



**IPS Academy, Indore**  
**Institute of Engineering and Science**  
(A UGC Autonomous Institute, Affiliated to RGPV Bhopal)

## **1. Grievance Redressal Mechanism for students, academic and non-academic staff**

### **1.1 Introduction**

The Institute has a Grievance Redressal mechanism to redress the grievance of student, academic and non-academic staff members. Students include all UG, PG, and Research scholars. The academic and non-academic staff means all teaching and non-teaching staff members employed in the Institute. The student or staff member may approach the committee to voice their grievances regarding admission, prospectus, students' documents, malpractices, scholarship, Examination, results, student amenities, quality of education, unfair evaluation practices, harassment, and victimization the student, etc. Based upon facts and figures, the committee on the reception of grievance resolves the grievance and intimates the aggrieved.

#### **1.1.1 Objective**

The objective is to provide a secure, safe and responsible atmosphere for all its stakeholders.

### **1.2 Nature of Grievance**

A grievance may be any discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with Institute that a student or staff thinks or even feels is unfair, unjust, or inequitable.

Grievance includes the following complaint of the aggrieved student:

- i. Making admission contrary to merit determined in accordance with the declared admission policy of the Institution.
- ii. Irregularities in the admission process adopted by the Institution.
- iii. Refusion admission in accordance with the declared admission policy of the Institution.
- iv. Non-publication of the prospectus (either hard copy/online) as specified in these regulations.
- v. Publishing any information in the prospectus is false or misleading and not based



- on facts.
- vi. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a student for the purpose of seeking admission in such Institution, to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue.
  - vii. Demand of money in excess of that specified in the declared admission policy to be changed by such Institution.
  - viii. Breach in reservation policy in admission as may be applicable.
  - ix. Non-payment or delay in payment of scholarships to any student that such Institution is committed, under the conditions imposed by University Grants Commission or any other authority.
  - x. Delay in the conduct of Examination or declaration of results beyond the specified schedule in the academic calendar.
  - xi. On providing student amenities as may have been promised or required to be provided by the Institution.
  - xii. Non-transparent or unfair evaluation practices
  - xiii. Refund of fees if a student withdraws admission within the stipulated time as mentioned in the prospectus, as notified by the commission from time to time.

### **1.3 Complaint/Grievance filling procedure**

An aggrieved student or academic and non-academic staff may register the complaint online or offline. The written complaint can be submitted in person to the Committee/ dropped in complaint boxes available on each floor of the Institute or via an online grievance portal by clicking on the link as follows:

<https://forms.gle/dvAe11yVpHVbMbAC7>

The complaint shall be forwarded to the Grievance Redressal Committee (GRC) on receipt of the complaint. The complaint so received must be complete and clear in all respects. Actions may be initiated against filing a false complaint.

### **1.4 Process for addressing the grievance**

1. Upon receipt of the complaint or grievance, the convener shall send a response to the aggrieved student or staff member.



2. The convener shall call upon a committee members' meeting to brief the case.
3. The complaint Management mechanism is carried out in three levels in the Institution:  
Level 1 The departmental level grievances filed by students are attended by the concerned class coordinator/mentor and the head of the respective department.  
Level 2 The grievances that could not be resolved at the department level are referred to the Grievance Redressal Committee of the Institution. The students or staff members may also directly approach the Institution level committee.  
Level 3 Depending upon the seriousness of the problem, the issues are resolved by the committee headed by the Principal in consultation with other members of the Institution.
4. Upon hearing the case from both the parties involved in the matter, the committee shall recommend appropriate action.
5. The committee works on the principle of natural justice in resolving the case of grievance.
6. The decision of the committee shall be communicated to the aggrieved person.
7. If the aggrieved student or staff member is not satisfied with the decision of the Grievance Redressal Committee, the complainer may approach the University Grievance Redressal Committee.

