

**Online / Offline
Grievance
Redressal System**

I. Mechanisms for submission of online/offline students' grievances

A robust grievance Redressal system is a cornerstone of any educational institution committed to providing quality education and a supportive environment. It empowers students to voice their concerns freely and confidentially without fear of retribution, leading to improved communication and trust between students, faculty, and administrators. A well-functioning grievance Redressal system can address a wide range of issues, including academic, administrative, harassment, discrimination, or any other matter affecting students' welfare.

To ensure transparency, fairness, and effective resolution of problems faced by students, PIRENS IBMA has established well-structured mechanisms for the submission and Redressal of grievances.

To cater diverse needs of the student community, we have offered both online and offline channels for submission of grievance.

1. Online Mechanisms for Submitting Grievances:

Institute Website-Students can submit their grievances through the official website of Institute in student Corner. Students have to fill out a complaint form, attach relevant documents, and provide details of the issue they are facing.

Online Grievance Form Link-

https://docs.google.com/forms/d/e/1FAIpQLSe8lN9OFvdCEdzSit6_J6LZKsSOzdvfsvrnfsv7dPJ63iOA/viewform?pli=1

Email: Students may have the option to email their grievances directly to assigned mentors. This method allows for easy documentation and tracking of complaints.

2.Offline Mechanisms for Submitting Grievances:

Physical Grievance Boxes: Institute has placed the grievance box at strategic location in Institute to submit written complaints anonymously. This method provides a sense of confidentiality to those who may be reluctant to disclose their identity.

Women Grievance and Anti Sexual Harassment Committee/Cell: Colleges has established committee comprising faculty members, administrators, and student representatives. Students can visit these cells in person to discuss their grievances and seek resolution.



Mentors: Having faculty mentors assigned to students allows them to communicate issues they face directly to a trustworthy individual who can then escalate the matter if necessary.

Redressal Process:

Once grievances are submitted, the Redressal process should follow a defined set of steps:

1. **Acknowledgment:** acknowledgement of the receipt of the grievance promptly, reassuring the student that the matter is being taken seriously.
2. **Investigation:** The Grievance Redressal Committee thoroughly investigates the grievance to gather relevant information and evidence.
3. **Communication:** Regular updates provided to the student regarding the progress of the investigation and the estimated timeline for resolution.
4. **Resolution:** After the investigation, Grievance Redressal Committee takes appropriate actions to resolve the issue, which may include corrective measures, policy changes, counseling, or disciplinary actions, depending on the nature of the grievance.
5. **Feedback:** After resolution of Grievance feedback from student is taken about their experience with the grievance Redressal process, enabling continuous improvements.

Effective grievance Redressal not only resolves individual issues but also contributes to the overall enhancement of the institution by fostering trust and promoting open communication between all stakeholders. **As a result, students are more likely to feel supported, motivated, and engaged in their educational journey at PIRENS IBMA.**



II. Students Code of Conduct



PIRENS Institute of Business Management and Administration (IBMA)
Approved by AICTE New Delhi, Permanently Affiliated to Savitribai Phule Pune University, Pune
E-mail : directoribma@pirens.in | directorpte@yahoo.com
Visit at : www.pirens.in Tel. : +91-2422-273493, 273694
A.L.C.T.E. PERMANENT ID : I-28775271 | PUN CODE : IMMA017030 | A.L.S.H.E. CODE : C-41915

DTE CHOICE CODE
MBA - 5117 10110
MCA - 5117 24110

STUDENT CODE OF CONDUCT AND DISCIPLINARY CODE

Principles

This Code of Conduct has been formulated to provide a clear statement of the PIRENS IBMA expectations of students in respect of academic matters and personal behavior.

Study at the Institute presents opportunities for interacting with other members of the Institute community. The Institute recognizes and values the diversity of student experiences and expectations, and is committed to treating students, both academically and personally, in a fair and transparent manner. All students, in return, are required to comply with the requirements set down in this Code of Conduct.

The PIRENS IBMA reaffirms its commitment to:

- High academic standards, intellectual rigour and a high quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the PIRENS IBMA community.
- High standards of ethical behavior.

All students are required to be aware of and act consistently with these values.

Coverage

This Code of Conduct applies to all students of the PIRENS IBMA, LONI, in respect of all actions and activities (including inaction or inactivity) relating to or impacting on the Institute or its students and employees. It must be read in conjunction with the statutes, rules, and resolutions of the Savitribai Phule Pune University.



