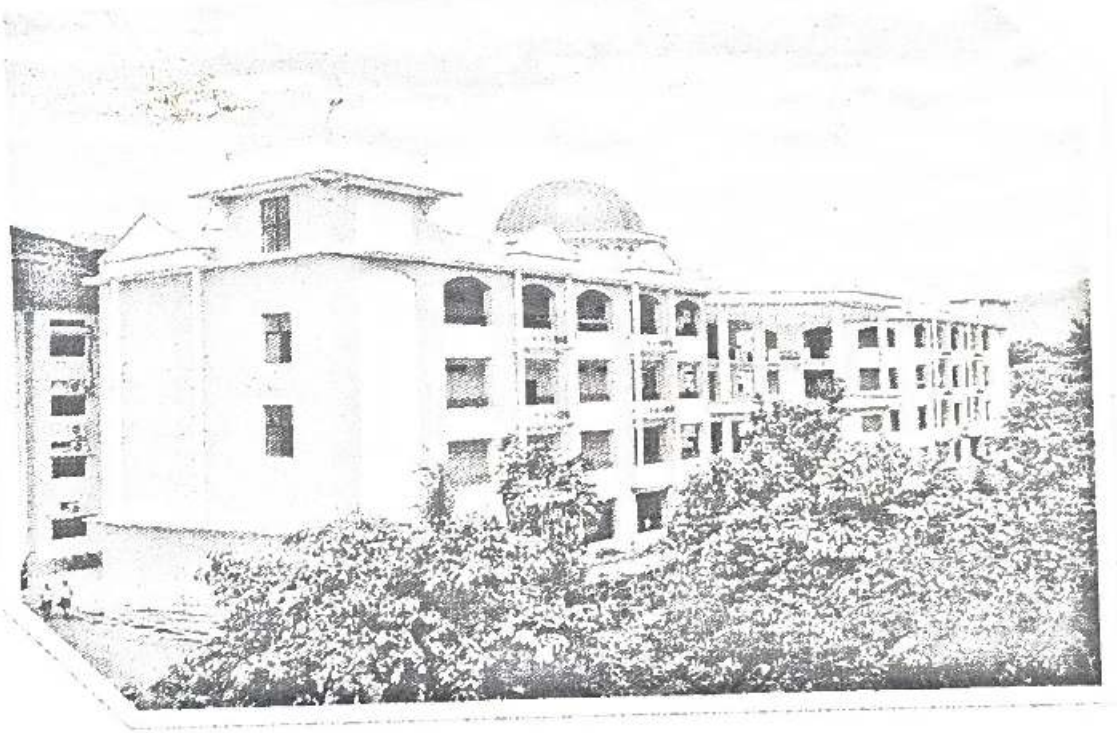
# Standard Operating Procedure (SOP)

# for

# Internal Complaint Committee



## SILIGURI INSTITUTE OF TECHNOLOGY,

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## SILIGURI –734009


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# 1. Title of the Policy

## Internal Complaint Committee (ICC)

# 2. Preamble / Introduction

The Internal Complaints Committee (ICC) at Siliguri Institute of Technology is constituted as per the UGC Guidelines (2015) and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 vide Ref no Admin/2025/CIR/342 Dated 31.07.2025. The committee is established to address complaints of sexual harassment and to promote a safe, inclusive, and gender sensitive environment on campus.

The ICC make certain that grievances related to annoyance are addressed in a secret, fair, and timely approach. It works towards development an environment of self-respect, reverence, and equality for all students and employees.

# 3. Scope and Importance of ICC

- The ICC serves as a statutory body conscientious for ensuring compliance with anti-harassment laws and AICTE /UGC policies.
- It provides a structured grievance redressal mechanism that offers fair, impartial, and prompt resolution of complaints.
- The committee functions to put off instances of harassment through proactive awareness programs and policy enforcement.
- It supports the institute's commitment to zero tolerance against sexual harassment and promotes ethical conduct among all stakeholders.
- ICC aims to generate a notion where students, faculty, and staff feel safe to express concerns without fear of retaliation.
- The committee also collaborates with other university bodies to enhance institutional policies on gender sensitization and equal opportunity.