## **2. Committees**

Following is the list of various committees addressing Grievances at the Institution level:

- 2.1 Grievance Redressal Committee (GRC)
- 2.2 Disciplinary & Anti-ragging Committee & students' Grievance Redressal cell (DARC)
- 2.3 Internal Complaint Committee (ICC)

### **2.1 Grievances Redressal Committee**

#### **2.1.1 Introduction**

The committee is constituted for resolving the redressal of grievances filed by students or staff members. The student includes all UG, PG, and research scholars. The staff members have all teaching and non-teaching staff members. The committee is composed of faculty



members and representation from the student. The aggrieved student can file grievances regarding admission, prospectus, students' documents, malpractices, scholarship, Examination, results, student amenities, quality of education, unfair evaluation practices, harassment, and victimization of the student, etc. Based on the compliant nature of the complaint and proofs as provided, the committee resolves the complaint.

### **2.1.2 Objective**

The Grievance Redressal Committee is constituted to settle the grievances of stakeholders within a reasonable time frame.

### **2.1.3 Composition of Grievance Redressal Committee (GRC) as per UGC Norms**

1. Dr. Archana Keerti Chowdhary, Principal-Chairperson
2. Dr. Rajesh Kumar Kaushal, Head Chemical Engg. -Professor I/c
3. Prof. Rupesh Dubey, Head Electronics & Comm. Engg.-Convenor
4. Members
  1. Dr. Amit Chandak, Head Mechanical Engg.
  2. Dr. Namrata Tapaswi, Head Computer Sci. & Engg.
  3. Dr. Praveen Patel, Head Fire Tech. & Safety Engg.
  4. Dr. Amit Sharma Head Civil Engg.
  5. Prof. Manish Sahajwani, Head Electrical & Electronics Engg.
  6. Dr. Manoj Dubey, Head General Engg.
5. Student Invitee
  1. Mr. Ashit Tiwari, Student

### **2.1.4 Functions**

- The stakeholder shall file the complaint in writing on the portal or in complain box, and the complaint shall be handled promptly
- The committee formally will review the case filed and will act accordingly as per the committee policy
- The committee will report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **2.1.5 Procedure for lodging complaint and redressal**

- The student or staff member may feel free to put up a grievance in writing and submit it in complain box located at each floor of the Institution/ submit in person /or may submit on the below-mentioned link:

<https://forms.gle/dvAe1lyVpHVbMbAC7>



- The Grievances' Redressal Cell will act upon those cases forwarded along with the necessary documents.
- The Grievance Redressal Committee will assure that the grievance has been adequately solved in a stipulated time and addressed as per rules mentioned in the Grievance redressal mechanism.

## **2.2 Disciplinary & Anti-Ragging committee and Students' Grievance-Redressal Cell**

### **2.2.1 Introduction**

In fulfilling their roles and responsibilities, the discipline committee members should be aware of their legal obligations concerning disciplinary matters. They should also provide the best possible support for the Principal and teachers as they implement discipline and bullying policies and deal with disciplinary issues daily. All they do should be in cooperation and, where appropriate, collaborate with the Principal and staff.

The main functions of the committee are:

- Ensure that the college's legal requirements about discipline, suspension, and expulsion are adhered to.
- To review the college's rules for student behavior and its policy and practices about discipline and student behavior.
- To agree on what is acceptable and unacceptable student behavior.
- To ensure that the behavior and anti-bullying policies are implemented and reviewed.
- To support the Principal and staff concerning their discipline and student behavior responsibilities.
- To support the development of strategies designed to promote and encourage good student behavior.
- To review and ensure the implementation of the suspension and expulsion policies and procedures.
- To ensure that proper records concerning disciplinary matters are maintained in the college.
- To promote and encourage staff development among the staff in the college, including classroom assistants, canteen staff, and playground duty staff, with discipline and behavior.
- To establish a consultative process for ascertaining the views of the Principal, teachers, students, and parents in matters relating to discipline and student behavior.