- Conform to the Institute & University's requirements for working with humans, animals and biohazards;
- Behave professionally, ethically and respectfully in all dealings with the Institute learning partners during extramural placements and practicum; and
- Use Institute resources, including information and communication technology resources, in a lawful and ethical manner and for Institute purposes only, unless express permission has been granted for non-Institute or private usage.
- To behave and conduct themselves in the Technical campus, hostels and premises in a dignified and courteous manner and show due respect to the authorities, employees and elders.
- To follow decent and formal dressing manners.
- To foster and maintain a vibrant academic, intellectual, cultural and social atmosphere which is consistent with the objectives of the Institute.
- Strive to develop appropriate work attitudes and habits.
- To inform the parents'/guardians' about such code of conduct enforced by the Institute authorities and the parents'/guardians' are expected to cooperate with the Institute authorities in enforcing the code of conduct for the betterment of their wards.
- Students are expected to spend their free time in the Library/Reading Room. They shall not loiter along the verandahs or crowd in front of the offices or the Campus roads. Students should refrain from sitting on places such as parapets, stairs, footpaths etc.
- All students must wear their identity cards while on the campus.
- Possession or consumption of chewing gum, narcotic drugs, tobacco, alcohol and other intoxicating substances are strictly prohibited in the Campus and hostels.
- Students are prohibited from indulging in anti-institutional, anti-national, antisocial, communal, immoral or political expressions and activities within the Campus and hostels.
- Engaging in trade /trade activities within the campus is prohibited.
- Politically based students' and other organizations or outfits are not allowed in the Campus.
- Students are strictly prohibited from organizing, attending or participating in any activity or agitation sponsored by politically based organizations.
- Students shall not deface, disfigure, damage or destroy or cause any loss in any manner to public, private or Institute properties.
- No one shall bring, distribute or circulate unauthorized notices, pamphlets, leaflets etc within the Campus or hostels. The possession, distribution or exhibition of any item by any means which is per se obscene is prohibited within the Campus or in any property owned/ managed by the Institute.



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- No one shall exhibit any type of banners, flags, boards etc. inside the campus, gates, buildings or on the compound walls.
- No student shall collect money either by request or by coercion from others within the campus or hostels.
- Engaging in gherao, keeping under captivity or illegally confining any official of the Institute is prohibited.
- Students shall only use the waste bins for dispensing waste materials within the Campus including classrooms, hostels and offices.
- Students are not permitted to undertake any Educational tours or Industrial visits without the prior approval and permission of the Director. All Educational tours or Industrial visits shall be accompanied by the faculty members after obtaining necessary undertaking from the Parents / Guardian of the students'
- Students coming to the Institute in their own vehicles, vehicles should be parked in the parking space only. Rash or negligent driving of vehicles, riding in noisy two wheelers, riding with more than one pillion riders in the Campus premises is prohibited. Helmet is compulsory for two-wheeler motorbikes. Any case of accidents causing injury will be notified to the Police. Students are warned that any violation of rules, their vehicles will be locked/ seized by the security.
- Unauthorized entry of outsiders into the campus as well as hostels is strictly prohibited. Without specific permission of the authorities, students shall not bring outsiders to the Campus or hostels
- In order to avoid loss and to prevent occurrence of embarrassing situations students should avoid wearing or carrying of or keeping with them any item of expensive jewellery nor should they carry / keep with them more money than required nor expensive electronic gadgets.
- Any case of criminal activity or violation of law and order in the Technical Campus will be reported to the police.
- Involvement in any criminal offence under Indian Legal System will result in suspension or expulsion from the Institute.
- Students charged with criminal offence or under suspension shall not enter the Campus without the permission of the competent authority.
- Any conduct which leads to lowering of the esteem of the Institute is prohibited.

Dress Code

Students should come to the class room in decent and presentable attire. Dressing of students should be formal.



- Male students should wear shirt with tie and full pants and Blazer (Neat haircut with beard shaved) and Neat Polished Black shoes only.
- Female students should wear Shirt & Full pant with Blazer OR Full Sari with Blazer OR Salwar kameez / chudithar with Dupatta.
- Collar less T-Shirts, Sleeveless T Shirts, tight legins/J Jeans, shorts etc. are strictly forbidden.
- Student shall not wear clothing with inappropriate messages (i.e., profane language, racial or sexual references, references to alcohol/illegal drugs or gang related).
- Any student wearing dress in an inappropriate way which degrades the dignity and decorum, will not be permitted to enter the Institute campus

Punctuality

- Students are expected to be punctual for their classes, as well as for seminars, internal examinations, Guest lectures, Management functions, Assembly, and semester examinations.

