

RSET's



Deviprasad Goenka Management College of Media Studies (DGMC)
RSET Campus, S. V. Road, Malad (w), Mumbai 400 064, Maharashtra, India

1. Grievance Policy

The institute has a well defined Grievance Policy to address any kind of grievance. Various committees like the Discipline Committee, Student Grievance Redressal Committee, Anti-ragging Cell, Women Development Cell; sub-function for sexual harassment cases, were formed under an umbrella of Grievance Policy for taking appropriate action against any grievance.

1.1 Grievance Redressal Mechanism

The Grievance Redressal is a management and governance related process adopted in Deviprasad Goenka Management College of Media Studies, Malad.

The term “Grievance Redressal” primarily covers the receipt and processing of complaints from stakeholders, a wider definition including actions taken on any issue raised by them to function as per their roles more effectively. The institute has a Grievance Redressal Committee in place, which takes care of any kind of cases occurring in the organization.

The effectiveness of implementation of the Mechanism can be calculated by the following parameters:

- Count and the nature of cases received
- Time taken for corrective action
- Escalations required
- Confirmations & rejections after completion
- Repeat nature of grievances

1.1.1 Process

Input acceptance: Faculty members/staff members and students may convey their grievances to the organization through offline mechanisms such as verbal and written communication or through suggestion boxes. They may also convey their grievances through online mechanisms by mailing the complaint to the Grievance Redressal Committee Chairperson and/or to the committee members.

Anonymity: Complainants are often reluctant to report grievances that target individual faculty or staff members of the organization. To avoid such issues the committee assures that Complainant identity will be hidden from others, and preferably from everyone.

1.1.2 Workflow

The objective is to achieve redressal for student grievances.

The Principal is the apex authority for grievance redressal.

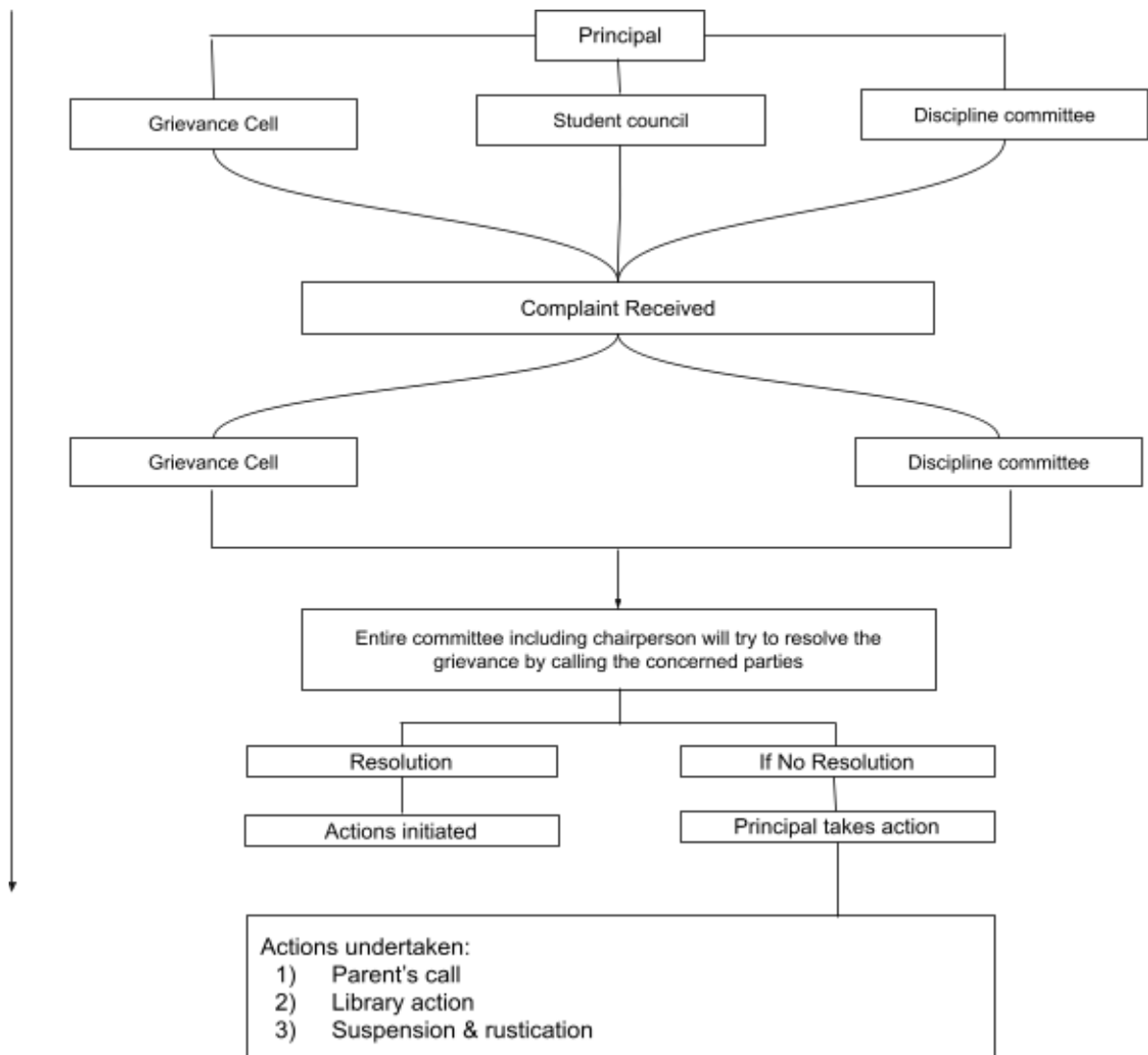
The redressal mechanism, then, gets divided into 3 bodies namely Grievance Committee, Student's Council and the Discipline committee.

