

# Internal Complaint Committee (ICC) For Complaints/ Grievances

Standard Operating Procedures (SOP)

#### **The Internal Complaint Committee:**

This Committee has the following Cells under its aegis:

- a) Prevention of Sexual Harassment Cell (Vishakha Cell)
- b) Grievance Redressal Cell
- c) Prevention of Caste Based Discrimination Cell

#### The Composition:

Sr. No	Constitution of the ICC	Members
1	A Presiding Officer - a woman employed at a senior level at the workplace from amongst the employees. [Sec.4 (2) (a)]	Dr. (Mrs.) Rita Patil (9820032809) Dr. Twinkle Sanghavi (98204 67129)
2	Not less than two Members - from amongst the employees preferably committed to the cause of women OR who have had experience in social work OR have legal knowledge.[Sec.4 (2) (b)]	Ms. Prerna Ramleke (8369969304)  Mrs. Sheetal Sawant (9833880053)
3	One Member - from amongst NGOs OR associations committed to the cause of women OR a person familiar with issues relating to sexual harassment. [Sec.4 (2) (c)]	Ms. Asha Kulkarni (9819373522)  Mr. Suketu Jarivala (9820737779)
4	Under the UGC guidelines of May 2016, , the membership has extended to include three elected student members	President - Ms. Nisha Kagdada (BMS) (99304 23013) Vice President - Ms. Stuti Jhaveri (FY.B.A) (97692 12279) Vice President - Ms. Alisha Charaniya (FY.B.M.S) (9833099453)
5	Two nominated non-teaching members.	Ms. Keyaa Mukherjee (9890753753)Mr. Naresh Lad (9969163945)

#### The Formation:

SNDT Women's University conducted a training programme for various Colleges/ Institutions/ Departments on February 18, 2017. Dr. Manjusha Molwane from Maharashtra State Commission for Women explained roles and responsibilities of Internal Complaint Committee members and mandatory requirements under the Act. The Colleges were directed to constitute their own Internal Complaints Committees

As per the requirements of the Act of 2013, Maniben Nanavati Women's College is committed to maintain and create an academic and work environment free of sexual harassment for students, academic staff and non-teaching staff of the institution.

## Procedure, Periodicity and Attendance at Meetings:

- The Internal Complaint Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the In Charge or at the request of the other members to discuss the various issues received.
- At least three members of the Committee shall be present in a meeting.
- If a member of the Committee is connected with the grievance of the aggrieved individual, the concerned member of the Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Internal Complaint Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.

#### **Terms of Reference:**

- The Committee shall consider all grievances submitted in writing by an individual member of the College regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the College.
- The Committee shall study the petition/ application and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the In Charge as expeditiously as possible, but in any case within three months of the date of petition/application.
- In case of any difficulties, the Committee shall have discussion with the In Charge before a decision is taken.
- The Committee may mediate between the complainant and defendant against whom the complaint has been made, if required
- The In Charge, as far as possible, shall be guided by the advice of the Committee unless the recommendations of Committee violate basic rules and norms of the College.
- Any dead-lock shall be resolved by the Principal of the College.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the In Charge by the Committee.

#### **Procedure of Submitting Grievance/ Complaint:**

- The aggrieved member shall submit his/her petition to the In Charge, Internal Complaint Committee in a sealed envelope marked "confidential".
- On receipt of a petition, the Committee will endeavor to send its recommendation to the Principal within one month if possible, but in any case not beyond three months, for further action.
- In case of false and frivolous complaint (if proved), the Committee will recommend Principal to take appropriate action against the complainant.

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BEST COLLEGE 2018–2019 Awarded by SNDT Women's University, Mumbai

(Affiliated to S.N.D.T. Women's University)

Conducted by : SHREE CHANDULAL NANAVATI WOMEN'S INSTITUTE & GIRLS' HIGH SCHOOL

Vallabhbhai Road, Vile Parle (West), Mumbai-400 056.

