



GRIEVANCE POLICY

The Pathfinder Research and Training Foundation (PRTF) has a structured policy to address grievances and ensure prompt redressal of complaints. The Grievance Redressal Committee (GRC) supervises the formation of key subcommittees, including:

- Internal complaint committee
- Anti-ragging committee
- Caste-based discrimination prevention committee

These committees are responsible for resolving grievances and taking necessary actions.

GRIEVANCE REDRESSAL MECHANISM (GRM)

The Grievance Redressal Mechanism at PRTF addresses and resolves complaints from students, faculty, and staff efficiently.

Key evaluation parameters

- Number and type of cases received
- Time taken for corrective action
- Frequency of escalations
- Instances of confirmation or rejection after resolution
- Recurrence of grievances

GRIEVANCE REDRESSAL PROCESS

Registration

Grievances can be submitted online, via email, query forms, or directly to the committee.

Anonymity

Complaints can be made anonymously, ensuring confidentiality for sensitive matters.

Workflow

- Complaints are submitted to the Director.
- The Director forwards the grievance to the appropriate committee.
- The complainant is given a fair opportunity to present their case with evidence.
- The committee investigates, reports findings to the Director, and ensures timely resolution.
- The resolution is communicated to the complainant and fully documented.

GRIEVANCE REDRESSAL COMMITTEES COMPOSITION

Composition of GRC (Student Grievances)

A. Chairman of the institute	Chairperson
B. Dean, Students Welfare	Convener
C. Professor/ Sr. Associate Professor	Member
D. Associate/Sr. Assistant Professor	Member
E. Sr. Assistant/Assistant Professor	Member
F. One Student (Boy)	Special Invitee
G. One Student (Girl)	Special Invitee

Composition of GRC (Faculty and Staff)

A. Director of the institute	Chairperson
B. Professor/ Sr. Associate Professor	Convener
C. Registrar	Member
D. Senior Professor from Affiliating University	Member
E. Chairman Nominee	Member

REGISTERING GRIEVANCES AND PROCEDURES

Any member of the College community, whether an employee or a student, may submit a written grievance to the Committee Chairman for consideration.

- Grievances can also be registered through an official website.
- The grievance may arise from either policy-related issues or personal factors.

Submission Protocol for Employees

- Employees are required to submit claims or grievances through the appropriate channels.
- Advance copies of applications must not be sent to higher authorities unless:
 - o The lower authority has rejected the claim.
 - o Relief has been refused.
 - o The matter has been delayed for more than three months.
- Employees and students are strictly prohibited from acting as signatories on collective representations to authorities, whether for grievance redressal or other matters.

Grievance Committee Procedures

1. Upon receipt of a grievance, the committee must convene a meeting within one week and provide its recommendations to the Director within two weeks.
2. If the grievance requires immediate attention, the committee chairperson has the discretion to expedite the process.

Quorum Requirements

- A quorum for committee meetings consists of three physically present members.
- If a grievance is filed against a committee member, that member will be excluded from participating in the proceedings concerning the complaint.
- In such cases, the most senior committee member will co-opt an additional qualified member, with the Director's approval, to ensure a quorum of three members is maintained.

Final Authority

The ultimate decision-making authority rests with the Director.

WOMEN'S GRIEVANCE AND ANTI-SEXUAL HARASSMENT CELL

The Internal Complaints Committee ensures a safe and supportive environment for addressing gender-specific grievances.

Key Objectives for Addressing Sexual Harassment

- Establish a neutral, confidential, and supportive environment for those who may experience harassment.
- Inform complainants about formal and informal resolution channels and ensure timely resolution of complaints.
- Provide information about counselling and support services available on campus.
- Promote awareness through educational initiatives fostering a respectful and safe campus environment.

What is Sexual Harassment?

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

- Physical contact or advances
- Demand or request for sexual favors
- Sexually colored remarks
- Display of pornography
- Other unwelcome physical, verbal, or non-verbal conduct of a sexual nature

Sexual harassment encompasses any words or actions of a sexual nature that are unsolicited and unwelcome.

Process for Registering a Complaint

Complaint Submission

- o Grievances must be presented personally to any committee member, except in cases of involuntary confinement or third-party submissions.
- o Complaints from third parties or witnesses are considered based on the aggrieved party's willingness to proceed.

Committee Action

- o Upon receipt of a complaint, the committee conducts an investigation following the prescribed process.
- o The complainant may be accompanied by a representative if desired.

Direct Approach

- o Complaints can be submitted directly to the competent authority, provided valid reasons are stated.
- o The authority may refer the complaint to the appropriate committee if necessary.

PROTECTION AGAINST VICTIMIZATION

The institution guarantees protection for complainants who file grievances in good faith, ensuring they are safeguarded against retaliation. Any victimization of the complainant is treated as a grave matter, warranting strict disciplinary action against the perpetrator.

ANTI-RAGGING COMMITTEE

The Anti-Ragging Committee actively monitors and prevents ragging incidents, creating a safe campus culture through regular inspections and awareness programs. The committee works proactively to maintain a ragging-free campus by:

- Conducting regular inspections of student gathering areas.
- Educating students about the consequences of ragging and associated penalties.
- Developing action plans and strategies to eliminate ragging.

CASTE-BASED DISCRIMINATION PREVENTION COMMITTEE

This committee supports SC/ST/OBC/Minority students and staff by fostering inclusivity and addressing any discrimination.

Objectives

- Foster a safe and supportive environment.
- Facilitate financial assistance for students from marginalized communities through government or external sources.
- Raise awareness about available scholarships and reservation policies under the Indian Constitution.
- Encourage participation in career-oriented programs to equip students with necessary skills.

Roles and Responsibilities of SC/ST/OBC/Minority Cell

- Act as a grievance redressal forum for marginalized community students.
- Provide academic, career, and administrative support.
- Offer mentorship and career planning opportunities.
- Disseminate information about scholarships and financial aid.
- Address and resolve grievances promptly while ensuring an inclusive and respectful environment.