Assignments and reports

- Students are strongly advised prepare their notes on their own from other sources including the internet.
- Students are expected to submit all their assignments/ Project work/ Practical's on or before the date as specified by the Faculty member.

Examinations, Quizzes, and Tests

In writing examinations and quizzes, the student is required to respond entirely on the basis of his or her own memory and capacity, without any assistance whatsoever except such as is specifically authorized by the instructor. Cheating on examinations and quizzes can take the forms listed below. The list is not exhaustive.

- Engaging in other actions that undermine equity and reduce the objectivity of evaluation of student work
- Having another person take an examination in one's own name.
- Using unauthorized materials from which one gains unfair assistance during an exam.
- Appropriating an exam or exam materials without authorization.
- Missing an exam in order to gain an advantage
- Copying other students' work during an examination
- Engaging in collaboration or unauthorized assistance on take-home examinations or assignments



Institute Student Council (PG- Programme)

The Institute approves a students council to help the administration in smooth conduct of students related activities as per the University norms.

Members

The student council comprises of

1. Director (Patron)
2. General Secretary Students Council
3. Head Academics (MBA & MCA Programme)
4. Head- Student Welfare Board
5. Head Training & Placement
6. Class Representatives of all years and Branches

Eligibility criteria:

1. The member of the council shall be a regular student on rolls and of Indian origin.
2. The candidate shall not have a previous criminal record, that is to say he should not have been convicted of any criminal offence or misdemeanor.
3. The candidate shall not been subjected to any disciplinary action by the institute authorities due to his misconduct at any time during his course of study.
4. The candidate should have attained the minimum 75% attendance throughout the previous and present years of study in the college.
5. Although, the institute would refrain from prescribing any particular minimum marks to be obtained by the members of student council, the candidate should not have any academic arrears the year of contesting the election.

DISCIPLINARY SANCTIONS

Any student exhibiting prohibited behavior mentioned in this Code shall depending upon the gravity of the misconduct or depending on its recurrence be subjected to any of the following disciplinary sanctions

Minor Sanctions

1. Warning or Reprimand

- This is the least sanction envisaged in this Code. The student engaged in any prohibited behavior will be issued a warning letter. The bad conduct of such students shall be informed to the Parent/Guardian.



2. Tendering Apology

- The student engaged in any prohibited behavior may be asked to tender an apology for his/her act, undertaking that he/she shall not indulge in such or any of the prohibited behaviour in future.

3. Fines

- The student engaged in any prohibited behavior/conduct may be asked to pay a fine upto Rs. 5000/- towards students welfare fund.

4. Forfeiture

- The tool used by the student in violating the code of conduct shall be forfeited.

Major Sanctions

Non evaluation of course Students who indulge in any form of malpractice during the process of his evaluation, or try to influence the evaluator from any source, he/she shall not be evaluated in that course.

1. Debarring from attending campus recruitment

- A student/group of students may be prevented from registering for Institute placement cell and debarred from attending any campus placement related activities.

2. Suspension of Privileges

- A student/group of students may be prevented from availing privilege like using common academic facilities like library, computer centre, etc; recommendations for loan/scholarship/fellowship etc; representing the institution in any national or international meet, tournament, youth festival, etc.

3. Suspension from Institute

- If any student violates the code of conduct which leads to lowering of the esteem of the Institute or involves in ragging or involves in any activity which endangers the dignity and safety of other students or staff of the Institute and if the Institute authorities finds prima facie evidence is available against the student, he/she shall be suspended from the Institute for a maximum period of 15 days, pending further enquiry by the Institute authorities.



- A student may be suspended from the Institute for violation of any of the provisions of this Code. The period of suspension and conditions, if any, shall be clearly indicated in the communication addressed to the student. The student shall lose his/her attendance for the suspended period. The period of suspension shall be decided based on the findings and recommendation of the enquiry committee.

Restitution

- Restitution implies reimbursement in terms of money and/or services to compensate for personal injury or loss, damage/disfiguration to property of the Institute or any property kept in the premises of the Institute in any manner. The students/group of students may be asked to compensate for the loss that has been caused to any person or property of the Institute or any property kept in the premises of the Institute due to the act of vandalism perpetrated by the students. The students/group of students shall also be liable to put in their service to restore any loss or damage caused to any property and thereby bringing it to its original form if it is possible.

