



**Sarada Krishna  
Homoeopathic Medical College  
Kulasekharam, Kanniyakumari Dist., Tamil Nadu-629 161.**

**GRIEVANCE REDRESSAL CELL**

**Policy and Procedure**

**Purpose**

To provide a mechanism to students of the college to air out their grievances to academic and non-academic matters such as assessment, victimization, charging of fees, conducting enquiry, and related issues.

**Scope**

The grievance redressal committee shall consider only individual grievances of specific nature of students of the college raised individually by aggrieved student, the committee will decide on the merit of the case regarding the scope of the further discussion. Grievance redressal cell of the college is an easily and readily accessible forum for prompt disposal of day-to-day grievances. Scope of the student grievances redressal policy is limited to students, staffs and parents.

**Policy**

The grievance committee shall function under the control, guidance and supervision of the head of the institution. The grievance redressal committee shall function as per the policy and procedure laid down by the college. Grievance redressal cell is to provide solutions to the grievances of students through fair and impartial approach.

- A grievance redressal committee is constituted to handle the functions of remedying/rectification of grievances. It is guided by the principles of natural justice while hearing and settling grievances.
- Any aggrieved students of the college with a grievance complaint may approach the grievance redressal cell to lodge /file their grievance in writing. They are provided with proper advocacy to express their grievances freely and frankly without any fear of being victimized.
- Grievances to be heard as early as possible depending on the nature of the grievance.
- Meetings are conducted with the staff and students to address every issue that needs attention.
- Suggestion boxes are placed outside the classrooms to help the students to express grievances. Meeting of the student representatives are held at departments to address their issues arising now and then.

**Responsibilities**

(Compliance, Monitoring and Review, Reporting records management, Committee structure, Composition, Texture, frequency of meeting)

Grievance redressal committee has been constituted to deal with the redressal of the grievances of the students with the following members.

1. Principal as the chairperson
2. Faculty nominated as co-ordinator by the Principal
3. 2-3 faculty as members
4. UG & PG student representatives - Male and Female one each

### **Meetings & Reporting**

The Committee will meet as and when it required to discuss the various grievances received. At least three members of the committee must present in the meeting. The grievance redressal committee shall study the relevant documents, discuss with those concerned and report to the Principal as soon as possible.

### **Grievance Redressal Committee Procedure**

1. An afflicted student who has the Grievance(s) shall make a complaint in writing ,with relevant details to the Grievances Redressal Committee.
2. The Committee would consider the grievance of the student, based on the nature of the complaint and severity of its possible impact will conduct a meeting with the members of the committee within three days.
3. The Committee will discuss the facts among the committee members and formulate the solution .
4. Then the committee will submit the report to the Principal.
5. The Principal in turn, depending on the nature, magnitude and jurisdiction of the issue, will arrange for the appropriate and early measure of redressal of grievance (shall either endorse the decision of the committee or shall pass appropriate order in the best possible manner within a reasonable time)
6. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
7. All the proceeding of the Grievance mechanism will be suitably documented and recorded
8. While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.

The Grievances may broadly include the following complaints of the aggrieved students

#### **a. Academic**

- a) Academic content, quality, Course material
- b) Class scheduling / time table
- c) Issues related to student progress such as internal assessment, attendance norms.
- d) Inadequacy / non-availability of learning resources such as library books & journals, lab equipments, IT facilities, maintenance issues, etc.

- b. Non-Academic - Amenities & Services
- c. Harassment by colleague students or the teachers etc
- d. Grievance related to Victimization

The Committee will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

#### Definitions

- **Aggrieved** : Unhappy and angry because of unfair treatment
- **Amenities**: A desirable or useful feature or facility of a building or place.
- **Compliance** : The act of obeying an order, rule, or request
- **Grievance**: A real or imagined cause for complaint, especially unfair treatment.
- **Grievance Redressal** : The mechanisms for receiving, registering and addressing grievances received from any of the aggrieved student.
- **Harassment**: Behavior that annoys or upsets someone
- **Redressal** : Remedy or compensation for a wrong or grievance.
- **Victimization**: The action of singling someone out for cruel or unjust treatment

#### Approval Review Details:


Date of approval -

#### Records

1. Committee Members
2. Meeting Records
3. Summary Report (Academic year wise)
4. Archives / notice board / complaint box

  
Co-ordinator



  
Principal  
**PRINCIPAL**  
Sarada Krishna Homoeopathic  
Medical College, Kulasekharam



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**SEXUAL HARASSMENT PREVENTION CELL**

**Policy and Procedure**

**Purpose**

To maintain a congenial working environment for the female students and women employees of SKHMC in accordance with the guidelines provided by the Supreme Court of India.

