

Guidelines for Complaints and their Redressal Mechanism

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Preamble

Since its establishment in 1951, IIT Kharagpur has gone through major transformation due to increase in student strength, social and cultural changes in the country, changes in laws, rules & regulations, and the challenges experienced over the last seven decades. A very unique feature of IIT System is its residential Campus, where students, faculty and staff stay together as IIT family. Presently about 25000 people reside inside the IIT Kharagpur Campus, including nearly 16000 students. Since its inception, IIT System as a whole and IIT Kharagpur in particular has focused not only on academics but also on Extra Curricular Activities (ECA) to produce human beings who are academically sound, culturally strong, socially sensitive and have a strong national and heritage root. Apart from academics, the Institute has developed nearly all facilities to encourage students to take part in sports, cultural activities, creative activities, etc. The Institute has always encouraged participation in group activities to promote leadership quality among students and create a sense of mutual respect and comradery. This is particularly important as students came from various parts of India with diverse economic, social and cultural background. IIT system provides an excellent opportunity for students to grow in multiple dimension in a larger group with diversity.

In IIT Kharagpur, students stay in hostels (called as Halls of Residence) and presently there are 23 such halls of residence in the campus. These halls function under Hall Management Centre (HMC) which is an independent body, and function based on the fees collected from the students. Hall Managers/ Supervisors and other staff members are employed by the HMC for day-to-day operation of halls. However, in the true spirit a residential academic Institute, the faculty members are assigned by the Institute to participate in the mentoring of hall operations and activities in the roles of Wardens and Assistant Wardens. A faculty is also nominated by the Institute to act as the Chairman of the HMC. However, the primary duties of faculty members are teaching and research and their involvement in Hall or HMC related activities is purely on a voluntary basis. Students actively take part in the operation and management of hall activities through an elected body called the Hall Council (HC). Each hall has an elected Hall Council which comprises of a Hall President (HP), a Second Senate Member (SSM) and General Secretaries (GSec). Several Hall level activities such as Rangoli, Illumination, Intra Hall Sports, Music, Drama competition, etc. involving all the students of the hall, are organized by the HC. All such activities are aimed at enhancing the interaction between all the students of the hall, and to ensure the physical and mental well-being of them.

In IIT Kharagpur, students take part in various sports and cultural activities through the Technology Students' Gymkhana (TSG), which is another independent body. The management of TSG is carried out by a group of elected representatives from students, which includes the student Vice President (VP), some General Secretaries and some Secretaries. Several sports officers have been appointed by the Institute for appropriate training and growth of students in various fields of sports. A faculty member is nominated by the Institute in the role of President for mentoring students' activities in TSG. The TSG organizes various Institute level inter hall activities such as General Championship competitions related to sports, social and cultural activities including music, drama, poetry recitation, Technology related events as well flagship Institute events such as the Spring Fest (the annual cultural fest of IIT Kharagpur) and Kshitij (the technology fest of IIT Kharagpur). The TSG also mentors the

teams for Inter IIT sports, aquatics, technology and literary competitions which happen yearly involving all IITs.

Integration of new students to the IIT system is an important and necessary task. This is achieved through an extensive and well-designed Induction program in the Institute. The first-year students stay in separate hostels and the first-year curriculum is also common across all disciplines. Therefore, there is limited opportunity for first year students to make themselves familiar with the Department, Senior students and various students' activities. From the second year onwards, apart from academic activities, the students are also encouraged to actively participate in extracurricular activities at their Academic Units (Department/ Centre/ School), halls and TSG.

Over the years, the conduct and discipline of the students are governed by the conduct rules of the Institute and halls of residences. The students residing in the halls of residences are guided by the rules and regulations of the institute. The students normally stay in harmony, and lead healthy social life in the Halls of Residence. However, under some extra ordinary situations, some complaints are received from the boarders of the Halls of Residence. In case a complaint is filed, they are dealt urgently with appropriate disciplinary actions and punishments. In order to further streamline the decision-making process for the Disciplinary Committees of the Institute, various past events involving complaints leading to disciplinary actions were reviewed and consequently this comprehensive document is prepared, which upon approval by the Institute Authority will act as the guideline for proper redressal of any complaint that may be received. A copy of this “Standard Operating Procedure” document will be shared with all students of the Institute by the office of the Dean of Students’ Affairs (DoSA) so that they become aware of any possible violation and also the mode by which and to who the complaint. For ready reference, this document will also be available in the Institute website.

