



OMEGA COLLEGE OF PHARMACY

(Approved by P.C.I., Affiliated to OU, Hyderabad.)
Sy. No, 7, Edulabad (V), Ghatkesar (M), Medchal Malkajgiri (Dist) - 501 301.
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GRIEVANCE REDRESSAL CELL (GRC)

Grievance Redressal Cell is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Functions of the Grievance Redressal Cell:

- To accept written grievances from students and faculty members.
- To create and implement a mechanism to handle the reported grievances. To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled. To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.



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If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. The campus hearing body follows a set of formal procedures as per UGC Guidelines. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred.

MECHANISM OF SUBMISSION OF OFFLINE GRIEVANCES

College use a physical suggestion box where students or faculty members can drop their grievance/ suggestions.

The wall mounted suggestion boxes are kept at near College office, Near Exam Cell and at common places which provide easiest way for students to submit comments, complaints and suggestions.

The suggestion box is a great way for introverted students to share their concerns or suggestions.

MECHANISM OF SUBMISSION OF ONLINE GRIEVANCES

The College implemented a suggestion box is putting it on intranet at the college website. Virtual mechanism processes suggestions quickly and in real time.

Virtual suggestion boxes are more accessible and confidential. It is beneficial to the college and students to share their suggestions/ grievances and allows to engage more.

Also students/faculty members can send their grievances through Email at info@omegacollegeofpharmacy.ac.in.



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Internal Complaints Committee (ICC)

Omega College Pharmacy is a coeducational institution providing equal opportunities to all. Men and Women work together in a congenial atmosphere, however if there are any complaints involving physical contacts or advances, demand for sexual favour, sexually tainted remarks, and any unwelcome physical, verbal or nonverbal expressions of a sexual nature; it is addressed and appropriate action is taken. This cell aims at sensitizing the students and staff to work diligently to prevent sexual harassment in the college. Complaints of sexual harassment shall be lodged with the Committee and appropriate disciplinary action is initiated by the members in accordance to the rules and regulations of the college.

Why Internal Complaints Committee?

It is formed according to the provisions of the POSH ACT - Sexual Harassment of Women at Workplace Act of 2013, 9th December 2013. (Prevention, Prohibition and Redressal) and Vishaka Guidelines promulgated by the Indian Supreme Court in 1997 and were superseded in 2013 by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act. It is also mentioned in University Grants Commission (Prevention, Prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015- 2nd May 2016.

What is Internal Complaints Committee?

The POSH Act demanded an Internal Complaints Committee be made at all workplaces for the redressal of sexual harassment cases. "Sexual harassment" includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely:

- (i) physical contact and advances; or
- (ii) a demand or request for sexual favors; or
- (iii) making sexually coloured remarks; or
- (iv) showing pornography; or
- (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature;



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Objective of ICC:

- To prevent sexual harassment at workplace.
- To prevent discrimination and sexual harassment against girls by promoting gender amity among students and employees
- To conduct periodical programmes on women empowerment.
- To provide conducive environment and congenial atmosphere for women.

Who can approach ICC?

Any aggrieved woman who has suffered Sexual harassment inside the campus can approach ICC. Aggrieved woman includes:

- a. Woman who is an employee, or
- b. Someone visiting workplace, or
- c. Student

Note: A legal heir or a person prescribed can make a complaint on behalf of the woman, if the aggrieved is unable to do so on account of physical, mental capacity or death.

Lodging Complaints:

- Nature of the complaint should be clearly stated in detail with dates and location.
- As per stipulation of the Act the aggrieved person can make the complaint of sexual harassment at workplace within a period of three months from the date of incident and in case of a series of incidents, within a period of three months from the date of last incident.
- The complaint must not be anonymous and the aggrieved person's name and address, should be legible.



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- Complaints regarding sexual Harassment must made in written (legible handwriting) or typed on paper or through E-mail: info@omegacollegeofpharmacy.ac.in or can register complaints in the online form in the college website.
- The complaint will be KEPT CONFIDENTIAL.

RESPONSIBILITY OF THE ICC:

- The Internal Complaint Committee will examine all matters relating to the women in the campus and will make suggestions and proposal to the institute administration regarding such matters.
- The committee will follow relevant Act rules, guidelines, Office Memorandum of Government of India and Court orders as applicable from time to time.
- The committee will admit complaints and institute Enquiry Committee as it deems fit to examine particular complaints.
- The committee will make recommendations on action to be taken on specific complaints.
- The Committee will report to the Principal/ Management of the Institution

GUIDELINES:

POSH Act, 2013

The Vishaka Guidelines Handbook on Sexual Harassment of Women at Workplace by Ministry of Women and Child Development, Govt. of India UGC Regulations, 2015



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FUNCTIONING OF THE COMMITTEE

1. Receive and acknowledge the receipt of the complaint.
2. An inquiry must be completed within 90 days from the date of complaint.
3. Meet and talk to the complaint to Explore options for Formal and Informal Resolutions.
4. Prepare the file includes documentations, review law and policy, make a list and supportive documents.
5. Prepare an Interview Plan for the Hearing: Complainant, Witnesses, Respondent
6. Assess the Completeness of the Information collected.
7. Complaints Committee will prepare a final report on completion of the Inquiry, the ICC will provide the report of its findings to the employer within a period of 10 days from the date of completion of enquiry and such report made be available to the concerned parties.
8. If allegations against the respondent have been proved, it shall recommend punishment actions to be taken against the respondent to the employer.
9. The employer shall act upon the recommendations within 60 days of receiving it.

