

**16. GRIEVANCE
AND
REDRESSAL**

16. GRIEVANCE AND REDRESSAL

Grievances Redressal for Faculty and Staff:

1. The faculty or staff member who has any complaint regarding withholding or refusal without any document or qualification certificate of relieving order or any other document deposited for the purpose of seeking appointment.
2. Non-payment of salary or benefits and other allowances or dues during service or retirement / resignation.
3. Termination without giving any notice or reason,
4. Discrepancies between wages or benefits paid to him and other staff members in a similar roll/post/experience.
5. Non Payment of Gratuity on retirement/ resignation.
6. Any other liability which is directly connected with his services and causing financial loss or harm.
7. The complaint/grievance can be submitted to the following Grievances Redressal Committees constituted in various faculties/ institutions.

Sl.No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Dean [CET] - Chairman
2	One Sr. Professor from affiliating University	To be nominated by the Dean [CET] - Member
3	One official from the University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be nominated by the Dean [CET] - Member

- (a) One Grievance Redressal Committee for all employees working in the Depts. of **Science & Humanities** / Faculty of Law / College of Agricultural Sciences / Faculty of Management School of Teacher Education:

Sl. No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Dean [S&H] - Chairman
2	One Sr. Professor from affiliating University – Member	To be nominated by the Dean [S&H] - Member
3	One official from the University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be nominated by the Dean [S&H] - Member

- (b) One Grievance Redressal Committee for all employees working in the Departments of **Medical and Health Sciences** [including Medical College]

Sl. No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Dean [Medical] - Chairman
2	One Sr. Professor from affiliating University – Member	To be Nominated by the Dean [Medical] - Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be Nominated by the Dean [Medical] - Member

- (c) One Grievance Redressal Committee for all employees working in the **Institute of Hotel Management**

Sl. No	As per the AICTE Regulations	GRC to be constituted with
1	Principal of Institution - Chairman	The Director [IHM] - Chairman
2	One Sr. Professor from affiliating University - Member	To be Nominated by the Director [IHM] - Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be Nominated by the Director [IHM] - Member

- (d) One Grievance Redressal Committee for all employees working in the **office of Registrar/COE/all Directorates/ Research Institute / Campus Life**

Sl. No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Registrar Chairman
2	One Sr. Professor from affiliating University – Member	To be Nominated by the Registrar - Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be Nominated by the Registrar - Member

- (d) One Grievance Redressal Committee for all employees working in the **Vadapalani Campus [E&T/S&H/Management]**

Sl.No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Dean [E&T] - Chairman
2	One Sr. Professor from affiliating University – Member	To be nominated by the Dean [E&T] - Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be nominated by the Dean [E&T] - Member

- (e) One Grievance Redressal Committee for all employees working in the **Ramapuram Campus [E&T/S&H/Dental]**

Sl. No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Dean [E&T] - Chairman
2	One Sr. Professor from affiliating University – Member	To be nominated by the Dean [E&T] - Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be nominated by the Dean [E&T] - Member

- (g) One Grievance Redressal Committee for all employees working in the **NCR Campus [E&T/Management/IHM/ Pharmacy]**

Sl. No	As per the AICTE Regulations	GRC to be Constituted with
1	Principal of Institution - Chairman	The Director - Chairman
2	One Sr. Professor from affiliating University – Member	To be Nominated by the Director- Member
3	One official from University [to be nominated by VC]	Member
4	One Sr. Faculty [not below the rank of Associate Professor]	To be Nominated by the Director - Member

16.1 SEXUAL HARASSMENT IN WORKPLACES:

It shall be the duty of the Institute or other responsible persons in the work place to prevent & deter the commission of acts of sexual harassment by taking all steps required.

