

UNIVERSITY

GWALIOR • MP • INDIA

“ CELEBRATING DREAMS ”

**MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE
STUDENTS' GRIEVANCES**

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Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

[ITM University's Code of Conduct](#)

The **Code of Conduct** at ITM University serves as a guiding framework to foster a strong sense of community, mutual respect, and responsible behavior. It is not merely a set of rules but a commitment to creating an environment where academic excellence, intellectual curiosity, and personal growth can thrive. Through adherence to these principles, ITM University ensures that every student enjoys a conducive environment for learning and holistic development. The detailed **Code of Conduct Policy Document** is available on the university's official webpage. It provides comprehensive guidelines for students, faculty, and staff.

Code of Conduct for Students

The Code of Conduct for students is centered around three key institutional committees that uphold discipline, integrity, and safety on campus:

[1. Student Grievance Redressal Committee](#)

- The SGRC ensures that students' grievances related to academics, administration, and facilities are addressed promptly and impartially.
- Students can approach the SGRC for issues such as delayed results, harassment, unfair treatment, or other concerns impacting their academic journey.
- The committee follows a transparent process to resolve complaints, ensuring justice and fairness.


[2. Internal Complaints Committee](#)

- The ICC is constituted to address complaints related to sexual harassment in accordance with the guidelines of the *Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013*.
- It provides a safe and confidential platform for students to report any incidents of harassment.
- The committee conducts awareness programs to sensitize students and staff about gender equity and workplace safety.

[3. Anti-Ragging Committee](#)

- ITM University follows the *UGC Regulations, 2009* on curbing ragging in higher educational institutions. The Anti-Ragging Committee ensures that the campus is a ragging-free zone.
- Strict measures are in place to prevent ragging, and students found guilty face severe consequences, including suspension, fines, or even expulsion.
- Awareness campaigns, such as workshops, posters, and an anti-ragging helpline, are integral to the university's preventive strategy.
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By adhering to the Code of Conduct, students not only contribute to a safe and supportive learning environment but also embody the values that define ITM University. These policies reinforce the university's commitment to fostering academic integrity, mutual respect, and the overall well-being of its community members.


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

Mechanisms for submission of online/offline students' grievances

Effective grievance redressal mechanisms are crucial to maintaining a conducive learning environment at educational institutions. ITM University, Gwalior, has established structured systems to address and resolve students' grievances efficiently and effectively. These mechanisms ensure that students can voice their concerns and seek redressal for any issues they encounter during their academic journey. The university has set up several committees to handle various grievances, such as academic concerns, harassment, and ragging. The report provides a detailed overview of the university's grievance redressal mechanisms, focusing on the roles, responsibilities, and contact information of three key committees: the Students' Grievance Redressal Committee, the Internal Complaint Committee (ICC), and the Anti-Ragging Committee.

1. Students' Grievance Redressal Committee

The Students' Grievance Redressal Committee (SGRC) is a dedicated body at ITM University, Gwalior, designed to address all kinds of student grievances. The committee's purpose is to resolve student grievances promptly, objectively, sensitively, and confidentially. The SGRC is instrumental in ensuring that students have a safe and supportive environment where their concerns are heard and addressed appropriately.

Grievance Redressal Committee Structure

In line with the **UGC (Redressal of Grievances of Students) Regulations, 2023**, the SGRC is composed of the following members:

Position	Member
Chairman	Vice Chancellor
Member	Dean Academics I & II
Member	Chief Financial and Administrative Officer (CFAO)
Member	Dean Student Welfare
Member	Dean/HOD of Concerning School
Member	Chief Warden
Member	Registrar

The committee acts as a channel for students to raise issues ranging from academic concerns to administrative problems, with the assurance that their grievances will be taken seriously. The primary objective is maintaining transparency and fairness in the grievance redressal process, ensuring no student feels neglected or ignored. The SGRC is committed to resolving grievances in an impartial, fair, and timely manner, upholding the principles of justice and equality.

The SGRC operates through a well-defined process that encourages students to submit their grievances online or offline. The online submission mechanism allows students to submit their grievances via the university's MIS/Prabandh or email, ensuring easy access and convenience. Offline submissions can be made by visiting the designated grievance handling office at the

university. Once a grievance is submitted, the committee reviews the issue, conducts a thorough investigation, consults with relevant authorities, and provides a resolution, ensuring that every grievance is handled with the utmost care and attention. The committee follows principles of natural justice and ensures that the grievance is addressed within 15 working days from the date of submission.

For students seeking to submit grievances, the contact emails for the Students' Grievance Redressal Committee are as follows:

Committee Name	Specific Purpose	Contact Email
Students' Grievance Redressal Committee	To resolve student grievances promptly, objectively, sensitively, and confidentially.	sgrc@itmunity.ac.in
		chiefproctor@itmunity.ac.in
		dsw@itmunity.ac.in
	Guidelines: Link on website	https://itmunity.ac.in/guidelines-provision/students-grievance-redressal-committee

These contact points are monitored regularly to ensure timely responses and action. The SGRC aims to create a space where students feel heard and valued, allowing them to focus on their academic pursuits without the burden of unresolved concerns.

Standard Operating Procedure

The Standard Operating Procedure (SOP) for Grievance Redressal at ITM University outlines a structured approach to addressing student grievances. The process begins with the submission of a grievance, either in writing or via the university's online portal, along with supporting documents. Upon receipt, the Member Secretary acknowledges the grievance within two working days and informs the complainant of the next steps.

The Chairperson then conducts a preliminary scrutiny to verify the validity of the grievance; if valid, it is forwarded to the committee members for investigation. The committee proceeds to investigate the issue, which may include interviews with the complainant, respondent, and witnesses, followed by a hearing if necessary. After deliberating on the findings, the committee reaches a consensus on a resolution within 10 working days.

The decision, including any corrective actions, is communicated in writing to both the complainant and the respondent. The committee then ensures the implementation of the corrective actions and follows up to monitor the outcome. Once resolved, the grievance is closed, and records are maintained confidentially. If the complainant is dissatisfied with the outcome, they have the right to appeal within 15 days. Throughout this process, the SGRC ensures confidentiality and upholds the integrity of the grievance redressal system to foster a fair and transparent educational environment.