Tel.: 2612 8840, Telefax: 91-22-2617 6196

E-mail: mnwcollege@hotmail.com • Website: www.mnwc-sndt.org

Chairman Mg. Committee Smt. Himadri S. Nanavati Principal
Dr. (Mrs.) Rajshree Trivedi

#### GRIEVANCE REDRESSAL CELL

As pe the UNIVERSITY GRANTS COMMISSION NOTIFICATION New Delhi, the 6th May, 2019 F. No. 14-4/2012(CPP-II). — all the higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 should establish a Grievance Redressal Cell.

Maniben Nanavati Women's College has a well defined body for the same:

## The Composition:

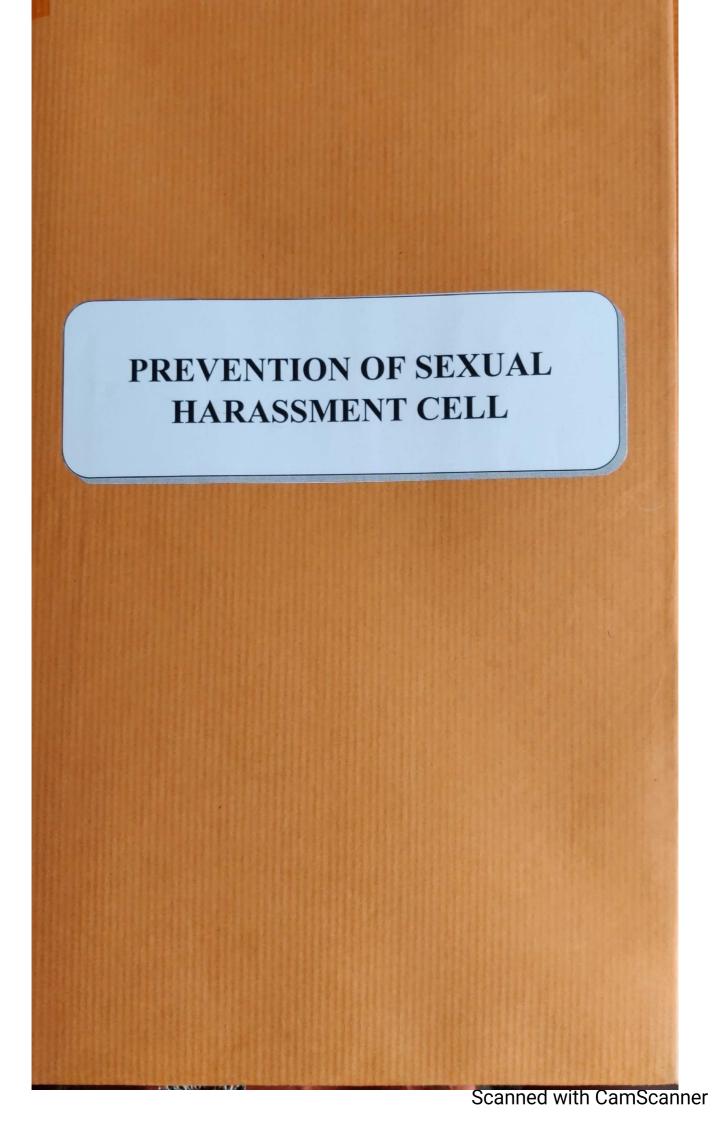
Sr. No.	Name	Designation	Status
ī.	Dr. Rajshree Trivedi	Principal	Chair Person
2.	Prof. Sunita Sharna	Senior Members of the Teaching Faculty to be nominated by the Principal	Members
3.	Dr. Rita Patil	Senior Members of the Teaching Faculty to be nominated by the Principal	Members
4.	Dr. Twinkle Sanghavi	Senior Members of the Teaching Faculty to be nominated by the Principal	Members
5.	Ms. Dhruvi Patel (SYBA)	A Representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports / performance in co-curricular activities	Special Invitee

- The term of the members and the special invitee shall be two years. The Special Invitee need not remain present in cases of grievances related to staff members.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- · In considering the grievances before it, the GRC shall follow principles of natural justice.
- The GRC shall send its report with recommendations, if any, to the Chair Person of the Management of the College and a copy thereof to the aggrieved student,/staff member within a period of 15 days from the date of receipt of the complaint.

