



# Maharaja Surajmal Institute

C-4 Janak Puri, New Delhi-110058

## Student Grievance Redressal Mechanism

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### Objectives of Grievance Redressal Committee

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship
- To develop an organizational framework to resolve grievances of students and other stakeholders
- To institute a monitoring mechanism to oversee the functioning of grievance redressal policy to enlighten the students on their duties and responsibilities to access benefits due under the

### Mechanism of redressal

- The students can file the complaints personally through teachers/through suggestion box/through online portal on institute website
- Grievance Redressal Committee address the complaint received by conducting meetings with the concerned stakeholders
- Summary of the discussion on Grievances are recorded and any actions and expectations to be implemented are agreed upon.
- Any further suggestion are taken from the competent Authority

### Contact Information:

Maharaja Surajmal Institute, C-4 JanakPuri, New Delhi-110058

Ph:+911145656183

Form Link for filing Grievance-<https://www.msijanakpuri.com/students-grievance-form>

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Director

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# MSI

## 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 herein under:

- a) 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.
- b) 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;
  - i. Suspension from attending classes and academic privileges.
  - ii. Withholding/Withdrawing Scholarship/fellowship and other benefits.
  - iii. Debarring from appearing in any test/examination or other evaluation process.
  - iv. Withholding results.
  - v. Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
  - vi. Suspension/expulsion from the hostel.
  - vii. Cancellation of admission.

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- viii. Rustication from the institution for period ranging from one to four semesters.
- ix. 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.

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## **SEXUAL HARRASSMENT REDRESSAL SYSTEM:**

While all employee (s) /associate (s) should adhere to the code of conduct stipulated above, in the unlikely event of any employee/associate violating the same, the Redressal System is as follows:

### (i) **INTERNAL COMPLAINTS COMMITTEE (ICC):**

An Internal Complaints Committee has been constituted on Sept 14, 2015, pursuant to the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. The Members of the ICC are:-

S.No.	Name	Designation
1	Dr. Kavita Pabreja	Presiding officer
2	Mr. Manoj Kumar	Member
3	Dr. Purnima Gupta	Member
4	Ms. Tarunim Sharma	Member
5	Dr. Vijay Dahiya	Member
6	Smt. Pinki Rani	External member from NGO

The External Member shall be paid such fees or allowances for attending the proceedings of the ICC, as may be prescribed under the Act.

### (ii) **E-MAIL FACILITY:**

To enable easy access to the Committee, a dedicated e-mail id has been set up for receiving complaints under this policy viz. [principalmsi@yahoo.co.in](mailto:principalmsi@yahoo.co.in)

### (iii) **TENURE OF ICC**

Members of the Internal Complaints Committee will hold office for a period of 3 years from the date of their nomination.

  
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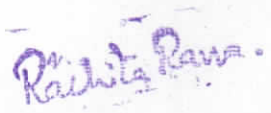
(iv) SCOPE OF ICC

- To hear and inquire into complaints of sexual harassment.
- To recommend the punitive/corrective actions to the Management.

While dealing with the complaint, ICC will ensure strict confidentiality, to the extent possible and all information shall be restricted to the concerned members only.

(v) COMPLAINTS AND REDRESSAL PROCEDURE:

1. Any aggrieved woman may make, in writing (initially by an e-mail to the dedicated mail id) a complaint of sexual harassment at workplace to the ICC, within a period of three (03) 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.
2. An "aggrieved woman" means, a woman, of any age at MSI Location. whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent.
3. Where the aggrieved woman is unable to make a complaint on account of her physical or mental capacity or death or otherwise, her legal heirs by the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, may make a complaint.
4. ICC, may, before initiating an inquiry at the request of the aggrieved woman may take steps to settle the matter between her and the respondent, where a settlement is arrived, no further inquiry shall be conducted by the ICC.
5. ICC in separate meetings with the aggrieved woman employee and the alleged harasser will record and investigate into the statements given by them. In

  
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addition, ICC can call for any witness/documents/records etc. as are relevant to the case, during the inquiry.

6. In case the Internal Committee arrives at a conclusion that the allegation against respondent has been proved, it shall make recommendations to the employer and accordingly necessary action will be taken against the alleged harasser.
7. In case where a false complaint has been filed and the investigation has proved that the motivation of the complainant was purely to defame the alleged harasser, disciplinary action will be taken against the complainant similar to the action described in Clause (vi) of this Policy.
8. The ICC shall also provide assistance to the woman if she 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. It may also forward the complaint to the police on its own if in its view a prima facie case under provisions of the IPC is made out.