Ombudsperson

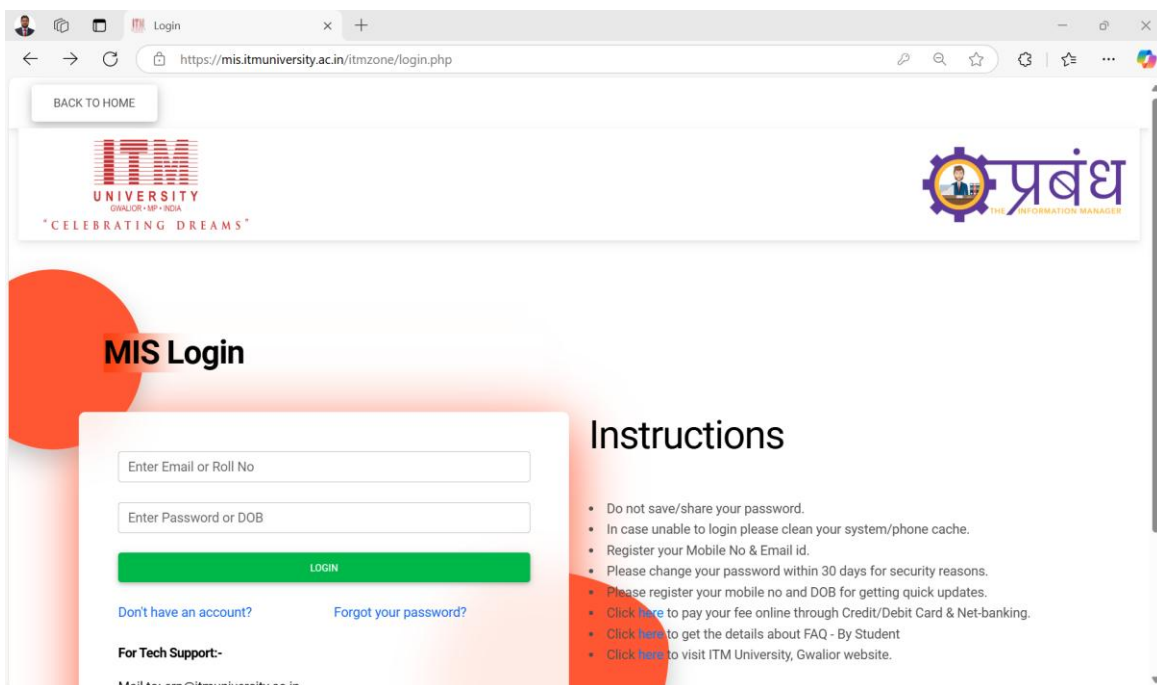
If students are dissatisfied with the SGRC's decision, they can escalate the matter to the **Ombudsperson** within 15 days of receiving the decision. The Ombudsperson, appointed by the Vice Chancellor, has a tenure of three years and ensures that grievances are handled impartially.

[Raise an Issue Online Using the University MIS \(Prabandh\) System](#)

The University Management Information System (MIS), or Prabandh, is a comprehensive platform allowing students to access various academic and administrative services. It also offers a facility for students to raise issues or grievances related to their academic or administrative experiences. Here are the five steps students can follow to raise an issue through the Prabandh system:

Step 1: Log into the Prabandh System

Students must first access the university's Prabandh portal using their credentials. This requires entering the student ID and password provided by the university. The system can be accessed from any device with internet connectivity. Once logged in, students will be directed to the main dashboard.



The screenshot displays the login interface for the University Management Information System (MIS) or Prabandh. The page includes a navigation bar with the ITM University logo and the 'Prabandh' logo. The main content area is titled 'MIS Login' and contains a login form with two input fields: 'Enter Email or Roll No' and 'Enter Password or DOB'. Below the form is a green 'LOGIN' button. There are also links for 'Don't have an account?' and 'Forgot your password?'. To the right of the form is an 'Instructions' section with a list of guidelines. The page also features a 'BACK TO HOME' button at the top left and a 'For Tech Support:-' section at the bottom left with the email address 'ern@itmuniversity.ac.in'.

Fig 1. University Management Information System (MIS), or Prabandh

Step 2: Navigate to the 'Grievance Redressal' Section

Once on the dashboard, students need to locate and click on the 'Grievance Redressal' or a similar section dedicated to student issues. This section allows students to submit their complaints, grievances, or feedback. The section may be found under various menus such as "Student Services," "Support," or "Student Affairs."