- The Student Council has a suggestion box in place within campus premises to receive feedback from the students. The frequency of opening of the suggestion box is once every fortnight.
- The student council identifies grievances from the suggestion box and submits them to the Grievance Cell or the Discipline committee based on its nature.
- The respective committees then, in its entirety along with its chairperson, attempt to resolve the case by calling the concerned parties.
- If there is resolution achieved, appropriate actions are initiated by the committee.
- If the committee is unable to achieve resolution on the case, the case is referred to the Principal.

The Principal then takes actions befitting for the redressal of the grievance. The actions initiated are always of corrective and non-punitive nature. The actions undertaken are:

1. The parents of the students in question are summoned to inform them about the case.
2. The student has to submit a written undertaking to the Principal accepting his punishment.
3. Student's are given library duty for offenses of milder nature.
4. Depending on the severity of the case, actions such as suspension or expulsion are also taken.

Student Grievance Redressal Flowchart



1.2 Internal Complaints Committee

The Institution has established the Internal Complaints Committee with the objectives of redressing the grievances of the students and the staff, of any sort related to women. It provides confidential and supportive environment for members of the campus community who might likely have been sexually harassed; advises complainant of the informal and formal means of redressal; ensures the fair and timely redressal of sexual harassment complaints. It also provides information regarding counseling and support services on the campus, and promotes awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

1.2.1 Objectives of the Committee

- To provide a platform for listening to complaints and redressal of grievances.
- To incorporate hygiene habits and ensure a healthy atmosphere in and around the university premises.
- To prevent sexual harassment and to promote general well-being of female students, teaching and non-teaching women staff of the institute.

1.2.2 What is Sexual Harassment?

According to the Supreme Court Order, sexual harassment is any unwelcome:

- Physical contact and advances,
- Demand or request for sexual favour
- Sexually coloured remarks
- Display of pornography
- Any other unwelcome physical, verbal and non-verbal conduct of a sexual nature.
- Basically it is any unwelcome words or actions of sexual nature.