## 4. Objectives of the Policy

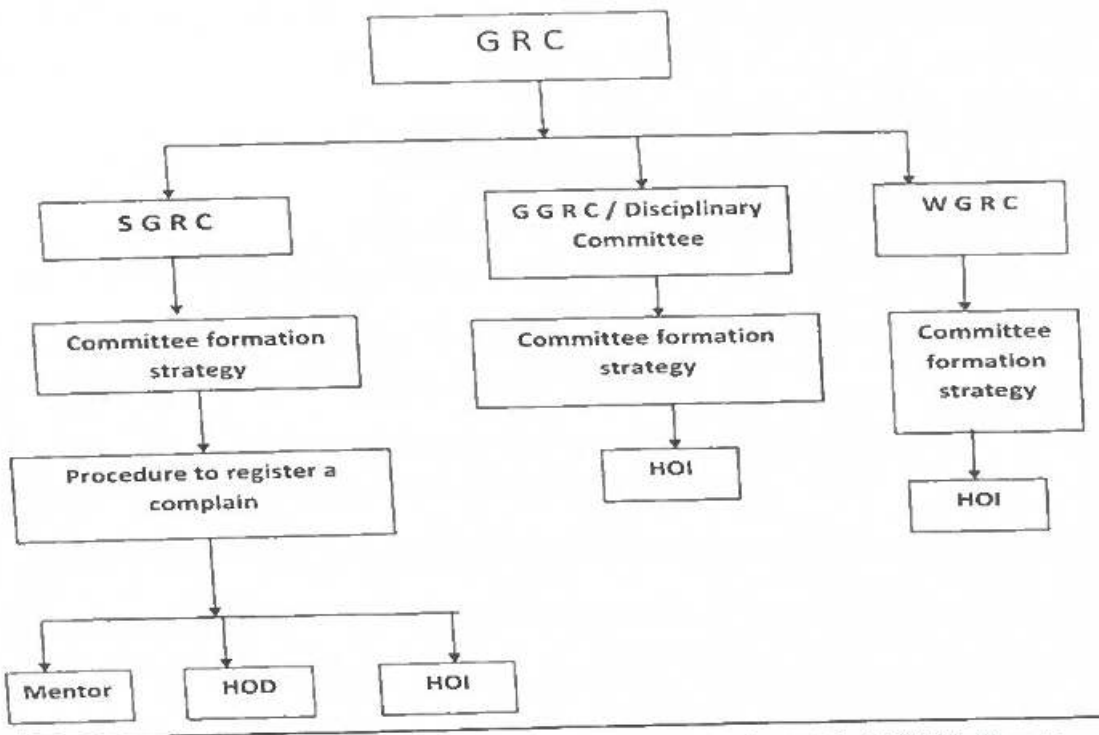
- Ensure a safe and supportive ambience for students and all the employees
- Create awareness towards measures to prevent any sort of harassments and grievances
- Practice zero tolerance for any kind of harassment
- Uphold fair and transparent process for investigations

## 5. Constitution of the Committee

Internal Complaints Committee (ICC) is constituted under sub regulation (1) of the regulations of UGC in Gazette notification Dated 2nd May 2016 for prevention, prohibition and redressal of harassment of employees and students at the institute. The composition is as follows:

- A Chairperson (Head of the institute).
- Advisory members : Administrator & all Head of the Departments
- Presiding Officer (senior woman faculty member).
- Seven faculty members and two non-teaching staff committed to gender justice.
- Two student representatives
- One external member from an NGO or association working on gender issues.
- At least 50% of the ICC members must be women. Senior institute officials (Board of Directors etc.) are excluded from ICC membership to ensure its autonomy.

**Flow Chart of Grievances Redressal Cell**




GRC: Grievances Redressal Cell, GGRC: General Grievances Redressal Cell, WGRC: Women Grievances Redressal Cell, HOD: Head of the Department, HOI: Head of the Institute

## 6. Roles and Responsibilities

The ICC has the authority to make decisions based on a thorough inquiry into each incident. The Executive Authority of the institute will not interfere with the ICC's recommendations.

*The ICC is responsible for:*

- Receiving and addressing complaints of harassment or grievances.
- Conducting fair and impartial inquiries.
- Recommending appropriate interim relief measures.
- Ensuring confidentiality and protection of complainants and witnesses.
- Organizing gender sensitization programs for students and staff.
- Submitting an annual report detailing the complaints received and actions taken.
- Making recommendations for improving campus safety and preventing harassment.

## 7. Functioning and Procedures

### Grievance Redressal Policy

The institution upholds strong principles and ethics as fundamental to its vision.

An efficient grievance redressal mechanism is in place to address student concerns effectively. This system operates on a three-tier structure to resolve academic and administrative complaints, as mandated by the Government.

The institution maintains a zero-tolerance policy towards ragging and sexual harassment, strictly adhering to Government regulations in these matters.

All students are expected to comply with the college's code of conduct, which underscores discipline and respect for institutional values.

The college acknowledges the right of students to dissent and supports their efforts to advocate for legitimate rights through appropriate channels.

Severe penalties will be imposed for any form of ragging, sexual harassment, possession of narcotics, or consumption of alcohol within the campus.

Misuse or abusive behaviour on social networking platforms will be dealt with strictly.

Any offense captured on CCTV surveillance will be subject to disciplinary action.