PUNISHMENTS:

- Warning or Written Apology.
- Adverse remarks in the confidential report.
- Debarring from supervisory duties.
- Denial of membership from statutory bodies.
- Denial of re-employment/ re-admission.
- Stopping of Promotions/ Increments.
- Reverting Demotion.
- Suspension (or) Dismissal.



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VISHAKA GUIDELINES

The **Vishaka Guidelines** were a set of procedural guidelines for use in India in cases of sexual harassment. They were promulgated by the Indian Supreme Court in 1997 and were superseded in 2013 by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act.

Background:

Pre-1997 the person facing sexual harassment at workplace had to lodge a complaint under Section 354 of the Indian Penal Code 1860 that deals with the 'criminal assault of women to outrage women's modesty', and Section 509 that punishes an individual /individuals for using a 'word, gesture or act intended to insult the modesty of a woman.

During the 1990s, Rajasthan state government employee Bhanwari Devi who tried to prevent child marriage as part of her duties as a worker of the Women Development Programme was raped by the landlords of the community. The feudal patriarchy who were enraged by her (in their words: "a lowly woman from a poor and potter community") 'guts' decided to teach her a lesson and raped her repeatedly. The rape survivor did not get justice from Rajasthan High Court and the rapists were allowed to go free. This enraged a women's rights group called Vishaka that filed a public interest litigation in the Supreme Court of India.

This case brought to the attention of the Supreme Court of India, "the absence of domestic law occupying the field, to formulate effective measures to check the evil of sexual harassment of working women at all work places."



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Vishakha vs. State of Rajasthan

In 1997, the Supreme Court passed a landmark judgment in the same Vicki case laying down guidelines to be followed by establishments in dealing with complaints about sexual harassment.

Vishaka Guidelines were stipulated by the Supreme Court of India, in Vishakha and others v State of Rajasthan case in 1997, regarding sexual harassment at workplace. The court stated that these guidelines were to be implemented until legislation is passed to deal with the issue.

The court decided that the consideration of "International Conventions and norms are significant for the purpose of interpretation of the guarantee of gender equality, right to work with human dignity in Articles 14, 15 19(1)(g) and 21 of the Constitution and the safeguards against sexual harassment implicit therein."

What is sexual harassment

Sexual harassment includes such unwelcome sexually determined behavior (whether directly or by implication) as:

- a) physical contact and advances;
- b) a demand or request for sexual favors;
- c) sexually colored remarks;
- d) showing pornography;
- e) any other unwelcome physical verbal or non-verbal conduct of sexual nature.

Where any of these acts is committed in circumstances where the victim has a reasonable apprehension that in relation to the victim's employment or work whether she is drawing salary, or honorarium or voluntary, whether in government, public or private enterprise such conduct can be humiliating and may constitute a health and safety problem.

It is discriminatory for instance when the woman has reasonable grounds to believe that her objection would disadvantage her in connection with her employment or work including recruiting or promotion or when it creates a hostile work environment.



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Adverse consequences might be visited if the victim does not question or raises any objection thereto.

Thus, sexual harassment need not involve physical contact. Any act that creates a hostile work environment - be it by virtue of cracking lewd jokes, verbal abuse, circulating lewd rumours etc. counts as sexual harassment.

The creation of a hostile work environment through unwelcome physical verbal or non- verbal conduct of sexual nature may consist not of a single act but of a pattern of behavior comprising many such acts.

Thus, it is important that the victim report such behavior as soon as possible and not wait for it to become worse. In some cases, the psychological stigma of reporting the conduct of a co- worker might require a great deal of courage on the part of the victim and they may report such acts after a long period of time. The guidelines suggest that the complaint mechanism should ensure time bound treatment of complaints, but they do not suggest that a report can only be made within a short period of time since the incident occurred.

Often, the police refuse to lodge FIRs for sexual harassment cases, especially where the harassment occurred sometime ago.

Employer's obligations

Note that the Vishaka Guidelines are not sufficient for legal compliance for employers as the same has been replaced by a full fledged statute of the Parliament. Although the statute mostly retains the framework provided in the Guidelines, there are significant differences and it is the statute that the employers must follow. For instance, the definition of sexual harassment has significantly changed. From this perspective, the Vishaka Guidelines is of only historical and academic importance now. It will also be relevant in cases that were brought up before 2013 enactment of the law.



