact society, hamper gender equality and constricts the social and economic development of the country.

Since, sexual harassment results in violation of the fundamental rights of a woman to equality as per Articles 14 and 15 and her right to live with dignity as mentioned under Article 21 of the Constitution, the Government of India enacted the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Act is an extension of the Vishaka Guidelines issued by the Supreme Court in 1997. The Supreme Court of India, for the first time in the Vishaka Guidelines, acknowledged Sexual Harassment at the workplace as a human rights violation. Further, the Act also reflects the commitment of the Government to the ratification of the Convention on the Elimination of all forms of Discrimination against Women (CEDAW) on July 09, 1993. This new legislation makes every effort to be a user friendly tool in the hands of the employers and employees, to create safe and secure workplaces for all women.

With the enactment of the Act, India is now a part of a select group of countries to have prohibited sexual harassment at workplace through national legislation. The Act is unique in its broad coverage which includes all working women from organised and unorganised sectors alike, as also public and private sectors, regardless of hierarchy. Effective implementation of the Act is a challenge. The Handbook is designed to be a Ready Reckoner for organisations vested with responsibility to enforce the law.

The Handbook is structured into six sections. The first section is an introduction and detail regarding the genesis of the Act, the second sets the context by defining the workplace and sexual harassment and impact of such behaviour, the third focuses on the key individuals and institutions involved in prohibition and prevention processes and their responsibilities, section four discusses the redressal mechanism followed by monitoring requirement in section five and important international frameworks and best practices on sexual harassment at the workplace in the concluding section.

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### QnM5.1.4 Redressal of Student Grievances



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*“The meaning and content of the fundamental rights guaranteed in the Constitution of India are of sufficient amplitudes to encompass all facets of gender equality...”*

Late Chief Justice J.S. Verma, Supreme Court of India, Vishaka v. State of Rajasthan

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### QnM5.1.4 Redressal of Student Grievances

**Step 9: Assess the Completeness of the Information Collected**

At this stage, the Complaints Committee should review the information gathered and their factual relevance to each aspect of the complaint. This will help determine whether there is enough information to make a finding on the complaint.

**STAGE FOUR: REASONING**

**Step 10:** Once the information and review is complete, the Complaints Committee will make its reasoned finding(s), which involves having to:-

- Identify the substance of each aspect of the complaint.
- Determine, whether or not, on a **balance of probability**, the unwelcome sexual harassment took place.
- Check that such behaviour/conduct falls within the definition of sexual harassment set out in the relevant Act/Rules, Policy, Service Rules or law.
- Comment on any underlying factor(s) that may have contributed to the incident.

**Step 11:** Create a timeline to help establish the sequence of events related to the complaint.

**Step 12:** Compare similarities and differences within each of the statements made by the interviewees.

**STAGE FIVE: FINDING AND RECOMMENDATION****Step 13: Finding**

Based on the above, the Complaints Committee must arrive at a finding of whether the complaint is upheld, not upheld or inconclusive.

Provided, where both the parties are employees, before finalising the findings, the ICC/LCC shall share its finding with both the parties and provide them an opportunity to make representation against it before the Committee.

**Step 14: Recommendations**

Based on its findings, the Complaints Committee shall then make appropriate recommendations which may include:

1. Where the Complaints Committee is unable to uphold the complaint, it shall recommend no action.
2. Where the Complaints Committee upholds the Complaint, it may recommend such action as stated within the relevant Policy or Service Rules, which may include a warning to terminate.



## Monitoring

*"Vishaka was a victory for all women"*  
Bhanwari Devi

This section refers to ways in which application of the Act at all workplaces is monitored. Monitoring is a way to ensure compliance of the Act on the ground. As an additional means of monitoring, the Act mandates the submission of Annual Reports with specific information as well as specific consequences where compliance is lacking.

The Act authorizes Appropriate Government to monitor the implementation of the Act. As per the Act, Appropriate Government means:

- i. In relation to a workplace which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly-
  - a. By the Central Government or the Union Territory administration, the Central Government;
  - b. By the State Government, the State Government;
- ii. In relation to any workplace not covered under sub-clause (i) and falling within its territory, the State Government;

Thus to monitor the Act, the Appropriate Government has the authority to undertake any of the following measures:

### 5.1 Inspection

In relation to workplace sexual harassment, when it is in the public interest or in the interest of women employees, every employer/District Officer can be ordered by the Appropriate Government i.e. State and Central Government, to make available any information, record or document, including opening its workplace for inspection relating to the same.

### 5.2 Annual Report

The Appropriate Government is entrusted with the monitoring of the implementation of this Act and for maintaining the data on the number of cases filed and disposed of under it. In particular, the Act mandates submission of an Annual Report by the ICC/LCC to the employer/District Officer.