**(vi) DISCIPLINARY ACTION:**

Once the ICC arrives at the conclusion that the allegation against the respondent has been proved, it shall recommend to the Management:

- (1) To take action for the sexual harassment as misconduct. The action might range from issuance of warning letter/written apology by the harasser to the complainant/to dismissal from service.
- (2) To deduct, notwithstanding anything in 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, having regard to:
  - (i) The mental trauma, pain, suffering and emotional distress caused to the aggrieved woman;

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- (ii) The loss in the career opportunity due to the incident of sexual harassment;
- (iii) Medical expenses incurred by the victim for physical or psychiatric treatment;
- (iv) The income and financial status of the respondent;
- (v) Feasibility of such payment in lump sum or in installments

It may be noted that in case the respondent fails to pay the recommended sum, the ICC may forward the order for recovery of the sum as an arrear of land revenue to the concerned District Office.

(vii) PLACE OF HEARINGS:

The meetings with the Complainant and the alleged harasser will be held by the ICC at the MSI location where the complainant was allegedly harassed.

(viii) EVALUATION:

This Policy will be periodically evaluated so that any amendments required may be recommended by the ICC based on its experience of dealing with Complaints.

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comes in English and Hindi, and has a special feature for scanning the QR codes of taxi, auto-rickshaw and e-rickshaw drivers to verify their details. Launched as a pilot project, the app can be used by women commuters coming out of the Delhi Airport and five metro stations -- Anand Vihar, Vishwa Vidyalaya, Malviya Nagar, Saket and Nehru Place. The app would act as a deterrent to crime against women, and would empower and make them more confident while traveling. The model is implemented in the entire city. "Women are little vulnerable while traveling and when they board a taxi or an auto-rickshaw, they do not know if it is safe. This upgraded app will definitely empower them and boost their confidence while traveling".

The Women Cell shall work in accordance to guidelines and norms laid down by the Hon'ble Supreme Court in Vishaka and Others Vs. State of Rajasthan and Others (JT 1997 (7) SC 384), i. e. Vishaka Guidelines.

### **Complaint Redressal Process**

The Committee deals with women safety issues at the institute's campus. It is applicable to all students, staff and faculty. The Complaint Redressal process is as follows:

- i. A written complaint of discrimination or sexual harassment may be lodged by the victim to the Coordinator of Women Safety Cell. If the complaint is made to the Director, Deputy Director or any of the Women Safety Cell members, they may forward it to the Coordinator.
- ii. The person concerned can also personally approach in Room no.3 ground floor/ telephone/ write/ e-mail any member of the Cell. Alternatively, e-mail can be sent to [principalmsi@yahoo.co.in](mailto:principalmsi@yahoo.co.in) or [promiladabas@msi-ggsip.org](mailto:promiladabas@msi-ggsip.org)
- iii. The Women Safety Cell will hold a meeting with the Complainant within 6 days of the receipt of the complaint, but no later than a week in any case.

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- iv. Thereafter, the person against whom complaint is made may be called for a deposition before the Committee and an opportunity will be given to him / her to give an explanation, where after, an "Enquiry" shall be conducted and concluded.
- v. The Committee shall proceed with the Enquiry (if further required) of the case and communicate the same to the Complainant and person against whom complaint is made.
- vi. The Committee shall provide every reasonable opportunity to the Complainant and to the person against whom complaint is made, for putting forward and defending their respective case.
- vii. The Committee shall complete the "Enquiry" within reasonable period and communicate its findings and its recommendations for action to the Director.
- viii. The Director will direct appropriate action in accordance with the recommendation proposed by the Committee.
- ix. The Committee shall be governed by such rules as may be framed by the Supreme Court orders or any other legislation enacted later on.
- x. In case the Committee finds the degree of offence coverable under the Indian Penal Code, then this fact shall be mentioned in its report and appropriate action shall be initiated by the Management, for making a Police Complaint.

  
2/5/19  
**Dr PROMLIA DABAS**  
**PRESIDING OFFICER**

  
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**DIRECTOR,MSI**

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