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

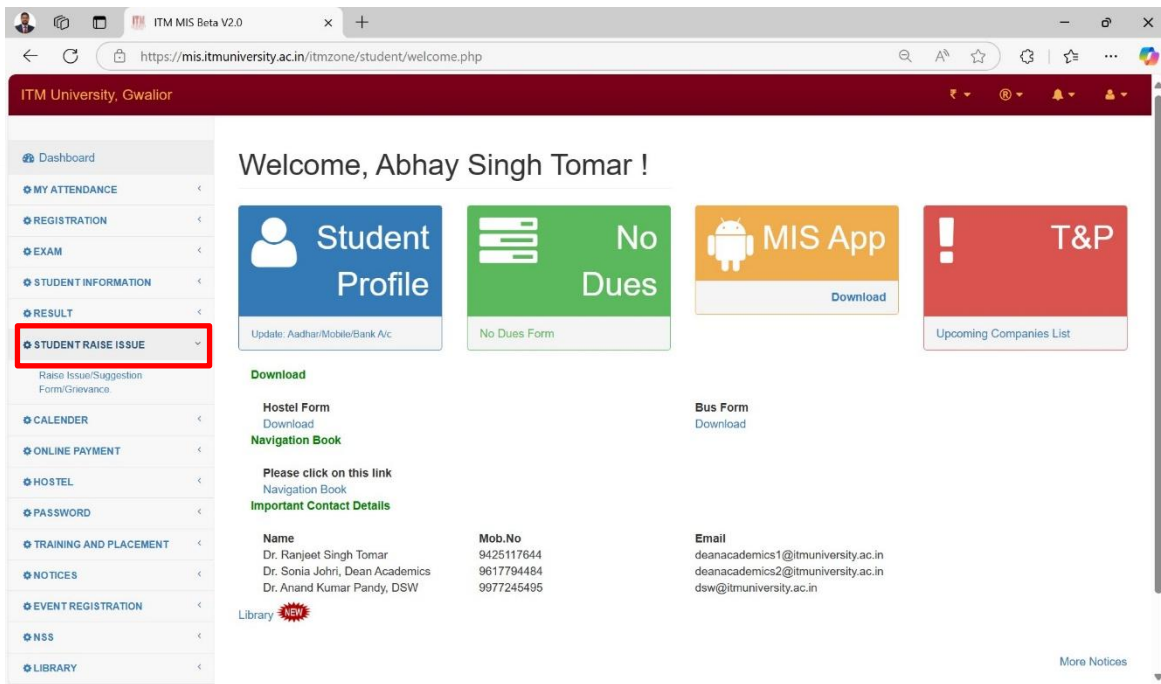
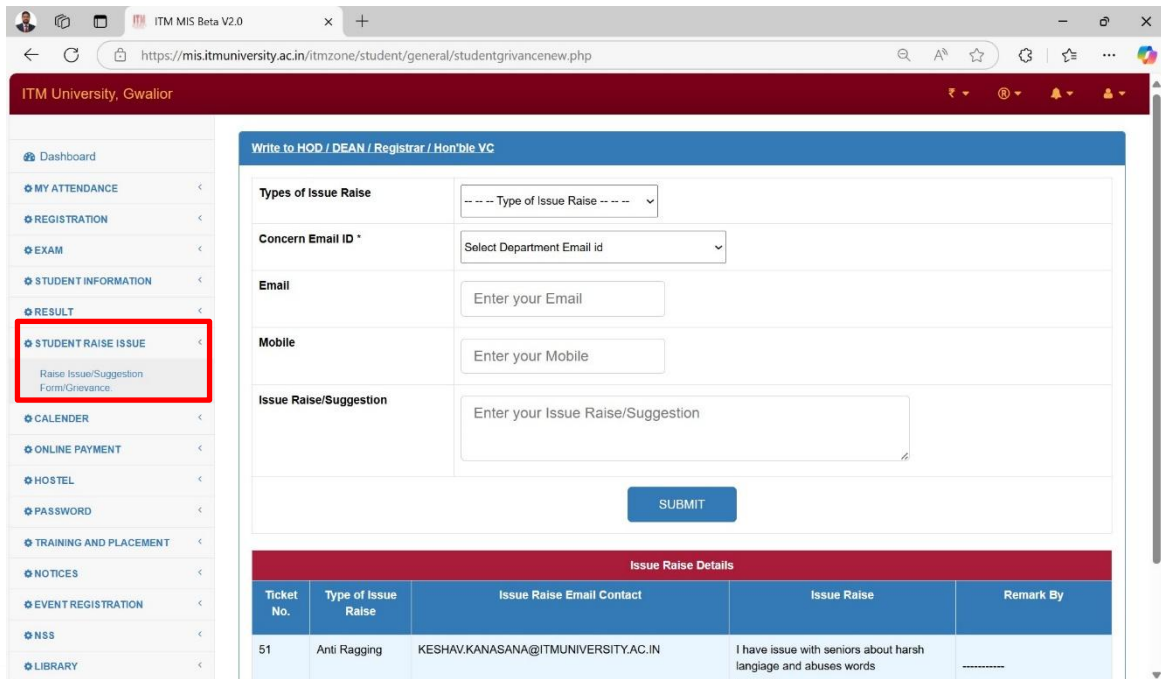


Fig 2. Students need to click off Student Raise Issue Button

Step 3: Select the Type of Grievance

In the grievance section, students will be prompted to select the type of issue they wish to raise. Options may include academic issues, infrastructure concerns, administrative problems, harassment complaints, or general feedback. Students should select the category that best fits their issue, ensuring that it is directed to the appropriate committee.



Step 4: Fill Out the Grievance Form

After selecting the grievance category, students must fill out an online form with detailed information about the issue. This form typically asks for:

- **Concern Email ID:** Enter the email address where student would like to receive responses or updates regarding your issue.

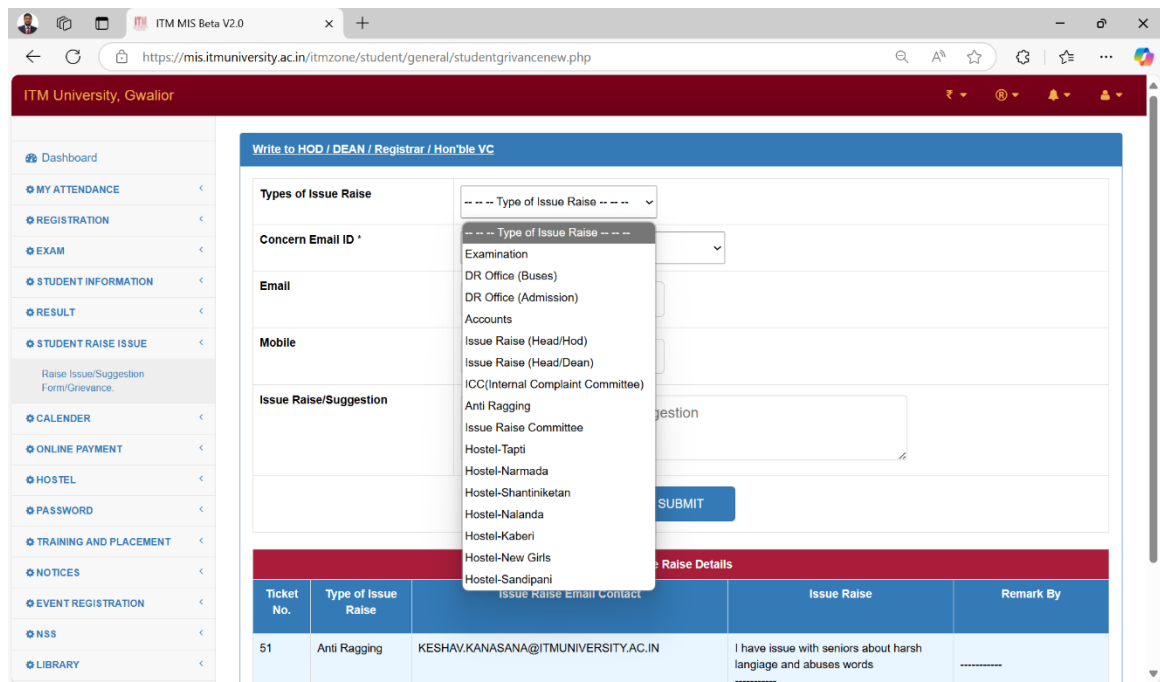


Fig 4. Students Enter Email Address Where They Would Like To Receive Responses

- **Select Department Email ID:** Select the department related to the issue you are raising (e.g., Academic, Administration, Infrastructure).
- **Email:** Enter your email address.
- **Mobile:** Provide your mobile number so the university can contact you if needed.
- **Issue Raise/Suggestion:** In this text box, describe your issue or suggestion in detail. Be clear and concise to ensure the concerned department understands your concern.