The District Officer will forward a brief report on the annual reports to the appropriate State Government. Such reports must include the following information:

- a. No. of complaints received;
- b. No. of complaints disposed of;
- c. No. of cases pending for more than 90 days;
- d. No. of workshops/awareness programmes carried out;
- e. Nature of action taken by the employer/DO;

The Report of ICC will be forwarded to the DO through the employer.

### 5.3 Penalties

An employer can be subjected to a penalty of up to INR 50,000 for:

- Failure to constitute Internal Complaints Committee
- Failure to act upon recommendations of the Complaints Committee; or
- Failure to file an annual report to the District Officer where required; or
- Contravening or attempting to contravene or abetting contravention of the Act or Rules.

Where an employer repeats a breach under the Act, they shall be subject to:

- Twice the punishment or higher punishment if prescribed under any other law for the same offence.
- Cancellation/Withdrawal/Non-renewal of registration/license required for carrying on business or activities.

Monitoring is a critical yardstick to measure success in terms of compliance with the Act. Additionally, it highlights those areas, in terms of law and practice, which may require improvement and/or additional information and guidance at both the State as well as the workplace levels.

**Handbook on Sexual Harassment of Women at Workplace**

1. Make sure there is a policy that has been “effectively” communicated to all workers, irrespective of whether they are paid or volunteers.
2. Display details of both informal and formal ways available to a worker to address/complain about workplace sexual harassment.
3. Undertake orientation on workplace sexual harassment for all workers in respective organizations, establishments or institutions.
4. A Complaints Committee which is trained in terms of skill and capacity is critical for building trust.
5. Encourage senior persons/leaders/supervisors or any person who can influence employment-related decisions, to become role models.
6. Men and women should be included in building a culture which no longer tolerates workplace sexual harassment.

Legally, workplace sexual harassment can no longer be dismissed as some moral transgression. The Vishaka Guidelines raised that bar, when for the first time it recognized “each incident of sexual harassment” as a violation of the fundamental right to equality. That notion has found its way into the Act, which promotes the right of women as citizens to a workplace free of sexual harassment. Complaints Committees at all workplaces are now charged with the role to ensure that the right remains intact, through a fair, informed, user-friendly process of redress.

Prioritising prevention and establishing a redress mechanism, which comprises of 50 per cent women, a woman chair and an external third party expert, is India’s innovative model in responding to working women’s experience of sexual harassment. Assuming adequate changes follow, in both law and practice to meet global benchmarks, that model can evolve into an exemplary best practice. To get there, workplaces in India today, must rise to the requirement of promoting gender equality.

<sup>i</sup> General Recommendation 12 of 1989, Committee on the Elimination of All Forms of Discrimination against Women.

<sup>ii</sup> General Recommendation 19 of 1992, Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).

<sup>iii</sup> Ibid.

<sup>iv</sup> Article 3, Declaration on the Elimination of Violence against Women, 1993.

<sup>v</sup> The Beijing Platform of Action drawn at the United Nations’ Women’s Conference in Beijing in 1995.

<sup>vi</sup> United Nations UN Division for the Advancement of Women *Handbook for Legislation on Violence Against Women* (UN Handbook).

<http://www.un.org/womenwatch/daw/vaw/handbook/Handbook%20of%20legislation%20on%20violence%20against%20women.pdf>

<sup>vii</sup> Article 5, ILO Decent Work for Domestic Workers Convention, 2011 (No. 189).



**CHRISTIAN COLLEGE OF ENGINEERING & TECHNOLOGY,  
Kailash Nagar, Bhilai**

**GRIEVANCE REDRESSAL POLICY**

**Policy Statement**

Grievance Redressal policy has been formed in order to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, so as to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.

**Objectives**

- To develop a protocol to resolve grievances of students and staff
- To provide the Students and staff access to immediate way out to have their Grievances redressed
- To make the Students and staff aware of their duties and responsibilities
- To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy

**Roles and Responsibility**

Grievances would only mean a grievance relating to any staff member or student arising out of the implementation of policies/ rules or decisions of the Organization. It includes matters relating to leave, examinations, internal assessments, increment, work-arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.

- **Staff Grievance Redressal Cell** : This cell constituted with three senior professors selected in rotation basis. Committee will be appointed by the Principal with concurrence from the Management.
- **Students Grievance Redressal Cell (SGRC)** addresses the grievances of the students which include leave, examinations, internal assessment and so on.  
The Executive Vice Chairman is the Chairman, other members nominated in rotation basis. Committee appointed by the Principal with concurrence from the Management.
- **Women's Grievance Redressal Cell (WGRC)** address grievance regarding Sexual Harassment contemplated under Sexual Harassment of Women at workplaces (prevention, provision and Redressal Act, 2013).