Based on the generic nature, the complaints are categorised into the following types:

1. Hall Infrastructure (Messing, Maintenance) related issues.
2. General Indiscipline and associated issues.
3. Examination malpractice related issues
4. Ragging related issues
5. Sexual harassment related issues
6. Others

The redressal mechanisms for each type of complaint are listed below:

1. Hall Infrastructure (Messing, Maintenance) Related Issues

- a. The boarders report the complaint related to mess/maintenance in the complaint register placed in the Hall mess/Hall office. The complaint can also be communicated through email or phone message to the Mess committee members for mess related issues and Managers/Supervisors for maintenance related issues.
- b. The mess committee (General Secretary (GSec), Mess and members) checks the complaint register on a daily basis and resolves the issue through the involvement of the manager/supervisors of HMC run mess or outsourced service provider for private mess.

- c. The manager/supervisor of the Hall checks the maintenance complaint register on a daily basis and forwards/ intimates the complaint to the concerned sections (civil/water works/electrical/sanitary/network) and follow up the same for early redressal.
- d. The complaints are reported to the Assistant Warden (Mess/Maintenance) and/or Warden for information and necessary action, if unresolved.
- e. Hall level unresolved complaints, if any are reported and forwarded by the Warden of the Hall to HMC for necessary action.

2. General Indiscipline and Associated Issues

Any boarder, who is found to be indulging in undesirable and offensive activities such, physical assault, damage to property, causing inconvenience to other inmates, noncompliance with any of the conduct rules or violation of any other rule stipulated in several clauses under various sections and subsections, shall be subjected to disciplinary action by the Hall Management/Institute as stipulated under the relevant clause of this document after a proper inquiry. Moreover, depending upon the gravity of the offence, if the Chairman Hall Management so desires, the case may be forwarded to the appropriate Disciplinary Committee for further necessary action. In all cases, the Warden of the Hall will be ex-officio member in Disciplinary Committees.

The redressal of any student complaint is handled by any one of the following three standing Disciplinary Committees depending on the nature and gravity of the matter.

2.1. Constitution of Hall Disciplinary Committee (HDC)

- a. Warden of the Hall – Chairperson
- b. Assistant Warden (Mess) of the Hall – Convener
- c. All other Assistant Warden(s) – Member(s)
- d. President of the Hall Council – Member
- e. (The SSM of the hall will be a member in case DC is initiated against the HP)
- f. General Secretary (Maintenance) – Member
- g. General Secretary (Mess) – Member
- h. Hall Manager and/or Hall Supervisor – Member(s)

2.2. Constitution of Inter Hall Disciplinary Committee (IDC)

- a. Chairman, HMC - Chairman
- b. Coordinating Warden, Maintenance, HMC – Convenor
- c. All other Coordinating Wardens, HMC – Members
- d. Warden(s) of the Involved Halls of Residence – Member(s)
- e. President Technology Students' Gymkhana – Member
- f. UG/PG/RS Representative in Senate (Depending on the type of student involved) – Member(s)

- g. Woman student Representative in Senate (in case the complaints involve any female students) – Member
- h. Assistant Warden (s) of the Involved Halls of Residence – Special Invitee(s)

2.3. Composition of the Institute Disciplinary Committee (DC)

- a. Dean of Students' Affairs – Chairperson
- b. Dean of Faculty of Engineering and Architecture (FoE&A)- Member
- c. Dean of Faculty of Sciences (FoS) – Member
- d. Dean of Faculty of Bio-Technology and Bio-Sciences (BTBS) - Member
- e. Senate Nominee (Faculty) – Member
- f. Associate Deans of Students' Affairs – Members
- g. President, Technology Students' Gymkhana – Member
- h. Chairman, HMC – Member
- i. Warden(s) of the Respective Halls of Residence – Member(s)
- j. Vice President (VP), Technology Students Gymkhana – Member
- k. UG/PG/RS Representative in Senate (Depending on the type of student involved) – Member(s)
- l. Woman student Representative in Senate (in case the complaints involve any female students) – Member
- m. Assistant Warden(s) of the Involved Halls of Residence – Special Invitee(s)
- n. Deputy Registrar, Academic – Member Secretary.

Any possible “conflict of interest” while meeting of the above Disciplinary Committees will be avoided by the Chair of the respective committees, in consultation with Institute Authority.

