



Vishaka Committee

(Internal Complaints Committee)

Vishaka Committee:

In view of the Section 4 (1) of 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013', the Institution hereby constitutes an Internal Complaints Committee (hereinafter referred to as 'Internal Committee' or 'Committee').

1. PREAMBLE:

Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (hereinafter referred to as the 'act') requires every employer of a workplace shall, by an order in writing, constitute a Committee to be known as the 'Internal Complaints

Committee and abide by such act. In due compliance of the act, Trichy SRM medical College Hospital and Research Centre, Trichy has adopted the following policy formulated in accordance with Notification issued by Ministry of Law and Justice dated

2. APPLICABILITY & SCOPE:

This policy extends to all the categories of employees of the Institution employees on contract at the workplace.

3. DEFINITIONS:

Sexual Harassment at workplace:

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

- i. Physical contact and advances;
- ii. A demand or request for sexual favours;
- iii. Sexually coloured remarks;

iv. Showing pornography;

v. 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.

Word and Expressions used and not defined in this policy shall have the meanings respectively assigned to them in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, as amended from time to time.

4. RESPONSIBILITIES:

All individuals must follow this policy and shall coordinate for effective implementation of this policy..

5. PURPOSE OF THE POLICY:

Sexual Harassment at workplace:

Trichy SRM medical College Hospital and Research Centre, Trichy wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. The Institution is committed to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. The Institution will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

All the employee of the Institution has a personal responsibility to ensure that their behaviour is not contrary to this policy. All employees are encouraged to reinforce the maintenance of a work environment free from sexual harassment.

DISSEMINATION OF THE POLICY:

A copy of this Policy shall be given to all employees and to all new joiners and they shall sign a statement acknowledging that they have received, read, understood and will abide by the Policy.

6. COMPOSITION OF THE INTERNAL COMPLAINT COMMITTEE:

The Committee shall consist of the following members:

MEMBERS:

S.No.	NAME	POSITION
1	Dr.S.PriyaBanthavi	PRESIDING OFFICER
2	Dr.A.Velayutharaj	MEMBER
3	Dr.S.Padma	MEMBER
4	Mr.M.Krishnasamy	MEMBER
5	Ms.LathaRamadoss	MEMBER
6	Dr.S.Rathee Shree	MEMBER
7	Ms.P.Akshara	MEMBER
8	Ms.A.Kohila	MEMBER
9	Ms.P.Vijayarani	MEMBER
10	Mr.D.Kathirvel	MEMBER

7. ROLE OF INTERNAL COMMITTEE:

- The Committee shall decide whether the facts contained in the complaint make out a case of "sexual harassment" in light of the definition contained in the Policy.
- The Committee shall look into the truth of the allegations contained in the complaint.
- The Committee shall look into the truth of any allegation of retaliation against / victimization of the complainant or any other person assisting her as a result of such complaint having been made or such assistance having been offered.

- d) The Committee shall recommend the penalties / action to be taken against any person found guilty of having sexually harassed the complainant, up to and including termination, to the Management.
- e) The Committee shall recommend the penalties / action to be taken against any person found guilty of having retaliated against / victimized the complainant or any other person assisting her as a result of such complaint having been made or such assistance having been offer.
- f) The Committee shall recommend appropriate psychological, emotional and physical support (counselling, security and other assistance) for the victim to the Management.
- g) The Committee shall monitor the follow-up action to be taken by the Management on receipt of the Report of the Committee.

8. OBJECTIVE OF COMMITTEE:

The objectives of the Committee are:

- a) Prevent discrimination and sexual harassment against women, by promoting gender amity among students and employees;
- b) Make recommendations to the Management for changes/elaborations in the Rules for students in the Prospectus and the Bye-Laws, to make them gender just and to lay down procedures for the prohibition, resolution, settlement and prosecution of acts of discrimination and sexual harassment against women.
- c) Deal with cases of discrimination and sexual harassment against women, in a time bound manner, aiming at ensuring support services to the victimized and termination of the harassment;

DOCUMENTATION:

The committee shall keep complete and accurate documentation of the complaint, its investigations and the resolution thereof. The incident would be documented in both the complainant's and the accused files with the full report of the Complaints Committee.

9. PROCEDURE FOR APPROACHING COMMITTEE:

The Committee deals with issues relating to sexual harassment at the Trichy SRM medical College Hospital and Research Centre, Trichy .It is applicable to all Employees. A complaint of discrimination or sexual harassment may be lodged by the victim or a third party. A written complaint may be addressed to the Chairman of the Committee. If the complaint is made to any of the

Committee members, they may forward it to the Chairman of the Committee against Sexual Harassment.

