

RSET's



Deviprasad Goenka Management College of Media Studies (DGMC)
RSET Campus, S. V. Road, Malad (W), Mumbai 400 064, Maharashtra, India

1. Grievance Policy

The institute has a well-defined Grievance Policy to address any kind of grievance. Various committees like the Discipline Committee, Student Grievance Redressal Committee, Anti-ragging Cell, Women Development Cell; sub-function for sexual harassment cases, were formed under an umbrella of Grievance Policy for taking appropriate action against any grievance.

1.1 Grievance Redressal Mechanism

The Grievance Redressal is a management and governance related process adopted in Deviprasad Goenka Management College of Media Studies, Malad.

The term “Grievance Redressal” primarily covers the receipt and processing of complaints from stakeholders, a wider definition including actions taken on any issue raised by them to function as per their roles more effectively. The institute has a Grievance Redressal Committee in place, which takes care of any kind of cases occurring in the organization.

The effectiveness of implementation of the Mechanism can be calculated by the following parameters:

- Count and the nature of cases received
- Time taken for corrective action
- Escalations required
- Confirmations & rejections after completion
- Repeat nature of grievances

1.1.1 Process

Input acceptance: Faculty members/staff members and students may convey their grievances to the organization through offline mechanisms such as verbal and written communication or through suggestion boxes. They may also convey their grievances through online mechanisms by mailing the complaint to the Grievance Redressal Committee Chairperson and/or to the committee members.

Anonymity: Complainants are often reluctant to report grievances that target individual faculty or staff members of the organization. To avoid such issues the committee assures that Complainant identity will be hidden from others, and preferably from everyone.

1.1.2 Workflow

The objective is to achieve redressal for student grievances.

The Principal is the apex authority for grievance redressal.

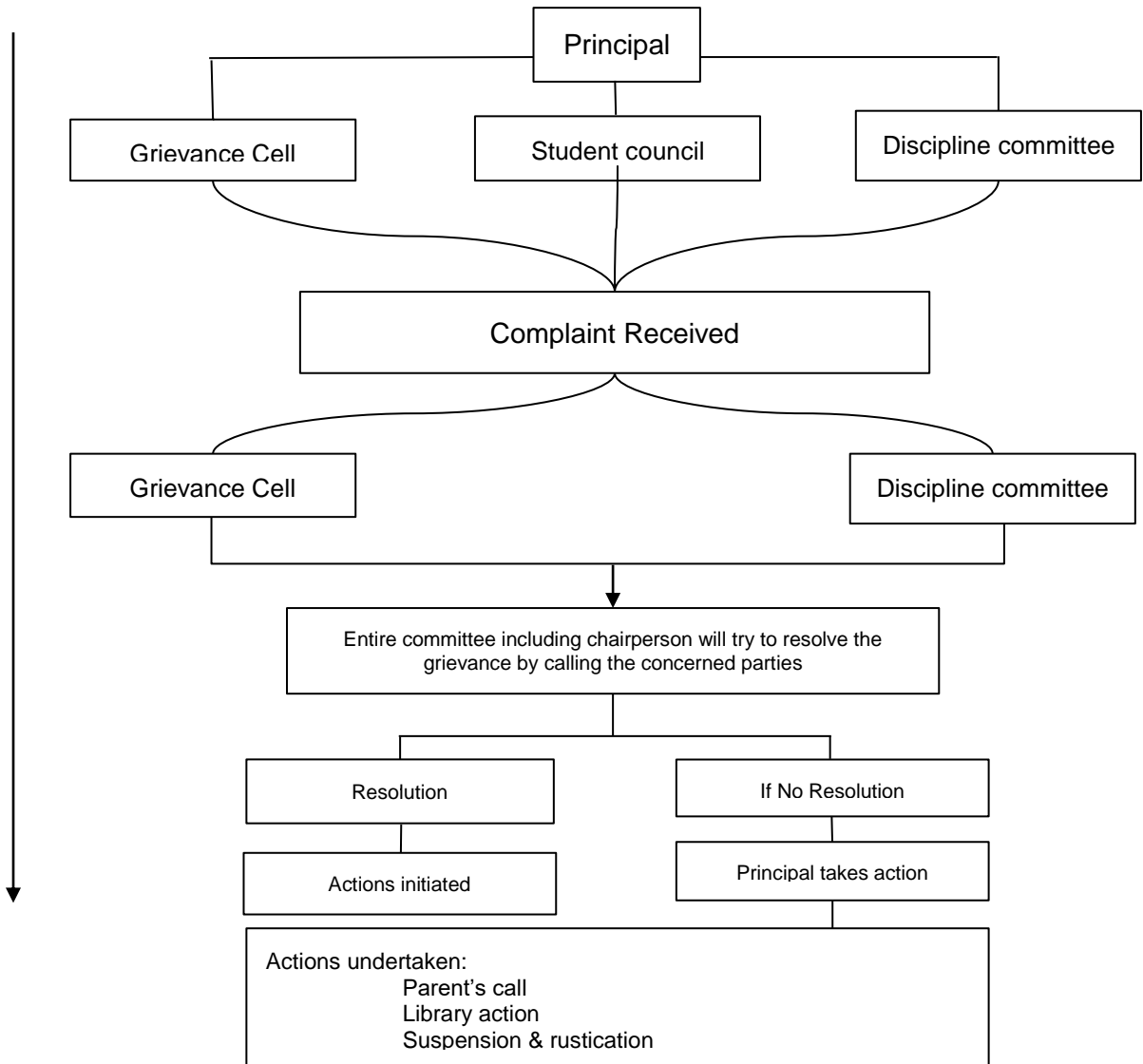
The redressal mechanism, then, gets divided into 3 bodies namely Grievance Committee, Student's Council and the Discipline committee.