- To report and make recommendations to the Board of Governors.

### **2.2.2 Roles and Responsibilities**

The responsibilities of the committee include:

1. Providing academic leadership in the discipline, including advising junior colleagues to promote and promote colleagues' research opportunities.
2. Having responsibility for the oversight of standards about the discipline and (with Head of Institute) the preservation of disciplinary integrity.
3. Briefing the Head of Institute on matters relating to the welfare of the discipline in college.
4. Participating in nominating committees and advising the Head of Institute on recruitment of part-time staff in the discipline, as appropriate.
5. Being a member of the Executive Committee of the Institute and (where one exists) the Research Committee
6. Contributing to policy formation and strategic planning.
7. Chairing meetings of the discipline.
8. Proposing to the Director of Teaching and Learning (Undergraduate) the distribution of teaching for staff in the discipline.
9. Recommending to the Senior Lecturer the admission of non-standard students to the discipline.
10. Participating in quality reviews.
11. Dealing with professional/accreditation issues affecting the discipline.

### **2.2.3 Objective**

To create a safe and motivating environment in the Institute and bring professionalism among students by inculcating best practices.

### **2.2.4 Composition of Disciplinary and Anti-Ragging Committee and students' Grievance-Redressal Cell as per UGC Norms**

1. Principal as Chairperson
2. Senior Professor/Head of the Department as Professor I/c
3. Senior Professor/ Head of the Department as Convenor
4. All Head of the Department as member



5. Senior faculty members
6. Student representative
7. Parent representative
8. Hostel I/c
9. Government Administrative representative
10. Media representative

List attached as Annexure-I

### **2.2.5 Procedure for lodging complaint and redressal**

- The students may feel free to put up a grievance in writing/or may submit on the below-mentioned link:

<https://forms.gle/dvAe11yVpHVbMbAC7>

- The Grievances' Redressal Cell will act upon those cases forwarded along with the necessary documents.
- The Grievance Redressal Committee will assure that the grievance has been adequately solved in a stipulated time and addressed as per rules mentioned in the Grievance redressal mechanism.

## **2.3 Internal Complaint Committee (ICC)**

### **2.3.1 Introduction**

The Institute has a zero-tolerance policy to any crime against women employees and students. In continuation to the same, the Institute has an Internal Complaint Committee (ICC), which the Institution constitutes under sub-regulation (1) of regulation 4 of University Grants Commission (Prevention, prohibition, and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. The committee shall comply with all regulations as laid down in The Gazette of India Ministry of Human Resource Development (University Grants Commission) New Delhi; Notification published on 2nd May 2016 under the University Grants Commission (Prevention, prohibition, and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. All-female students, including UG, PG, and Research scholars and female employees (teaching and non-teaching staff) of the Institute, can fearlessly file a grievance complaint with the committee.



### 2.3.2 Objective

The committee's objective is to create a healthy and competitive academic atmosphere of all employees and students co-exist. There is a zero-tolerance policy towards sexual harassment. To uphold the dignity of women

- To facilitate a gender-sensitive and friendly working environment, women determine whether female employees for female students are not subjected to gender-specific discrimination. To consider the complaints of grievance from female teaching staff, non-teaching staff, and girl students.
- To investigate all the complaints/charges thoroughly and professionally within the stipulated time.
- Ensure confidentiality and time-bound response to the complaints and build confidence about impartiality.
- To undertake motivational and developmental activities for female staff and girl students.
- To sensitize girl students about the demand of corporate life and work culture.