Committee is constituted as per the directions of the govt. The term of office of the committee is 2 years on rotation basis. Committee appointed by the Principal with concurrence from the Management.

**Handling of Grievances**

Subject to the above provisions, individual grievance of Staff Members and Students is processed and dealt with in the following manner:

- An aggrieved Staff Member or student shall take up his grievance(s) orally with his



immediate superior who will give a personal hearing and try to resolve the grievance(s) at his/her level within a week. The superior officer for this purpose is:

- Head of the Department - in case of staff members
  - Class Teacher/ Teacher Guardian - in case of student
  - Principal - in case of HODs / Administrative Staff
  - Executive Vice Chairman / Bursar - in case of Principal / support staff
- If the grievance is not satisfactorily redressed, the aggrieved staff member/student may submit his grievance in writing to Superior Officer or a nominated officer for this purpose by the College. The superior Officer or such nominated person will record his/her comments on the representation within seven days, and will be referred to the Grievance Redressal Committee, in case the grievance is not resolved or settled amicably. The GRC make a thorough analysis of the case and makes a decision. The recommendation of the Grievance Redressal Committee and the decision will be conveyed within ten days to the aggrieved staff member / student.
  - In exceptional case, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member or student whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Executive Vice Chairman / Bursar. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Executive Vice Chairman / Bursar will be final and binding on the aggrieved staff member or student and the management. All grievances referred to the Grievance Redressal Committee shall be properly documented. Grievance Redressal Record should be kept (e.g. Minutes, copies of complaints etc).

#### Action Plan

- The Staff Member or the student shall bring up his grievance immediately and in any case within a period of three days of its occurrence.
- Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure.
  - a. Annual performance appraisals/confidential reports;
  - b. Promotions including Governing body minutes and decisions;
  - c. Where the grievance does not relate to an individual employee or student;
  - d. In case of any grievance arising out of discharge or dismissal of a staff member or student.
- Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Service Rules of the organization and in such cases the grievance redressal procedure will not apply.

  
Dr. Mrs. Dipali Soren  
Principal

  
Fr. Dr P S Varghese  
Executive Vice Chairman

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## **VARIOUS ACTIVITIES CONDUCTED FOR** **AWARENESS AMONG STUDENTS**

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**REPORT ON**

**PROMOTING A RESPECTFUL  
CAMPUS ENVIRONMENT:  
SAY NO TO RAGGING**

**Organised by**

**Antiragging Cell**

**Session 2022-23**

**Venue : B Block CCET Bhilai**

**Date : 12<sup>th</sup> October 2022**



**Criterion 5**

**QnM5.1.4 Redressal of Student Grievances**



A Important lecture was conducted at CCET Bhilai for senior students, emphasizing the importance of refraining from involvement in ragging incidents. The lecture was delivered by Dr Dillip Das, Professor, Mathematics Department and other Senior faculties of the institution, aiming to create awareness and instill a sense of responsibility among the senior students.

**Objective:**

The primary objective of the lecture was to educate senior students about the harmful consequences of ragging and to promote a safe and respectful campus environment. The goal was to discourage senior students from engaging in any form of ragging activities and to foster a culture of empathy, respect, and mutual understanding within the college community.

**Key Points Discussed:****1. Definition and Types of Ragging:**

The lecture began by defining ragging and highlighting its various forms, such as verbal abuse, bullying, humiliation, and physical harassment. Real-life examples were used to illustrate the seriousness of the issue.

**2. Legal Consequences:**

The senior faculties explained the legal consequences of ragging, including severe punishments, fines, suspension, and expulsion from the college. Students were made aware of the legal framework in place to protect victims and penalize the perpetrators.

**3. Impact on Victims:**

The lecture emphasized the emotional, psychological, and academic impact of ragging on victims. Real-life testimonials and case studies were shared to evoke empathy and understanding among the senior students.

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### QnM5.1.4 Redressal of Student Grievances



#### 4. College Policies and Support Systems:

Senior faculties highlighted the anti-ragging policies of the college and the support systems available to victims. Students were encouraged to report any incidents or suspicions to the college authorities without fear of reprisal.

#### 5. Role of Seniors as Mentors:

The lecture emphasized the role of senior students as mentors and role models for their juniors. Senior students were encouraged to facilitate a positive and supportive environment for new students, fostering a sense of belonging and camaraderie.

