



**Gokhale Education Society's
H.P.T. Arts and R.Y.K. Science College, Nashik-05**

Prin. T. A. Kulkarni, Vidya Nagar, Nashik- 422005

"Higher Education for All"

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Permanently Affiliated to Savitribai Phule Pune University (ID No.: PU/NS/AS/001(1924))

NAAC Re-Accredited: 'A' Grade, ISO 9001:2015 Certified College, Best College award by SPPU 2019-20



Grievance Redressal Policy

Introduction:

HPT Arts & RYK Science College, Nashik is committed to providing a fair and just environment for all students, faculty members, and staff. This Grievance Redressal Policy aims to establish a transparent and efficient mechanism for addressing and resolving grievances, ensuring that all stakeholders have a positive and productive experience at the college.

Scope:

This policy applies to all students, faculty members, and staff of HPT Arts & RYK Science College, Nashik, and covers grievances related to:

1. Academic matters, including grading, curriculum.
2. Examination related issues- internal and university
3. Administrative matters, including admissions, fees, and facilities.
4. Personal matters, including harassment, discrimination, and bullying.
5. Other matters, including complaints against faculty members, staff, or students.

Objectives:

1. To provide a fair, transparent, and efficient mechanism for addressing and resolving grievances.
2. To ensure that all stakeholders have a clear understanding of the grievance redressal process.
3. To promote a culture of respect, empathy, and inclusivity among students, faculty members, and staff.
4. To maintain a positive and productive environment, conducive to academic excellence and personal growth.

Grievance Redressal Procedure:

1. **Informal Resolution:** Students, faculty members, and staff are encouraged to resolve grievances informally by discussing the issue with the concerned person or department.

2. **Formal Complaint:** If the issue cannot be resolved informally, a formal complaint can be submitted to the Grievance Redressal Committee (GRC) in writing, via email, or through the college's online grievance portal.
3. **Grievance Redressal Committee:** The committee will investigate the matter under consideration by following the fair and transparent procedure. The committee may interact with the complaints and alleged parties, if need is felt.
4. **Constitution of various Committees:** The College has also set up Vishakha Committee as per the requirement of Govt. of Maharashtra, along with Minority Cell, OBC and SC/ST Cell for addressing grievances of socially less privileged students. Internal compliant committee is also constituted to take care of complaints regarding staff member/s by staff member/s.
5. **Investigation and Resolution:** The GRC will investigate the complaint, gather evidence, and conduct hearings, if necessary. The GRC will provide a written response to the complainant, outlining the findings and the resolution.
6. **Appeal:** If the complainant is not satisfied with the GRC's decision, they can appeal to the principal, who will review the case and provide a final decision.

Timeframe:

1. Informal resolution: 3-5 working days.
2. Formal complaint: 7-10 working days.
3. GRC investigation and resolution: 10-15 working days or as per the requirement of case
4. Appeal: 5-7 working days.

The timeframe will be a subject to change in case of unavailability of documents or parties in question.

Confidentiality:

All grievances will be treated confidentially, and the identity of the complainant will be protected, unless disclosure is necessary for the investigation or resolution of the grievance.

Record Keeping:

All grievances, complaints, and resolutions will be documented and maintained in a confidential file, accessible only to authorized personnel.

Review and Revision:

This policy will be reviewed and revised annually, or as needed, to ensure its effectiveness in addressing and resolving grievances. The present policy is revised on 15 June 2024.

Acknowledgement:

All students, faculty members, and staff are expected to acknowledge and abide by this Grievance Redressal Policy. By enrolling in the college, students agree to comply with this policy and respect the rights and dignity of their peers.

Attachment:

The Vishakha guidelines against Sexual Harassment at workplace



Dr. V. N. Suryawanshi

(Principal)



Vishaka Guidelines
against
Sexual Harassment at Workplace

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)

HAVING REGARD to the definition of 'human rights' in Section 2 (d) of the Protection of Human Rights Act, 1993,

TAKING NOTE of the fact that the present civil and penal laws in India do not adequately provide for specific protection of women from sexual harassment in work places and that enactment of such legislation will take considerable time,

It is necessary and expedient for employers in work places as well as other responsible persons or institutions to observe certain guidelines to ensure the prevention of sexual harassment of women.

