



# SUMANDEEP VIDYAPEETH

An Institution Deemed to be University u/s 3 and 12B of UGC Act 1956  
Accredited by NAAC with a CGPA of 3.53 on a Four Point Scale at 'A' Grade  
Category - I Deemed to be University under UGC Regulation 2018

At & Post: Piparia, Taluka: Waghodia, District: Vadodara, Gujarat State, INDIA. Pin: 391760  
Phone: +91 2668 245262/64/66, E-mail ID: info@sumandeepvidyapeethdu.edu.in Website: www.sumandeepvidyapeethdu.edu.in

## MECHANISM OF HANDLING STUDENT GRIEVANCES

1. Sumandeep Vidyapeeth, in accordance with the UGC circular vide D.O.F No. 14-4/2012 (CPP-II) dated 7<sup>th</sup> May 2019 has developed an online mechanism of application for students seeking redressal of the grievance. There is a dedicated portal placed on the Institutional website.
2. The mechanism is user friendly and the student can select the relevant section which will be redressing the grievance.
3. The relevant sections/committees addressing different grievances of students are: Anti-Ragging Cell, Anti-Discrimination Cell, Gender Sensitization Cell, Internal Complaints Committee for Prevention of Sexual Harassment, Grievance Redressal Cell, SC/ST/OBC/ Minority Cell.
4. The complaint of the student will immediately be notified to the head of the concerned section/cell if necessary.
5. The student may also send his/her complaint in a sealed envelope to the registrar who will forward it to the concerned section/cell if necessary.
6. The concerned authorities or section/cell shall fix a date for the hearing of the grievance of the complainant.
7. The accused against whom the complaint is forwarded shall also be informed well in advance for enquiry.
8. The committee of the concerned cell/section shall make sure to have completed the process of enquiry within 15 days of receipt of complaint. The report of the same shall also be forwarded to the Principal of the college within 15 days of receipt of complaint.
9. The student, if not satisfied with the decision of the respective committee may refer his/her grievance to the institution head.
10. In case, the student is also not satisfied by the decision of the institution level committee, the grievance may be referred to ombudsperson (appointed by UGC).
11. The ombudsperson shall make efforts to resolve the grievances within 30 days of receiving the appeal from the aggrieved student.
12. The institution shall extend maximum cooperation to the ombudsperson for redressal of the grievance.
13. The institution shall comply with the recommendations of the Ombudsperson.
14. The ombudsperson may recommend appropriate action against the complainant if the complaint is found to be false or frivolous.

Attested CTC

Dept. Coordinator, Redressal Section  
Sumandeep Vidyapeeth,  
Deemed to be University

Vice-Chancellor  
Sumandeep Vidyapeeth

An Institution Deemed to be University

Vill. Piparia, Taluka: Waghodia,  
Dist. Vadodara-391 760. (Gujarat)



Head, Redressal Section  
Sumandeep Vidyapeeth,  
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## ANTI- GRIEVANCE MEASURES

### Anti Ragging Measures Undertaken:

1. Constitution of Anti ragging committee, anti ragging squad and anti ragging cell
2. Installing CCTV camera at prominent points
3. Anti Ragging Seminars
4. Regular interaction with students
5. Mention of Anti ragging measures in the institution's website and prospectus
6. Surprise Inspection
7. Anti Ragging Posters at Prominent places like Admission Office, Entrance of Colleges, Library, Canteen, Hostel, Common Facilities.

### Grievance Redressal Measures Undertaken:

1. Display of Grievance Redressal Mechanism on Website
2. Information about the Grievance Redressal Committee at the Institution Website
3. Transmission of Information to the students, teaching and non teaching staff for awareness of redressal mechanism

### Prevention of Sexual Harassment Measures Undertaken:

1. Orientation Program of students for awareness on the Internal Complaint Committee Redressal Mechanism
2. Gender Sensitization Programs
3. Appointment of Women Coordinator at every college for the redressal of grievances at the college level
4. Confidential Conduction of meetings