2.4. Broad nature of punishment to be given to the students for specific offences

Broad outline of the generic nature of the punishment and the committee to which it will be routed to is outlined below:

Offences	Punishment	Assessment Committee
Shifting room without permission	Financial penalty	Hall Disciplinary Committee (HDC)
Accommodating illegal guest in room	Financial penalty	HDC
Use of electrical or any other equipment or keeping banned items in room	Confiscation of equipment and a Financial penalty	HDC
Use of TV/Fridge/Air conditioner in room	Confiscation of equipment and a Financial penalty	HDC

Not switching off lights or fans when not in room/ vacation	Financial penalty	HDC
Wasting food	Warning first time and Financial penalty per each subsequent incident	HDC
Taking food/ beverage/ mess utensils to room	Warning first time and Financial penalty per each subsequent incident	HDC
Missing mess duty	Financial penalty	HDC
Private Cooking in room	Financial penalty	HDC
Using motorized vehicle without permission	Confiscation of the vehicle and Financial penalty	HDC
Partying, playing loud music and causing inconvenience to other boarders	Financial penalty	HDC
Defacing walls and undesirable painting on walls	Financial penalty and/or Disciplinary action	HDC
Damaging or destroying Hall property	Financial penalty and/or Disciplinary action	HDC
Violating discipline of Hall	Financial penalty and/or Disciplinary action	HDC
Entering Hall premises in an intoxicated manner	Financial penalty and/or Disciplinary action	HDC
Violating code of conduct including physical confrontation inside the Hall premises	Financial penalty and/or depending on the extent of violation/ serious injury, forwarding the complaint to DC.	HDC
Theft in Halls (only when students are involved)	Financial penalty and warning. May be forwarded to IDC in case of repeated offence.	HDC
Teasing/ Bullying other students	Financial penalty and/or Disciplinary action. May be forwarded to IDC in case of repeated offence.	HDC
Providing wrong Home Address for Communication/ wrong contact information/ wrong Parent or Guardian Details	Financial penalty and/or Disciplinary action. May be forwarded to IDC in case of repeated offence.	HDC
Changing Hall without proper permission	Financial penalty and/or Disciplinary action	Inter-Hall Disciplinary Committee (IDC)

Leaving the campus without permission	Financial penalty and/or Disciplinary action	IDC
Using abusive language	Financial penalty and/or Disciplinary action	IDC
Smoking/ drinking of alcohol/ carrying alcohol within Hall premises or in campus including in own/another student's room	Financial penalty or depending on repeated violation, forwarding the complaint to DC.	IDC
Violating code of conduct including physical confrontation outside the Hall premises or in a Hall not belonging to the student	Financial penalty and/or depending on the extent of violation/ serious injury, forwarding the complaint to DC.	IDC
Gambling	Financial penalty and/or Disciplinary action	IDC
Intimidation or violence	Financial penalty and/or Disciplinary action	IDC
Indulging in Physical Fights / Quarrels/ Bouts	Financial penalty and/or Disciplinary action	IDC
Unlawful assembly in Hall or outside	Financial penalty and/or Disciplinary action	IDC
Taking food/ beverage unlawfully in another hall of residence	Financial penalty and/or Disciplinary action	IDC
Illegal Entry/ Over stay beyond permitted hours in Halls designated for opposite Gender	Financial penalty and/or Disciplinary action. May be forwarded to DC in case of repeated offence.	IDC
Sending SMS/ WhatsApp message/ making Hoax calls to other students threatening them or even spreading wrong information about one's own action	Financial penalty and/or Disciplinary action. May be forwarded to DC in case of repeated offence.	IDC
Willful disobedience or proxy signatures, forging of any kind or all of the types of defiance of authority, nonobservance of Hall rules, causing damage to person or property or indulging in anti-national or undesirable activities/ slogan shouting of any sort	Financial penalty and/or Disciplinary action	Institute Disciplinary Committee (DC)

Any act of uploading derogatory remarks or image ridiculing a person in eyes of other against the Institute or any other person or organization	Financial penalty and/or Disciplinary action	DC
Possession and/or Consumption of Narcotic drugs	Disciplinary action and additional punishment as per the law of the land	DC
Any Cyber Crime	Disciplinary action and additional punishment as per the law of the land	DC
Ragging in any form	Disciplinary action as per the law of the land.	Please refer to clause 4 of this document
Sexual harassment	Disciplinary action as per the law of the land.	Please refer to clause 5 of this document

The specific punishment in case of each infringement will be decided by the respective committees. In case of repeated violation, the matter will be taken up by the next higher level committee.

A list of likely punishments that can be imposed on students by the different committees is listed below:

2.5. Punishment that can be recommended by the HDC

The punishment will include one or more of the following:

- Formal written warning to the boarder by the Warden, with a copy to the Faculty Advisor/ Supervisor (for MS/ PhD students) and parents/ guardian/ employer (for sponsored candidates).
- If deemed necessary by the Warden, the parents/ guardian will be called in person and must report within 5 working days.
- Submission of a signed hard copy apology letter cum undertaking (that s/he will never repeat the mistake again) by the student to the Warden.
- Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- Financial Penalty (minimum Rs 2,000/-)
- Removal from any position of Hall council/ sub-committee.
- De-barring from contesting any Hall/ TSG level election in Future.
- Changing of Room/ wing/ block including possible shifting to shared rooms.
- Imposing compulsory Hall level community service spanning at least 2 weeks and up to the entire duration of the semester/ entire next semester.
- Imposing additional mess duty.
- Possible recommendation to Chairman HMC for considering the case in IDC.

