

Internal Complaints Committee

PSG College of Pharmacy has an Internal Complaints Committee (ICC) that would play a critical role in Gender Sensitization, prevention of sexual harassment and student grievance redressal. This policy is meant to sensitize the employees and students about their fundamental rights to have safe and healthy environment.

The Articles 14, 15 and 21 of the Indian Constitution, ensure “equality of status and opportunity” under the law, to live a life free from discrimination on any ground and to protection of life and personal liberty.

1. **Gender Sensitization** - Gender Sensitization is a basic requirement to understand the sensitive needs of a particular gender. It is about changing behavior and instilling understanding into the views about our own and the other gender.
2. **Sexual Harassment of employee and students** - Sexual harassment is unwelcome sexual behavior, which could be expected to make a person feel offended, humiliated or intimidated. It can be physical, verbal or written.
Sexual harassment is against the law under the *Equal Opportunity Act 2010*.
3. **Student Grievance Redressal Committee (SGRC)** – This cell attempts to address redressal of grievances with regard to their complaints on academic and non-academic matters, grievances related to assessment, victimization, attendance, conducting of examinations, harassment by colleague students or teachers etc.

Objectives:

1. To introduce an ethical, impartial and consistent mechanism for redressal of various issues faced by the students and employees.
2. Create a platform to investigate and review complaints or grievances of students and faculty respecting the right and dignity of one another.
3. Take necessary steps to ensure effective solutions depending upon the gravity of the problem and resolve promptly in a confidential manner.
4. To create transparency and awareness about the ICC committee members to the faculty and the students for maintaining a harmonious atmosphere.

Procedure:

The ICC Cell can be approached both by students and employees to voice their grievances. Suggestion boxes are provided in every floor of the Pharmacy College. The students can express their constructive suggestions and drop them in the box. Any oral complaints are also redressed. They are enquired and scrutinized by the ICC committee with utmost confidentiality. Apart from this, there are Mentors, Class coordinators, Department Heads are also available to tackle departmental issues.

Key Responsibilities

A Complaints Committee must first be aware of their key responsibilities, some of which are highlighted below:

1. Be thoroughly prepared
2. Know the Act, Policy and/or relevant Service Rules
3. Gather and record all relevant information
4. Determine the main issues in the complaint
5. Prepare relevant interview questions
6. Conduct necessary interviews
7. Ensure parties are made aware of the process and their rights/responsibilities within it
8. Analyze information gathered
9. Prepare the report with findings/recommendations

Do's and Don'ts for Complaints Committee**DO'S**

1. Create an enabling meeting environment.
2. Use body language that communicates complete attention to the parties.
3. Treat the complainant with respect.
4. Discard pre-determined ideas.
5. Determine the harm.

DON'TS

1. Get aggressive.
2. Insist on a graphic description of the sexual harassment.
3. Interrupt.
4. Discuss the complaint in the presence of the complainant or the respondent

Internal Complaints Committee (ICC) will be composed of the following members:

S. No	Member	Eligibility
1	Chair person (Principal)	Dr. M.Ramanathan Mobile No: 8870009199
2	Members (Senior Faculty)	Dr. V. Sankar Mobile No: 9488481701 Dr. K. Umaa Mobile No: 9789347310 Dr.Khadar Batcha Mobile No: 9688198989
3	Warden - Ladies Hostel (Faculty i/c)	Dr. G. Syamala Mobile No: 9080710305
4	Member (Officer - Law)	1. Mrs. B. Shanthi Vijayakumar MA., BL, Advocate, C Block, G1, Pioneer Apartments, Avinashi Road, Cbe -18 Mobile No: 9944561124 2. Mr. V. Natarajan, Head Constable, C2, Race Course Police Station, Cbe-18. Mobile No: 9843899525
5	Parent	1. Mr. S. Senthil Kumar F/O S.Vishnu Varthan, I Pharm.D (2019 Batch) Mobile No: 9363101317 2. Mrs. Nirmala Albert M/O Niloufer Thouraya .S V Sem, B.Pharm.(2017 Batch) Mobile No: 9894947363
6	Advisor (HR)	1. Mr. D. Arun Prakash HR department, PSG Hospitals. Mobile No: 9944009193. 2. Mrs. Girija Palaniswamy P Manager (Student section) PSG Hospitals, Cbe. Mobile No: 9952149944
7	Clinical Psychologist	Dr. S.Anuja Panicker Clinical Psychologist, PSG Hospitals, Cbe. Mobile No: 9894759937

- Additional faculty members and psychologist will be called, depending upon the nature of the complaint.

- ✓ Receipt should be acknowledged.
- ✓ Analyze the merit of the complaint.
- ✓ Quorum has to be maintained.
- ✓ In the absence of chairman senior faculty can conduct the meeting.

Meeting schedule:

Minimum twice in a year the committee will meet to assess the status and functioning of the committee.

(or)

The committee will convene whenever necessary and make enquiry on the complaint made.

The committee is expected to review with one week period and to submit the report.

Duration of the committee

The committee constituted will function for three years

Outcome:

The individual not satisfied with the committee decision can contact to appellate committee functioning at PSG health campus for final decision.

Any redressal submitted by the student or employee has to be answered with in a week's time with possible solution. If, redressal submitted within the perview or not possible of the committee can be informed with proper explanation.

Internal Complaints Committee Report 2019-20

Member details:

1. Chair person: Dr. M.Ramanathan, Principal
2. Senior Faculty: Dr. V. Sankar, Vice Principal
- 3 Senior Faculty: Dr. K. Umaa, Professor
4. Senior Faculty: Dr. Khadar Batcha, Professor
5. Warden Ladies Hostel: Dr. G. Syamala, Associate Professor
6. Member (Office – Law): Mrs. B. Shanthi Vijayakumar,
7. Member (Office – Security): V. Natarajan
8. Parent: Mr. Senthil, F/o Vishnu varthan.S, Pharm.D
9. Parent: Mrs.Nirmala M/o Niloufer Thouraya.S, B. Pharm
10. Advisor (HR): Mr. Arun,
11. Advisor (HR) :Mrs. Girija
12. Clinical Psychologist: Dr. Anuja

S.no	Protocol	Dates/Numbers
1	Date of re constitution	10.6.2019
2	Date of meeting held	18.6.2019
3	Number of Complaints received (i) Sexual harassment (ii) Grievance Redressal	Nil
4	Number of gender sensitization programme organized	2
Any Legal action taken against complaints		Nil
5	Grievance (i) Ladies toilet Cleaning improper (ii) Drinking water facility at ground floor (iii) Delay in record distribution (iv) MCA Pattern in class test (v) Industrial field visit and Hands on training for students.	Redressal Steps have been taken for renovation Steps have been taken for Ro water supply and shifted. Rectified Quiz through kahoot has been implemented Pharmacognosy, Pharmaceutical Engineering Biotechnology, Pharmaceutical Analysis, Pharmacy Practice related field visit initiated.
6	Students Insisted GPAT training	Complied.

Dr. M. Ramanathan, Chairman & Principal