Debarring from Examinations

- A student/group of students may be debarred from writing all/any/some of the examinations, which forms part of the academic programme for which he/she/they has/ have joined.

Expulsion

- This is the extreme form of disciplinary action and shall be resorted to only in cases where stringent action is warranted. Expulsion is the permanent dismissal of a student from the Institute. Any student who is persistently insubordinate, who is repeatedly or willfully mischievous even after warning and punishments, in the opinion of the competent authority, is likely to have an unwholesome influence on his/ her fellow students, will be removed from the rolls. Such a student will not be eligible for readmission to any of the courses of this Institute.

RAGGING

- Ragging within or outside the educational institution is prohibited. Ragging is an offence under Indian Penal Code. Whoever directly or indirectly commits, participates in, abets or instigates ragging inside or outside the educational institution shall be punished. Any authority of the Institute can also suo-moto recommends action against any student/students indulging in ragging to the Director.



Definition

- The word 'ragging' means the acts "causing, inducing, compelling or forcing a student, whether by way of a practical joke or otherwise, to do any act which detracts from human dignity or violates his person or exposes him to ridicule or forbear from doing any lawful act, by intimidating, wrongfully restraining, wrongfully confining, or injuring him or by using criminal force to him or by holding out to him any threat of such intimidation, wrongful restraint, wrongful confinement, injury or the use of criminal force." The term 'ragging' may include; display of noisy, disorderly conduct, teasing, excitement by rough or rude treatment or handling, indulging in rowdy, undisciplined activities which cause or likely to cause annoyance, undue hardship, physical or psychological harm or raise apprehension or fear in a fresher, or asking the students to do any act or perform something which such a student will not do in the ordinary course and which causes him/her shame or embarrassment or danger to his/her life.

Forms of ragging:

- Ragging is found to take the following forms (the list is only indicative and not exhaustive) Crisp orders : to address seniors as 'Sir', to perform mass drills, to copy class notes for the seniors; to serve various errands, to do menial jobs for the seniors; to ask/answer vulgar questions, to look at pornographic pictures to 'shock the freshers out of their innocence'; to force to drink alcohol, scalding tea, etc., to force to do acts with sexual overtones, including homosexual acts; to force to do acts which can lead to physical injury/mental torture or death, to strip, kiss, etc.; to do other obscenities it can be seen from the above that most of them, except the first few, constitute perverse forms of ragging.

Punishments

- The following could be the possible punishments for those who are found guilty of participation in or abetment of ragging. The quantum of punishment shall, naturally, depend upon the nature and gravity of the offence as established by the Disciplinary Committee or the court of law. In the case of any ragging reported, the burden of proof lie on the perpetrator and not on the victim to prove that ragging did not take place. In the cases where the perpetrators could not be identified, collective punishment will be awarded. While the first 8 types of punishment can be awarded by the appropriate authority of the Institute itself, the last punishment can be awarded only by a court of law. Any incident of ragging reported to taken place outside the Institute campus, without any enquiry, the complaint shall be forwarded to the police.



1. Cancellation of admission.
2. Suspension from attending classes.
3. Withholding/withdrawing scholarship/fellowship and other benefits.
4. Debarring from appearing in any test/examination or other evaluation process.
5. Withholding results
6. Debarring from representing the institution in any national or international meet, tournament, youth festival, etc.
7. Expulsion from the hostel expulsion and from the institution for periods varying from 1 to 4 semesters.
8. Expulsion from the institution and consequent debarring from admission to any other institution Fine up to Rs 25,000/-.
9. Rigorous imprisonment up to three years.

FUNCTIONARIES UNDER THE CODE

Heads of the Programmes/ Head student welfare Board/ Faculty Advisors-Mentor / Wardens of Hostels.

As the persons in charge of the Head academics/Hostels, the respective functionaries of all Teaching Departments and Hostels shall have the power and duty to take immediate action to curb any prohibitory behavior as envisaged under this code. As these functionaries cannot single handedly manage the entire issues, they can assign part of the work to the teachers and the teachers of all the programmes/wardens have the responsibility to inform any incident of prohibited behaviour to the Heads academics/ Warden so that any serious issue can be settled before the same goes out of control.