## Standard Operating Procedure relating to the Grievance Redressal

The Grievance Redressal Cell operates as a strictly confidential forum to address the genuine concerns of students related to academic, administrative, student services, and other associated matters even personal de-motivation/ depression. Suggestions submitted through the grievance box are reviewed by the Chairman of the committee for necessary satisfactory resolution. This approach fosters a student-sensitive environment, strengthens stakeholder relationships, and creates a conducive teaching-learning atmosphere.

- Class teachers, subject teachers, and department heads are tasked with addressing grievances related to academic issues.
- Staff and student coordinators handle complaints concerning clubs and associations.
- Matters unresolved within these frameworks are escalated to the Grievance Redressal Committee for further review.
- Direct complaints can also be lodged in the case of common areas of concern.
- The suggestion box may be utilized for grievances related to any aspect of college life.
- Issues requiring immediate and serious attention are addressed promptly by the Committee in consultation with staff, management, and parents.

The cell ensures timely and effective resolution of grievances through the collaborative efforts of all stakeholders.

## Grievance Redressal Procedure

***Online:***

**Through Website:** (http://sittechno.edu.in)

**Through Email:** **icc@sittechno.edu.in**

### Offline:

1. **Class Level:**
   The student mentoring system serves as the primary platform to address personal grievances, ensuring a supportive and understanding approach.
2. **Department Level:**
   At the department level, heads of departments and senior faculty members take responsibility for resolving complaints, ensuring fair and timely resolutions.
3. **College Level:**
   For grievances that cannot be resolved at the class or department level, the **Grievance Redressal Committee** steps in. This committee addresses broader issues and ensures satisfactory resolutions in line with institutional policies.

# Standard Operating Procedure relating to receiving complaints, inquiry and reporting on harassment of women at workplace:

1. If a complaint is received in ICC by any of the modes, viz, Email(**icc@sittechno.edu.in**), handwritten application, it is to be processed if it is a matter of sexual harassment of women at workplace and comes under the preview of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

2. The members of the Internal Complaints Committee are the members of the Enquiry Committee and the whole process of enquiry is to be completed within the stipulated time of 90 days.

3. Soon after receipt of the complaint by the Chairperson, the members of the committee are to be informed by circulation confidentially.

4. After the complaint is received, it is mandatory to act within 7 days of receipt of the complaint.

5. The complainant is to be asked to appear before the committee on a particular date to present for her case.

6. The respondent is intimated to provide clarification relating to the contents of the complaint within 10 days of the receipt of the intimation from enquiry committee.

7. After receipt of the show cause, the respondent is to be asked to appear before the enquiry committee on a particular date to defend his case.

8. If the enquiry committee is of the opinion that the matter is sensitive, then an interim relief under Chapter V, Clause 12 (1) (a) of The Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013 and any other law is in force at the time being, is provided to the complainant forthwith in the shape of leave/transfer of the complainant to another department/any other relief as deemed fit in the circumstances of the allegation till the final disposal of the matter.

9. The enquire committee thereafter will call upon the complaint through a letter to provide the list of the names of witnesses, documents if any to the enquiry committee within 3 days of time.

10. The concerned department is to be asked to provide CCTV camera footage of the incident, if any, through the Proctor of the University to the enquiry committee.

11. The respondent is to be asked to give the list of names of witnesses/documents if any to the enquiry committee within 3 days of intimation.