- The Student Council has a suggestion box in place within campus premises to receive feedback from the students. The frequency of opening of the suggestion box is once every fortnight.
- The student council identifies grievances from the suggestion box and submits them to the Grievance Cell or the Discipline committee based on its nature.
- The respective committees then, in its entirety along with its chairperson, attempt to resolve the case by calling the concerned parties.
- If there is resolution achieved, appropriate actions are initiated by the committee.
- If the committee is unable to achieve resolution on the case, the case is referred to the Principal.

The Principal then takes actions befitting for the redressal of the grievance. The actions initiated are always of corrective and non-punitive nature. The actions undertaken are:

1. The parents of the students in question are summoned to inform them about the case.
2. The student has to submit a written undertaking to the Principal accepting his punishment.
3. Student's are given library duty for offenses of milder nature.
4. Depending on the severity of the case, actions such as suspension or expulsion are also taken.

Student Grievance Redressal Flowchart



1.2 Internal Complaints Committee

The Institution has established the Internal Complaints Committee with the objectives of redressing the grievances of the students and the staff, of any sort related to women. It provides confidential and supportive environment for members of the campus community who might likely have been sexually harassed; advises complainant of the informal and formal means of redressal; ensures the fair and timely redressal of sexual harassment complaints. It also provides information regarding counseling and support services on the campus, and promotes awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

1.2.1 Objectives of the Committee

- To provide a platform for listening to complaints and redressal of grievances.
- To incorporate hygiene habits and ensure a healthy atmosphere in and around the university premises.
- To prevent sexual harassment and to promote general well-being of female students, teaching and non-teaching women staff of the institute.

1.2.2 What is Sexual Harassment?

According to the Supreme Court Order, sexual harassment is any unwelcome:

- Physical contact and advances,
- Demand or request for sexual favour
- Sexually coloured remarks
- Display of pornography
- Any other unwelcome physical, verbal and non-verbal conduct of a sexual nature.
- Basically it is any unwelcome words or actions of sexual nature.

1.2.3 Functions of the Committee

- To provide a neutral, confidential and supportive environment for members of the campus community who may have been sexually harassed.
- To advise complainants of the informal and formal means of resolution as specified by the Cell.
- To ensure the fair and timely resolution of sexual harassment complaints.
- To provide information regarding counselling and support services on the campus.
- To ensure that students, faculty and staff are provided with current and comprehensive materials on sexual harassment and assault.
- To promote awareness about sexual harassment through educational initiatives that encourages and fosters a respectful and safe campus environment.

1.2.4 Goals of the Committee

The Cell seeks to achieve

- **Awareness Through Dissemination of Information** - through production, distribution and circulation of printed materials, posters and handouts
- **Awareness Through Workshops** - about sexual harassment for faculty, non-teaching staff and students. The aim is to develop a non-threatening and non-intimidating atmosphere of mutual learning.
- **Awareness by Counseling** - Confidential counseling service is an important service as it provides a safe space to speak about the incident and how it has affected the victim because sexual harassment cases are rarely reported as it is being a sensitive issue.