The Head Academics/ Warden shall have the power to impose minor sanctions as envisaged under Disciplinary sanctions of this Code. Any impose of sanction shall be formally informed to the Director. They can also recommend imposition of major sanctions as envisaged under Disciplinary sanctions of this Code to the Principal.

Before impose of any sanctions, a written complaint shall be obtained from the plaintiff and a written statement or oral statement recorded and signed by the defendant shall be received. In the case of a confession the sanctions shall be imposed or recommended. In the absence of confession, the complaint shall be properly enquired and the sanctions shall be imposed or recommended.

The Head Academics/ Head student Welfare Board/ Faculty Advisors-mentor/ Wardens of Hostels while taking any action as envisaged in the code shall do so in an impartial manner and see to it that the



sanction imposed/proposed is commensurate with the gravity of the prohibited behaviour. Head Academics/ Head Student Welfare Board/ Faculty Advisors-Mentor/ Wardens of Hostels can also *suo moto* recommend action against any student/students indulging in prohibited behavior which is brought to his/ her notice.

Any implementation of minor or major sanction against the student for the violation of code of conduct shall be reported to the Director for information and record.

Any lapse on the part of a Faculty teacher /Warden to report any instance of violence and misconduct on the part of the students shall be reported to the Director by the respective Head Academics/Chief Warden. The Wardens of Hostels shall be responsible for maintaining strict discipline and decorum in the hostel. He/she shall specifically see to it that the inmates of the hostel do not involve themselves in violation of any clause under Academic Conduct & Behaviour and Ragging this Code.

Director

The Director shall be the ultimate authority in imposing major sanctions as envisaged under major sanctions against the students for acts of prohibited behaviour. In the case of a confession by the student who violated the code of conduct, the sanctions shall be imposed or recommended. In the absence of confession, the complaint shall be properly enquired and the sanctions shall be imposed or recommended. The Director can also *suo moto* recommend action against any student/students indulging in prohibited behaviour which is brought to his/ her notice. The Director can also entertain any appeal from any student/students aggrieved by the action of any authority of the Institute under or subordinate to the Director and decide the case on merit.

RIGHT TO APPEAL

The student/students aggrieved by the action of any authority of the Institute under or subordinate to the Director can appeal to the Director and any student aggrieved by the action of the Director can appeal to the President of the Institute. The decision of the President shall be final and binding on the students.

ASSISTANCE FROM LAW ENFORCEMENT AGENCIES

Director / Heads academics/ Warden shall have the power and duty to call the Police immediately with the concurrence of the Director when there is a threat of Law and Order situation in the Campus and also when there is a genuine apprehension that any incident of rioting, vandalism or any other act prohibited by law is likely to take place. The Head Academics/ Warden shall in such a case give a detailed report to the Director. The Director/ Head academics/ Warden can also arrange for video recording of the entire situation and take requisite actions through police and other concerned authorities.



GRIEVANCES REDRESSAL COMMITTEE

The Institute will also set up "Grievance Redressal Committee" where the students can air their grievances. The Director shall also constitute *ad-hoc* committees to redress the grievances of the students'. Apart from these students can meet the Institute authorities any time and air their grievances personally or by E-Mail.

UNDER TAKING BY THE STUDENTS

The students joining any academic programme of the Institute will have to give an undertaking to the effect that he/she will comply with the provisions envisaged in this Code in letter and spirit and even if it is not given them as well, will be bound by the provisions of this Code.

OPPORTUNITY FOR HEARING

No order other than the order suspending or warning a student shall be passed without giving an opportunity of hearing to the Student/ Students.

ULTIMATE AUTHORITY

For all disciplinary matters related to students, the Director shall be the ultimate authority as provided herein. Any person try to influence any of the authorities in implementation any of the sections of the code shall be seriously viewed and action will be initiated against such person.

AMENDMENTS TO THE CODE

The Governing Body of the Institute /Local Management Council shall have the power to amend any of the provisions in this Code. The amendments shall be brought to the notice of the students and Faculty of the Institute through notice put on the notice boards of the Institute.

To

The Director

PIRENS Technical Campus, Loni Bk.

Taluka-Rahata, Dist- Ahmednagar (M.S.)

Declaration

We hereby declare that we have received the copy of the 'Code of Conduct for student' of PIRENS TECHNICAL CAMPUS, LONI BK. at the time of admission/ registration to the Institute and understood the contents therein.



I, the student, understand that it is mandatory for me to attain at least 75% attendance in each subject as per the University regulation, failing which, I will be detained in the semester and will not be allowed to appear for the semester examinations.