2.6. Punishment that can be recommended by the IDC

The punishment will include one or more of the following:

- a. Formal written warning to the boarder by the Warden, with a copy to the Faculty Advisor/ Supervisor (for MS/ PhD students) and parents/ guardian/ employer (for sponsored candidates).
- b. If deemed necessary by the Chairman HMC, the parents/ guardian will be called in person and must report within 5 working days.
- c. Submission of a signed hard copy apology letter cum undertaking (that s/he will never repeat the mistake again) by the student to the Chairman HMC, forwarded by the Warden.
- d. Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- e. Financial Penalty (minimum Rs 5,000/-)
- f. Removal from any position of Technology Student Gymkhana/ CDC/ Any Hall related committee/ any other event committee/ society.
- g. De-barring from contesting any Hall/ TSG level election in Future.
- h. Changing of Hall including possible shifting to shared rooms.
- i. Imposing compulsory Hall level community service spanning at least 2 weeks and up to the entire duration of the semester/ entire next semester.
- j. Possible recommendation to DoSA for considering the case in DC.

2.7. Punishment that can be recommended by the DC (in case the matter does not involve ragging or sexual harassment)

The punishment will include one or more of the following:

- a. Submission of signed hard copy apology letter cum undertaking (that s/he will never repeat the mistake again) by the student to the DoSA, forwarded by the Warden.
- b. Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- c. Financial Penalty (minimum Rs 10,000/-)
- d. Temporary suspension from the curriculum spanning from at least 1 up to 4 semesters.
- e. Compulsory sending back to Home and vacating hostel room during suspension.
- f. Permanent rustication from the Institute
- g. Removal from any position of any position of responsibility across the Institute including Hall of Residence/ TSG/ CDC/ Department.
- h. De-barring from contesting any Hall/ TSG level election in Future.
- i. Changing of Hall including possible shifting to shared rooms upon return to Institute.
- j. Debarring from any award/ medal and/or scholarship.
- k. Debarring from registration in CDC.

3. Examination Malpractice Related Issues

In case a student is found adopting unfair means during an examination, the answer script of the student will be confiscated, the student will be told to leave the examination hall and a complaint

will be lodged by the Invigilator to the Professor in charge, Examination. The complaint will be subsequently taken up by the “Committee on Prevention of Examination Malpractices”, the composition of which is as follows:

3.1. Constitution of the committee on prevention of examination malpractices

- a. Professor-in-charge of Examination – Chairman
- b. Head of the Department to which the reported student belongs to – Member
- c. The Invigilator reporting the case – Member
- d. The Invigilator-in-Charge of the Examination Hall concerned – Member
- e. The Paper-setter(s) concerned – Member(s)
- f. Two faculty members nominated by the Senate for a term of two years – Members
- g. The Assistant Registrar (UGS) – Secretary

The Committee will establish if malpractice has happened or not and in case malpractice is established, will recommend appropriate punishment in each case.

3.2. Possible punishments

- a. The answer script for the student in the concerned subject will be scrapped and will not be evaluated.
- b. The student will be deregistered for the subject.
- c. The parents of the students will be informed.

4. Ragging Related Issues

In the beginning of every academic year, the Institute proactively sensitizes the students regarding ill-effects of ragging and punishment for ragging through leaflets, posters and other means of communication. The anti-ragging squads at the Institute level and also at the hall level under the guidance of the anti-ragging committee of the Institute put efforts to the campus free from the menace of ragging with constant vigil and patrol.

In spite of the above, if a student on campus feels that s/he is being ragged, an immediate complaint (preferably written or by e-mail) should be filed with anyone s/he finds approachable, i.e. the Deans/ Wardens/ Head of the Department/ Faculty Advisor/ Departmental faculty/ Subject Teacher/ Staff member of the Institute. Once such a complaint is received, it is the responsibility of the person who is receiving the complaint to immediately redirect it to the standing Anti-Ragging Committee of the Institute for redressal and appropriate action. A student can also directly file a complaint by e-mail by submitting a mail from their respective institute mail id to antiragging@iitkgp.ac.in. The committee will initiate immediate investigation with the help of the anti-ragging squads and forward the matter to DC within a week of receiving the complaint if ragging is confirmed. The DC will decide suitable punishment. The details of anti-ragging measures are given below.