Students should be as clear and concise as possible when describing their grievance to ensure that it is effectively understood and addressed by the relevant committee.

Step 5: Submit the Grievance and Track Status

After filling out the form, students should submit their grievances through the system. Upon submission, the student will receive an acknowledgment receipt with a reference number for tracking purposes. The appropriate committee will review the grievance and will take the necessary steps to address the issue. Students can log in to the Prabandh system at any time to track the status of their grievances and receive updates on the actions taken.

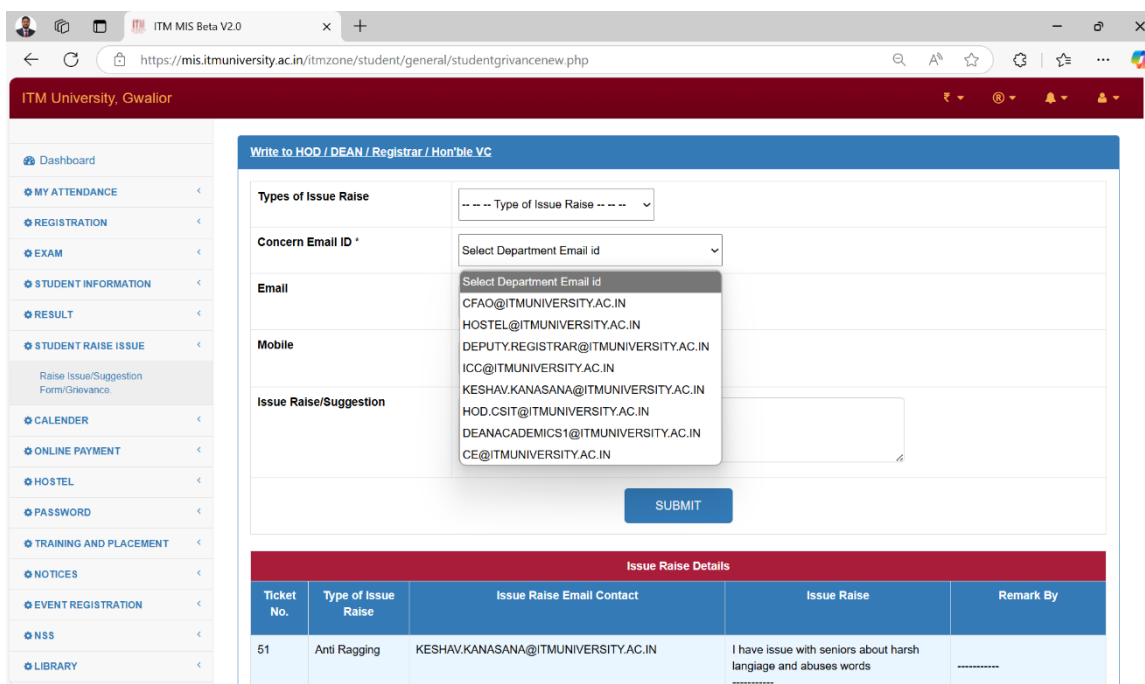


Fig 5. Students Select the Department Related to the Issue They Are Raising

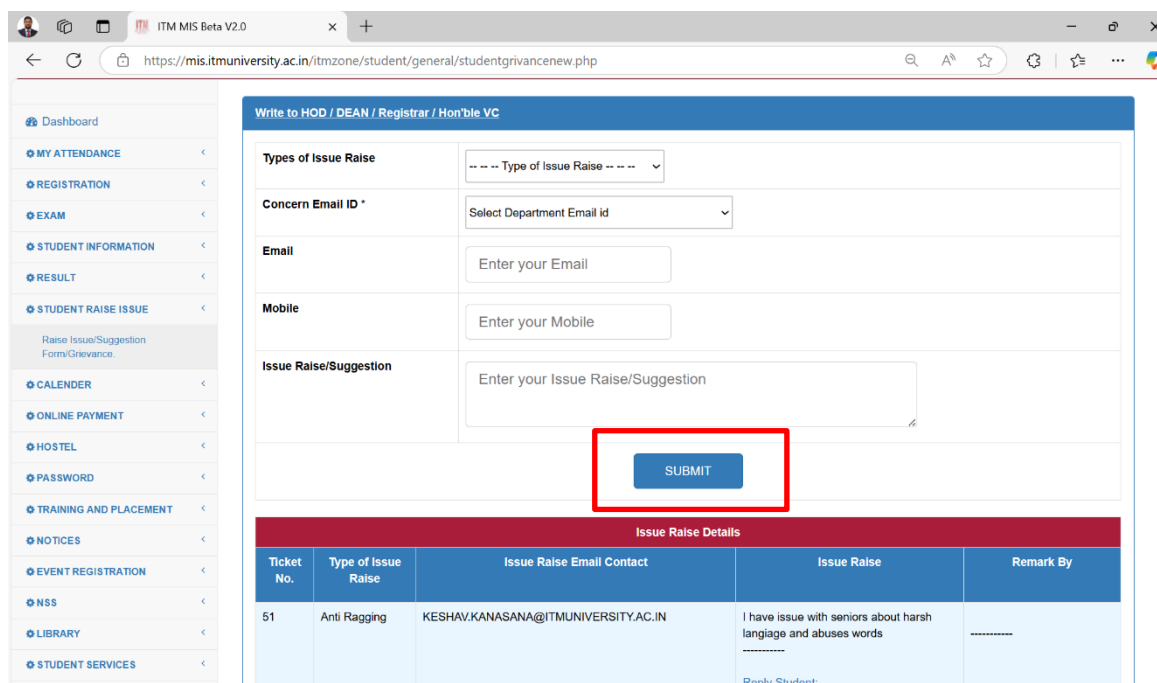


Fig 6. Submit the Grievance

By following these five steps, students can efficiently raise issues via the Prabandh system and ensure that their concerns are properly addressed through the university’s grievance redressal process.