I, the student, also assure that I will follow the Institute, Campus and hostel rules and regulations, and comply with the code of conduct for students; otherwise appropriate disciplinary action may be taken against me as per the rules and regulation of the Institute and hostel.

Date:

Place:

Signature of parent

Name

Signature of the student

Name:

Mobile No:



III. Women grievance Redressal Policy



Women Grievance Redressal Policy

1. SHORT TITLE AND COMMENCEMENT

- (i) These Directions shall be called PIRENS IBMA Women Grievance Redressal Cell (Prevention of Sexual Harassment) Directions, 2009
- (ii) These Directions shall come into force from the date of issuance thereof.

1. EXTENT AND APPLICATIONS OF THE DIRECTIONS

- A. These Directions extend and apply to all the students and employees of the campus, off-campus, schools, departments and faculties of the PIRENS IBMA. These Directions also extend and apply to all the offices and authorities of the PIRENS IBMA.
- B. These Directions will apply to all cases and/or complaints or allegations sexual harassment:
 - (i) By a student against a co-student, an employee;
 - (ii) By an employee against a student, another employee.
 - (iii) By a member of the management against a student or an employee
- C. These Directions will also apply in respect of all cases and/or allegations of sexual harassment:
- D.
 - i. By a student, employee or member of the management against a third party or an outsider;
 - ii. By a third party or an outsider against a student, employee.

Explanation: The applicability of these Directions will be irrespective of whether the alleged sexual harassment has taken place within or outside the college campus.



2. DEFINITIONS

- A. **"Cell"** means Women Development Cell constituted under the provisions of these Directions.
- B. **"Campus"** means main campus of the College.
- C. **"Employee"** means every person in the employment of the College to which these Directions are applicable, including any teaching non- teaching staff or officers, temporary, part-time, honorary and visiting persons, adjunct faculty engaged in any duties by whatever designation called and also employees employed on a leave vacancy, casual or project basis or also employed through a contractor.
- D. **"Expert"** means any person who has done or is engaged in research work in any College and/or college/institution of academic learning/deemed universities and such others who are engaged in the country or outside in the field of Women's Studies or Gender Justice.
- E. **"Management"** means, includes the trustees or the managing or governing body, by whatever name they may be called, of PIRENS registered under the Bombay Public Trust Act, 1950 (Bom xxix of 1950) and society registered under the Societies Registration Act, 1860 (XXI of 1860), under whose management the College is functioning and any officer or member of the Authority of the College as defined in the Rules of the PIRENS IBMA.
- F. **"NGO"** includes any non-governmental organization operating on a secular non-profit basis and involved in the amelioration of the status of women and children, duly registered under the Bombay Public Trust Act, 1950 (Bom xxix of 1950), or any society registered under the Societies Registration Act, 1860 (21 of 1860).
- G. **"Off-Campus"** means campus established by the College outside Mumbai for conducting its courses or for research.
- H. **"School"** means school established by the College for conducting courses or for research.
- I. **"Sexual Harassment"** includes such unwelcome sexually determined behaviour (whether directly or by implication) as:
- (i) Physical contacts 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.

Explanation: "Sexual Harassment" shall include, but will not be confined to the following:

- (i) When submission to unwelcome sexual advances, request for sexual favours and verbal or physical conduct of a sexual nature are made, either explicitly or



implicitly, as a term or condition for instruction, employment, participation or evaluation of a person's engagement in any College activity.

- (ii) When unwelcome sexual advances and verbal, non-verbal or physical conduct such as loaded comments, remarks or jokes, letters, phone calls or e-mails, gestures, showing of pornography, lurid stares, physical contact or molestation, stalking, sounds or display of a derogatory nature have the purpose or the effect of interfering with an individual's performance or of creating an intimidating, hostile or offensive College environment.
- (iii) Where any form of sexual assault is committed where a person uses the body or any part of it or any object as an extension of the body in relation to another person without the latter's consent or against that person's will, and When any such conduct as defined in (i) and (ii) above is committed by a third party or outsider in relation to a member of the College community or versa.

J. "Student" includes any person who is enrolled for any course, whether by attendance or by distance education, with the College to which these Directions are applicable and includes -

- i. an Under-graduate/Post-graduate student, a Research Scholar and a Repeater,
- ii. any person, student or ex-student who has been permitted the use of any of the facilities of the College such as library, laboratory, reading room, gymkhana etc. on the payment of a fee or otherwise.

