GANGA INSTITUTE OF TECHNOLOGY AND MANAGEMENT

Grievance Redressal Mechanism

The Institute has an effective and objective multi-tier Grievance Redressal Mechanism, consisting of several forums and committees that focus on careful and sensitive handling of student grievances. The following committees/cells/units are duly constituted for resolution of various types of grievances:

A. Academic and Curricular Issues

a. Matters pertaining to Admissions: Admission Grievance Committee

b. Matters pertaining to Teaching-Learning: HOD of respective Departments

c. Matters pertaining to Internal Assessment: Departmental Academic Advising

B. Non-Academic Issues

a. Matters pertaining to general discipline: Discipline Committee

b. Matters pertaining to infrastructure: Administrative Office

c. Matters pertaining to sexual harassment: Internal Complaints Committee

d. Matters pertaining to ragging: Anti-Ragging Committee and Anti-Ragging Cell

C. Grievances related to Hostel

a. Matters pertaining to Boys Hostel: Discipline Committee for Hostel (Boys Hostel)

b. Matters pertaining to Girls Hostel: Discipline Committee for Hostel (Girls Hostel)

D. General Grievances

For any other grievances not categorized above: Students Grievance Redressal Committee

Students may register their grievances through the following channels:

1). The aggrieved student(s) may directly approach the Convenor of the appropriate committee with a written application or through email.

2). In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee and/or Anti-Ragging Cell, SRCC on mobile. The details of the Anti-Ragging Committee and Anti Ragging Cell are published on the website.

3). For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the

student may approach the Convenor, Departmental Academic Advising Committee with a written application or through email.

4). Grievances, on grievance redressal form or plain paper, may be posted in complaint boxes fixed near the HOD office or Director Office.

5). Aggrieved student (s) may also submit their grievance in writing or through email to the Director of the institute on email <Director@gangainstitute.com>.

6). The student may fill the grievance from using the link given below:

https://docs.google.com/forms/d/e/1FAIpQLScxqafdfAPNObdRt4pMgBKQ8BWTJRrkSi3Riury92TGfJVmzA/viewform

The complaint management mechanism is carried out in three levels in the institution

1. The departmental level grievances are attended by the concerned class Coordinators, Counselors and Department Heads.
2. The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
3. Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the Institution.
4. The notice board /flex board is fixed near the office, indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal: https://www.gangainstitute.com /Grievance, names, contact nos. and e-mail ID's of members of the Grievance Committee.

Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Director of the Institute.
2. The Institute expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.
3. The grievance Redressal cell of the Institute shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Director.

Exclusions:

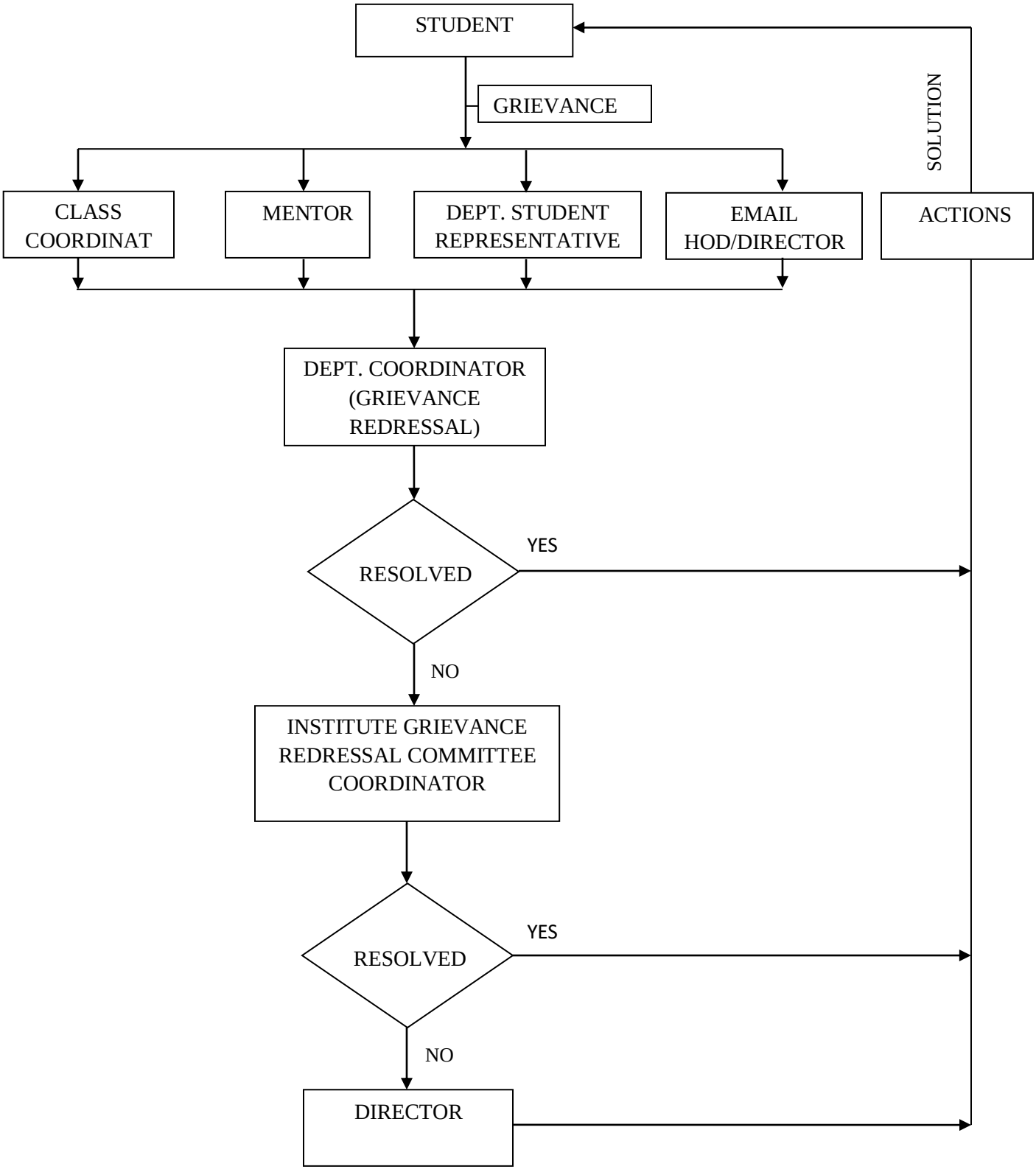
The grievance Redressal cell shall not entertain the following issues:

- Decisions of the Governing body, 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 program offered by the Institute.

Composition:

The cell is having the provision of being reconstituted every year if situation arises for so by the Director himself along with suggestions sought from the in charge administrative body. Care has to be taken to select staff members from each stream.

GRIEVANCE REDRESSAL MECHANISM



GANGA INSTITUTE OF TECHNOLOGY AND MANAGEMENT

Grievance Redressal Form

Date:

Name:

Department:

Roll No.:

Contact No.:

Email:

Description: (Please specify your grievance briefly along with supported documents, if any)

Signature

GANGA INSTITUTE OF TECHNOLOGY AND MANAGEMENT

KABLANA

Ref. No.: DR/2016/254

Dated: 02/07/2016

Policy- Sexual Harassment of Women Employees & Students at Work Place

References:

(A) Handbook on Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013 by Govt. of India, Ministry of Women and Child Development.

(B) UGC (Prevention, Prohibition, and Redress of Sexual Harassment of Women Workers and Students in Higher Education Institutions) Regulation, 2015.

(C) AICTE Notification No. F.AICTE/WH/2016/01 dated 10th June 2016 (Gender Sensitization, Prevention and Prohibition of Sexual Harassment of Women employees and Students and Redressal of Grievances in Technical Institutions), Regulations, 2016.

1. GITAM has **ZERO Tolerance Policy** towards sexual harassment. GITAM is committed to provide to all women a place of work and study, free of sexual harassment, intimidation or exploitation. It is expected that all students, faculty, staff, officials and executives, shall treat one another and visitors to the Institute with respect.

2. GITAM practices the principle of free inquiry and expression. Free discussion and debate are fundamental to the pursuit of knowledge and this Policy is not intended to stifle teaching methods or freedom of expression. However, especially when dealing with women, there is a thin line between free expression and passage of unwanted remarks. Such incidents are unwarranted and uncalled for. Such acts will not be tolerated, as they not only violate the principle of equality and breach the dignity of all members, but also compromise the integrity of the Institute and its tradition of intellectual freedom.

3. With reference to Act, 2013, AICTE regulations, 2016 and handbook by Govt. of India cited above, Sexual Harassment includes any one or more of the **following unwelcome acts or behaviour** (whether directly or by implication):
   - (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.

   The **following act or behaviour** may also **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 workenvironment for her *or*
   - (v) Humiliating treatment likely to affect her health or safety.

4. Some **examples of behaviour** that **constitute sexual harassment** at the workplace:
   - (i) Making sexually suggestive remarks or innuendos.
   - (ii) Describing a person's body or her appearance
   - (iii) Passing offensive remarks or jokes.
   - (iv) Discussing about a person's sexual life.