1.1 Offline Procedure for Grievance Redressal at ITM University, Gwalior

ITM University, Gwalior, has established a comprehensive offline grievance redressal process to address various issues that students may face during their academic journey. The university's grievance redressal mechanism ensures that all grievances, whether academic, administrative, or related to student welfare, are taken seriously and addressed appropriately.

Procedure of Complaint

1. Initial Contact

The grievance redressal process begins when a student or their parent identifies an issue that requires attention. The student is encouraged to initially bring the grievance to the attention of their assigned Mentor, Head of Department (HOD), or the Dean of the respective school. This is the first step in the grievance redressal process, as it allows the student to seek informal resolution at the departmental or school level.

- **Role of the Mentor:** The Mentor, as the first point of contact, is responsible for understanding the nature of the grievance and providing guidance to the student on how to proceed. The Mentor may try to resolve minor grievances directly, ensuring a smooth and prompt resolution.
- **Role of the HOD/Dean:** If the grievance is not resolved at the Mentor level, the next step is to escalate the issue to the Head of Department (HOD) or Dean. The HOD/Dean addresses academic-related grievances or administrative issues within their department or school. They will attempt to address the issue and provide a resolution within a specified time frame.


2. Resolution Attempt

Once the grievance is brought to the attention of the Mentor, HOD, or Dean, they will make every effort to resolve the issue amicably. They will take appropriate actions, such as speaking to the relevant individuals, conducting investigations if needed, or offering a solution that satisfies the student's concerns. The resolution attempt should ideally be concluded within 7 working days from when the grievance is raised.

- **Timeliness:** The 7-day window for resolution is designed to ensure that students' grievances are addressed in a timely manner. If the issue requires more time or involves multiple parties, the student will be informed about the expected time frame for resolution.

3. Escalation

If the grievance remains unresolved after the attempt to resolve it at the Mentor, HOD, or Dean level, the student can escalate the issue to the Students' Grievance Redressal Committee (SGRC). This step involves sending a formal email to the SGRC detailing the grievance and any supporting documentation or evidence. The email must be sent to the university's grievance redressal email addresses, such as sgrc@itmuniversity.ac.in, chiefproctor@itmuniversity.ac.in, or dsw@itmuniversity.ac.in.


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

- **Escalation Process:** When escalating the grievance, the student must ensure that all necessary information is provided to facilitate a swift review by the SGRC. This includes the nature of the grievance, steps already taken to resolve it, and any other relevant information.

Procedure for Grievance Redressal

Once a grievance is escalated to the SGRC, the committee takes over the process to ensure that the issue is resolved appropriately. The SGRC follows a structured and transparent procedure to address grievances, providing fair hearings and ensuring that both parties involved in the grievance are given the opportunity to present their case.

1. Hearing Scheduled

Upon receiving the grievance, the SGRC sets a date for a hearing. This hearing is scheduled promptly, and both the relevant school (department) and the aggrieved student are informed of the hearing date. The SGRC ensures that the hearing is scheduled to accommodate the availability of both parties involved, allowing them to present their concerns effectively.

- **Hearing Notification:** The university informs the student and the concerned department about the hearing via official communication, such as email or notice, to ensure transparency and clarity about the process.

2. Representation

During the grievance hearing, the aggrieved student has the right to attend the hearing in person. If the student cannot attend, they may choose to send a representative on their behalf. This representative could be a fellow student, a faculty member, or any other individual authorized by the student to represent their interests.

- **Student Participation:** Students are encouraged to present their grievances clearly and provide any supporting documents or evidence that will help the committee better understand the issue.
- **Representation Option:** Allowing a representative ensures that students who cannot attend for legitimate reasons still have their grievances heard and considered.

3. Grievance Categories

The SGRC is responsible for addressing various grievances that students may face. These grievances fall into several categories, including but not limited to:

- **Academic Grievances:** Issues related to coursework, examination results, grading, or academic advisement.
- **Student-teacher or Student-Student Issues:** Concerns involving conflicts between students or between students and faculty that may affect the learning environment.
- **Services and Facilities:** Issues regarding university services such as the library, canteen, IT infrastructure, and other campus facilities.

- **Sports and Cultural Activities:** Complaints related to the organization or conduct of extracurricular activities, including sports and cultural events.
- **Stakeholder Behavior:** Issues regarding the behavior of staff members, other students, or university affiliates that affect the student’s well-being or academic progress.

The SGRC ensures that each grievance is properly categorized to allow for effective handling by the appropriate department or committee.

4. Review and Discussion

Once the hearing takes place, the SGRC reviews the grievance in detail, considering all facts, evidence, and testimonies presented during the hearing. The committee invites both the aggrieved student and the concerned party (such as faculty, staff, or department) to discuss the matter in-depth. This discussion allows the committee to fully understand the nature of the grievance and to identify possible solutions or actions.


- **Review Process:** The committee examines all aspects of the grievance, weighing the merits of both sides and considering any relevant policies, regulations, or past precedents in similar cases.
- **Resolution Discussion:** The discussions are aimed at identifying the root cause of the grievance and exploring potential resolutions, which may involve mediation, policy changes, or corrective actions.

5. Outcome and Further Action

After reviewing the grievance and conducting the necessary discussions, the SGRC prepares an outcome report that summarizes the findings and recommendations. This report is submitted to the Vice-Chancellor for final approval and further action. The Vice-Chancellor evaluates the committee’s report and decides on the necessary steps to resolve the issue.

- **Outcome Reporting:** The SGRC ensures that the final decision, including any corrective actions or resolutions, is communicated to both the student and the concerned department or party.
- **Further Action:** Depending on the nature of the grievance, the Vice-Chancellor may implement further measures such as policy changes, disciplinary action, or the provision of support services to address the issue.