Dr. (Mrs.) Rajshree P. Trivedi Principal

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Maniben Nanavati Women's College, Vile Parle (West), Mumbai - 400 056.





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Principal Dr. (Mrs.) Rajshree Trivedi

#### PREVENTION OF SEXUAL HARASSMENT CELL.

NOTICE OF THE MEETING (27-11-2020)

An online meeting (Zoom) will be held of the Prevention Of Sexual Harassment Cell on 30th November 2020 at 4.00 pm. Link will be sent later.

Agendar

To constitute the committee

Any other matter with the permission of the chair

Best Regards

Dr. Rajshree Trivedi Principal

#### PREVENTION OF SEXUAL HARASSMENT CELL

#### MINUTES OF THE MEETING

A meeting was held on Zoom to change the Prevention of Sexual Harassment Cell on 30th November 2020 at 4.00 pm.

Agenda 1: To re-constitute the committee. The following committee members were finalized. Dr Rita Patil (In-charge), Dr. Twinkle Sanghavi (Co In-charge), Mr. Suketu Jariwala, Ms. Asha Kulkarni, Ms. Shirin Plasterwala, Ms. Neelu Jha, Ms. Sheetal Sawant (Members).

Agenda 2: Any other matter with the permission of the chair. As there was no other matter, the meeting was closed.

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Chairman Mg. Committee Smt. Himadri S. Nanavati

Principal Dr. (Mrs.) Rajshree Trivedi

#### PREVENTION OF SEXUAL HARASSMENT CELL.

NOTICE OF THE MEETING (7-10-2021)

An online meeting (Zoom) will be held of the Prevention of Sexual Harassment Cell on 9th October 2021 at 4.00 pm. Link will be sent later.

Agenda:

To discuss if any complaints have been received.

Any other matter with the permission of the chair

Best Regards

Dr. Rajshree Trivedi Principal

## PREVENTION OF SEXUAL HARASSMENT CELL

#### MINUTES OF THE MEETING

An online meeting was held of the Prevention of Sexual Harassment Cell on 9th October 2021 at 4 pm.

Agenda 1: To discuss if any cases have come forward with complaints. Due to the pandemic, no cases were reported.

Agenda 2: Any other matter with the permission of the chair. The meeting was closed as there was no other matter.

# Anti-Ragging Cell



Chairman Mg. Committee Smt. Himadri S. Nanavati

## MANIBEN NANAVATI WOMEN'S COLLEGE

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Dr. (Mrs.) Raishree Trivedi

#### ANTI RAGGING CELL

Notice of the Meeting

A Meeting of the Members of Anti Ragging Cell is going to be held on 2<sup>nd</sup> April 2019 at 11.00 am in Principal's Office. The Agenda for the Meeting:

- 1. To discuss the procedures and processes of the Cell
- 2. To finalize the nature of work, objectives, strategies and functioning of the Cell
- 3. Any other matter with the permission of the Chair

Members of the Committee are requested to attend the meeting.

Best Regards RPINEON

Dr. Rajshree Trivedi Dr. (Mrs)aRajshree P. Trivedi Principal

Maniben Nanavati Women's College, Vile Parle (West), Mumbai - 400 056.