K. "College" means PIRENS Institute of Business Management and Administration (IBMA).

3. AIMS AND OBJECTS OF THE COLLEGE WOMEN GRIEVANCE REDRESSAL CELL (UWGRC)

The objects of the Cell shall be:

- (i) To prevent sexual harassment and to promote the general well-being female students, teaching and non-teaching women staff of the College.
- (ii) To provide appropriate working conditions in respect of work, leisure, health and hygiene to further ensure that there is no hostile environment towards women at work places and that no women employee has reasonable grounds to believe that she is disadvantaged in connection with her employment.
- (iii) To provide guidelines for the redressal of grievances related to sexual harassment of female students, teaching and non-teaching women staff of the College.

4. DUTIES OF THE COLLEGE



- (i) In case of sexual harassment in any of the premises of the College, active assistance shall be provided to the complainant by the College to pursue the complaint and the safety of the complainant shall also be ensured.
- (ii) The College shall provide all the necessary assistance for the purpose ensuring full, effective and speedy implementation of these Directions.

5. A. COMPOSITION OF THE COLLEGE WOMEN GRIEVANCE REDRESSAL CELL (WGRC)

- (i) The Cell shall consist of at least five members and not more than fifteen members.
- (ii) The Director shall nominate members for the Cell.
- (iii) While constituting the Cell, representation may be given to the representatives of teaching staff and non-teaching staff of the College.
- (iv) A Girl student representative will be member of committee.
- (v) The Director shall appoint a Chairperson and a Secretary from amongst the members of the Cell.
- (vi) In absence of the Chairperson. Director shall suggest Acting Chairperson of the particular meeting.
- (vii) The Cell shall also perform the role as "Complaint Committee".

B. THE TERM OF THE OFFICE OF THE CELL

- (i) The term of office of the Cell shall be for three years. In case of any vacancy occurring in the Cell, it shall be filled in for the remainder of the term of office of the Cell by the Director.
- (ii) The names of the members of the Cell, along with their contact places and telephone numbers shall be displayed at all times in a conspicuous place of the main notice board of each of the College premises.

6. POWERS AND DUTIES OF THE WGRC

- (i) To ensure implementation of these Directions as may be laid down in the College and other constituents to which it is applicable.
- (ii) To process individual grievances concerning sexual harassment in the College departments/Administration/Authorities and to recommendsuitable action in the manner and mode particularly provided hereafter.



- (iii) To exercise such other powers and perform such other duties as may be conferred or imposed on it by or under these Directions.
- (iv) To do all such acts and things as may be necessary to carry out the objects of these Directions.

7. MEETINGS OF THE CELL

- (i) The Cell shall meet once in a term (semester) and the intervening period between two meetings shall not exceed six months.
- (ii) The Chairperson of the Cell can call a Special Meeting at any time upon the receipt of complaints not less than one third of the total number of members of the Cell, on-a-date-not-later than fifteen days after the receipt of such requisition by the Chairperson.
- (iii) The quorum for any meeting of the Cell shall be one third of its members. If the quorum is not present at any meeting, it shall be adjourned for half an hour and proceed with those who are present and the proceedings of such a meeting shall not be challenged on the ground of absence of quorum.

8. PROCEDURE FOR INVESTIGATION OF COMPLAINTS

- (i) Any woman employee/female student of the College Departments/ Administration/Authority shall have the right to lodge a complaint with any of the members of the Cell.
- (ii) Such complaints may be oral or in writing.
- (iii) Any complaint in writing shall be signed by the person making the complaint. If the complaint is oral the same shall be documented in writing in detail by the Cell member to whom the complaint is made and shall not be acted upon till signed by the complainant. A Complaint Register shall be maintained by the Complaints Committee. It should be a confidential document.
- (iv) The complainant shall be afforded full confidentiality at this stage.
- (v) In the event of the complaint being made to any member of the Cell, immediately upon receipt of the complaints, and within not more than two working days, the member of the cell to whom the complaint is made, shall communicate the same to the Chairperson of the Cell. However, if the complainant so desires, her name shall be kept confidential and shall not be divulged except to the Cell.
- (vi) Within a period of week from the date of such communication, the Chairperson shall convene its meeting.
- (vii) At the first meeting, which shall be held within a week of the receipt of the complaint, the complainant or at her request her representative, shall be heard. If a



woman complainant specifically expresses a desire that she be allowed to depose in the presence of only women members of the Cell, the Cell shall hear the said complainant after the male members have withdrawn from the hearing. However, the complaint shall not be finally disposed off until after the male members of the Cell attend and participate in the decision making process. The Cell shall then decide whether the complaint deserves to be proceeded with. The complaint shall stand dropped, if according to the Cell, the complainant has not been able to disclose prima facie, an offence of sexual harassment.

