

**SAGAR INSTITUTE OF RESEARCH & TECHNOLOGY,
BHOPAL (MP)**



SC/ST GRIEVANCES POLICY

Standard Operating Procedure

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Introduction:

Sagar Institute of Research & Technology, recognizes the importance of promoting equality, inclusivity, and social justice within our institution. As part of our commitment to upholding the rights and dignity of all individuals, we have formulated a dedicated SC/ST Grievance Policy. This policy aims to provide a supportive framework for addressing grievances related to discrimination, harassment, or unfair treatment experienced by members of the SC/ST communities within our academic and administrative spheres. It underscores our institute belief in creating a campus environment that is free from discrimination and conducive to the holistic development of every individual.

Objective of Policy:

The main objective of our SC/ST Grievance Policy is to safeguard the rights and interests of students, faculty, and staff belonging to the SC/ST communities. Specifically, the policy aims to:

- Provide a mechanism for individuals from the SC/ST communities to report instances of discrimination, harassment, or unfair treatment.
- Ensure prompt and effective redressal of grievances in a manner that is fair, transparent, and respectful of the rights and dignity of the aggrieved parties.
- Create awareness about the rights and entitlements guaranteed to SC/ST individuals under relevant laws and regulations.
- Foster a campus culture that promotes diversity, inclusivity, and mutual respect among all members of the academic community.
- Strengthen institutional accountability and responsiveness to concerns raised by SC/ST individuals and advocate for their equitable participation in all aspects of academic and administrative life.

SC/ST Grievance Committee Constitution:

1. Registrar- Coordinator of the committee.
2. Coordinator of the SC/ST Grievances committee will be senior faculty member belonging to SC/ST category.
3. Two representative from faculty and two representatives from supporting staff belonging to SC/ST category will be member of the committee.
4. One student of SC/ST category (will be involved in case of student grievance)



Frequency of meeting:

Twice in a year or as and when required.

Functions of the committee:

1. Committee's main function will be to look in to the grievances put forward by the SC/ST employee/student of the college. Irrespective of the fact as whether such a complaint is against a Male Employee or Women employee.
2. The committee shall receive all the complaints in writing under the proper and correct signature of the complainant.
3. Committee member shall initially go through the complaint; call for the complainant and have a clear dialogue about the complaint, it's source, time of happening of the incidents, details of the witnesses around and further consequences if any.
4. Committee member shall carry out an impartial analysis of the complaint.
5. After coming to the conclusion that Prima facie the complaint has some substance and deserves to be redressed, as a next step they shall summon the person against whom the complaint has been made.
6. Inform her/him about the existence complaint against her/him. Try to know full details of the case from him her. Obtain a written report/ explanation. Reduce all the deliberations to writing. Call for any other person/witnesses to gain further insight in to the incident.
7. Listen to them also about the complainant and the person against whom the complaint has been made. Reduce every bit of deliberation to writing.
8. After a patient hearing and after taking in to consideration all the facts arrive at a conclusion as to whether prima facie a case exists and the complaint stands. Write findings and recommend action to be taken.
9. If the issue can be sorted out by counselling both the parties the committee shall be wise enough to do so rather than blowing the issue out of proportion.
10. In all these deliberations and proceedings, the members shall maintain a calm and quiet composure and behave in an unbiased and impartial manner.
11. It may be ensured that at no stage the particulars of the persons involved are made public which may amount to further humiliation of the parties involved.

Grievances Redressal Mechanism

Our SC/ST Grievance Redressal Mechanism comprises the following steps:

- a) **Complaint Submission:** SC/ST individuals who experience discrimination, harassment, or unfair treatment may submit a written complaint to the designated SC/ST Grievance Committee responsible for handling SC/ST grievances.



b) **Investigation and Resolution:** The SC/ST Grievance Committee will conduct a thorough investigation into the complaint, ensuring that all student/faculty/staff involved are given an opportunity to present their perspectives. Based on the findings of the investigation, the SC/ST Grievance Committee will propose appropriate remedies or actions to address the grievance and prevent recurrence.

c) **Appeal Process:** Individuals dissatisfied with the outcome of the initial grievance redressal process may appeal to higher authorities within the institution for further review and resolution.

d) **Final Decision:** The final decision of the SC/ST Grievance Committee will be communicated to the student/faculty/staff involved in writing.

e) **Follow-up and Monitoring:** Following the resolution of the grievance, the institution will follow up with the student/faculty/staff involved to ensure that the agreed-upon remedies are implemented satisfactorily. Regular monitoring and review of grievance data will be conducted to identify systemic issues and improve the effectiveness of our SC/ST grievance redressal mechanisms.


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