1.2.5 Preventive steps

It will be the endeavor of the committee:-

- To facilitate a safe environment that is free of sexual harassment.
- To promote behaviors that create an atmosphere that ensures gender equality and equal opportunities.

1.2.6 Remedial

To ensure that the mechanism for registering complaints is safe, accessible and sensitive. The mechanism for registering complaints is safe, accessible and sensitive. To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims, recommend penalties and take action against the harasser, if necessary.

To advise the competent authority to issue warnings or take the help of the law to stop the harasser, if the complainant consents. To seek medical, police and legal intervention with the consent of the complainant. To make arrangements for appropriate psychological, emotional and physical support (in the form of counseling, security and other assistance) to the victim if so desires.

1.2.7 Procedure for registering Complaints

The Internal Complaints Committee of DGMC follows The Gazette of India Circular issued on May 2nd, 2016 for HEI by the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. As per the circular, the procedure for registering complaints is:

- An aggrieved person is required to submit a written complaint to the ICC within three months from the date of the incident and in case of a series of incidents within a period of three months from the date of the last incident.
- Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Committee shall render all reasonable assistance to the person for making the complaint in writing;
- Provided further that the ICC may, for the reasons to be accorded in the writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the person from filing a complaint within the said period.”
- Friends, relatives, Colleagues, Co-students, Psychologist, or any other associate of the victim may file the complaint in situations where the aggrieved person is unable to make a complaint on account of physical or mental incapacity or death.

1.2.8 Enquiry Procedure

The Internal Complaints Committee of DGMC follows The Gazette of India Circular issued on May 2nd, 2016 for HEI by the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015. As per the circular, the procedure for enquiry is:

1. The ICC shall, upon receipt of the complaint, send one copy of the complaint to the respondent within a period of seven days of such receipt.
2. Upon receipt of the copy of the complaint, the respondent shall file his or her reply to the complaint along with the list of documents, and names and addresses of witnesses within a period of ten days.
3. The inquiry has to be completed within a period of ninety days from the receipt of the complaint. The inquiry report, with recommendations, if any, has to be submitted within ten days from the completion of the inquiry to the Executive Authority of the HEI. Copy of the findings or recommendations shall also be served on both parties to the complaint.
4. The Executive Authority of the HEI shall act on the recommendations of the committee within a period of thirty days from the receipt of the inquiry report, unless an appeal against the findings is filed within that time by either party.
5. An appeal against the findings or /recommendations of the ICC may be filed by either party before the Executive Authority of the HEI within a period of thirty days from the date of the recommendations.
6. If the Executive Authority of the HEI decides not to act as per the recommendations of the ICC, then it shall record written reasons for the same to be conveyed to ICC and both the parties to the proceedings. If on the other hand it is decided to act as per the recommendations of the ICC, then a show cause notice, answerable within ten days, shall be served on the party against whom action is decided to be taken. The Executive Authority of the HEI shall proceed only after considering the reply or hearing the aggrieved person.
7. The aggrieved party may seek conciliation in order to settle the matter. No monetary settlement should be made as a basis of conciliation. The HEI shall facilitate a

conciliation process through ICC, as the case may be, once it is sought. The resolution of the conflict to the full satisfaction of the aggrieved party wherever possible, is preferred to purely punitive intervention.

8. The identities of the aggrieved party or victim or the witness or the offender shall not be made public or kept in the public domain especially during the process of the inquiry.

1.3 Anti Ragging Committee

Anti-ragging committee is the supervisory and advisory committee on matters of planning action for building and preserving a culture of ragging free environment in the institute campus. The Anti-Ragging committee regularly checks places like hostels, canteens, classrooms and other places of student congregation, for any incidents of ragging, and educates the students at large in the college about the menace of ragging and related punishment provisions. Anti-ragging committee will be involved in designing strategies and action plans for curbing the menace of ragging in the institute by adopting an array of activities.