Dept. Coordinator, Redressal Section

Sumandeep Vidyapeeth,  
Deemed to be University

Attested CTC

Vice-Chancellor

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10/08/2021



Head, Redressal Section  
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## MECHANISM OF HANDLING STUDENT GRIEVANCES PERTAINING TO SEXUAL HARASSMENT

1. An aggrieved person is required to submit a written complaint to the ICC within 3 months from the date of the incident and in case of a series of incidents within a period of 3 months from the date of the last incident.
2. 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;
3. 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.
4. The ICC shall, upon receipt of the complaint, send one copy of the complaint to the respondent within a period of 7 days of such receipt.
5. 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 10 days.
6. The inquiry has to be completed within a period of 90 days from the receipt of the complaint. The inquiry report, with recommendations, if any, has to be submitted within 10 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.
7. The Executive Authority of the HEI shall act on the recommendations of the committee within a period of 30 days from the receipt of the inquiry report, unless an appeal against the findings is filed within that time by either party.
8. 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 30 days from the date of the recommendations.
9. 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 10 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.

Attested CTC

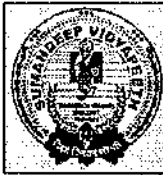
*[Signature]*

Vice-Chancellor

Sumandeep Vidyapeeth

10/06/2021





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10. 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.
11. 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.
12. **INTERIM REDRESSAL**- The HEI May,
- (a) transfer the complainant or the respondent to another section or department to minimise the risks involved in contact or interaction, if such a recommendation is made by the ICC;
  - (b) grant leave to the aggrieved with full protection of status and benefits for a period up to 3 months;
  - (c) restrain the respondent from reporting on or evaluating the work or performance or tests or examinations of the complainant;
  - (d) ensure that offenders are warned to keep a distance from the aggrieved, and wherever necessary, if there is a definite threat, restrain their entry into the campus;
  - (e) take strict measures to provide a conducive environment of safety and protection to the complainant against retaliation and victimization as a consequence of making a complaint of sexual harassment.

## 13. **PUNISHMENT AND COMPENSATION**

- (a) Anyone found guilty of sexual harassment shall be punished in accordance with the service rules of the HEI, if the offender is an employee.
- (b) Where the respondent is a student, depending upon the severity of the offence, the HEI may,-
  - I. withhold privileges of the student such as access to the library, auditoria, halls of residence, transportation, scholarships, allowances, and identity card;
  - II. suspend or restrict entry into the campus for a specific period;
  - III. **Attested and** expel and strike off name from the rolls of the institution, including denial of readmission, if the offence so warrants.

*Charan*  
Vice-Chancellor  
Sumandeep Vidyapeeth

10/06/2021







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IV. award reformatory punishments like mandatory counseling and, or,  
performance of community services.

(c) The aggrieved person is entitled to the payment of compensation if considered by the authorities. The HEI shall issue direction for payment of the compensation recommended by the ICC and accepted by the Executive Authority, which shall be recovered from the offender. The compensation payable shall be determined on the basis of-

- I. mental trauma, pain, suffering and distress caused to the aggrieved person;
- II. the loss of career opportunity due to the incident of sexual harassment;
- III. the medical expenses incurred by the victim for physical, psychiatric treatment;
- IV. the income and status of the alleged perpetrator and victim; and
- V. the possibility of such payment in lump sum or in installments.

Chairperson,

Internal Complaint Committee for Prevention of Sexual Harassment  
Sumandeep Vidyapeeth, Deemed to be University

Attested CTC

Vice-Chancellor

Sumandeep Vidyapeeth

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## Standard Operating Procedure of INTERNAL COMPLAINT COMMITTEE

As per a letter dated 5/06/2017 by University Grant Commission has notified **"University Grant Commission (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015"** and ordered to constitute Internal Complaint Committee in Higher Educational Institutions defined under section-3A(h).