### 2.3.3 "Sexual Harassment" means

(i) Unwanted conduct with sexual undertones if it occurs or which is persistent and which demeans, humiliates, or creates a hostile and intimidating environment or is calculated to induce submission by actual or threatened adverse consequences and includes any one or more or all of the following unwelcome acts or behavior (whether directly or by implication), namely

- (a) Any unwelcome physical, verbal or non-verbal conduct of sexual nature
- (b) Demand or request for sexual favors
- (c) Making sexually colored remarks
- (d) Physical contact and advances or
- (e) Showing pornography

(ii) Anyone (or more than one or all) of the following circumstances, if it occurs or is present in relation or connected with any behavior that has explicit or implicit sexual undertones-

- (a) Implied or explicit promise of preferential treatment as quid pro quo for sexual favors
- (b) The implied or explicit threat of detrimental treatment in the conduct of work
- (c) The implied or explicit threat about the present or future status of the person concerned



- (d) Creating an intimidating offensive or hostile learning environment
- (e) Humiliating treatment is likely to affect the health, safety, dignity, or physical integrity of the person concerned.

#### **2.3.4 Composition of Internal Complaints Committee as per UGC Norms**

1. Dr. Archana Keerti Chowdhary, Principal-Chairperson
2. Dr. Namrata Tapaswi, Head Computer Sci. & Engg. -Professor I/c
3. Convenors
  1. Prof. Pooja Bhatt, Faculty Electrical & Electronics Engg.
  2. Prof. Chhaya Rekhate, Faculty Chemical Engg.
4. Non-teaching employee members
  1. Ms. Prachi Satav, Lab Tech Electronics & Comm. Engg.
  2. Ms. Renuka Sharma, Girls Hostel I/c IPSA
5. Student members
  1. Ms. Anusha Tikariya, Student Computer Sci. & Engg.
  2. Ms. Shivani Kaurav, Student Civil Engg.
  3. Ms. Mitali Mandge, Student Fire Tech. & Safety Engg.

#### **2.3.5 Complaint/Grievance filling procedure**

An aggrieved student or academic and non-academic staff may register the complaint online or offline. The written complaint can be dropped in complaint boxes available on each floor of the Institute or via an online grievance portal by clicking on the link as follows:

<https://forms.gle/dvAe11yVpHVbMbAC7>

The complaint shall be forwarded to the Internal Complaint Committee (ICC) on receipt of the complaint. The complaint so received must be complete and clear in all respects. Actions may be initiated against filing a false complaint.

#### **2.3.6 Responsibilities of Internal Complaints Committee (ICC) - The Internal complaints Committee takes up the following responsibilities:**

- (a) Assist if an employee or a student chooses to file a complaint with the police;
- (b) Provide mechanisms of dispute redressal and dialogue to anticipate and address issues through just and fair conciliation without undermining complainant's rights, and minimize the need for purely punitive approaches that lead to further resentment, alienation, or violence;
- (c) Protect the safety of the complainant by not divulging the person's identity, and provide the mandatory relief by way of sanctioned leave or relaxation of attendance



requirement or transfer to another department or supervisor as required during the pendency of the complaint, or also provide for the transfer of the offender;

(d) Ensure that victims or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment; and

(e) Ensure prohibition of retaliation or adverse action against a covered individual because the employee or the student is engaged in protected activity.

### **2.3.7 Process of conducting an inquiry**

1. Upon receipt of the complaint, the ICC shall send one copy of the complaint to the respondent within a period of seven days of such receipt.

2. Upon receipt of the copy of the complaint, the respondent shall file their reply to the complaint along with the list of documents and names and addresses of witnesses within a period of ten days.

3. The inquiry has to be completed within a period of ninety days from the receipt of the complaint. The inquiry report, with recommendations, has to be submitted within ten days from conducting the inquiry to the Executive Authority of the Institution. Copy of the findings or recommendations shall also be served on both parties to the complaint.

4. The Executive Authority of the Institution shall act on the committee's recommendations within a period of thirty days from the receipt of the inquiry report unless an appeal against the findings is filed within that time by either party.

5. Either party may file an appeal against the findings or /recommendations of the ICC before the Executive Authority of the Institution within a period of thirty days from the date of the recommendations.