As per the Supreme Court directive, the primary responsibility of preventing ragging rests with the educational institution itself, by sensitizing the students and parents on the highly immoral side of it, cautioning the students that indulging in ragging can jeopardize all their career goals, and by taking stern action against the offenders. The Institute have put in place a structured mechanism to monitor ragging related issues and meted out the most stringent punishment to the wrong-doers. Major areas of academic block, hostels and mess are under constant camera surveillance. Anti-ragging Squads in

the Institute and Hostels, and the Institute-level Anti-Ragging Committee oversee and try to enforce the anti-ragging regulations in letter and spirit.

At the Department, the faculty Advisors of the student will also interact with them and monitor their well-being, including checking if they are facing any ragging related issues during their stay. The contact details of the faculty advisors should be shared with the students for any immediate help.

4.1 What constitutes ragging

Ragging is a grave crime and a cognizable offence (offence for which the police can arrest the offender without warrant). This heinous practice has caused deaths and suicides of many bright students in the recent past in India, forcing the Supreme Court to take a serious view of the menace, and recommend deterrent and justifiably harsh punishment to those found guilty of ragging. Hence, a ragging complaint against a student, if found valid after investigation, may be construed as a criminal case and the Institute is bound to take strong action against the offending student. Supreme Court has ruled that the punishment to be meted out has to be exemplary and harsh to act as a deterrent. According to the Honourable Supreme Court of India, ragging means:

“Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness any other student, indulging in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student, or asking the students to do any act or perform something which such student will not in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student.”

Specifically, ragging constitutes any one or more of the following acts (the list is only illustrative):

- a. 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 are likely to cause annoyance, hardship or psychological or physical harm or to raise the fear or apprehension thereof in a fresher or any other student.
- c. Asking the students to do or perform any act which such a 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 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 other students.
- g. Any act of physical abuse including all of its variants, viz., sexual abuse, homosexual assaults, stripping, and 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, e-mails, posts, or public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill, or showing off power, authority or superiority, or passively participating in the discomfiture to any 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 over any fresher.

4.2 Measures to curb ragging

4.2.1 Before Admission

- a. The Admission and Registration form at the time of admission includes an undertaking from the student and their parent/guardian.
- b. A student will not be admitted /registered until a hard copy of the signed undertaking mentioned above is submitted.
- c. Posters are prominently placed in the Halls of residence, Technology Students' Gymkhana, Departments, markets and other prominent places to sensitize the student community of the inhuman aspect of ragging and the punishments for ragging.

4.2.2 On Admission and Registration

- a. Key Institute functionaries like the Director/ Deputy Director/ Deans in their welcome address to the fresh students will highlight the acts and actions of seniors that may be considered as Ragging and consequences about the act of Ragging. They will emphasize the "Zero Tolerance" Policy of IIT Kharagpur towards Ragging. Students will be informed about various relevant committees and the possible ways of lodging a complaint against any act of ragging. The Institute Authorities, however also remind the freshers that participation and integration of the new/ junior students into various extra academic activities of IIT Kharagpur is important for their holistic growth and development.
- b. Fresh students will also be made aware about anti ragging related measures, procedure to file and complaint and redressal mechanism of the Institute by sharing with them (from the office of the DoSA) a soft copy of the relevant portions of this document related to ragging during admission. The document will also be available in the institute website for immediate reference.
- c. Each student will be assigned to a Faculty Advisor. The Faculty Advisors would frequently interact with the students, and the students can freely approach them for any help or advice. The Faculty Advisors may also coordinate with the Hall Wardens and make surprise visits to the hostels to monitor and look after the welfare of the students.
- d. As a pro-active measure, e-mails will be sent from the office of the DoSA to all existing students including the senior students to remind them about actions or acts that may be considered as ragging in the eyes of the law and its potential consequences so that they can refrain from such actions/ acts.
- e. The anti-ragging committee will widely publicize that ragging in any form is strictly prohibited
 - within the Institute Campus including the Departments, Canteen, etc.,
 - in the Halls of Residences, Messes, Canteens, Cafeteria, etc., and

- in Technology Students' Gymkhana, Swimming Pool, Playgrounds, Institute Vehicles, etc.

4.2.3 Communication Channel for Ragging related issues

- If a student on campus feels that s/he is being ragged, an immediate complaint (preferably written or by e-mail) should be filed with anyone s/he finds approachable, i.e. the Deans/ Wardens/ Head of the Department/ Faculty Advisor/ Departmental faculty/ Subject Teacher/ Staff member of the Institute. Once such a complaint is received, it is the responsibility of the person who is receiving the complaint to immediately redirect it to the standing Anti-Ragging Committee of the Institute for redressal and appropriate action. A student can also directly file a complaint by e-mail by submitting a mail from their respective institute mail id to antiragging@iitkgp.ac.in.
- Highest priority will be given to e-mails which are sent from Institute mail ID and have the details of the student who is making the complaint. The identity of a students who has made allegation about ragging will be kept to strictly confidential at all times.