The UGC has also made provision under Section-3A(i) that, "Internal Complaint Committee" (ICC) means Internal Complaint Committee to be constituted by a Higher Educational Institutions (HEI) under sub regulation (1) of regulation 4 of these regulations." It is also provided that under this section that If **"any existing body already functioning with the same objective (like Gender Sensitization Committee Against Sexual Harassment (GSCASH) should be reconstituted as the ICC."**

The Sumandeep Vidyapeeth has already constituted Women Welfare & Anti Sexual Harassment Committee in 2016 and this committee worked successfully during the last year. Now, it is come to know by letter of UGC dated 6<sup>th</sup> June 2017 and we immediately have converted the old name Women Welfare & Anti Sexual Harassment Committee by reconstituting Internal Complaint Committee from today onwards and all the complains under **"UGC (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015"** will be entertained by this committee. It is also resolved by the Committee that the Complaint which are not covered under **"UGC (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015"** are also entertained under different category under ICC (like. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is also covered by this committee or complaint related to mental harassment, etc., but the rule is each complaint must be categorized.

Created on: 6<sup>th</sup> JUNE 2017

Vice-Chancellor

Sumandeep Vidyapeeth

An Institution Deemed to be University

Vill. Piparia, Taluka: Waghodia

Dist. Vadodara-391 760. (Gujarat)

Chairman

Internal Complaint Committee

Sumandeep Vidyapeeth

Piparia, Tal. Waghodia.







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## (A) CATEGORIES OF THE COMPLAINT

### (1) Complaints of sexual Harassment at Higher Educational Institutions

Complaint under *"UGC (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015"* under section 2(k) **"Sexual harassment"** means-

(i) "An unwanted conduct with sexual undertones if it occurs or which is persistent and which demeans, humiliates or creates a hostile and intimidating environment or is calculated to induce submission by actual or threatened adverse consequences and includes any one or more or all of the following unwelcome acts or behaviour (whether directly or by implication), namely;-

- (a) any unwelcome physical, verbal or non verbal conduct of sexual nature;
- (b) demand or request for sexual favours;
- (c) making sexually coloured remarks
- (d) Physical contact and advances; or
- (e) Showing pornography"

(ii) any one (or more than one or all) of the following circumstances, if it occurs or is present in relation or connected with any behaviour that has explicit or implicit sexual undertones-

- (a) **implied or explicit promise** of preferential treatment as quid pro quo **for sexual favours**;
- (b) **implied or explicit threat of detrimental treatment** in the conduct of work;
- (c) **implied or explicit threat** about the **present or future status** of the person concerned;
- (d) **creating an intimidating offensive or hostile learning environment**;
- (e) **humiliating treatment** likely to **affect the health, safety, dignity or physical integrity** of the person concerned;

Attested CTC

Created on: 6<sup>th</sup> JUNE 2017

*[Signature]*

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Dist. Vadodara-391 760. (Gujarat)

*[Signature]* 12/6/19

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**Note:** Under this category the committee proceeds in accordance with "UGC (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015" and the present Standard Operating Procedure (SOP) consist all the procedure regarding category one only.

## (2) Complaint regarding Sexual Harassment at Workplace

Complaint under **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. under section 2(n)**

"sexual harassment" includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) namely:-

- (i) Physical contact and advances; or
- (ii) A demand or request for sexual favours; or
- (iii) Making sexually coloured remarks; or
- (iv) Showing pornography; or
- (v) Any other unwelcome physical, verbal or non-verbal conduct of sexual nature;

**Note:** Under this category the committee proceeds in accordance with **Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**

## (3) Complaints regarding Women Welfare

(All miscellaneous complaints which are not covered in above mentioned category.)

**Note:** Under this category the committee proceeds in accordance with rules and regulations made by committee.

In pursuance of (Prevention, Prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015. The Sumandeep Vidyapeeth, At & Post Pipariya, Ta. Dist. Vadodara has constituted an Internal **Complaints Committee (ICC)** to look into gender sensitive issues and to inquire any complaints of sexual harassment of female employees and students of the institute and to ensure a congenial working environment for women.

Created on: 6<sup>th</sup> JUNE 2017

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## (B) CONSTITUTION OF INTERNAL COMPLAINT COMMITTEE (SECTION-4)

- (1) Every Executive Authority shall constitute an Internal Complaints Committee (ICC) with an inbuilt mechanism for gender sensitization against sexual harassment.