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Recently the minister for Women's Welfare Maneka Gandhi has stated that government will take tough steps against any organizations, including NGOs that do not implement the new law. It is a good idea to use a checklist to make sure that your organization is compliant with the law. A sample checklist for sexual harassment compliance is available here.



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ANTI-RAGGING COMMITTEE (ARC)

Omega College of Pharmacy has a strict, zero- tolerance policy towards ragging. The learners admitted in the Counselling are therefore directed to strictly desist from any kind of ragging in the college premises. The college educates students on what constitutes ragging, the destructive impact of it, as well as the repercussions and punishments of such activity. Students are educated through skits, flash mobs, posters, and banners. Contact information of relevant anti-ragging authorities including the Anti-Ragging Cell is prominently displayed and promoted.

ANTI-RAGGING COMMITTEE:

Ragging is Unsocial, Illegal and Punishable. On Directions of the Honourable Supreme Court of India, The University Grants Commission has reiterated the ban on ragging of learners in Institutions of Higher Education.

Anti-Ragging Committee (ARC) is the Supervisory and Advisory Committee in preserving a Culture of Ragging Free Environment in the college Campus. Anti-Ragging Committee is involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting an array of activities.

FORMS OF RAGGING:

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; 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 raise fear or apprehension thereof in any fresher or any other student; 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;



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Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher; Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students; Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students; 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; Any act or abuse by spoken words, emails, posts, 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; 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.

OBJECTIVES OF ANTI-RAGGING COMMITTEE:

- To prevent and protect the student community from being ragged or indulging in the act of ragging.
- To bring awareness among the students about the ill effects of ragging, its impact on human life and consequences of involvement in the act of ragging.
- To receive the complaints and resolve them through the ARC.
- To initiate legal actions when required considering the intensity of ragging instances.

ROLE OF ANTI-RAGGING COMMITTEE:

The Anti ragging committee is formed to look into any complaints of ragging received.

It instructs the faculty members to have regular interactions and counselling for students to establish a cordial relationship between the senior students and junior students.

It instructs the Head of the Departments to screen the videos to counsel to senior student on ill effects of ragging.



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It allocates the duty to the Anti Ragging Squads based on the strength of the students, number of blocks and common places so that anti ragging measures can be effectively implemented.

- To monitor and oversee the performance of anti-ragging squad in prevention of ragging in the institution
- To do random checking in college buses and surprise inspection of hostels, canteen, toilets, and bus stop will be carried out.
- To conduct on the spot enquiry/ action about any incident of ragging if noticed or reported by anti-ragging squad.
- It instructs the hostel wardens to provide separate floor for fresher's and asked to carry on periodic supervision to check ragging at hostel premises.

It arranges the installment of the following:

- Grievance box at Main block, near Exam cell.
- Warning boards with Anti-ragging committee members list along with Boards with slogans to develop friendship among the senior and junior students in and around the campus.
- CCTV cameras at every block, at vital points inside the campus.

ROLE OF ANTI RAGGING SQUAD:

- To make surprise raids on academic blocks/ hostels and other places vulnerable to incidents of and having the potential of ragging.
- Anti-ragging squad will immediately enquire and report any incidence of Ragging or abetment of ragging noticed by them immediately to the Head of the Institution and also to the Anti-ragging Committee.



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Lodging Complaints:

1. A written complaint has to be submitted to the Anti-Ragging Cell (ARC) describing the ragging instance completely with date, time and place of happening.
2. The complaint should contain the identity of the complainant and the identity of the alleged.
3. The complainant should submit the complaint in person to any of the Anti-Ragging Cell (ARC) members.
4. The confidentiality of the complainant and any other applicable issues shall be maintained Anti Ragging Committee.

REDRESSAL OF RAGGING CASES:

- ◆ If the ragging instance is reported to be in occurrence, then the Anti-Ragging Committee (ARC) members shall immediately arrange for securing the complainant and/or victim.
- ◆ The victim should be taken for counseling.
- ◆ A written complaint shall be received from the complainant and/or victim describing the full details instance, date, time and place of occurrence.
- ◆ The complainant's and/or victim's identity such as name, semester, section, contact number, e-mail id, parent's name, parent's contact shall be obtained.
- ◆ The alleged identity such as name, branch, semester, section, contact number, email id, parent's name, parent's contact shall be obtained.
- ◆ The complaint shall be noted down in the Ragging Complaints Book The complaint shall be documented in the file with committee members The complaint shall be brought to the notice of the chairperson.
- ◆ A meeting shall be held in consultation with the chairman to resolve the issue to decide upon the action.
- ◆ The actions against the alleged if found guilty shall be recommended by the Anti Ragging Cell (ARC) to the Head of the institution.



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Punishment for Participation in/or Abetment of Ragging

Ragging is banned in the institution and anyone indulging in ragging is liable to be punished appropriately as per the norms of the government.

The Anti-Ragging Committee of the institution shall take an appropriate decision, with regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging.



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