4.3 Do's and don'ts for fresh students

- Be courteous to all. It will make a favourable impression about them.
- Consumption and possession of alcoholic beverages anywhere within the Institute campus is totally banned.
- Possession and Consumption of Narcotic drugs is totally banned
- The students are encouraged to participate in various hall and Institute level co-curricular activities for their holistic development.
- In general, the students are advised the following:
 - to always speak the truth, but never be blunt
 - to avoid unnecessary and/or rude altercations with batchmate/ seniors
 - to refrain from using slang and vulgar language
 - to always keep their cell phone with them and have adequate data/ talk time. They are also advised to keep it on silent / vibration mode
 - to load their cell phone with all important contact numbers of the Institute / halls / parents/ department
 - Not to make any false complaint on Ragging. If proven, action will be initiated against the student who made any false complaint

4.4 Details of standing committees for curbing ragging

4.4.1. Institute level Anti-Ragging Committee

The Institute Level Anti-Ragging Committee is chaired by the DoSA and includes senior faculty members and staff of the Institute. This Committee will take all necessary measures so that no incidents of ragging, as defined in this document, takes place. The committee will also monitor and ensure that the instructions of this regulation are fully followed in letter and spirit at all times. The Committee will also maintain the strictest vigil at all times and ensure that the Anti-Ragging Squad of the Institute carries out its functions properly. It will deliberate on the reports of the Anti-

Ragging Squads or of any other person who witnesses any incident of ragging, or on the complaint of any fresher or other students.

Any complaint received by the Anti Ragging Committee will be investigated by the committee and if Ragging is established, then the complaint will be forwarded to the DC for punishment. The Anti-Ragging committee is further strengthened, and the proposed committee is given below.

Composition of the Institute Level Anti-Ragging Committee:

- a. Dean of Students' Affairs – Chairman
- b. Dean of Dean, Faculty of Engineering and Architecture (FoE&A) – Member
- c. Dean, Faculty of Sciences (FoS) – Member
- d. Dean of Dean, Faculty of Bio-Technology and Bio-Sciences (BTBS) – Member
- e. District Magistrate, Paschim Midnapore or his/her representative
- f. Associate Dean(s) of Students' Affairs – Member(s)
- g. Chairman, HMC – Member
- h. President Students' Gymkhana – Member
- i. Warden(s) of the Respective Halls of Residence – Member(s)
- j. Head, B. C. Roy Technology Hospital
- k. Vice-President Students' Gymkhana – Member
- l. Senior Security officer – Member
- m. Joint/Deputy Registrar, Academic – Member Secretary

4.4.2 Institute-level Anti-Ragging Squad

The Anti-Ragging Squad of the Institute comprises of wardens of the Halls of Residence, and representatives of students and is chaired by Dean, Student's Affairs. Its function includes going around / patrolling the Departments, all Halls of Residence, common areas of the campus and other premises like playground, Technology Students' Gymkhana, all student's activity centres, markets, eateries, etc. and maintain vigil at all times on all days and taking actions to prevent any act of Ragging.

The Anti-Ragging Squad also has the responsibility to identify any incidents of ragging and report it to the Anti-Ragging Committee. The Anti-Ragging Committee may also entrust the Squad with specific investigative responsibilities. The Anti-Ragging squad is further strengthened, and the proposed committee is given below.

Composition of the Institute Level Anti-Ragging Squad:

- a. Associate Dean of Students' Affairs (nominated by Dean of Students' Affairs) - Chairman
- b. Other Associate Dean of Students' Affairs – Member(s)
- c. Chairman, HMC – Member
- d. Wardens of the Halls of Residence – Members
- e. President Students' Gymkhana – Member
- f. Vice-President Students' Gymkhana – Member
- g. Assistant Wardens of the Halls of Residence – Special Invitee

4.4.3 Hall Level Anti-Ragging Squad

The Anti-Ragging Squad of the Halls of Residence (Hostels) comprises of the Hall Warden, Assistant Wardens, and several staff members and students. Its function is to keep vigil in the hostel and mess premises, and take action when ragging related complaints or issues crop up.