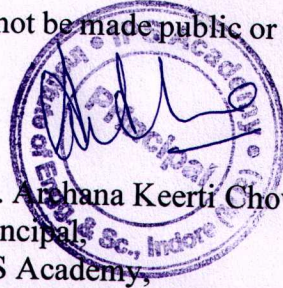
6. If the Executive Authority of the Institution decides not to act as per the recommendations of the ICC, then it shall record written reasons for the same to be conveyed to ICC and both the parties to the proceedings. If, on the other hand, it is decided to act as per the recommendations of the ICC, then a show cause notice, answerable within ten days, shall be served on the party against whom action is decided to be taken. The Executive Authority of the Institution shall proceed only after



considering the reply or hearing the aggrieved person.

7. The aggrieved party may seek conciliation to settle the matter. No monetary settlement should be made as a basis of conciliation. The Institution shall facilitate a conciliation process through ICC, as the case may be, once it is sought. The conflict resolution to the satisfaction of the aggrieved party, wherever possible, is preferred to purely punitive intervention.

8. The identities of the aggrieved party or victim or the witness or the offender shall not be made public or kept in the public domain, especially during the inquiry process.



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**DISCIPLINARY & ANTIRAGGING COMMITTEE &  
STUDENTS' GRIEVANCE- REDRESSAL CELL**

**Session: 2021-22**

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103	Mr. Dinesh Yadav	EC	Member	9406666365	NA
104	Mr. Devendra Kumar Jain	EC	Member	7354443590	NA
105	Mr. Tukaram Tiwari	EC	Member	9754534711	NA
106	Mr. Krishna Kumar Bais	EC	Member	9424335211	NA
107	Mr. Kailash Bagwan	EC	Member	9669832241	NA
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110	Mr. J.V Nagaraju	ME	Member	7869955813	NA
111	Mr. Pramod Mishra	ME	Member	8966065546	NA
112	Mr. Prem mehra	ME	Member	9301199820	NA
113	Mr. Bharat Undhaliya	ME	Member	9926466235	NA
114	Mr. Lakhan Tamrakar	ME	Member	9424318755	NA
115	Mr. Chottelal Singh	ME	Member	7974651139	NA
116	Mr. PawanKumar	FT	Member	9887426007	NA
117	Mr. Ramavtar Agarwal	FT	Member	8989176757	NA
118	Mr. Narendra Sharma	FT	Member	9425071888	NA
119	Mr. Kailash Chandra Gupta	FT	Member	9868801624	NA
120	Mr. MukeshTiwari	FT	Member	9896903185	NA
121	Mr. NirodkumarSama	FT	Member	9313765330	NA
122	Mr. Jagnarayan Sahu	EX	Member	9752767773	NA
123	Mr. Subhash Pal	EX	Member	9752417049	NA
124	Mr. Jaiprakash N. Shukla	EX	Member	9545707280	NA
125	Mr. Vishwajeet Baviskar	EX	Member	9827503146	NA
126	Mr. Chhota Mahto	CM	Member	7485060750	NA
127	Mr. Anil Malviya	CM	Member	9300963127	NA
128	Mr. Komal Rahangdale	CM	Member	9424978604	NA
129	Mr. Burhanuddin	CM	Member	9874730564	NA
130	Mr. Gajendra Singh Tanwar	CM	Member	9009011620	NA
131	Mr. Hari Narayan Sharma	CM	Member	7024417023	NA



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**Girls' Hostel Representative**

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S. No.	Name	Deptt.	Responsibility	Contact No.	E-mail ID
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### Local Administration Representatives

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139	SDM, Indore	Govt of MP	Member	0731-2449119	-

### Student Representatives

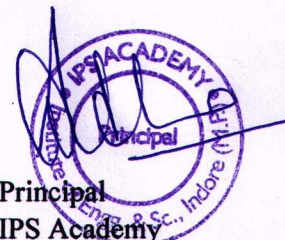
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