Here it should be noted that according to the Supreme Court guideline Sexual harassment can be defined as "unwelcome" sexually determined behaviour (whether directly or by implication) as:

- Physical contact and advances;
 - Demand or request for sexual favours;
 - Sexually coloured remarks;
 - Showing pornography; and
 - Other unwelcome physical, verbal or non-verbal conduct of a sexual nature.
- (Vishaka judgment by Supreme Court)

10. REDRESSAL OF COMPLAINTS:

The Institution is committed to providing a supportive environment to resolve concern sexual harassment as under:

- a) When an incident of sexual harassment occurs, the victim of such conduct can communicate their disapproval and objections immediately to the harasser and request the harasser to behave decently.
- b) If the harassment does not stop or if victim is not comfortable with addressing the harasser directly, the victim can bring their concern to the attention of the Committee for redressal of their grievance
- c) In the event, the complaint does not fall under the purview of Sexual Harassment or the complaint does not mean an offence of Sexual Harassment, the same would be dropped after recording the reasons thereof.
- d) In case the complaint is found to be false, the Complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Committee.
- e) The management shall provide all necessary assistance for the purpose of ensuring full, effective and speedy implementation of this policy.
- f) Where sexual harassment occurs as a result of an act or omission by any third party or outsider, the Committee shall take all steps necessary and reasonable to assist the affected person in terms of support and preventive ac

DISCIPLINARY ACTION:

Where any misconduct is found by the Committee, appropriate disciplinary action shall be taken against the accused. Disciplinary action may include transfer, withholding promotion, suspension or even dismissal or any other action as may deem fit by the Committee. This action shall be in addition to any legal recourse sought by the Complainant.

CONFIDENTIALITY:

All information received shall be kept confidential. Any person (including witnesses) who breaches confidentiality shall be subject to disciplinary action.

PROTECTION AGAINST RETALIATION:

Regardless of the outcome of the complaint made in good faith, the employee lodging the complaint and any person providing information or any witness, will be protected from any form of retaliation. While dealing with complaints of sexual harassment, the committee shall ensure that the Complainant or the witness are not victimized or discriminated by the accused. Any unwarranted pressures, retaliatory or any other type of unethical behaviour from the accused against the complainant while the investigation is in progress should be reported by the complainant to the complaints committee as soon as possible. Disciplinary action will be taken by the Complaints Committee against any such complaints which are found genuine.

11. MISCELLANEOUS:

All proceedings, including the statements and other material adduced as evidence before the Committee shall be strictly confidential. The Committee shall take all steps to ensure that the parties before it and their representatives shall maintain strict confidentiality in all respects.

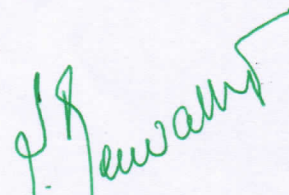
- a) The decision of the Committee on any matter within its competence shall be considered final and no appeal / challenge to the same shall lie to any person.
- b) The Management shall scrutinize the report and recommendations of the Committee and take appropriate action against the guilty person in accordance with the Guidelines, Policy, and gravity of the behavior disclosed in the Committee's report.
- c) In case the conduct disclosed in the Committee's report is of a nature that amounts to a criminal offence under the law of the land, appropriate action shall be initiated by the Management, for making a police complaint in respect of the same.
- d) The Management shall scrutinize the report and recommendations of the Committee and take appropriate action to provide the victim with necessary psychological, emotional and physical support.
- e) In case of sexual harassment of any woman employee by any person not employed by company, the Management shall take all steps necessary and reasonable to assist the affected woman employee in terms of providing her with psychological, emotional and physical support and enabling her to take recourse to the law.

12. REPORT:

The committee shall report consolidated report after any complaint enquired by the committee.

The committee shall in each calendar year, prepare & submit report to the employer with the following details:

- Number of complaints of sexual harassment received in the year
- Number of complaints disposed of during year
- Number of cases pending
- Submission of reports with no issue raised during the year.



DEAN
TRICHY SRM MEDICAL
COLLEGE HOSPITAL AND
RESEARCH CENTRE
Irungalur, Trichy-621 105



**GRIEVANCE REDRESSAL MECHANISM- TRICHY SRM MEDICAL
COLLEGE HOSPITAL & RESEARCH CENTRE**

PREAMBLE:

Trichy SRM Medical College Hospital & Research Centre (TSRMCH&RC) is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at TSRMCH&RC in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students, parents and staff members. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on studentgrievance@mc.srmtrichy.edu.in

OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the College by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