16.1.1 Definition:

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

- Physical contact and advances;
- A demand or request for sexual favours;
- Sexually coloured remarks;
- Showing pornography;
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

Where any of these acts is committed in circumstances in relation to the victim's employment or work or course of study, whether he/ she is drawing salary, or honorarium or voluntary or a student pursuing education, when the employee/ student has reasonable grounds to believe that his/her objection would be a disadvantage for his/her employment or work or disrupt the course of study in the Institute, including when it creates a hostile environment, adverse consequences might be visited if the victim does not consent to the conduct in question or raises any objection thereto - such conducts amount to sexual harassment.

16.1.2 Preventive Steps

All employees or persons in charge of various work places, within the Institute or at any place where the work of the Institute takes place or at the residence of the Institute employees, should take appropriate steps to prevent sexual harassment, without prejudice to the generality of this obligation. They should also take steps to express prohibition of sexual harassment as defined above at the work place; provide and ensure appropriate work conditions in respect of work, leisure, health and hygiene to ensure that there is no hostile environment towards the employee at work places /student inside the campus and no employee/ student should have reasonable grounds to believe that he/ she is at a disadvantage in connection with his/her employment or the course of study in the Institute.

16.1.3 Proceedings

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

16.1.4 Disciplinary Action

Any act of sexual harassment as more fully contained herein above shall amount to misconduct and appropriate disciplinary action shall be initiated in accordance with these rules.

16.2 INTERNAL COMPLAINTS COMMITTEE

- The Internal Complaints Committee (ICC) shall ensure time bound treatment of complaints. The ICC while inquiring into complaints of Sexual Harassment, shall be headed by a Woman and not less than half of its members should be women.
- To prevent the possibility of any undue pressure or influence from Senior levels, the Complaints Committee shall involve an outsider familiar with issues of sexual harassment as provided for under the Sexual Harassment of Women at Workplace [Prevention, Prohibition & Redressal] Act, 2013.

16.3 EMPLOYEES' INITIATIVE:

Employees shall lodge a complaint of sexual harassment with the Internal Complaint Committee.

16.4 AWARENESS

SRMIST shall create awareness on the rights of women employees in this regard by prominently notifying these guidelines in a suitable manner.

16.5 THIRD PARTY HARASSMENT

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

16.6 PUNISHMENT & PROCEDURE:

1. Before any employee is punished for any complaint of sexual harassment, he/she shall be extended with the opportunities in an enquiry in accordance with the said Act.

2. The proceedings of the Committee shall be held *in-camera*, if necessary.
3. The Internal Complaints Committee shall ensure that the victim / complainant, as the case may be, is not subjected to any sort of harassment by adopting any procedure that is likely to cause embarrassment to such victim / complainant.
4. The Internal Complaints Committee shall exercise caution while providing opportunity of cross examination of the victim / complainant by the opposite party.
5. If the victim / complainant is subjected to cross examination, the victim / complainant may be extended with similar opportunity.
6. The Internal Complaints Committee shall be at liberty to provide for its recommendations in its Report & Findings.
7. Every party to these proceedings including the members of the Committee are prohibited from disclosing in any manner whatsoever any part of the proceedings to any person, including the names or other identification details of those subjected to the enquiry except to the extent as may be directed by a Court of Law of competent jurisdiction.

16.7 INJURIES

All employees shall immediately report any injury sustained during the course of their work, to the Departmental Head. No cognizance will be taken of any injury not reported immediately.

16.8 UNIFORM & SAFETY GEARS

1. Employees are required to report to work wearing the prescribed uniform if applicable.
2. Employees not complying with the above shall be sent out of SRMIST and be liable for disciplinary action.
3. Employees riding a motorized two wheeler within SRMIST shall wear helmets. Failure to use helmets, he/she shall be refused entry into SRMIST.
4. Employees driving a car within the Institute shall wear safety belt. Failure to comply he/she shall be denied entry into SRMIST.
5. Employees who are willing to come in their own vehicles should apply and obtain vehicle pass from the Security Office to get access into SRMIST premises. They should park in the designated areas.