The offline grievance redressal procedure at ITM University, Gwalior, ensures that students have a fair and transparent process to address their concerns. Through a structured procedure that involves initial contact with mentors or department heads, followed by a formal hearing by the SGRC, the university provides students with multiple avenues to have their grievances addressed. The process ensures that grievances are heard, discussed, and resolved in a timely manner, with appropriate actions taken to rectify any issues. This system not only resolves individual grievances but also helps in improving the overall academic environment, making ITM University a more supportive and student-centric institution.


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

2. Internal Complaint Committee (ICC)

Sexual harassment in academic and work environments remains a critical concern, requiring immediate redressal mechanisms to ensure a safe and conducive atmosphere. To address this issue, every educational institution must establish an effective Internal Complaints Committee (ICC) that is responsible for managing and resolving complaints related to sexual harassment. In compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, ITM University, Gwalior has instituted a robust Internal Complaints Redressal Mechanism.

The Internal Complaint Committee (ICC) at ITM University, Gwalior, is specifically tasked with addressing issues related to sexual harassment, discrimination, and other forms of misconduct that may affect students, staff, and faculty. The committee plays a pivotal role in creating a safe and respectful environment for all individuals within the university campus and ensures that any complaints of sexual harassment or discrimination are handled with the utmost seriousness and sensitivity.

The primary purpose of the ICC is to prevent and address sexual harassment and related misconduct. The committee operates in strict confidentiality to protect the privacy and dignity of the complainants, ensuring that students can report incidents of harassment without fear of retaliation or further harm. It is an essential part of the university's commitment to providing a safe, inclusive, and respectful environment for all.

The ICC adopts a structured approach to handling complaints, starting with the affected individual's submission of the complaint. Students, faculty, and staff are encouraged to submit complaints of sexual harassment or discrimination through online and offline channels. Complaints can be submitted via email or an online form or by visiting the ICC office in person. The committee then investigates the issue, considering the facts and circumstances surrounding the complaint, and takes appropriate action based on its findings.

The committee also educates the university community about the importance of gender equality, the prevention of sexual harassment, and individuals' rights in the context of workplace and academic environments. It conducts awareness programs, workshops, and seminars to sensitize students, staff, and faculty members about their responsibilities in maintaining a respectful and harassment-free environment.

The contact email for the Internal Complaint Committee is:

Committee Name	Specific Purpose	Contact Email
Internal Complaint Committee (ICC)	To address issues related to sexual harassment and discrimination	icc@itmuniversity.ac.in
	Guidelines: Link on website	https://itmuniversity.ac.in/guidelines-provision/internal-complaint-committee

The university encourages students to contact the ICC for any concerns related to harassment or discrimination, ensuring that these issues are addressed with the seriousness and respect they deserve.

Overview of the Internal Complaints Committee (ICC)

The Internal Complaints Committee (ICC) at ITM University plays a crucial role in addressing complaints of sexual harassment and gender-based discrimination within the university. The university's ICC is in alignment with the legal framework provided by the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and the university's commitment to maintaining a safe environment for all its stakeholders.

The ICC ensures that complaints are handled confidentially, impartially, and with due diligence. The aim of the committee is to foster an atmosphere of respect and dignity for all, irrespective of gender, and to eliminate any form of sexual harassment.

2. Composition of the Internal Complaints Committee (ICC)

The Internal Complaints Committee must be constituted in a way that ensures transparency, fairness, and gender sensitivity. According to the guidelines provided by the government and best practices in gender sensitization, the composition of the ICC at ITM University is as follows:

- **Presiding Officer:** The Presiding Officer of the ICC shall be a woman faculty member employed at a senior level, preferably not below the rank of a Professor. In case a senior woman faculty member is unavailable, the Presiding Officer may be nominated from another office or administrative unit within the university or from any other department. The Presiding Officer's role is to oversee the proceedings, ensure fair conduct of investigations, and ensure that the committee operates autonomously.
- **Faculty Members:** The committee includes two faculty members who are nominated by the Executive Authority of the university. These members must be committed to the cause of gender sensitization and have the ability to handle sensitive complaints with discretion and professionalism.
- **Non-Teaching Employees:** Two non-teaching employees are nominated by the Executive Authority to be part of the committee. Preferably, these members should have experience in social work or possess legal knowledge, which would contribute positively to the investigation of complaints.
- **Student Members:** Three students are selected to be part of the committee if the matter involves students. These students should be from different academic levels – one undergraduate, one master's student, and one research scholar. The student members are elected through a transparent and democratic procedure to ensure fairness in representation.
- **External Member:** At least one member of the committee comes from a non-governmental organization or association that is committed to the cause of women. This external member should have experience or knowledge in issues relating to sexual harassment, and they bring an objective perspective to the committee's work.
- **Gender Sensitization:** To ensure gender balance, at least half of the members of the committee must be women. This structure promotes inclusivity and a gender-sensitive approach to addressing complaints.

It is essential to note that senior administrative positions such as the Vice-Chancellor, Deans, Heads of Departments, and other officials are excluded from being members of the ICC to preserve the committee’s autonomy and avoid potential conflicts of interest.

3. Removal of Members from the Committee

The provisions for removing a member from the ICC are clearly outlined to ensure that only those who comply with the standards of integrity, fairness, and gender sensitivity continue in their roles. If the Presiding Officer or any member contravenes the provisions of Section 16 of the Act or has been found guilty in any disciplinary proceedings, they may be removed from the committee. In the case of a vacancy, the Executive Authority shall appoint a new member following the same selection process.

4. Procedure for Approaching the Internal Complaints Committee (ICC)

The procedure for lodging complaints of sexual harassment at ITM University is designed to be straightforward and confidential. Students, faculty, and staff who experience or witness sexual harassment can approach the ICC through the following steps:

- **Step 1: Filing a Complaint**

A written complaint can be lodged with the Convener of the ICC, detailing the nature of the harassment, incidents, and any supporting evidence. If a complaint is made to any committee member, it can be forwarded to the Convener.

- **Step 2: Definition of Sexual Harassment**

As per the Supreme Court guidelines, sexual harassment is defined as “unwelcome” sexually determined behavior, whether direct or implied. This includes physical contact and advances, requests for sexual favors, sexually colored remarks, showing pornography, and other unwelcome behavior of a sexual nature.