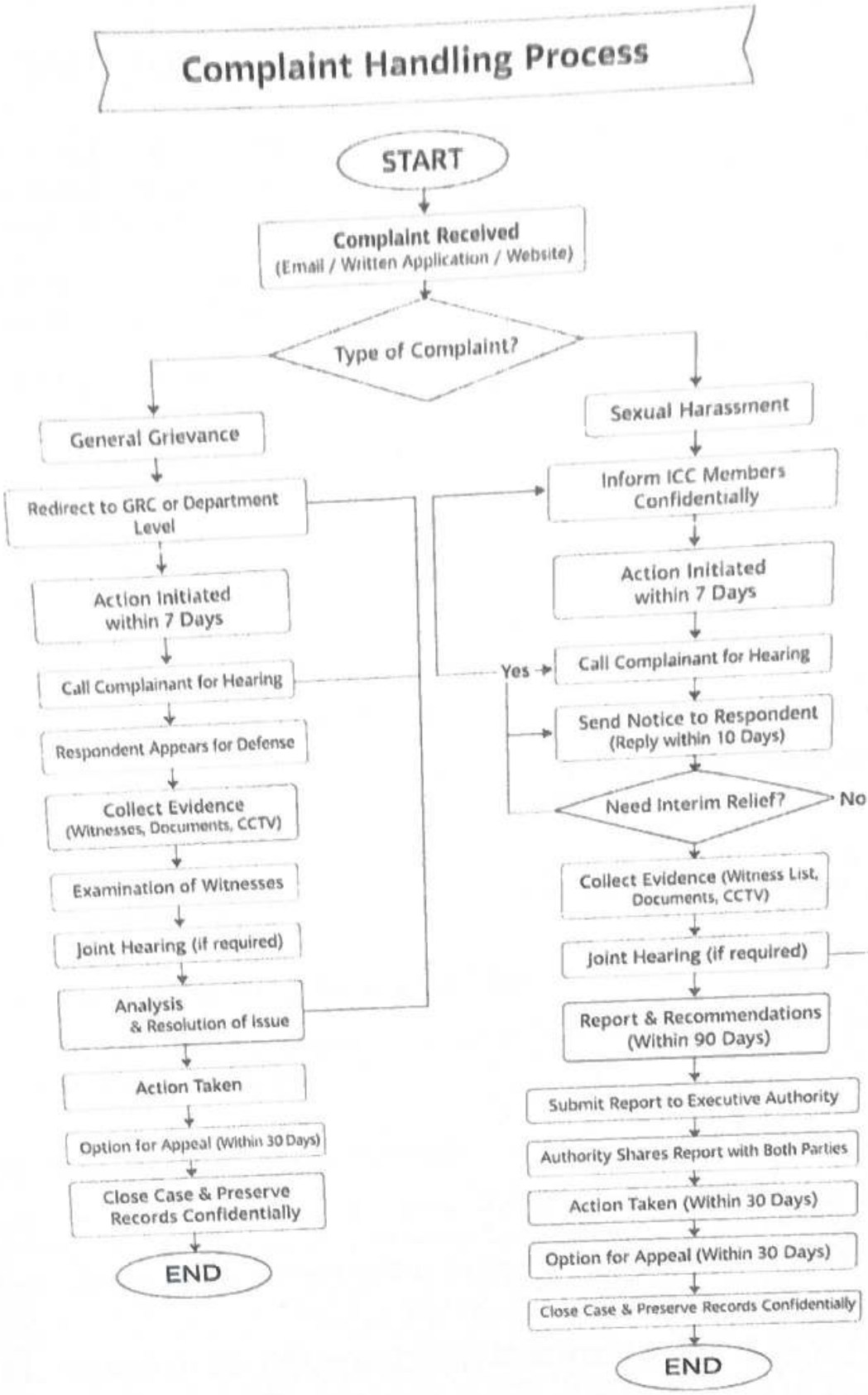
12. The witnesses are to be asked to appear before the enquiry committee on a particular date for recording the statements and marking the documents if any.

13. After hearing the witnesses and examining the documents, the enquiry committee may request both the parties to appear before the enquiry committee on a fixed date for the clarification in the matter.

14. After going through the documents and statements of the witnesses, the enquiry committee is to submit the report with recommendations to the appropriate authorities with intimation to the complainant and the respondent.

15. After completion of the formalities in submission of the report, all the relevant documents including the reports are to be preserved confidentially in the office of the Chairperson of the ICC. The original file is to be submitted to the appropriate authority and a copy of the same is to be preserved in the office of the Chairperson of ICC within 10 days after the closure of the enquiry.

# Flowchart of Complaint Handling Procedure



# 8. Policy Implementation and Monitoring

## SOP for the Executive Authority:

1. After receipt of the report from ICC, the executive authority is to serve a copy of the findings and recommendations to both the parties, if the executive authority accepts the report of the ICC.
2. The parties will be given an opportunity to file an appeal before the executive authority within 30 days.
3. The executive authority is to act on the recommendations within 30 days and must give reasons for not acting within stipulated time.
4. Show cause notice is to be served on the party against whom the action is proposed.
5. The aggrieved party may seek conciliation for a conducive atmosphere/environment/good relationship except monetary compensation and it is open to the parties to propose the terms and conditions of conciliation.
6. The identities of the parties and witnesses shall be kept confidential.

## Action against frisky complaints:

1. If the ICC finds that the complaint was false or malicious, the complainant may be punished as per the service rules or disciplinary rules.
2. This SOP aims to provide a fair and supportive process for victims of sexual harassment, while also ensuring that false complaints are not encouraged.

# 9. Review and Amendment Clause

In every semester two meetings will be conducted and special meeting will be called in case of any complain recorded.

# 10. Compliance References

Refer the standard handbook issued by All India Council for Technical Education (AICTE) (Gender Sensitization, Prevention and Prohibition of Sexual Harassment of Women Employees and Students and Redressal of Grievances in Technical Institutions).

# 11. Annexures / Supporting Documents

form

## 12. Approval and Authorization

Approved by:

10/4/26

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10/4/26

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Mrs. Paramita Choudhury
Presiding Officer

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