1.3.1 What is Ragging?

As per UGC Regulations on curbing the menace of Ragging in Higher Educational Institutions, 2009,

Ragging constitutes one or more of any of the following acts:

- a. Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- b. Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
- c. Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or

embarrassment so as to adversely affect the physique or psyche of such fresher or any other student;

- d. Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher;
- e. Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- f. Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students;
- g. Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- h. Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student;
- i. Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.

1.3.2 Procedure for registering Complaints

The college follows the procedure established under the UGC Circular for curbing the menace of Ragging 2009. The procedure is as follows:

- Complaints against any student indulging in ragging should be immediately brought to the notice of the members Anti – Ragging Cell.
- The Complaint can be made either in writing or in digital form – email or link as provided on the college website
- The Complaints can be made by the victim student or any friend of the victim student or the Class Representative of the Student or by any person having knowledge of the incident.

1.3.3 Measures for Prohibition of Ragging

- Members of Student Council act as members of Anti Ragging Squads and keep vigilance in the college premises and report to the committee any matter of ragging which comes or is brought to their notice.
- Details of the members of the Anti-Ragging Committee are displayed on the college notice board, college website and college premises as well as the College premises are under CCTV Surveillance.
- Orientation of the students and sensitizing the senior students towards the newcomers by the Principal and the staff during the orientation program.
- The institutions shall take action in accordance with these Regulations against those found guilty of ragging and/or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
- The application for admission, enrolment or registration must be accompanied by an Anti-Ragging affidavit signed by a student in a prescribed format and another Anti Ragging Affidavit signed by a Parent/Guardian.

1.3.4 Administrative Action in the event of Ragging:

The institution shall punish a student found guilty of ragging after following the procedure and in the manner prescribed herein under:

- Suspension from attending classes and academic privileges.
- Withholding/ withdrawing scholarship/ fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- With holding results or Cancellation of admission.
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Suspension/ expulsion from the hostel.
- Rustication from the institution for a period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.

COMPOSITION OF COMMITTEES (2021-22)

Composition of Grievance Redressal Committee

1.	Dr. Ameer Vora	Chairperson
2.	Prof. Vidula Deo	Member
3.	Prof. Kanchan Luthra	Member Secretary

Composition of Discipline Committee

1.	Dr. Ameer Vora	Chairperson
2.	Mr. Yashwant Baing	Member
3.	Prof. Saurabh Deshpande	Member
4.	Prof. Kanchan Luthra	Member
5.	Prof. Aanchal Jain	Member

Composition of Anti Ragging Committee

1.	Prof. Partha Samantha	Chairperson
2.	Vidula Deo	Member
3.	Chetna Shastri	Student Representative – CR (SYBAMMC)

Composition of Internal Complaints Committee

1.	Dr. Dilnaz Boga	Presiding Officer (senior female faculty)
2.	Prof. Kanchan Luthra	Faculty member- teaching
3.	Prof. Saurabh Deshpande	Faculty member- teaching
4.	Prof. Vidula Deo	Faculty member- teaching
5.	Ms. Sunita Cordeiro	Non-teaching employees
6.	Ms. Taiyaba Shaikh	Student (UG)
7.	Ms. Hannah Varghese	Student (PG)
8.	Dr. Yogini Sheth	NGO Member



Handwritten signature



GRIEVANCE COMMITTEE MINUTES OF THE MEETING

Date: 31st January 2020

Agenda of the meeting:

Agenda 1: Grievance raised by Mr. Hritik Mahajan pertaining to internals, assignments and use of lifts.

- The student was given an opportunity to present his case in front of the grievance committee.
- He was informed that the raised issue was already discussed by faculties in their respective lectures. Students were informed in advance of the pattern of internal class tests and the units were also mentioned.
- Query regarding non-completion of paper on point was needed to be addressed by the student himself.
- He was also informed that the internals were organized in the present format after careful consideration by the examination committee.
- He was also briefed about the restriction on the usage of lifts was taken and was resolved at the levels of class representatives and the Student's council.
- The student's request for a "mass meet" was declined as he was not an official representative of any division.

The student appeared satisfied with the interaction and the meeting closed thereafter.



Hritik

31 Jan 2020

Dear Madam,

Sub: Report on response to grievance letter from Hritik Mahajan

This is with reference to letter No 729 dated 24th Jan 2020 from Hritik Mahajan, TYBMM (Advt) Div "A" student, having Roll No 45, requesting to conduct a mass meeting with TYBMM (Advertising & Journalism) students about grievances pertaining to Internals, assignments and the use of lifts.