- (viii) In case, the Cell decides to proceed with the complaint, the wishes of the complainant shall be ascertained and if the complainant wishes that a warning would suffice, then the alleged offender shall be called to the meeting of the Cell, heard and if so satisfied that a warning is just and proper, it be recommended to the Director that he may be warned about his behaviour. The matter shall then be treated as concluded with a recording, to that effect, made in the Complaint Register. With acceptance of the recommendation by the Director, he be warned about his behaviour and necessary note be made into the Service Book of the employee/Record of the student including the Migration Certificate. The Cell should verify compliance of the action taken.
- (ix) However, before proceeding with the enquiry, the Cell shall decide whether the delinquent deserves to be placed under suspension or prohibited from entering the premises pending enquiry, keeping in mind the nature and gravity of the misdemeanour complained of. In case the Cell comes to the conclusion that such an action is necessary, it shall recommend to the Director accordingly.
- (x) The Cell shall accord fair and reasonable opportunity to the delinquent to defend himself and shall ensure observance of the principles of natural justice.
- (xi) If the complainant wishes to proceed with the complaint beyond a mere warning to the delinquent, the delinquent shall be given in writing by the Cell an opportunity to explain within one week, why he should not for good and sufficient reasons be treated as guilty of his behaviour and be not recommended to be punished for the act complained of. If the written explanation of the delinquent is not found to be satisfactory or if he does not provide any written explanation, the Cell shall recommend at the outset whether the offence deserves a minor or a major penalty.
- (xii) In the event of the Cell coming to a decision that the delinquent be imposed a minor penalty, a specific minor penalty shall be recommended by the Cell to the Director who shall then expeditiously act on such recommendation.

10. PROTECTION AGAINST VICTIMIZATION

- (i) In the event of the complainant being a student and the accused being a teacher, during the pendency of the investigation and inquiry and even after such an enquiry if the teacher is found guilty, the accused shall not act as an examiner for any examination for which the student appears.
- (ii) In the event of the complainant and the accused both being employees, during the pendency of the investigation and inquiry, even after such an inquiry, if the accused is



IV. Online Grievance Redressal System

The screenshot displays the 'Online Grievances Redressal System' web portal. At the top, there is a header with contact information: Email: directoribma@pirens.in, Phone: 02422-273694, and Notifications for MCA CET 2023 Scorecard and B.Voc (Banking, Financial Services and Insurance). The main content area features the PIRENS IBMA logo and a navigation menu. Below the navigation menu, the title 'Online Grievances Redressal System' is prominently displayed. A login section shows the email 'satisbidgar@pirens.in' with a 'Switch account' link and a 'Not shared' status. A 'Select Category' dropdown menu is present, with a 'Choose' button. A 'Next' button is located at the bottom of the form, and a 'Clear form' link is on the right. The page is viewed in a web browser with multiple tabs open.

V. Offline Grievance Redressal Form

The offline form is titled 'GRIEVANCE REDRESSAL CELL (ALWAYS READY TO HELP YOU) COMPLAINT FORM'. It features a header with the PIRENS IBMA logo and name. Below the header, there is a table for recording complaint details. The table has three columns: 'SR.NO', 'PARTICULAR', and 'REMARK'. The rows are numbered 1 through 7, corresponding to the following fields: NAME, FATHER NAME, PROGRAMME, SEMESTER, STUDENT CONTACT NUMBER, GUARDIAN/PARENT CONTACT NUMBER, and DATE OF GRIEVANCE SUBMITTED. A large text area for 'COMPLAINT IN BRIEF' is provided below the table. At the bottom of the form, there is a section for 'NAME AND SIGNATURE OF COMPLAINANT'.

SR.NO	PARTICULAR	REMARK
1	NAME	
2	FATHER NAME	
3	PROGRAMME	
4	SEMESTER	
5	STUDENT CONTACT NUMBER	
6	GUARDIAN/PARENT CONTACT NUMBER	
7	DATE OF GRIEVANCE SUBMITTED	

COMPLAINT IN BRIEF

NAME AND SIGNATURE OF COMPLAINANT