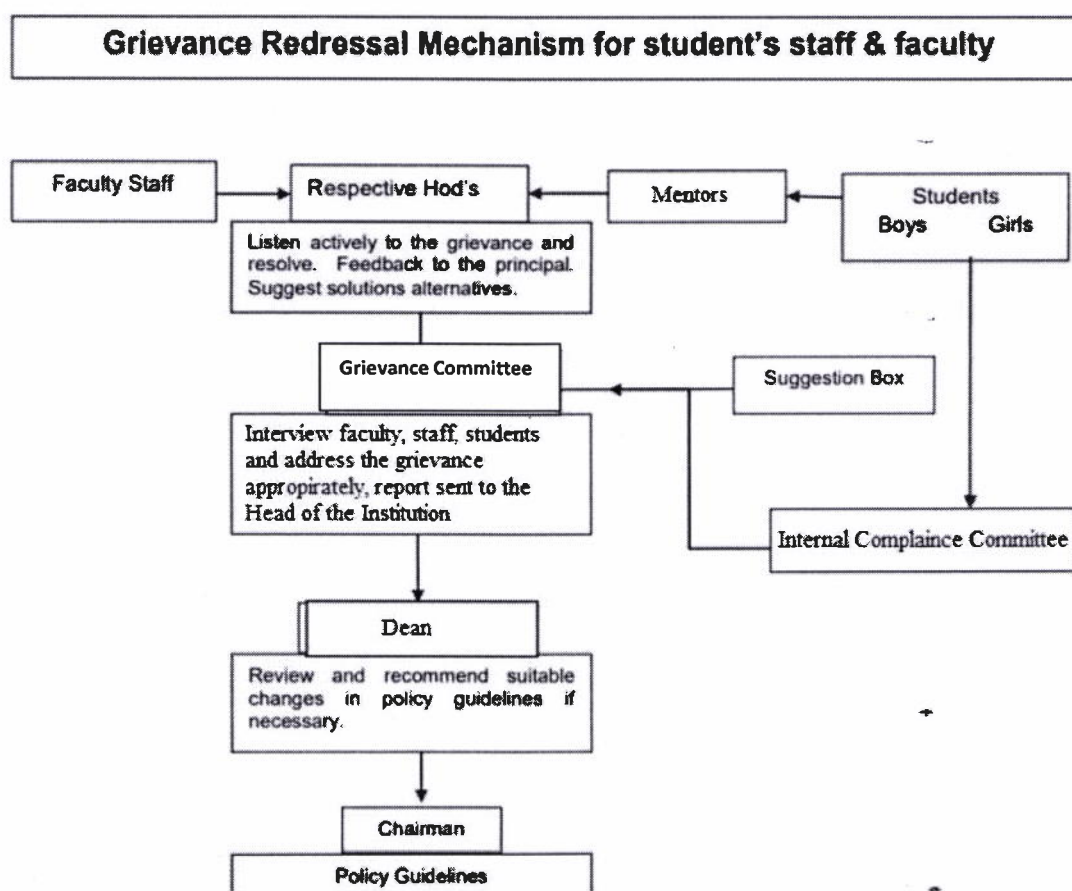
3. DEFINITIONS

Grievance: Grievance means a formal complaint—includes any kind of dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with College (TSRMCH&RC) that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

Grievant: Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

Days: Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

GRIEVANCE REDRESSAL MECHANISM IN RELATION TO THOSE INVOLVED



GRIEVANCES REDRESSAL COMMITTEE

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email atstudentgrievance@mc.srmtrichy.edu.in or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

FUNCTIONS OF THE COMMITTEE:

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

Type of Grievance	Specification
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc.
Extension & Extra-Curricular	Alumni registration, Award of non-academic credits, Physical Education, etc.
Amenities & Maintenance	Hostel facilities –Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water , Sanitation & hygiene, Maintenance, Medical facilities, etc.
General administration	Collection of fee—on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc.
Other related issues	Safety & Security, Discipline, Misbehaviours, Emergency services, etc.

STANDARD OPERATING PROCEDURE (SOP)

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance. If, there is no response within the stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the University Grievance Redressal Cell. If, the grievance is against the respective Head of department/office, then the grievant may directly submit his/her grievance in writing via email or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.

FORMAL REGISTRATION: Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes: sending via e-mail at studentgrievance@mc.srmtrichy.edu.in.

- Submitting a signed hard copy of the grievance complaint in person to the Officer In-Charge of Grievance Redressal Cell

ACKNOWLEDGEMENT: The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately

FORWARDING: Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective school/department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

FOLLOW UP & MONITORING: Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

SCRUTINY: Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

CALL FOR HEARING: If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

INVESTIGATION: If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

FINAL DECISION: After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

COMMUNICATING THE DECISION: Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

CLOSURE OF COMPLAINT: The complaint shall be considered as disposed off and closed when: a. the grievant has indicated acceptance of the resolution; b. the grievant has not responded within four weeks from the date of receipt of information on resolution. The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall

be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

FEEDBACK: Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process

P. H. Jewally
12/1/22
DEAN
TRICHY SRM MEDICAL
COLLEGE HOSPITAL AND
RESEARCH CENTRE
Jungelur, Trichy-621 105