(v) Displaying Sexist or other offensive pictures, posters, messages, or e-mails.
(vi) Intimidation, threats, blackmail around sexual favours.
(vii) Unwelcome sexual advances which may or may not be accompanied by promises or threats.
(viii) Physical contact such as touching or pinching.
(ix) Caressing, kissing or fondling someone against her will
(x) Stalking an individual.
(xi) Abuse of authority or power to threaten a person's job or undermine her performanceagainst sexual favours.
(xii) Compromising a person's reputation by rumour-mongering about her private life.

5. The following behaviour at workplace **may not constitute** sexual harassment: -

(i) Following up on work absences
(ii) Requiring performance to job standards
(iii) The normal exercise on management rights
(iv) Work related stress e.g. meeting deadlines or quality standards
(v) Conditions of work
(vi) Constructive feedback about the work mistake and not the person

6. As mentioned in above cited references (A), (B) & (C) at Para 3 & 4, **anyone violating thispolicy** will be **subject to strict disciplinary actions.**

(i) Depending upon the severity of the offence, the punishments may include anyone or more such as a written apology, warning, reprimand, censure, undergoing counseling or carrying out community service, withholding of promotion, withholding of pay rise or increments, termination from service.

(ii) If the accused is a student, depending upon the severity of the offence, the punishments may be:-

- Withhold privileges of the student such as access to the library, hostel facility, transportation, scholarships and placement drives.
- Suspend or restrict entry into the campus for a specific period;
- Expel and strike off name from the rolls of the institution, including denial of re-admission, if the offence so warrants;
- Award reformative punishments like mandatory counselling and performance of community services.

7. **Action against frivolous complaint**

(i) To ensure that the provisions for the protection of employees and students from sexual harassment do not get misused, provisions against false or malicious complaints have also been made.

(ii) If the allegations made were false, malicious or the complaint was made knowing it to be untrue, or forged or misleading information has been provided during the inquiry, the complainant shall be liable to be punished as per the provisions of para 6 (i), if the complainant happens to be an employee and as per para 6 (ii), if the complainant happens to be a student.

8. **To prevent any individual from violating the Policy,** all the departments shall: -

(i) Provide a safe working environment to all women in the department, which shall include safety from the persons coming into contact with them in the department.

(ii) To build enabling work environment that respects women's rights to equality of statusand opportunity.

(iii) Display at any conspicuous place in the department, as to what constitutes Sexual Harassment and the penal consequences of sexual harassment.

9. The above policy shall apply to the students, academic staff, non-teaching staff, residents,service providers and outsiders. All members of the institute, including those who are in temporary or short-term positions - this policy shall be pertinent for all.

Director



Reference No. GITAM/GR/2016/255 Date 02/07/2016

OFFICE ORDER

Internal Complaints Committee (ICC)

References:

(a) Handbook on Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013 by Govt. of India, Ministry of Women and Child Development.

(b) UGC (Prevention, Prohibition, and Redress of Sexual Harassment of Women Workers and Students in Higher Education Institutions) Regulation, 2015.

(c) AICTE Notification No. F. AICTE/WH/2016/01 dated 10th June 2016 (Gender Sensitization, Prevention and Prohibition of Sexual Harassment of Women employees & Students and Redressal of Grievances in Technical Institutions), Regulations, 2016.

1. GITAM has ZERO tolerance policy against sexual harassment. The Internal Complaints Committee (ICC) is hereby organized according to the norms specified in the Act, 2013 & Regulations, 2016 {References (a) & (b) above} as under:

Internal Complaints Committee (ICC)

S.No.	Name	Designation	Contact
1	Dr. Punam Devi (Mgt)	Chairperson	9050075775
2	Dr. Neetu Sharma (CSE)	Faculty Representative	9315577795
3	Er. Jitender Kumar (FTS)	Member	8684000892
4	Mr. Joginder Singh (EE)	Member	9654292946
5	Mr. Vivek Arora (Registrar)	Member	8684000923
6	Ms. Ekta (AS)	Member	9896149155
7	Mr. Salim Khan	Member	8684000929
8	Mr. Anuj	Member	9555392353
9	Ms. Vidhi	Student Member	8178169535
10	Mr.Pratham	Student Member	7988899525
11	Ms. Priti	Student Member	9958161910

Note: *On receipt of complaint, the member by name would be nominated by the Authority based on his / her availability and situation.*

2. **Roles and Responsibilities (ICC)**

(a) To deal with complaints received from women employees and students. Based on the complaints, ICC shall carry out an enquiry, attempts to resolve the problem through counselling, recommend appropriate punitive action against perpetrators to the competent authority and provides assistance to the victims. The issues shall be dealt with diligence and with due confidentiality.