[Under section 2(g) "Executive Authority" means the chief executive authority of the HEI, by whatever name called, in which the general administration of the HEI is vested]

The ICC shall have the following composition:-

- (a) A Presiding Officer who shall be a woman faculty member employed at a senior level (not below a Professor in case of a university, and not below an Associate Professor or Reader in case of a college) at the educational institution, nominated by the Executive Authority;

Provided that in case a senior level woman employee is not available, the Presiding Officer shall be nominated from other offices or administrative units of the workplace referred to in sub-section 2(o);

Provided further that in case the other offices or administrative units of the workplace do not have a senior level woman employee, the Presiding Officer shall be nominated from any other workplace of the same employer or other department or organization;"

- (b) two faculty members and two non-teaching employees, preferably committed to the cause of women or who have had experience in social work or have legal knowledge, nominated by the Executive Authority;
- (c) Three students, if the matter involves students, who shall be enrolled at the undergraduate, master's, and research scholar levels respectively, elected through transparent democratic procedure;
- (d) one member from amongst non-government organisations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment, nominated by the Executive Authority.

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Created on: 6<sup>th</sup> JUNE 2017

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12/6/19

Chairman

Internal Complaint Committee

Sumandeep Vidyapeeth

Piparia, Tal. Waghodia.

Dist. Vadodara-391 760.







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- (2) At least one-half of the total members of the ICC shall be women.
- (3) Persons in senior administrative positions in the HEI, such as Vice-Chancellor, Pro Vice-Chancellors, Rectors, Registrar, Deans, Heads of Departments, etc., shall not be members of ICC in order to ensure autonomy of their functioning.
- (4) The term of office of the members of the ICC shall be for a period of three years. HEI's may also employ a system whereby one-third of the members of the ICC may change every year.
- (5) The Member appointed from amongst the non-governmental organizations or associations shall be paid such fees or allowances for holding the proceedings of the Internal Committee, by the Executive Authority as may be prescribed.
- (6) Where the Presiding Officer or any member of the Internal Committee:
  - (a) Contravenes the provisions of section 16 of the Act; or
  - (b) has been convicted for an offence or an inquiry into an offence under any law for the time being in force is pending against him; or
  - (c) he has been found guilty in any disciplinary proceedings or a disciplinary proceeding is pending against him; or
  - (d) has so abused his position as to render his continuance in office prejudicial to the public interest, such Presiding Officer or Member, as the case may be, shall be removed from the Committee and the vacancy so created or any casual vacancy shall be filled by fresh nomination in accordance with the provisions of this section."

## (C) RESPONSIBILITIES OF INTERNAL COMPLAINTS COMMITTEE (ICC) –

The Internal Complaints Committee shall:

- (a) provide assistance if an employee or a student chooses to file a complaint with the police;

- (b) provide mechanisms of dispute redressal and dialogue to anticipate and address issues through just and fair conciliation without undermining

Created on 6<sup>th</sup> JUNE 2017

Attested CTC  
Signature

Vice-Chancellor

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Signature 12/6/19  
Chairman  
Internal Complaint Committee  
Sumandeep Vidyapeeth  
Piparia, Tal. Waghodia.  
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complainant's rights, and minimize the need for purely punitive approaches that lead to further resentment, alienation or violence;

- (c) **protect the safety of the complainant** by not divulging the person's identity, and provide them mandatory relief by way of **sanctioned leave** or **relaxation of attendance requirement** or **transfer to another department** or **supervisor as required during the pendency of the complaint**, or also provide for the **transfer of the offender**;
- (d) ensure that **victims or witnesses are not victimized or discriminated** against while dealing with complaints of sexual harassment; and
- (e) **ensure prohibition of retaliation or adverse action** against a **covered individual** because the employee or the student is engaged in protected activity.

**(D) THE PROCESS FOR MAKING COMPLAINT AND CONDUCTING INQUIRY:**

The ICC shall comply with the procedure prescribed in these Regulations and the Act, for making a complaint and inquiring into the complaint in a time bound manner. The HEI shall provide all necessary facilities to the ICC to conduct the inquiry expeditiously and with required privacy.