#### ANTI RAGGING CELL

Minutes of the Meeting Held on 2<sup>nd</sup> April 2019 Time: 11.00 am onwards Venue: Principal's Office

A meeting was called to discuss the given below items on Agenda. The following members were present

- 1. Dr. Rajshree Trivedi
- 2. Dr. Rita Patil
- 3. Dr. Cicilia Chettiar
- 4. Ms. Prerana Ramteke
- 5. Ms. Kevaaa Mukheriee
- 6. Ms. Vishakha Lath
- 7. Ms. Drishti Lalwani

The following members requested for Leave of Absence:

- 1. Prof. Sunita Sharma
- 2. Ms. Archana Randive
- 3. Dr. Devangi Vakharia

#### Item No. 1 on Agenda. : To discuss the procedures and processes of the Cell:

There was a discussion on deciding about the procedures and processes of the Cell. Since there have been no cases on the campus, in spite of that, it was important to set a system that clearly described the objectives, Rules and Regulations, nature and types of ragging, punishments and other matters. It was 'Resolved that the UGC guidelines will be followed by the College's anti -Ragging Cell and Zero Tolerance approach would be adopted for Ragging Cases.

#### Item No. 2 on Agenda: To finalize the nature of work, objectives, strategies and functioning of the Cell:

After a brief discussion on Item No. 1, a rough draft was made to finalize the nature of work, objectives, strategies and functioning of the cell. The rough draft would be reviewed by Principal Dr. Trivedi and displayed on the College website and on the Notice Boards of all the floors.

#### Item No. 3 on Agenda Any other matter with the permission of the Chair

Since there was no other matter to discuss, the meeting ended on a note of thanks.

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Principal Principal Maniben Nanavati Women's College, Vile Parle (West), Mumbai - 400 056.



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Chairman Mg. Committee Smt. Himadri S. Nanavati Principal
Dr. (Mrs.) Rajshree Trivedi

#### ANTI RAGGING CELL

#### Notice of the Meeting

A Meeting of the Members of Anti Ragging Cell is going to be held on  $9^{th}$  December 2020 at 11.00 am in the Principal's Office. The Agenda for the Meeting:

- 1. To approve the Minutes of the Last Meeting held on 2<sup>nd</sup> April 2019
- 2. To discuss and take up cases, if any
- 3. Any other matter with the permission of the Chair

Members of the Committee are requested to attend the meeting.

Best Regards

Dir (Miss)ceRājahnee P. Trivedi

Principal Principal
Maniben Nanavati Women's College,
Vile Parle (West), Mumbai - 400 056.

#### ANTI RAGGING CELL

Minutes of the Meeting
Held on
9th December 2020 Time: 11.00 am onwards
Venue: Principal's Office

A meeting was called to discuss the given below items on Agenda. The following members were present:

- 1. Dr. Rajshree Trivedi
- 2. Dr. Rita Patil
- 3. Ms. Prerana Ramteke
- 4. Ms. Keyaaa Mukherjee
- 5. Ms. Rashmi Maurya
- 6. Ms. Dhruvi Patel
- 7. Ms. Uzma Lakdawala

The following members requested for Leave of Absence:

1.. Dr. Devangi Vakharia

## Item No. 1. On Agenda - To approve the Minutes of the Last Meeting held on 2<sup>nd</sup> April 2019:

The Minutes were read out by Dr. Rita Patil and approved by the Committee.

#### Item No. 2 on Agenda. To discuss and take up cases, if any:

Because of the COVID 19 Pandemic and online classes, there was no physical presence of students on campus. There were no Ragging cases recorded online or offline.

#### Item No. 3 on Agenda Any other matter with the permission of the Chair:

Since there was no other matter to discuss, the meeting ended on a note of thanks.

Dr. Rajshree Trivedi Dr. Allicipa Rajshree P. Trivedi

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Chairman Mg. Committee Smt. Himadri S. Nanavati

Principal
Dr. (Mrs.) Rajshree Trivedi

#### ANTI RAGGING CELL

Notice of the Meeting

A Meeting of the Members of Anti Ragging Cell is going to be held on 18<sup>th</sup> December 2021 at 11.00 am in the Principal's Office. The Agenda for the Meeting:

- 1. To approve the Minutes of the Last Meeting held on 9th December 2020
- 2. To discuss and take up cases, if any
- 3. Any other matter with the permission of the Chair

Members of the Committee are requested to attend the meeting.