Composition of the Hall (Hostel) Level Anti-Ragging Squad:

- a. Warden of the Hall – Chairperson
- b. Assistant Warden (Maintenance) of the Hall – Convener
- c. All other Assistant Wardens – Members
- d. President of the Hall Council – Member
- e. Second Senate Member of the Hall Council – Member
- f. General Secretary (Students' Welfare) – Member
- g. One student of the Hall (Not a member of the Hall council) to be nominated by the Warden – Member
- h. Hall Manager and/or Hall Supervisor – Member(s)
- i. The Institute Level Anti-Ragging Squads and Hall (Hostel) Level Anti-Ragging Squads will work in co-ordination with the Institute Level Anti-ragging committee and oversee the implementation of the recommendation.

4.5 Punishment

4.5.1 By the Institute

Complaint of ragging lodged by any student to any stakeholder of the Institute will be directly forwarded to the Anti Ragging Committee for necessary investigation. If the act of ragging is established, then the matter will be forwarded to DC for suitable punishment. The possible punishment that can be recommended to a student/ group of students by the DC is as follows:

- a. Submission of signed hard copy apology letter cum undertaking (that s/he will never repeat the mistake again) by the student.
- b. Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- c. Financial Penalty (at least Rs 10,000/-)
- d. Temporary suspension from the curriculum spanning from at least 1 and up to 4 semesters.
- e. Compulsory sending back to home and vacating hostel room during suspension.
- f. Removal from any position of responsibility across the Institute including Hall of Residence/ TSG/ Career Development Center (CDC)/ Department.
- g. De-barring from contesting any Hall/ TSG level election in Future.
- h. Changing of Hall including possible shifting to shared rooms upon return to Institute.
- i. Debarring from any award/ medal and/or scholarship from the Institute.
- j. Any position held by the student in the past in the Hall of Residence/ TSG/ Career Development Center (CDC)/ Department will be quashed. S/he will not receive and certificates for these positions and cannot claim these positions in their CV submitted to CDC.
- k. The student will not be eligible to occupy any position in the Hall of Residence/ TSG/ Career Development Center (CDC)/ Department in future.
- l. Debarring from registration in CDC.

- m. Permanent rustication from the Institute
- n. Cancellation of admission.

In case of an anonymous complaint, that could not be resolved or verified by the DC, the matter may be reported to the Local Police.

4.5.2 By the Law & Order Agencies

Over and above the Institute-level action, there will be strong police and legal action. The Institute will report the matter to police if ragging is established.

Ragging is a cognizable offence under the law of the land, and the Supreme Court has ruled that the punishment to be meted out has to be exemplary and justifiably harsh to act as a deterrent. According to relevant sections of the Indian Penal Code (IPC), those found guilty of a ragging related offence can be punished with imprisonment or fine or both. The quantum of punishment varies with the gravity of the crime. For example, Section 323 which deals with the cases of voluntarily causing hurt, can lead to imprisonment up to one year or fine or both; Section 306 which deals with abetment to suicide, specifies the punishment as imprisonment up to ten years with or without fine. Some other sections of IPC in this context include Section 341 (wrongful restraint), Section 506 (criminal intimidation), Section 302 (murder), Section 307 (attempt to murder), etc.

5. Sexual Harassment Issues

IIT Kharagpur is committed towards providing a safe environment free from any form of discrimination on the basis of sex, sexual orientation, gender identity or any form of violence whether physical, mental, psychological or sexual. The Institute pledges to provide a workplace that upholds the dignity and fundamental rights of every individual. IIT Kharagpur condemns all forms of sexual harassment at the workplace and upholds strict guidelines to prevent any such incidents on its premises.

When a female student feels that she is a victim of sexual harassment, she generally contacts any of the Institute Internal Complaints Committee (ICC) members and files a written complaint. In case the student is apprehensive/hesitant, she is encouraged to contact any person on campus she feels comfortable to communicate with, including but not limited to the Deans/ Wardens/ Faculty Advisor/Departmental or any other female faculty/Members of the Hall Council etc. who then direct her to the Institute ICC for necessary action.

5.1. Definition of sexual harassment

Any verbal or physical behaviour that is unwanted, undesired, and interferes with an individual's work/study performance by creating an insecure workplace.

As defined in the Prevention of Sexual Harassment at the Workplace (POSH) Act, 2013 "sexual harassment" includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) namely:

- a. physical contact and advances; or
- b. a demand or request for sexual favours; or
- c. making sexually coloured remarks; or
- d. showing pornography; or

- e. any other unwelcome physical, verbal or non-verbal conduct of sexual nature;

The following circumstances, among other circumstances, if it occurs, or is present in relation to or connected with any act or behaviour of sexual harassment may amount to sexual harassment:

- a. implied or explicit promise of preferential treatment in her employment; or
- b. implied or explicit threat of detrimental treatment in her employment; or
- c. implied or explicit threat about her present or future employment status; or
- d. interference with her work or creating an intimidating or offensive or hostile work environment for her; or
- e. humiliating treatment likely to affect her health or safety

5.2. Definition of workplace, aggrieved person and respondent

Workplace refers to any place within the campus of IIT Kharagpur, any place outside that is visited by a student or an employee in an official capacity and also includes transportation provided by the employer (Institute in this case) for undertaking a journey related to work.

