INTERNAL COMPLAINTS COMMITTEE (ICC) MECHANISM OF REDRESSAL

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INTERNAL COMPLAINTS COMMITTEE (ICC) MECHANISM OF REDRESSAL

This grievance redressal mechanism is designed to be fair, transparent, and sensitive to the needs of those involved. It ensures a structured, confidential approach to dealing with complaints of sexual harassment, protecting the rights and dignity of all individuals involved.

Grievance Redressal Mechanism

The Grievance Redressal Mechanism is designed to address complaints of sexual harassment in the workplace in a fair, transparent, and confidential manner. The process is in line with the **Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013**, and its associated **Rules, 2013**.

1. Complaint Procedure

Complaints can be filed through mail, phone, or in writing within **90 days** from the date of the incident. The complaint must include specific details such as the **date and time** of the incident, the **location** where the incident occurred, the **name and contact information** of the accused, and the **name and contact information** of any **witnesses**. Additionally, the complaint must provide a **detailed description** of the incident.

In cases where the aggrieved woman is physically unable to file the complaint herself, the complaint may be filed by a relative, friend, co-worker, or any authorized individual. This could include an officer of the National Commission for Women or the State Women's Commission, or any person with knowledge of the incident. The written consent of the aggrieved woman is required for this.

Complaints must be submitted using the prescribed **Form I**, which is provided at the end of the guidelines.

2. Inquiry Process

Upon receiving a complaint, the **Internal Complaints Committee (ICC)** will form an **Inquiry Committee** to investigate the case. The Inquiry Committee will typically include **one woman member** of the ICC, who will serve as the **convener** of the committee. If the complaint involves **students**, a **woman student representative** from the ICC will be included in the inquiry process. For cases involving **teaching or non-teaching staff**, a **woman staff member** from the ICC will participate. Additionally, the committee will include **one male member** from the **Local Complaints Committee (LCC)** if necessary.

In situations where the complaint involves **outsiders** (individuals who are not students, teachers, or staff), the convener of the ICC will determine the composition of the Inquiry Committee, including the number of members required to conduct the investigation.

3. Confidentiality

All information related to the complaint will be kept strictly **confidential**. This ensures that the privacy of the aggrieved person is protected and prevents any harm to the reputation of the

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individuals involved before the inquiry is concluded. Maintaining confidentiality is essential to a fair and impartial investigation.

4. Inquiry Process Steps

The Inquiry Committee will begin by identifying the nature of the problem and collecting all relevant information. This includes gathering testimonies from the complainant, the accused, and any witnesses. The committee will also review any evidence related to the incident.

Once all the information is gathered, the committee will analyze the facts to assess the situation and determine the validity of the complaint. Based on this analysis, the committee will develop a plan of action, which could involve various steps such as recommendations for corrective measures, disciplinary actions, or other appropriate interventions.

After completing the inquiry, the committee will communicate the **action taken** to the affected person, ensuring they are kept informed of the process and the outcome. This communication will include details of the steps taken to address the grievance and any actions taken to prevent similar incidents in the future.

5. Action and Resolution

Following the inquiry, appropriate action will be taken depending on the findings of the committee. This action may involve disciplinary measures, counselling, or other corrective actions to address the situation. The aggrieved person will be informed of the final resolution and any action taken.

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INTERNAL COMPLAINTS COMMITTEE

FORM I: Proforma for filing of Complaints of Sexual Harassment

Complainant(s) Information	
Name of the Complainant	
Age	
Sex	
Title	
Department	
Address	
Phone number	
Email	
Complainant(s) Information (Tick appropriate)	Student/resident/academic staff/ non-teaching staff/others (specify)
Details of Person(s) against whom the complaint is being lodged	
Defendant Name(s)	
Age	
Sex	
Title	
Defendant (s) Information (Tick appropriate)	Student/resident/academic staff/ non-teaching staff/others (specify)
Department	

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Address	
Phone number	
Email	
Complaint Information	
Location of the incident	
Date & Time of the Incident	
(i) Is the defendant known to the complainant?	
(ii) Is this the first incident of this kind? If yes, skip (iii) and (iv).	
(iii) Were exactly the same person(s) involved? If no, specify further.	
(iv) Was the first incident reported? To whom? When? What action, if any was taken?	
Additional details of the complaint:	
Witnesses if any	

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