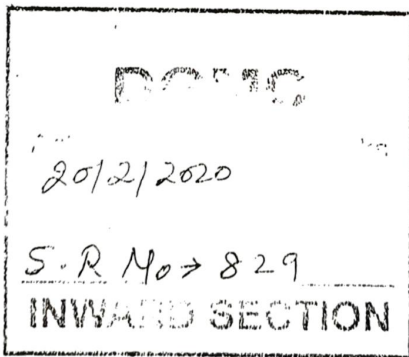
The said student was telephoned and invited to meet the Grievance Committee members in the Principal's cabin on 25th Jan 2020 at 4:30 pm. When the student presented himself, he was first heard out in detail with regards to his apprehension about Internal Class Tests for 20 marks. He was informed that the issue raised was already discussed by the faculties in their respective lectures. Students were well informed in advance of the pattern of Internal Class Tests and the Units were also mentioned. So there was no cause for him to raise the query.

About non-completion of the paper on time is a point that needs to be addressed by the student himself.

The student was then informed that all these issues had already been discussed and resolved at the level of the Class Representatives and the Students' Council. He was also informed that the internal tests were organized in the present format after careful consideration by the Examination Committee. The assignments, he was further explained, are class activities and a part of the teaching-learning methodology. He was also briefed about the reasons why the decision regarding restricting students from using the lifts was taken and was told that this issue too has been resolved at the levels of Class Representatives and the Students' Council.

The student's request for a "mass meet" was declined since he is not an official representative of any TYBMM division.

The student appeared satisfied with the interaction and the meeting closed thereafter.

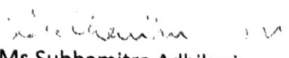


Regards,


Ms Dolly Awati


Mr Saurabh Deshpande


Ms Kanchan Luthra


Ms Subhamitra Adhikari

*Discipline / Grievance
file
20/21/2020*



Adhikari



GRIEVANCE COMMITTEE MINUTES OF THE MEETING

Date: 19th July 2021

Agendas of the meeting:

Agenda 1: Discipline during online/offline lectures and in campus

- The grievance committee had received anonymous complaints highlighting use of personal remarks in online lectures.
- The grievance committee emphasized its policy of zero tolerance towards such acts.
- The grievance committee issued a notice for the same discouraging students from indulging in such activities.
- The faculties were instructed to read the notice explicitly in their respective lectures to emphasize its importance.



Arora

Deviprasad Goenka Management College of Media Studies (DGMC)
RSET Campus, S. V. Road, Malad (w), Mumbai 400 064, Maharashtra, India

Notice: 438/2021

19th July 2021

NOTICE

Discipline during Online / Offline and in the Campus

It has been brought to the institute's notice that some students have been engaging in behaviour suggesting bullying and harassment of fellow students. For instance, very recently it was reported that one student passed homophobic remarks within the classroom (albeit virtual) space. The institute wishes to make it crystal clear that such behaviour will not be tolerated in any form; actions, words or intent.

DGMC prides in giving its students a holistic education which will allow them to not only get good jobs but also become responsible and decent human beings when they step out into the professional world. Any behaviour which disrespects, demeans or undervalues any other person (staff, faculty or students), undermines this purpose and hence will be dealt with very strictly. As a result the student in question has been suspended for a period of 07 days.

There has also been another incident wherein unparliamentary language has been used by an intruder, whose login ID has been retrieved and indefinitely blocked from our servers. Students are warned not to share their Google Meet credentials with any outsider, else disciplinary action will be taken against the entire class.

All students are thereby requested to please maintain decorum inside and outside the classroom, especially when they represent DGMC in any manner. If not, the institute will not shy away from taking strict action against you and your accomplices.



Dr. Amec Vora
Principal
Convener Disciplinary Committee





GRIEVANCE COMMITTEE MINUTES OF THE MEETING

Date: 30th August 2021

Agenda of the meeting:

Agenda 1: Ms. Sanjana Bhatia, specially abled student requesting ease of accessibility

- The grievance committee received an application from Ms. Sanjana Bhatia a physically challenged student who cannot walk the distance from the main gate #8 entrance to the DGMC campus.
- She has requested the committee to exempt herself and allow her to bring her vehicle within the college premises.
- The HOI has taken up this as a special case, and has raised the request with the management.