- **Step 3: Acknowledgment of the Complaint**

Once the complaint is received, the committee acknowledges it within a specified period and initiates a preliminary inquiry to assess the validity of the allegations. This initial process ensures that complaints are acted upon promptly.

- **Step 4: Investigation and Hearing**

After the preliminary inquiry, the ICC conducts a thorough investigation. This includes interviewing the complainant, the respondent, and any witnesses. A hearing may be scheduled to facilitate a fair and transparent investigation.

- **Step 5: Deliberation and Decision**

The committee deliberates on the findings and reaches a decision based on the merits of the case. The resolution is communicated to both the complainant and the respondent in writing, and if corrective actions are required, these are outlined.

- **Step 6: Follow-Up and Monitoring**

The ICC ensures that the resolution is implemented effectively and monitors the situation to ensure the complainant is not subjected to retaliation or further harassment. Follow-up

meetings may be scheduled to ensure the complainant's safety and well-being.

5. Gender Sensitization Programs and Initiatives

The ICC at ITM University is committed to promoting gender sensitivity across all levels of the university. This includes regular workshops, seminars, and awareness campaigns that aim to educate the community about the importance of a harassment-free environment. The university also encourages faculty and students to engage in open dialogues about gender equality and the importance of creating a supportive environment for all genders.

6. Confidentiality and Autonomy

To ensure that complainants feel safe and confident in approaching the ICC, confidentiality is maintained at all stages of the grievance redressal process. The identity of the complainant and respondent, as well as the details of the complaint, are kept confidential to protect the privacy and rights of all individuals involved. Furthermore, the ICC operates autonomously and independently, without influence from any external authority or administrative body.

7. Review and Appeal Mechanism

If the complainant is dissatisfied with the outcome of the ICC's decision, they have the right to appeal to a higher authority within the institution. This ensures that the grievance redressal process is fair and transparent, offering an additional layer of oversight. The review process provides an opportunity for the complainant to seek justice if they feel the initial decision was not satisfactory.

The Internal Complaints Redressal Mechanism at ITM University is designed to offer a transparent, effective, and gender-sensitive approach to handling complaints of sexual harassment. By adhering to the legal provisions, maintaining confidentiality, and fostering a culture of respect and equality, the university ensures that its students, faculty, and staff are protected from all forms of harassment. Through ongoing awareness programs and a strong, autonomous grievance redressal system, ITM University upholds its commitment to providing a safe and supportive academic environment for all.


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

3. Anti-Ragging Committee

Ragging is a severe issue affecting students' well-being and academic performance in educational institutions. ITM University, Gwalior, has established an Anti-Ragging Committee to prevent, prohibit, and address any forms and instances of ragging that may occur on campus. The committee is committed to ensuring that students are not subjected to any form of physical, psychological, or emotional abuse through ragging.

The Anti-Ragging Committee tirelessly works to create an environment where students can feel safe, comfortable, and supported throughout their academic journey. It is proactive in taking measures to prevent ragging by implementing strict policies and conducting regular awareness campaigns on its detrimental effects. The committee also takes swift action in response to any complaints related to ragging, ensuring that such incidents are handled with the utmost urgency and care.

The committee's responsibilities include monitoring the campus for any signs of ragging, investigating complaints, and taking appropriate disciplinary action against those found guilty of participating in or encouraging ragging. The Anti-Ragging Committee also ensures that the university adheres to the guidelines and directives issued by regulatory bodies like the University Grants Commission (UGC) and the Ministry of Human Resource Development (MHRD) in addressing ragging-related issues.

Students are encouraged to report any instances of ragging through both online and offline mechanisms. Complaints can be submitted via email through an online form, or by visiting the Anti-Ragging Committee's office. The committee is also equipped to handle anonymous complaints, ensuring that students who may feel vulnerable or threatened can still report incidents without revealing their identity.

By providing clear avenues for students to report ragging, the Anti-Ragging Committee ensures that the university remains a safe and harassment-free space for all its students. The contact email for the Anti-Ragging Committee is:

Committee Name	Specific Purpose	Contact Email
Anti-Ragging Committee	To prevent, prohibit, and address any forms and instances of ragging in the college	antiragging@itmunity.ac.in
	Guidelines: Link on website	https://itmunity.ac.in/guidelines-provision/anti-ragging-committee

Objectives of the Anti-Ragging Committee

The Anti-Ragging Committee at ITM University is established to fulfill several key objectives to prevent, prohibit, and redress any instances of ragging. These objectives include:

- To Prevent, Prohibit, and Redress Ragging:** The foremost objective is to prevent ragging in any form and to create a safe and secure environment for all students. The committee ensures that any incident of ragging is addressed promptly and effectively.
- To Educate Students on the Meaning of Ragging:** The committee conducts awareness

campaigns to educate students about what constitutes ragging, ensuring that they understand the boundaries between harmless behavior and actions that may be considered ragging.

3. **To Highlight the Ill-effects and Consequences of Ragging:** The committee educates students on the negative physical, psychological, and emotional effects of ragging. Additionally, it emphasizes the legal consequences, including imprisonment and fines, for students involved in ragging.

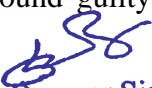
What Constitutes Ragging?

Ragging can be defined as any act or conduct by a student that causes distress or harm to another student. According to the UGC guidelines, ragging includes the following activities:

1. **Teasing or Handling with Rudeness:** Any act by a student that results in teasing or rudeness towards a fresher or another student.
2. **Rowdy or Indisciplined Activities:** Any behavior by a student that causes annoyance or harm, either physically or psychologically, to another student, including activities that create fear or apprehension.
3. **Asking Students to Perform Acts of Shame or Torment:** Forcing any student to perform acts that would cause embarrassment or adversely affect the student's dignity, both physically and mentally.
4. **Disrupting Regular Academic Activities:** Actions that interfere with the academic schedule of other students or prevent them from continuing their regular academic activities.
5. **Exploiting Fresher's Services:** Forcing freshmen to complete academic tasks that should be done by individual students or groups.
6. **Financial Extortion:** Any act of forcing freshmen to pay money or bear financial expenses without their consent.
7. **Physical and Sexual Abuse:** Physical abuse, including sexual harassment, bodily harm, and other acts of physical violence, falls under the category of ragging.
8. **Verbal Abuse or Insults:** Any derogatory language or public insults, whether verbal or written, which cause distress to the victim.
9. **Psychological Harm:** Any act that affects the mental health and confidence of a student, regardless of whether it is intended for sadistic pleasure or to show power over the victim.

