

STUDENTS GRIEVANCE REDRESSAL CELL (SGRC)

The purpose of Students™ Grievance Redressal Cell (SGRC) is to maintain a congenial, academic and working environment for the students of NIET. Any student with grievances may approach the Grievance Redressal Cell and submit his / her grievance in writing to the coordinator, Studentsâ€™™ Grievance Redressal Cell of NIET. Further, the complaints can also be sent through e-mail to - director@niet.co.in, sgrc@niet.co.in.

The objectives of SGRC are as follows:

- To ensure a fair, impartial and consistent mechanism for redressal of various issues faced by the students.
- To develop a responsive and accountable attitude among all students, thereby maintaining a harmonious atmosphere on the college campus.
- To uphold the dignity of the college by promoting cordial Student- Student, Student- Teacher and Teacher- Teacher relationship.
- To ensure that grievances are resolved promptly, neutrally, with sensitivity and in complete confidentiality.
- To advise students to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

The SGRC comprises the following members:

S. N.	Name of the Member	Details of Member
1	Ms. Anita Menon	Chairman
2	Mr. Narendra Pratap Singh	Member
3	Mr. Amit Yadav	Member
2	Ms. Vidhi Goyal	Member

3	Mr. Narendra Sahai	Member
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Staff Grievance Redressal Policy

The Staff Grievance Resolution Policy is to guide, and steer all concerned for the fair and equitable resolution of concerns related to terms or conditions of employment that are not resolved to the staff member's satisfaction within the administrative unit.

Definition

A staff grievance is defined as an unresolved issue concerning the application of Institute policy, practice, or procedure affecting employee's official terms and conditions as perceived by him/her

Scope

This policy will be applicable for all staff members of the Institute currently employed.

State of Rights:

- All grievances are treated confidentially by Grievance Resolution Cell (GRC)'s Office.
- In case it becomes necessary to consult other individuals to obtain further information pertinent to the grievance, the grievant and respondent may be notified based on the assessment of GRC.
- In cases where the information contains confidential material and/or data that is not relevant to the grievance, GRC will provide the parties involved with a written statement of the relevant information in order to maintain confidentiality.
- In the event a grievant has concerns as to whether all relevant material has been provided, the grievant may request in writing that one of the Institute's designated Resource Offices review the materials to ensure that all relevant materials have been made available to the panel.
- No staff member will be reprimanded, harassed, retaliated against, discriminated against, or adversely treated for using Staff Grievance Procedure. Any such behaviour will be treated as a serious offence and will invite penal action.

Administration Staff Grievance Redressal Committee Shall Consist of:

Name	Position
MD/AMD/ EVP	Chairperson
Director General	Member
Director	Member
HOD/ Functional Head	Member

- The GRC Chairperson would include other members based on the type and sensitivity of the grievance.
- In case the complainant happens to be a female and type of complaint doesn't fall in the category that need to be addressed by Women Grievance Cell then it would be mandatory for GRC to have at least one female member.

The GRC has primary responsibility for administering and coordinating the Staff Grievance Procedure. The Office of GRC will:

- Discuss concerns with the staff member and/or supervisor (Senior officer).
- Assist the staff member and/or supervisor in clarifying, facts, issues and concerns.
- Inform the staff member and/or supervisor of Institute policy and procedures relevant to the situation.
- Inform the staff member and/or supervisor of their rights, responsibilities, and relevant time frames.
- Serve as facilitators in discussions between the staff member and supervisor or other departmental/division representative.
- Make suggestions for possible resolutions to the situation.
- Investigate or coordinate the investigation of all issues relating to the grievance.
- Monitor implementation of agreed resolutions and/or Managing Director's decision.

Time Frames

- All time frames indicated in the procedure are computed in working days.

- All parties involved in the grievance must adhere to the time frames specified in the procedure unless the GRC has granted a waiver of that time frame.
- Requests for extensions should be submitted, in writing, to the Chairperson of the GRC panel (MD/AMD) prior to the scheduled date of the hearing.
- The panel hearing will normally be held within thirty (30) working days of the initiation the request for a panel hearing.
- Staff members must initiate action within the following time frames in order to reserve the right to request a panel hearing under the Staff Grievance Procedure:

Every effort will be made to hold the hearing within thirty (30) working days of receipt of the request.