Duty of the Employer or other responsible persons in work places and other institutions

It shall be the duty of the employer or other responsible persons in work places or other institutions to prevent or deter the commission of acts of sexual harassment and to provide the procedures for the resolution, settlement or prosecution of acts, of sexual harassment by taking all steps required.

Definition

For this purpose, sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

- a) **Physical contact and advances;**
- b) **A demand or request for sexual favours;**
- c) **Sexually coloured remarks;**
- d) **Showing pornography;**
- e) **Any other unwelcome physical, verbal or non-verbal conduct of sexual nature**

Where any of these acts is committed in circumstances where-under the victim of such conduct has a reasonable apprehension that in relation to the victim's employment or work whether she is drawing salary, or honorarium or voluntary, whether in government, public or private enterprise such conduct can be humiliating and may constitute a health and safety problem. It is discriminatory for instance when the woman has reasonable grounds to believe that her objection would disadvantage her in connection with her employment or work including recruiting or promotion or when it creates a hostile work environment. Adverse consequences might be visited if the victim does not consent to the conduct in question or raises any objection thereto.

Preventive Steps

All employers or persons in charge of work place whether in public or private sector should take appropriate steps to prevent sexual harassment. Without prejudice to the generality of this obligation they should take the following steps:

- A. Express prohibition of sexual harassment as defined above at the work place should be notified, published and circulated in appropriate ways.**
- B. The Rules/Regulations of Government and Public Sector bodies relating to conduct and discipline should include rules/regulations prohibiting sexual harassment and provide for appropriate penalties in such rules against the offender.**
- C. As regards private employers, steps should be taken to include the aforesaid prohibitions in the standing orders under the Industrial Employment (Standing Orders) Act, 1946.**
- D. Appropriate work conditions should be provided in respect of work, leisure, health and hygiene to further ensure that there is no hostile environment towards women at work places and no employee woman should have reasonable grounds to believe that she is disadvantaged in connection with her employment.**

Criminal Proceedings

Where such conduct amounts to a specific offence under the Indian Penal Code or under any other law, the employer shall initiate appropriate action in accordance with law by making a complaint with the appropriate authority.

In particular, it should ensure that victims or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment. The victims of sexual harassment should have the option to seek transfer of the perpetrator or their own transfer.

Disciplinary Action

Where such conduct amounts to misconduct in employment as defined by the relevant service rules, appropriate disciplinary action should be initiated by the employer in accordance with those rules.

Complaint Mechanism

Whether or not such conduct constitutes an offence under law or a breach of the service rules, an appropriate complaint mechanism should be created in the employer's organisation for redress of the complaint made by the victim. Such complaint mechanism should ensure time bound treatment of complaints.

Complaints Committee

The complaint mechanism, referred to above, should be adequate to provide, where necessary, a Complaints Committee, a special counsellor or other support service, including the maintenance of confidentiality.

The Complaints Committee should be headed by a woman and not less than half of its members should be women. Further, to prevent the possibility of any undue pressure or influence from senior levels, such Complaints Committee should involve a third party, either NGO or other body who is familiar with the issue of sexual harassment.

The Complaints Committee must make an annual report to the Government department concerned of the complaints and action taken by them.

The employers and person in charge will also report on the compliance with the aforesaid guidelines including on the reports of the Complaints Committee to the Government department.

Worker's Initiative

Employees should be allowed to raise issues of sexual harassment at a workers' meeting and in other appropriate forum and it should be affirmatively discussed in Employer-Employee Meetings.

Awareness

Awareness of the rights of female employees in this regard should be created in particular by prominently notifying the guidelines (and appropriate legislation when enacted on the subject) in a suitable manner.

Third Party Harassment

Where sexual harassment occurs as a result of an act or omission by any third party or outsider, the employer and person in charge will take all steps necessary and reasonable to assist the affected person in terms of support and preventive action.

The Central/State Governments are requested to consider adopting suitable measures including legislation to ensure that the guidelines laid down by this order are also observed by the employers in Private Sector.

These guidelines will not prejudice any rights available under the Protection of Human Rights Act, 1993.