1.2.3 Functions of the Committee

- To provide a neutral, confidential and supportive environment for members of the campus community who may have been sexually harassed.
- To advise complainants of the informal and formal means of resolution as specified by the Cell.
- To ensure the fair and timely resolution of sexual harassment complaints.
- To provide information regarding counselling and support services on the campus.
- To ensure that students, faculty and staff are provided with current and comprehensive materials on sexual harassment and assault.
- To promote awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

1.2.4 Goals of the Committee

The Cell seeks to achieve

- **Awareness Through Dissemination of Information** - through production, distribution and circulation of printed materials, posters and handouts
- **Awareness Through Workshops** - about sexual harassment for faculty, non-teaching staff and students. The aim is to develop a non-threatening and non-intimidating atmosphere of mutual learning.
- **Awareness by Counseling** - Confidential counseling service is an important service as it provides a safe space to speak about the incident and how it has affected the victim because sexual harassment cases are rarely reported as it is being a sensitive issue.

1.2.5 Preventive steps

It will be the endeavor of the committee:-

- To facilitate a safe environment that is free of sexual harassment.
- To promote behaviors that create an atmosphere that ensures gender equality and equal opportunities.

1.2.6 Remedial

To ensure that the mechanism for registering complaints is safe, accessible and sensitive. The mechanism for registering complaints is safe, accessible and sensitive. To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims, recommend penalties and take action against the harasser, if necessary.

To advise the competent authority to issue warnings or take the help of the law to stop the harasser, if the complainant consents. To seek medical, police and legal intervention with the consent of the complainant. To make arrangements for appropriate psychological, emotional and physical support (in the form of counseling, security and other assistance) to the victim if so desires.

1.2.7 Procedure for registering Complaints

The Internal Complaints Committee of DGMC follows The Gazette of India Circular issued on May 2nd, 2016 for HEI by the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. As per the circular, the procedure for registering complaints is:

- An aggrieved person is required to submit a written complaint to the ICC within three months from the date of the incident and in case of a series of incidents within a period of three months from the date of the last incident.
- Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Committee shall render all reasonable assistance to the person for making the complaint in writing;
- Provided further that the ICC may, for the reasons to be accorded in the writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the person from filing a complaint within the said period.”
- Friends, relatives, Colleagues, Co-students, Psychologist, or any other associate of the victim may file the complaint in situations where the aggrieved person is unable to make a complaint on account of physical or mental incapacity or death.

1.2.8 Enquiry Procedure

The Internal Complaints Committee of DGMC follows The Gazette of India Circular issued on May 2nd, 2016 for HEI by the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. As per the circular, the procedure for enquiry is:

1. The ICC shall, upon receipt of the complaint, send one copy of the complaint to the respondent within a period of seven days of such receipt.
2. Upon receipt of the copy of the complaint, the respondent shall file his or her reply to the complaint along with the list of documents, and names and addresses of witnesses within a period of ten days.
3. The inquiry has to be completed within a period of ninety days from the receipt of the complaint. The inquiry report, with recommendations, if any, has to be submitted within ten days from the completion of the inquiry to the Executive Authority of the HEI. Copy of the findings or recommendations shall also be served on both parties to the complaint.
4. The Executive Authority of the HEI shall act on the recommendations of the committee within a period of thirty days from the receipt of the inquiry report, unless an appeal against the findings is filed within that time by either party.
5. An appeal against the findings or /recommendations of the ICC may be filed by either party before the Executive Authority of the HEI within a period of thirty days from the date of the recommendations.
6. If the Executive Authority of the HEI decides not to act as per the recommendations of the ICC, then it shall record written reasons for the same to be conveyed to ICC and both the parties to the proceedings. If on the other hand it is decided to act as per the recommendations of the ICC, then a show cause notice, answerable within ten days, shall be served on the party against whom action is decided to be taken. The Executive Authority of the HEI shall proceed only after considering the reply or hearing the aggrieved person.
7. The aggrieved party may seek conciliation in order to settle the matter. No monetary settlement should be made as a basis of conciliation. The HEI shall facilitate a

conciliation process through ICC, as the case may be, once it is sought. The resolution of the conflict to the full satisfaction of the aggrieved party wherever possible, is preferred to purely punitive intervention.