**Scope**

All female students, i.e. an undergraduate, post graduate, research scholar -on the campus/visiting from other colleges or any ex-student permitted to use the facility of library, laboratory, and reading room or skills lab and women employees ie, Teaching – permanent and temporary, guest lecturer , examiners and research guides; Administrative staff- Permanent and temporary; Supporting Staff – Permanent and temporary ;Last grade employees-Permanent and temporary are within the scope of this Cell.

**Policy statement**

Sarada Krishna Homoeopathic Medical College has constituted the Sexual Harassment Prevention Cell in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the UGC Regulations (prevention, prohibition and redressal of Sexual Harassment of Women Employees and students in higher educational Institutions) Regulations, 2015.

It comprises of a co-ordinator (a senior woman faculty) selected by the Principal and two women faculty members. Two female student members – one each from UG and PG are also included.

**Responsibilities**

In order to foster a congenial and fearless environment, proactive steps in preventing sexual harassment and resolving disputes of such nature are adopted

1. Undertaking awareness and training programmes at regular intervals, sensitising the students, faculty members and employees regarding the sexual harassment guidelines
2. Providing counselling services to the complainant .
3. Pursuing the complaint and assuring the safety and confidentiality of the complainant

**Minutes of meetings:** The coordinator of the Committee shall be responsible to prepare the minutes of the meeting.

Every resolution passed by the Committee should be recorded at the meeting and read out by the coordinator at the meeting itself.

### **Policy for receiving and redressal of complaints**

- a. Any woman employee or girl student will file a complaint concerning any sexual harassment to the committee.
- b. Such a complaint may either be oral or in writing.
- c. Any complaint in writing has to be signed by the person making the complaint.
- d. If the complaint is oral, the same shall be put in writing (in detail) by the member of the committee and will be read out to the complainant and will not be acted upon till the same is signed by the complainant.
- e. The complainant shall be afforded full secrecy at each stage.
- f. The co-ordinator will convene a meeting of the Committee with the permission of the Head of the Institution of SKHMCat the earliest but within a period of one week from the date of such complaint.
- g. Advance intimation shall be given to the complainant about the meeting and at the first meeting, the complainant shall be heard. The Committee shall, then decide whether the complainant deserves to be proceeded with depending on the evidence and presentation made before it.
- h. In case the Committee decides to proceed with the complaint, the wishes of the complainant shall be ascertained and if the complainant wishes that a warning would suffice then the alleged offender shall be called to the meeting, heard and if so satisfied that a warning is just and proper, he may be warned about his behaviour. The matter shall be treated as concluded and disposed of with a note to that effect made in the complaint register.
- i. In case the complainant requests that the complaint should be proceeded with beyond a mere warning, the complainant and accused may be summoned before the Committee.
- j. The matter may be proceeded after observing law of natural justice and full opportunity should be given to present their version, to both the concerned parties.
- k. Based on the inquiry made by the Committee and also the presentation and evidences presented, the Committee will give its final report including the recommendations of the penalty to be imposed to the Principal of SKHMC.

### **How matters are decided**

All decisions shall be taken by a simple majority.

In the event of any conflict the matter shall be referred to the Principal whose decision on the matter shall be final.

## Definitions

**campus** means the location or the land on which a higher educational institution and its related institutional facilities like libraries, laboratories, lecture halls, residences, halls, toilets, student centres, hostels, dining halls, stadiums, parking areas, parks-like settings and other amenities like health centres, canteens, bank counters, etc. are situated and also includes extended campus and covers within its scope the places visited by the students of the HEI including transportation provided for the purpose of commuting to and from the institution on field trips, internships, study tours, excursions, short term placements, places used for camps, cultural festivals, sports meet and other such activities where a person is participating in the capacity of an employee or student.

**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'

**Sexual harassment** : unwelcome physical contact and advances, or a demand or request for sexual favours, or making sexually coloured remarks or showing pornography or any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

The following circumstances, among other circumstances, if it occurs or is present in relation to or connected with any act of sexual harassment may amount to sexual harassment.

- (i) Implied or explicit promise of preferential treatment in her employment: or
- (ii) Implied or explicit threat of detrimental treatment in her employment; or
- (iii) Implied or explicit threat about her present or future employment status: or
- (iv) Interference with her work or creating an intimidating or offensive or hostile work environment for her; or
- (v) Humiliating treatment likely to affect her health or safety.

**Related legislations and documents**

**THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE( PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013(No. 14 OF 2013)**


**University Grants Commission(Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in Higher Educational Institutions,) Regulations 2015**

**Appendix ;~**

1. The Gazette of India extraordinary, No 17 New Delhi Monday, May 2, 2016,Vaisakha 12,1938
2. The Gazette of India extraordinary, No 18 New Delhi Tuesday, April 23,2013,Vaisakha 3,1935 (saka)

  
Co-ordinator



  
Principal  
**PRINCIPAL**  
Sarada Krishna Homoeopathic  
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