#### **Interactive Session:**

Following the presentation, an interactive session was conducted, allowing senior students to ask questions and share their concerns. The senior faculties addressed queries, clarified doubts, and provided additional information to reinforce the key messages of the lecture.

The lecture served as a powerful reminder to senior students about their responsibilities in creating a safe and respectful campus environment. By educating students about the consequences of ragging and emphasizing empathy and mutual respect, the lecture contributed significantly to the college's ongoing efforts to eradicate ragging and promote a positive learning atmosphere.

The senior faculties and the college administration remain committed to fostering a campus culture that values dignity, respect, and inclusivity, ensuring that every student feels secure and supported during their academic journey.

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Long 81.359488°  
12/10/22 10:54 AM GMT +05:30



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**Report of**  
**A Seminar on Implementation of**  
**Sexual Harassment of Women at Work**  
**Place Act, 2013**

**Organized by**

**Women Grievance Cell (WGC)**

**Session - 2022-23**

**Date : 5<sup>th</sup> December 2022**

**Faculty Coordinator**

**Dr Sudha Singh**

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## **Report: A Seminar on Implementation of Sexual Harassment of Women at Workplace act, 2013**

Christian College of Engineering and Technology (CCET) Bhilai organized a seminar on Implementation of Sexual Harassment of Women at Workplace Act 2013 on 5<sup>th</sup> December 2022

One day seminar on implementation of Sexual Harassment of Women at Workplace Act, 2013 was inaugurated by His Grace Alexios Mar Eusebius, Chairman of CCET. Mr. Ashok Jaiswal Advocate Judicial, Mediator and Family Court Counsellor, Durg), Ms Preeti Bala Sharma (District Protection Officer) and Smriti Ekka (Advocate, Durg) were the resource persons for the seminar.

The Program Commenced with the lighting of lamp by the dignitaries. Welcome Speech was delivered by Dr. Dipali Soren, principal, CCET. She welcomed all the dignitaries and participants and emphasized that every women should be aware of their rights.

Presidential Address was given by His Grace Alexios Mar Eusebius. He drew attention towards gender equality and empowering women. He gave the example from the Holy Bible and said that just like St. Joseph protected the dignity of Mother Mary, every should respect the dignity their fellow being.

Felicitation address was delivered by Rev. fr. Dr. P.S.Varghese, the Executive Vice Chairman. He advised students to take benefit from today's session as this may help them to deal with difficult situation in their life. Mr. ashok Jaiswal the chief resource person enlightened the participants and explained different women protection laws such as Protection of Women from Domestic Violence Act, 2005. Sexual Harassment of Women at Workplace, 2013 Act. Etc.

At the same time advocated Smriti Ekka briefed about several forms of Violence ( Verbal, Physical. Mental, Emotional and Economical).

Ms Preeti Bala Sharma guided about one stop center (Sakhi) where they can seek help to deal in situations where they don't know.

Dr. Mariyam Jacob delivered the vote of thanks. She showed her utmost gratitude towards the guest speaker and also appreciated the faculties and students for their active participation. The

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**Report on**  
**A Seminar on First Aid and Warning**  
**Sign Basic Life Support in Emergency &**  
**CRP in Medical Emergency**

**Organized by**

**Women Grievance Cell (WGC)**

**Session - 2018-19**

**Date : 11<sup>th</sup> October 2018**

**Faculty Coordinators**

**Dr Sudha Singh**

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## **Report: A Seminar on First Aid and Warning Sign Basic Life Support in Emergency & CRP in Medical Emergency**

The Women Cell of Christian College of Engineering and Technology (CCET), Bhilai organized an expert level seminar on first aid, life support and CPR medical emergency under the leadership of its coordinator Dr. Sudha Singh on 11<sup>th</sup> October 2018 **with the help of M M Narayana Hospital Expert, Raipur**

The program held at auditorium. The program led by Dr Amtiesh Agrawal, MD (General Physician) , Narayanan Hospital Raipur with his team of doctors he educated the students via hands on training about first aid and warning sign , basic life support in emergency and CPR in medical emergency .

The Seminar session focused on the basic of first aid, and how to provide first aid in wounds, bleeding, musculoskeletal injury, burns, heatstroke, poisoning, bites, drowning, fainting, seizures and unconsciousness. All students and staff had hands on experience of different type of first aids. There was active participation by all staff and students they expressed that the workshop will be very useful for them to meet the emergency in life

The seminar was attended by all the staff and students and the session ended with queries and their remedies. The Program was organized with the guidance and Motivation from Dr Dipali Soren, Principal and Rev. Fr. Jose K Varghese, Executive Vice Chairman, CCET. Bhilai.

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## Criterion 5

**QnM5.1.4 Redressal of Student Grievances**



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