Best Regards

Dr. (Mrs): Rajskiee P. Trivedi

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Principal Principal
Maniben Nanavati Women's College,
Vile Parle (West) Mumbai - 400 056.

#### ANTI RAGGING CELL

Minutes of the Meeting
Held on
18th December 2021 Time: 11.00 am onwards
Venue: Principal's Office

A meeting was called to discuss the given below items on Agenda. The following members were present:

- 1. Dr. Rajshree Trivedi
- 2. Dr. Rita Patil
- 3. Ms. Neha Bhansali

Keeping the government protocols in mind, students were not called for the meeting

# Item No. 1. On Agenda To approve the Minutes of the Last Meeting held on 9th December 2020:

The Minutes were read out by Dr. Rita Patil and approved by the Committee.

#### Item No. 2 on Agenda. To discuss and take up cases, if any:

Because of the COVID 19 Pandemic and online classes, there was no physical presence of students on campus. There were no Ragging cases recorded online or offline.

#### Item No. 3 on Agenda Any other matter with the permission of the Chair:

Since there was no other matter to discuss, the meeting ended on a note of thanks.

Dr. Mrsj. Rajstired P. Trived

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Maniben Nanavati Women's College, Vile Parle (West), Mumbai - 400 056.





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Principal

Dr. (Mrs.) Rajshree Trivedi

# **Anti-Caste Based Discrimination Committee**

NOTICE OF THE MEETING (27-11-2020)

An online meeting (Zoom) will be held to form the Anti-Caste Based Discrimination Committee on 30<sup>th</sup> November 2020 at 3 pm. Link will be sent later.

Agenda:

To constitute the committee.

To finalize the nature of work, objectives, strategies and functioning of the cell.

Any other matter with the permission of the chair

Best Regards

# **Anti-Caste Based Discrimination Committee**

### MINUTES OF THE MEETING

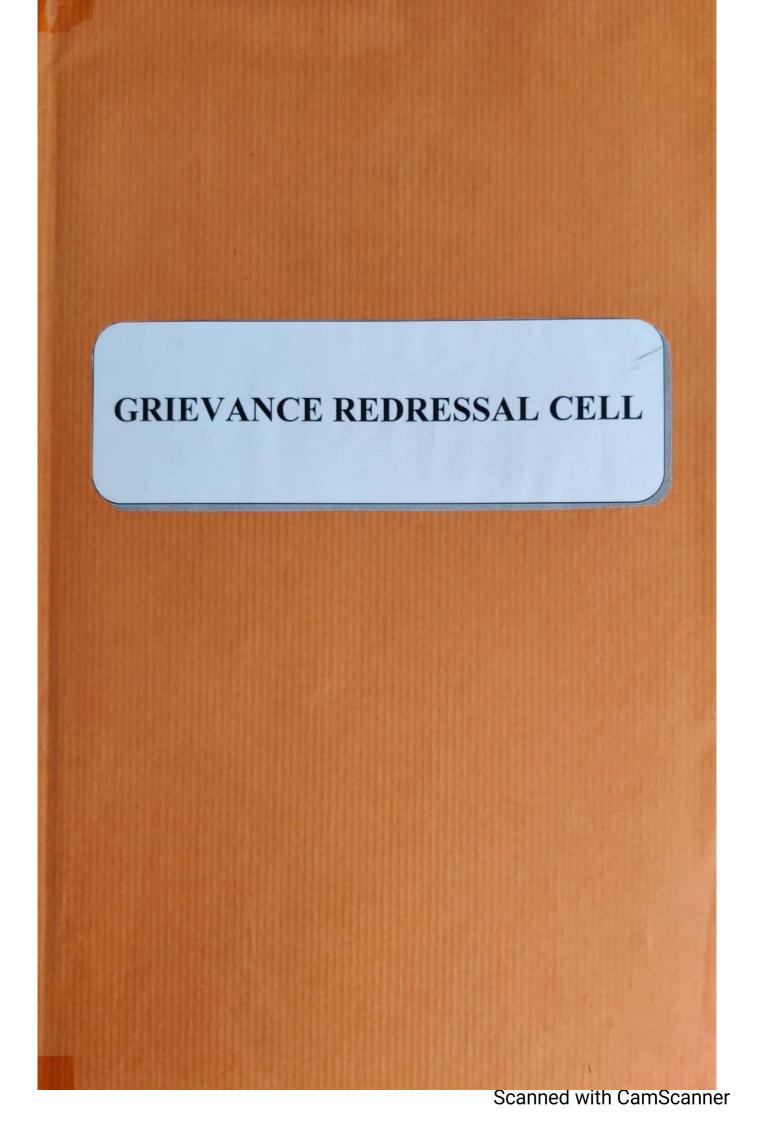
A meeting was held on Zoomto form the Anti-Caste Based Discrimination Committee on 30<sup>th</sup> November 2020 at 3 pm.