- The hearing is a non-adversarial process that will review the facts and provide an opportunity for the grievant to present his/her position fully and thoroughly. The grievant and respondent will each have an opportunity to present evidence and invite witnesses to appear at the hearing.
- All panelists review and sign the form indicating their agreement or disagreement with the decision.
- The Managing Director of the Institute will then have ten (10) working days to accept or modify the Panel's recommendation(s). The Managing Director or his designee will notify the grievant and respondent of the final decision in writing within that time frame. This decision will be final and binding on all parties.

Panel Hearing Guidelines

- A set of rules and regulations for the management of the resolution meeting shall be disseminated to all parties and panelists prior to the hearing.
- The counselling will not be open to the public. Only those persons directly involved with the grievance or who can provide relevant information for reviewing the grievance will be permitted at the hearing.
- The meeting may /may not be audio or video recorded as per discretion of the GRC.
- Copies of all records and documentation relevant to the grievance will be made available to the panelists for review at least five (5) working days before the scheduled hearing. Copies will also be made available to each party.
- It is the responsibility of the Chairperson of GRC to schedule the resolution meeting at a time that is convenient for all parties involved, and to review any requests for time extensions.

- The resolution meeting will be conducted in a manner that will provide all parties ample opportunity to present all relevant data, facts, evidence, and witnesses.
- The grievant will present his or her case first, including the presentation of evidence and if necessary, the witnesses with permission of the panel.
- Witnesses presented by either party can be questioned only by the person calling the witness and the members of the panel. However, the respondent or grievant will be permitted to alert the Chairperson to relevant issues and may request that the panel explore an issue in more detail.
- The resolution meeting is not to be conducted as an adversarial proceeding, instead that will allow all parties to present their positions completely and in a non-threatening environment. Therefore, it the responsibility of the Chairperson of the resolution meeting to determine and/or establish rules of appropriate conduct.
- The panel must be guided by Institute policy and procedures in reviewing the facts of the grievance, presenting its findings, and recommending an appropriate resolution including consideration for policy amendment, if any.
- The grievant and the respondent should normally seek the permission to present witnesses at least 5 days prior to the resolution meeting date.
- Witness lists are not shared between the parties.
- Within five (5) working days, the panel will make a recommendation and submit it to the Managing Director or designee.
- Each panel member will sign the written findings prior to its submission to the Managing Director.
- The grievant and respondent will have access to read the panel recommendations and/or findings submitted to the Managing Director.
- Once the panel has made a recommendation and it has been reviewed by the Managing Director, the Managing Director or designee will forward copies of the final decision and resolution in writing to all parties involved within ten (10) working days following the receipt of the recommendation(s) from the panel.

Issue Closure

- Observation and recommendations of GRC will be submitted to the MD in a sealed envelope.
- Post MD's consent appropriate action will be initiated with information to the complainant.

a) Faculty Grievance Redressal Committee

Name	Details of Member	Designation
Dr. Neema Agrawal	Chairman	Representative from Management
Mr. Praveen Soneja	Member	Director General
Dr. Rajan Kochhar	Member	Director
HOD of the Concern Department	Member	Professor

Women's Grievance Redressal Cell

Background

- Sexual harassment is a human rights violation, an infringement on life and liberty and a serious form of gender-based discrimination. Such behaviour is an affront to the dignity, gender, equality, and fundamental rights of an individual.
- Sexual harassment is contrary to anti-discrimination provisions in the Constitution of India: Article 15: "Prohibition of discrimination on grounds of religion, race, caste, sex, or place of birth" and Article 19(1)(g): Right to freedom which upholds a woman's right "to practice any profession, or to carry on any occupation, trade or business".
- Sexual Harassment is an offence under The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 No. 14 of 2013. Section 3(1): No woman shall be subjected to sexual harassment at any workplace.
- Educational Institutes are bound by the same Act (Section 2 (o) work place includes - (i) any private sector organization or a private venture, undertaking, enterprise, institution, establishment, society, trust, non-governmental organization, unit or service provider carrying on commercial...distribution or service.") Following this, Noida Institute of Engineering and Technology (NIET) is committed to uphold the constitutional mandate ensuring the above-mentioned human rights of all those who fall within its jurisdiction. It is with this object that the rules have been framed.