Agenda 2: Mr. Ajinkya Sarang and Ms. Ria Asher, requesting special permission regarding seating in examinations

- The grievance committee received similar applications from Mr. Ajinkya Sarang and Ms. Ria Asher who requested special seating arrangements during the examinations due to their physical conditions.
- After deliberate considerations, Grievance committee, on empathetic grounds, decided to grant special permission to the said students and requested examination committee to make necessary arrangements for the students.

The meeting ended with a vote of thanks from the chair.



Ashra



GRIEVANCE COMMITTEE MINUTES OF THE MEETING

Date: 24th November 2021

Agenda of the meeting:

Agenda 1: Ms. Sanjana Bhatia, specially abled student requesting ease of accessibility

- The case of Ms. Sanjana Bhatia was raised in the last meeting and the HOI had requested the management for special permission considering her case.
- Ms. Sanjana was granted special permission to bring her vehicle and drop her off at the DGMC campus entrance, from where she can walk up the ramp to the desired floor using our elevators.

Agenda 2: Mr. Ajinkya Sarang and Ms. Ria Asher, requesting special permission regarding seating in examinations

- The cases of Mr. Ajinkya Sarang and Ms. Ria Asher were discussed in the last meeting and Grievance committee had requested examination committee to make necessary arrangements for the said students.
- Post which, the examination committee provided both students with two benches for seating and writing respectively.

Agenda 3: Mr. Indrajeet Choudhary and Mr. Amrik Chakraborty were found inconsistent with hostel timings.

- Two students, Mr. Indrajeet Choudhary and Mr. Amrik Chakraborty were inconsistent with the hostel timings as the two entered the hostel post-closing time of the boys' hostel.
- Grievance committee redirected this case towards discipline committee. Discipline committee, in its capacity, gave the students an opportunity to present their case.
- The students admitted to their mistake and requested for pardon.
- Discipline committee after much deliberation, decided to pardon the students on empathetic grounds. The students, though, were asked to submit a formal apology letter to the institution and were also issued an informal warning for their actions.



Ria

wed, 24 Nov.

Subject : Apology letter for not abiding by the hostel timings.

Respected Principal Sir,

DGMC	
NUMBER 598	
DATE 24/11/21	
SIGN Sandip	

We are writing this letter to acknowledge and apologize for not abiding by the hostel timings on 23rd Nov 2021.

We acknowledge we have made a mistake and promise we won't repeat it again. We were irresponsible and irrational in our decision making but we had no intent of harming the image of our respected institute.

Hence, we assure you that such a step would not be taken in the near future.

Discipline Committee
file
AD 24/11/21.

Indrajit Choudhary (90) Jyoti
Anirudh Chakraborty (5) (Akrababity)