Agenda 1: To constitute the committee. The following committee members were selected. Dr Rita Patil (in-charge), Ms Prerna Ramteke and Mr Naresh Lad (co in-charge); Ms Sheetal Sawnant, Ms Asha Kulkarni, MsNeelu Jha members.

Agenda 2: To finalize the nature of work, objectives, strategies and functioning of the cell. It was decided that

- The Officials/faculty members should desist from any act of discrimination against SC/ST students on grounds of their social origin.
- The university and colleges should ensure that no official/faculty members indulge in any kind of discrimination against any community or category of students.

Agenda 3: Any other matter with the permission of the chair. As there was no other matter, the meeting was closed.





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Chairman Mg. Committee Smt. Himadri S. Nanavati Principal

Dr. (Mrs.) Rajshree Trivedi

# GREVIANCE REDRESAL CELL

NOTICE OF THE MEETING (27-11-2020)

An online meeting (Zoom) will be held to change the Greviance Redresal Cell on 30<sup>th</sup> November 2020 at 3 pm. Link will be sent later.

Agenda:

To re-constitute the committee.

Any other matter with the permission of the chair

Best Regards

Dr. Rajshree Trivedi

# GREVIANCE REDRESAL CELL

## MINUTES OF THE MEETING

A meeting was held on Zoom to change the Greviance Redresal Cell on 30<sup>th</sup> November 2020 at 3 pm.

Agenda 1: To re-constitute the committee. The following committee members were finalized. Dr Rita Patil (In-charge), Dr. Twinkle Sanghavi (Co In-charge), Mr. Suketu Jariwala, Ms. Asha Kulkarni, Ms. Shirin Plasterwala, Ms. Neelu Jha, Ms. Sheetal Sawant (Members).

Agenda 2: Any other matter with the permission of the chair. As there was no other matter, the meeting was closed.

Dr. Rajshree Trivedi



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Principal

Dr. (Mrs.) Rajshree Trivedi

Chairman Mg. Committee Smt. Himadri S. Nanavati

# PREVENTION OF SEXUAL HARASSMENT CELL

NOTICE OF THE MEETING (27-11-2020)

An online meeting (Zoom) will be held of the Prevention Of Sexual Harassment Cell on 30th November 2020 at 4.00 pm. Link will be sent later.

Agenda:

To constitute the committee.

Any other matter with the permission of the chair

Best Regards gredr

Dr. Rajshree Trivedi

# PREVENTION OF SEXUAL HARASSMENT CELL

#### MINUTES OF THE MEETING

A meeting was held on Zoom to change the Prevention of Sexual Harassment Cell on 30<sup>th</sup> November 2020 at 4.00 pm.

Agenda 1: To re-constitute the committee. The following committee members were finalized. Dr Rita Patil (In-charge), Dr. Twinkle Sanghavi (Co In-charge), Mr. Suketu Jariwala, Ms. Asha Kulkarni, Ms. Shirin Plasterwala, Ms. Neelu Jha, Ms. Sheetal Sawant (Members).

Agenda 2: Any other matter with the permission of the chair. As there was no other matter, the meeting was closed.

Dr. Rajshree Trivedi