Objective and Scope of the Rules against Sexual Harassment

- These rules restate the commitment of NIET to create and maintain an ecosystem free of all sexual harassment so that all the members, irrespective of gender, can work together in harmony.

- The rules and the procedures have been framed keeping in mind Sexual Harassment of Women at Workplace Act 2013, and the Supreme Court's judgement regarding sexual harassment at workplace. These Rules and Procedures apply to all the students, members of the faculty and the staff, officers at NIET, members of the authorities and the committees at NIET as well as to the service providers and outsiders.

Definition of Sexual Harassment

As per The Sexual Harassment of Women at the Workplace Act 2013, Paragraph 2(n), Sexual Harassment includes any one of the following unwelcome acts or behaviour:

- physical contacts and advances
- a demand or request for sexual favours
- making sexually coloured remarks
- showing pornography
- any other unwelcome physical, verbal or non-verbal conduct of a sexual nature;
- The definition applies to both men and women and also includes harassment of a member by another member of the same sex.
- The key expression in the above definition is 'unwelcome' which indicates the unwanted and non-consensual nature of the behaviour in question.
- The overwhelming dominant form of sexual harassment is the one committed by men against women. However, it could also be committed by women against men or occur between persons of the same gender.

Gender Sensitization

This works in creating awareness about gender issues and working towards creating an equilibrium where both men and women can work together with a sense of personal security and dignity.

Role and Responsibility of the Cell

The Women Grievances Redressal Cell (WGRC) has been constituted to provide the female students and employees a sense of freedom along with security and safety. The WGRC stays alert and active to prevent any sexual abuse towards the students and female workers. If the students face any harassment on the campus, they can complain to the women grievance cell. The cell members look into the issues, gather the evidence, and take necessary action against the guilty. The Cell also takes into consideration the following:

- discrimination, either gender discrimination or otherwise,
- any kind of abuse, loneliness, peer pressure, insecurity
- inferiority complex in terms of physical appearance
- hostel issues, harassment from roommates, adjusting and adopting to the new environment, etc.

Complaint Procedure

Complaints can be made, in writing, to the Director/Convenor or any of the other members of the Cell or may be dropped in the complaint boxes placed in the hostel and outside the WGRC Convenor's Office. Complaint Boxes are opened regularly and checked. Any grievance found in it is scrutinized and necessary actions are immediately taken by the cell. In case of emergency, the Director sets up a committee and the problem is attended to immediately. All the investigations are conducted very thoroughly and confidentially. The cell has been able to resolve all the issues amicably ever since it was set up in 2012. For any investigation, typical committee will consist of 4 members from the core team including secretary and convenor along with one member from concern department

Punishment for Sexual Harassment at the Workplace

Sexual Harassment, as defined earlier, shall subject the accused to disciplinary action up to or including expulsion from the Institute. However, if in fact it is determined, through the course of investigation, that the incident and thus, the accusation were fabricated, the complainant will face severe disciplinary action up to or including expulsion from the Institution. In addition to this, the accused may also be held legally liable for his or her actions under the applicable law.

Composition of the Cell

The Cell is headed by a senior lady faculty member (the Convenor) and six faculty members, who form the core group. The Director and the Proctor are the ex-officio members of this Core group. Each department has at least one faculty member representative, as part of the larger body of WGRC

Women Grievance Redressal Committee

S. N.	Name of the Member	Details of Member	Designation
1	Ms. Anita Menon	Convener	AP
2.	Dr Rupa Mazumder	External Member	Dean, Pharmacy Inst.
3.	Ms. Pratiksha Chugh	Member	AP
4	Concerned Head/ Female Faculty Nominated by Head of the Concerned Department	Member	Professor
5	Ms. Vidhi Goyal	Secretary	AP
6	Ms. Payal Kumari	Students Representative	Student