Punishment Provisions for Ragging

Ragging is a criminal offense, and students found guilty of engaging in ragging are subject to severe punishment. The UGC regulations prescribe various measures to ensure deterrence and accountability. The following punishment provisions are applicable for students found guilty of ragging:


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1. **Debarring from Examinations:** The student may be debarred from appearing in sessional tests or university examinations. The results of the student may be withheld until further investigation.
2. **Suspension from Classes and Academic Privileges:** Students found guilty may be suspended from attending classes and may lose academic privileges for a specific period.
3. **Withdrawal of Scholarships and Benefits:** Any scholarships or financial benefits granted to the student may be withdrawn as part of the punishment.
4. **Suspension from the University:** The student may be suspended from the university for a period of up to one month or more, depending on the severity of the offense.
5. **Cancellation of Admission:** In some cases, the student's admission to the university may be canceled as a consequence of their involvement in ragging.
6. **Debarring from Representing the Institution:** The student may be barred from participating in any national or international events, youth festivals, or competitions as a result of their involvement in ragging.
7. **Hostel Suspension or Expulsion:** If the ragging incident occurred within a hostel, the student may face suspension or expulsion from the hostel.
8. **Rustication:** The student may be rusticated from the institution for a period ranging from one to four semesters, or an equivalent period, depending on the gravity of the incident.
9. **Expulsion from the Institution:** In extreme cases, the student may be expelled from the university, and they may be permanently debarred from gaining admission to any other institution in the future.
10. **Fine:** A student found guilty of ragging may also face a fine of up to Rs. 25,000.
11. **Imprisonment:** In some cases, the student may face imprisonment for up to two years and a fine of up to Rs. 10,000.
12. **Collective Punishment:** If the students responsible for ragging cannot be identified, the university may impose collective punishment on the entire batch or group to create community pressure on potential offenders.

Measures for Prevention of Ragging at ITM University

In order to prevent ragging and promote a safe environment, ITM University has implemented several preventive measures. These initiatives aim to discourage ragging and ensure the well-being of all students. Key measures include:

1. **Formation of an Anti-Ragging Committee:** An Anti-Ragging Committee is formed with staff representatives, student members, and faculty to address issues related to ragging. The committee meets regularly to assess the situation and ensure the implementation of preventive measures.

2. **Anti-Ragging Orientation Program:** The university organizes orientation programs for both students and parents to create awareness about ragging laws, its consequences, and preventive measures. This program serves as an effective tool in educating students about the ill effects of ragging.
3. **Public Display of Contact Information:** The names and contact numbers of Anti-Ragging Committee members are displayed in prominent areas on the campus to ensure that students can easily approach them in case of any ragging-related issues.
4. **Posters and Banners:** The university places posters, banners, and standees in sensitive areas such as hostels, canteens, and libraries. These materials display anti-ragging laws and the penalties associated with ragging, along with helpline numbers.
5. **Online Anti-Ragging Undertaking:** All students must sign an anti-ragging undertaking at the time of admission and submit an anti-ragging affidavit.
6. **Promoting Healthy Interactions:** The university encourages healthy interactions between senior and junior students through various co-curricular and extra-curricular activities. This approach helps build a sense of camaraderie and prevents ragging.
7. **Counseling for Offenders:** Counseling facilities are available for students who are found to indulge in ragging. The aim is to reform their behavior through discussions and guidance.
8. **CCTV Surveillance:** The entire campus, including hostels and other sensitive areas, is under CCTV surveillance. This helps monitor student activities and acts as a deterrent against ragging.
9. **Regular Monitoring and Feedback:** The Anti-Ragging Committee conducts regular feedback sessions and surveys to understand the effectiveness of the measures and identify improvement areas.

Ragging remains a serious issue in educational institutions, and it is essential to create awareness and take concrete steps to prevent it. ITM University, in accordance with UGC Regulations and the Anti-Ragging Act, has implemented several preventive measures and formed an Anti-Ragging Committee to ensure the safety and well-being of its students. The university's commitment to eradicating ragging and fostering a positive academic environment is reflected in its comprehensive approach to prevention, awareness, and punishment. The institution aims to ensure that every student feels safe, respected, and valued by following these measures.


Dr. Omveer Singh
REGISTRAR
ITM University
Gwalior (M.P.)

4. Online and Offline Submission Mechanisms

ITM University, Gwalior, recognizes the importance of providing both online and offline options for students to submit grievances. The online submission mechanism is particularly advantageous in today's digital age, as it allows students to file complaints conveniently anywhere, anytime. It also ensures that the grievance submission process is efficient, as students can directly communicate with the relevant committees via email or online forms.

The online submission forms are easily accessible on the university's official website, where students can select the appropriate committee to address their grievances. After completing the form, students receive an acknowledgment of their submission, and the grievance is directed to the concerned committee for further action. The online process is designed to be user-friendly and ensures that students can track the progress of their grievances.

In addition to the online system, offline grievance submission channels are available for students who may prefer to submit their complaints in person. Students can visit the designated grievance handling offices or the offices of the respective committees. The physical submission option ensures that students who may not have easy access to digital platforms are not excluded from the grievance redressal process.

The hybrid online and offline submission system provides students with flexibility and accessibility, ensuring that their concerns are heard and addressed promptly. The university's commitment to transparency, fairness, and confidentiality is reflected in the grievance redressal systems, which aim to provide a supportive and responsive environment for all students.

ITM University, Gwalior, has established comprehensive mechanisms for submitting online and offline student grievances. The university ensures that students' concerns are addressed promptly, objectively, and confidentially through the Students' Grievance Redressal Committee, Internal Complaint Committee (ICC), and Anti-Ragging Committee. The well-structured grievance redressal systems reflect the university's commitment to maintaining a safe, respectful, and supportive environment for all its students. By providing clear and accessible channels for grievance submission, ITM University empowers students to voice their concerns and ensures that their rights and well-being are safeguarded. These mechanisms play a critical role in upholding the values of justice, fairness, and transparency within the university community, fostering an environment conducive to academic and personal growth.