8. The identities of the aggrieved party or victim or the witness or the offender shall not be made public or kept in the public domain especially during the process of the inquiry.

1.3 Anti Ragging Committee

Anti-ragging committee is the supervisory and advisory committee on matters of planning action for building and preserving a culture of ragging free environment in the institute campus. The Anti-Ragging committee regularly checks places like hostels, canteens, classrooms and other places of student congregation, for any incidents of ragging, and educates the students at large in the college about the menace of ragging and related punishment provisions. Anti-ragging committee will be involved in designing strategies and action plans for curbing the menace of ragging in the institute by adopting an array of activities.

1.3.1 What is Ragging?

As per UGC Regulations on curbing the menace of Ragging in Higher Educational Institutions, 2009,

Ragging constitutes one or more of any of the following acts:

- a. Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- b. Indulging in rowdy or indisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
- c. Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or

embarrassment so as to adversely affect the physique or psyche of such fresher or any other student;

- d. Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher;
- e. Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- f. Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students;
- g. Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- h. Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student;
- i. Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.

1.3.2 Procedure for registering Complaints

The college follows the procedure established under the UGC Circular for curbing the menace of Ragging 2009. The procedure is as follows:

- Complaints against any student indulging in ragging should be immediately brought to the notice of the members Anti – Ragging Cell.
- The Complaint can be made either in writing or in digital form – email or link as provided on the college website
- The Complaints can be made by the victim student or any friend of the victim student or the Class Representative of the Student or by any person having knowledge of the incident.

1.3.3 Measures for Prohibition of Ragging

- Members of Student Council act as members of Anti Ragging Squads and keep vigilance in the college premises and report to the committee any matter of ragging which comes or is brought to their notice.
- Details of the members of the Anti Ragging Committee are displayed on the college notice board, college website and college premises as well as the College premises are under CCTV Surveillance.
- Orientation of the students and sensitizing the senior students towards the newcomers by the Principal and the staff during the orientation program.
- The institutions shall take action in accordance with these Regulations against those found guilty of ragging and/or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
- The application for admission, enrolment or registration must be accompanied by an Anti Ragging affidavit signed by a student in a prescribed format and another Anti Ragging Affidavit signed by a Parent/Guardian.

1.3.4 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:

- Suspension from attending classes and academic privileges.
- Withholding/ withdrawing scholarship/ fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- With holding results or Cancellation of admission.
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc
- Suspension/ expulsion from the hostel.
- Rustication from the institution for a period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.

COMPOSITION OF COMMITTEES (2021-22)

Composition of Grievance Redressal Committee

1.	Prof. Kanchan Luthra	Chairperson
2.	Prof. Saurabh Deshpande	Member
3.	Prof. Aanchal Jain	Member Secretary

Composition of Discipline Committee

1.	Dr. Ameer Vora	Chairperson
2.	Mr. Yashwant Baing	Member
3.	Prof. Saurabh Deshpande	Member
4.	Prof. Kanchan Luthra	Member
5.	Prof. Aanchal Jain	Member

Composition of Anti Ragging Committee

1.	Yashwant Baing	Chairperson
2.	Sarika Shah	Member
3.	Shravani Vichare	Member
4.	Chetna Shastri	Member
5.	Devansh Ahuja	Member

Composition of Internal Complaints Committee

1.	Dr. Dilnaz Boga	Presiding Officer (senior female faculty)
2.	Prof. Kanchan Luthra	Faculty member- teaching
3.	Prof. Saurabh Deshpande	Faculty member- teaching
4.	Prof. Vidula Deo	Faculty member- teaching
5.	Ms. Sunita Cordeiro	Non-teaching employees
6.	Ms. Taiyaba Shaikh	Student (UG)
7.	Ms. Hannah Varghese	Student (PG)
8.	Dr. Yogini Sheth	NGO Member