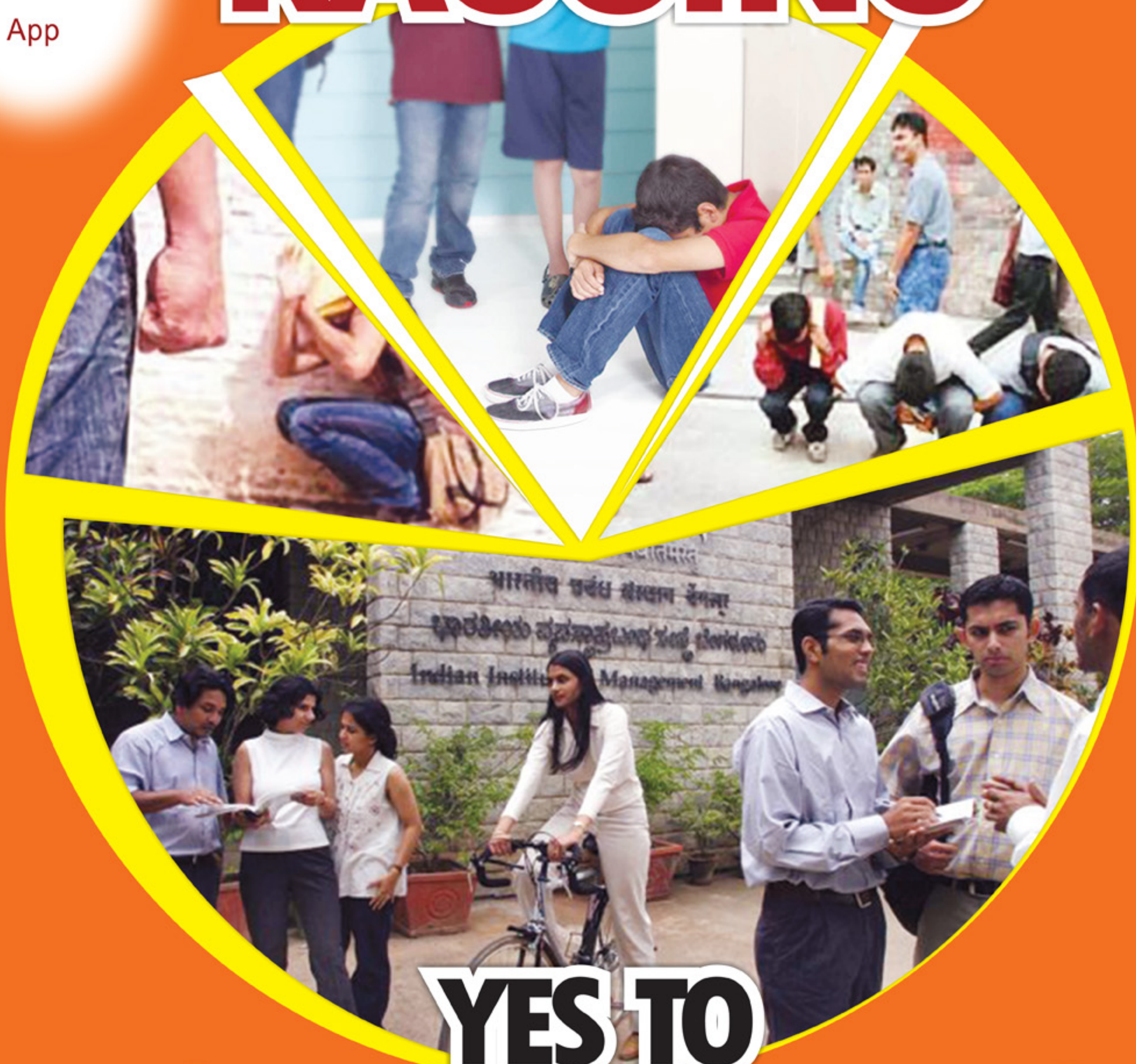
AD

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**ANTI
RAGGING**

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SAY NO TO RAGGING



YES TO JOYFUL CAMPUS

What is Ragging?

Any Act Resulting in:

- Mental/physical/sexual Abuse
- Verbal Abuse
- Indecent Behaviour
- Criminal Intimidation/wrongful Restraint
- Undermining Human Dignity
- Financial Exploitation/extortion
- Use Of Force

A STUDENT INDULGING IN RAGGING CAN BE:

- Cancellation of admission.
- Suspension from attending classes.
- Withholding/withdrawing Scholarship/Fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- Withholding results.
- Debarring from representing the institution in any regional, national or international meet, tournament or youth festival etc.
- **Collective punishment** : when the persons committing or abetting the crime of ragging are not identified the institution shall resort to collective punishment as a deterrent to ensure community pressure on potential ragger.



Immediately call
UGC Anti-Ragging Helpline
1800-180-5522 (24X7 toll free)
or send an e-mail to helpline@antiragging.in



MHRD

DEPARTMENT OF HIGHER EDUCATION
MINISTRY OF HUMAN RESOURCE DEVELOPMENT
GOVERNMENT OF INDIA



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University Grants Commission
quality higher education for all

Foolishly I ragged & got suspended

Will I get
prosecuted?

What about my
Job prospects?



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MY FUTURE IS A BIG



Remember RAGGING is for LOSERS

Visit UGC Website i.e. www.ugc.ac.in & www.antiragging.in to see UGC Anti Ragging regulations.
Are You Being Ragged ?

Immediately call UGC Anti Ragging Helpline- 1800-180-5522 (24x7 Toll Free)
Or Send an E-mail to helpline@antiragging.in



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THINK OF RAGGING**

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THINK OF

Humiliation

Suspension

Ruined Career

Blacklisting

Expulsion

Possible Prosecution

Don't just stand and watch. Stop Ragging! Show Character

Remember RAGGING is for LOSERS

Visit UGC Website i.e. www.ugc.ac.in & www.antiragging.in to see UGC Anti Ragging regulations.

