



IPS Academy, Indore

Institute of Engineering and Science

(A UGC Autonomous Institute, Affiliated to RG PV 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. Refusal 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, which 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 provision of 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 either in online or offline mode. 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.g1e/dvAelIyVpHVbMbAC7>

On receipt of the complaint, it shall be forwarded to Grievance Redressal Committee (GRC). 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 meeting of the committee members for briefing 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 Students Grievance Redressal Committee, the complained may approach the University Students Grievance Redressal Committee.

2. Committees

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

2.1 Students Grievance Redressal Committee (SGRC)

2.2 Disciplinary & Anti-ragging Committee & students' Grievance Redressal cell (DARC)

2.3 Internal Complaint Committee (ICC)

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

2.1.3 Composition of Students Grievance Redressal Committee (SGRC) as per UGC Norms

1. Dr. Archana Keerti Chowdhary, Principal-Chairperson
2. Dr. Manish Sahajwani, Head, Electrical & Electronics Engg.. -Professor I/c
3. Prof. Rahul Sharma, Assistant Professor, Mechanical . Engg.-Convenor
4. Members
 1. Dr. Amit Chandak, Head Mechanical Engg.
 2. Dr. Neeraj Shrivastava, Head Computer Sci. & Engg.
 3. Dr. Praveen Patel, Head Fire Tech. & Safety Engg.
 4. Dr. Amit Sharma Head Civil Engg.
 5. Dr. Rajesh Kumar Kaushal, Head Chemical Engg.
 6. Prof. Rupesh Dubey, Head Electronics & Comm.
 7. Dr. Manoj Dubey, Head General Engg.
5. Student Invitee
 1. Mr. Shivank 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/dvAelIyVpHVbMbAC7>

- The Grievances' Redressal Cell will act upon those cases forwarded along with the necessary documents.
- The Student 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 legal requirements about discipline, suspension, and expulsion are adhered to in the College.
- 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 responsibilities regarding discipline and student behavior.
- « 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 any 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 Convener
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/dvAelIyVpHVbMbAC7>

- The Grievances' Redressal Cell will act upon those cases forwarded along with the necessary documents.
- The Students 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 its women employee 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.
- To 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. Rekha Dhoot, Humanities, Professor-Coordinator
3. Dr. Devaanshi Jagwani, Civil Engineering, Professor-Co-coordinator
4. Members
 1. Ms. Poonam Lilhare, Assistant Professor, Electronics and Communication Department.
 2. Dr. Nuzhat Sardar, Assistant Professor, Electrical and Electronics Department.
 3. Non-teaching employee members
 4. Ms. Arti Chourasiya, Non-teaching Staff, Office Staff.
 5. Ms. Chanda Kalsekar, Non-teaching Staff, Office Staff
5. Student members
 1. Manya Thakur, Student, Electronics and Communication Department
 2. Laiba Ali, Student, Computer Science.
 3. Suhani Nimkar, Student CS-Information Technology.
 4. Samiksha Paliya, Student, Chemical Engineering
 5. Omanshi Rathore, Student, Civil Engineering

2.3.5 Complaint/Grievance filling procedure

An aggrieved student or academic and non-academic staff may register the complaint either in online or offline mode. 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/YCMNuvd7ZL89MyoUA>

On receipt of the complaint, it shall be forwarded to Internal Complaint Committee (ICC). 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, if any, has to be submitted within ten days from completing 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.

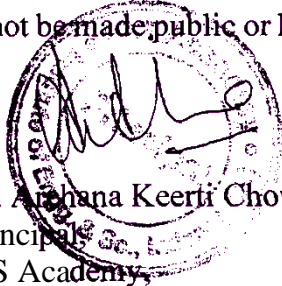
5. Either party may file an appeal against the findings or /recommendations of the ICC before the Executive Authority of the Institution within a period of thirty days from the date of the recommendations.

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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(A UGC Autonomous Institute, Affiliated to RGPV, Bhopal)

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Session: 2023-24

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