**(E) PROCESS OF MAKING COMPLAINT OF SEXUAL HARASSMENT – (LIMITATION)**

An aggrieved person is required to submit a written complaint to the ICC within 3 months from the date of the incident and in case of a series of incidents within a period of 3 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 3 months, if it is satisfied that the

Attended on:

Created on: 6<sup>th</sup> JUNE 2017

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12/6/19

Chairman

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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.

## (F) PROCESS OF CONDUCTING INQUIRY-

- (1) The ICC shall, upon receipt of the complaint, send **one copy of the complaint to the respondent** within a period of **7 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 10 days.**
- (3) **The inquiry has to be completed** within a period of **90 days** from the receipt of the complaint. **The inquiry report, with recommendations, if any, has to be submitted within 10 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 **30 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 **30 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 10 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.**

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Created on: 6<sup>th</sup> JUN 2017

*[Signature]*

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*[Signature]* 12/6/19  
Chairman  
Internal Complaint Committee  
Sumandeep Vidyapeeth  
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- (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.

(G) INTERIM REDRESSAL-The HEI May,

- (a) transfer the complainant or the respondent to another section or department to minimise the risks involved in contact or interaction, if such a recommendation is made by the ICC;
- (b) grant leave to the aggrieved with full protection of status and benefits for a period up to 3 months;
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- (2) Where the respondent is a student, depending upon the severity of the offence, the HEI may,-

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- (a) withhold privileges of the student such as access to the library, auditoria, halls of residence, transportation, scholarships, allowances, and identity card;
  - (b) suspend or restrict entry into the campus for a specific period;
  - (c) expel and strike off name from the rolls of the institution, including denial of readmission, if the offence so warrants;
  - (d) award reformatory punishments like mandatory counseling and, or, performance of community services.
- (3) The aggrieved person is entitled to the payment of compensation. The HEI shall issue direction for payment of the compensation recommended by the ICC and accepted by the Executive Authority, which shall be recovered from the offender. The compensation payable shall be determined on the basis of-
- (a) mental trauma, pain, suffering and distress caused to the aggrieved person;
  - (b) the loss of career opportunity due to the incident of sexual harassment;
  - (c) the medical expenses incurred by the victim for physical, psychiatric treatment;
  - (d) the income and status of the alleged perpetrator and victim; and
  - (e) the possibility of such payment in lump sum or in installments.

## (I) ACTION AGAINST FRIVOLOUS COMPLAINT.

To ensure that the provisions for the protection of employees and students from sexual harassment do not get misused, provisions against false or malicious complaints have to be made and publicised within all HEIs. If the ICC concludes that the allegations made were false, malicious or the complaint was made knowing it to be untrue, or forged or misleading information has been provided during the inquiry, the complainant shall be liable to be punished as per the provisions of sub-regulations. (1) of

Attested CTC

*[Signature]*

Vice-Chancellor

Sumandeep Vidyapeeth

An Institution Deemed to be University

Vill. Piparia, Taluka: Waghodia

Dist. Vadodara-391 760. (Gujarat)

Created on: 6<sup>th</sup> JUNE 2017

10/06/2021

*[Signature]*

Chairman

Internal Complaint Committee

Sumandeep Vidyapeeth

Piparia, Tal. Waghodia

Dist. Vadodara-391 760







# SUMANDEEP VIDYAPEETH

(Declared as Deemed to be University under S.3 of UGC Act,1956)

At & Post Piparia Ta: Waghodia

Dist Vadodara -391760



regulations 10, if the complainant happens to be an employee and as per sub-regulation (2) of that regulation, if the complainant happens to be a student. However, the mere inability to substantiate a complaint or provide adequate proof will not attract attention against the complainant. Malicious intent on the part of the complainant shall not be established without an inquiry, in accordance with the procedure prescribed, conducted before any action is recommended.

**The present Slandered Operating Procedure is Passed By Executive Committee Members**

**Attested CTC**

*[Signature]*

Created on: 6<sup>th</sup> JUNE 2017

10/06/2021

Vice-Chancellor

Sumandeep Vidyapeeth

An Institution Deemed to be University

Vill. Piparia, Taluka: Waghodia.

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*[Signature]* 12/6/17

Chairman

Internal Complaint Committee

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Piparia, Tal. Waghodia,

Dist. vadodara-391 760.