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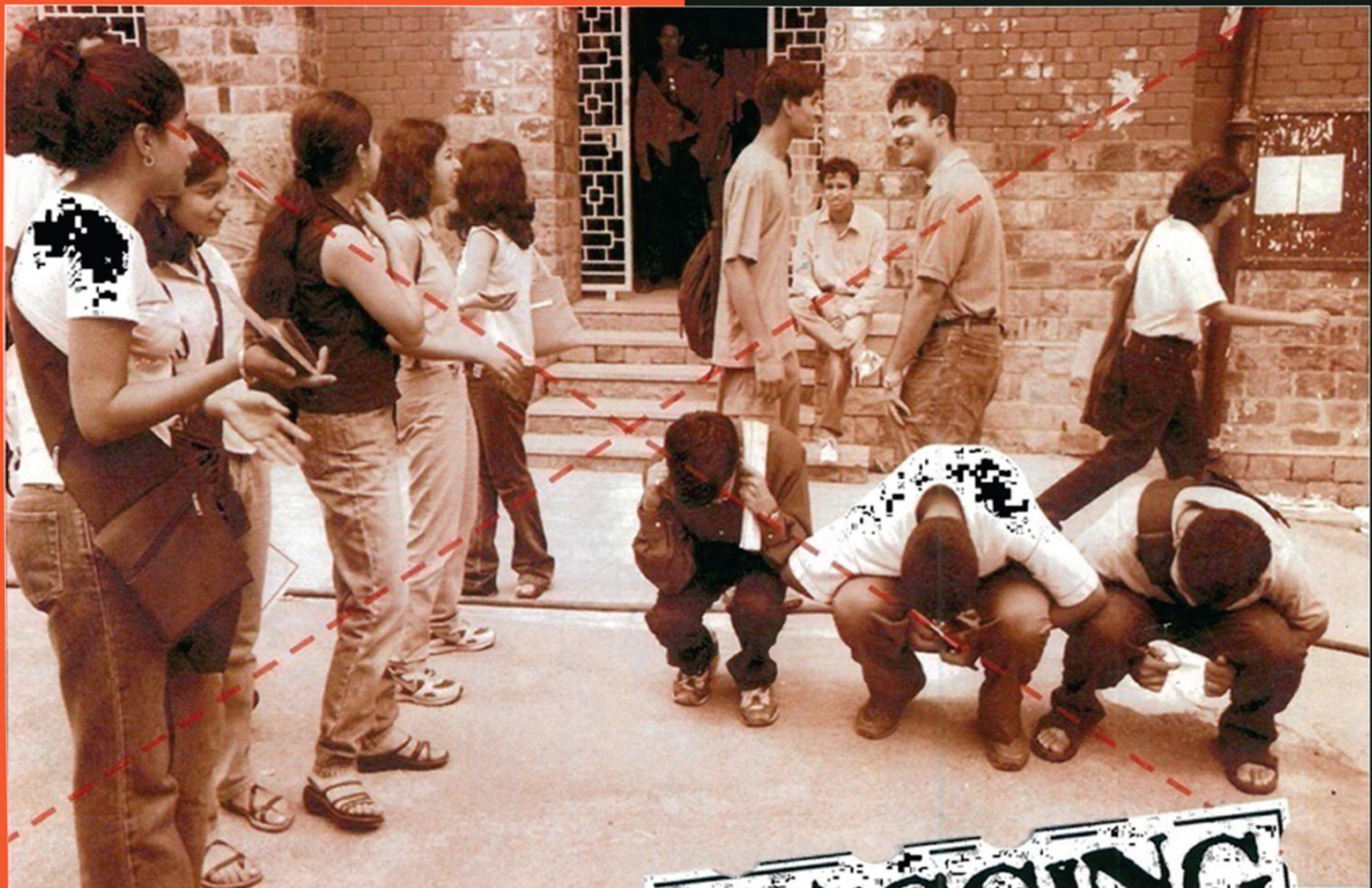
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DON'T RAG, JUST INTERACT



Visit UGC website i.e.
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www.antiragging.in to
see UGC Anti Ragging
Regulations

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