(b) To act as Inquiry Authority on a complaint of sexual harassment.

(c) To ensure that complainant and witnesses are not victimized or discriminated because of their complaint.

(d) To address issues concerning women specific needs at the workplace.

(e) To organize various activities such as lectures and discussions promoting gender equality and gender amity.

(f) To take proactive measures towards sensitization of all those, whose workplace is GITAM on the rules of Sexual Harassment of Women employees & Students at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

(g) The detailed modalities are covered under AICTE Notification No. F.AICTE/ WH/ 2016/ 01 dated 10th June 2016 (Gender Sensitization, Prevention and Prohibition of Sexual Harassment of Women employees and Students and Redressal of Grievances in Technical Institutions), **Regulations, 2016**

3. The committee will be responsible for Redressal of complaints and take proactive measures to exterminate the problem.

Director

Copy to:

- Dr. Punam Devi, Chairperson- ICC
- All Concerned Members - ICC
- All HODs
- Registrar
- Admin Officer
- Account Officer
- Librarian

An ISO 9001-2008 Certified Institute

GITAM

GANGA INSTITUTE OF TECHNOLOGY & MANAGEMENT

Approved by AICTE, New Delhi, Affiliated to Maharshi Dayanand University, Rohtak and HSBTE, Panchkula

Reference No. GITAM/DR/2018/1640

Dated 27/08/2018

OFFICE ORDER

Re-constitution of Internal Complaints Committee (ICC)

In partial modification of office order dated 2nd July 2016, the Internal Complaints Committee (ICC) on Sexual Harassment is reconstituted with immediate effect till further orders. The reconstituted ICC is indicated below:

Internal Complaints Committee (ICC)

S.No.	Name	Designation	Contact
1	Dr. Punam Devi (Mgt)	Chairperson	9050075775
2	Dr. Neetu Sharma (CSE)	Faculty Representative	9315577795
3	Er. Jitender Kumar (FTS)	Member	8684000892
4	Mr. Joginder Singh (EE)	Member	9654292946
5	Mr. Vivek Arora (Registrar)	Member	8684000923
6	Ms. Ekta (AS)	Member	9896149155
7	Mr. Salim Khan	Member	8684000929
8	Mr. Anuj	Member	9555392353
9	Ms. Vaishnavi Shrivastava	Student Member	8989020597
10	Mr.Virat Jaiswal	Student Member	8340277752
11	Ms. Deepanshi	Student Member	9416286915

Director

Copy to:

- Dr. Punam Devi, Chairperson- ICC
- All Concerned Members – ICC
- All HODs
- Registrar
- Admin Officer
- Account Officer
- Librarian

Reference No. GITAM/ DR/2016/328A

Date 10/08/2016

ANTI- RAGGING COMMITTEE

As per direction of the Supreme Court of India and guidelines of AICTE, New Delhi for curbing the menace of Ragging in AICTE approved institutes; an Anti-Ragging Committee has been constituted in Ganga Institute of Technology and Management, Kablana with following members.

Sr. No.	Name	Designation
1	Dr. Rakesh Kumar Joon, HOD, ECE	Convener
2	Mr. Joginder Singh, HOD, EE	Co Convener
3	Dr. Neetu Sharma, HOD, CSE	Member
4	Dr. Punam Devi, HOD, MGMT	Member
5	Mr. Vivek Arora, REGISTRAR	Member
6	Ms. Ekta , HOD, AP. SC.	Member
7	Mr. Vivek, HOD, ME	Member
8	Mr. Jitender Kumar, HOD, FTS	Member
9	Mr. Sitender, HOD, CE	Member
10	Mr. Parvesh Dahiya, AP, ME	Member
11	Mr. Parveen Khurana	Media
12	Mr. Anil Kadyan	NGO, Jan Jagriti
13	Mr. Bijender	Parent
14	Ms. Ruchika Tyagi	Student
15	Mr. Himank Tomar	Student
16	Nominee of Administrative Civil	Jhajjar Police Station

In order to prevent any incident of ragging, written undertaking has been taken from students as well as their parents /guardians and the form is available on the institute website (https://www.gangainstitute.com/anti-ragging-affidavit/).

Director

Copy to:

- **All HOD's**
- **All Members of the Anti-Ragging Committee**
- **Hostels (Boys/Girls)**
- **All Notice Boards**