A person who has faced sexual harassment or a person who reports an instance of sexual harassment to the authorities of the Institute is considered an Aggrieved person. Such a person may be a regular employee, casual worker, trainee, intern, or a student of the Institute. A female visitor to the campus can also be an aggrieved person. A complaint may be filed by any aggrieved woman who has faced sexual harassment or, where she is unable to make the complaint, by any person having knowledge of the incident in question, including her friend, colleague, guardian etc.

A person who is reported or suspected to have committed an act of Sexual Harassment is referred to as a Respondent.

5.3. Composition of internal complaints committee (“ICC”)

It is a standing committee with the following members:

- a. A female Presiding officer employed at a senior level in the workplace
- b. At least two members from the Institute with previous experience in social work/ have legal knowledge
- c. One member from NGO or association committed to the cause of women or a person familiar with the issues of sexual harassment
- d. At least one half of the nominated members shall be women

The details about the present constitution of the ICC is available on the Institute website. The link to the document is <http://www.iitkgp.ac.in/internal-complaints-committee>

5.4. Complaint mechanism

- a. The aggrieved person must file a complaint of sexual harassment at workplace in writing/ email to the Committee within a period of three months from the date of incident and in case of series of incidents within a period of three months from the date of last incident;
- b. In cases where the complaint cannot be provided in writing, the Presiding Officer or any member of the ICC shall assist the complainant in order to provide the complaint in writing;

- c. The written complaint should be filed by the complainant with full name and details for seeking any action under this Policy and / or the Act. Anonymous complaints shall not be entertained;
- d. If the Committee is satisfied that the circumstances prevented the complainant from filling the complaint within the said period, they may extend the time limit not exceeding three months

5.5. Conciliation and settlement

The ICC, on receipt of any complaint from the aggrieved person, should make the complainant aware about the option of conciliation available to her with the respondent, if so desired by the complainant. Once the enquiry is initiated, the option of conciliation is no more valid. However, no monetary settlement can be made as the basis of such conciliation.

5.6. Enquiry procedure

Where conciliation is not reached or the aggrieved person is unwilling to go for conciliation, an inquiry shall be initiated.

- a. Within two days of the receipt of the request for inquiry, the ICC shall direct the aggrieved person to submit a list of witnesses and /or documents in support of the complaint.
- b. The ICC shall, within 7 working days, forward one copy of the complaint to the respondent and ask for his response
- c. The respondent would have 10 working days to submit his response to the complaint and he can attach relevant documents or witnesses to his reply.
- d. The ICC shall hear both the complainant and the respondent on the stipulated date(s) and the principles of natural justice will be followed in the proceedings. Neither of the parties can represent themselves by a legal practitioner.
- e. The process of inquiry shall be completed by the ICC within 90 days from the date on which the complaint was received.
- f. The ICC shall submit its recommendations to the Institute, which shall be acted upon within a period of 60 days.
- g. The enquiry proceedings will be minuted and video recorded, and will be maintained for records by the ICC
- h. The ICC shall have the power to anonymize the complaint, if it deems necessary upon due consideration of the sensitivity of the complaint.

5.7. Interim relief

During the procedure of the inquiry, the ICC may recommend the Institute to provide some interim relief to the victim as per her request only. The committee can ask the employer to transfer her or the respondent to some other workplace/ dept., or grant her leave for not more than 3 months, or to restrain the respondent from reporting on the performance of the complainant.

5.8. Confidentiality and assurance against retaliation

All proceedings, documents, records and identity of the parties to the proceedings shall be kept confidential except in accordance with statute. The Institute encourages all women (student / employee) to express opinions and feelings freely about any problem associated with sexual harassment. Retaliation against individuals reporting sexual harassment or behaviour that might constitute sexual harassment is strictly prohibited. Any internal interference, coercion or restraint by a person will be treated as violation of this policy and will be met with disciplinary actions as proposed by the Committee.

5.9. Institute's responsibility and timeline for action

- a. The Institute is responsible for ensuring the safety and well-being of women employees, including girl students on the campus.
- b. The Institute must display the rules of sexual harassment at conspicuous places;
- c. It must organize sensitization workshops & awareness programmes at regular intervals;
- d. Provide necessary assistance to the ICC for conducting an inquiry;
- e. Provide necessary assistance to the woman if he chooses to file a complaint in relation to the complaint under the Penal Code:

Submission of Complaint to the ICC	Within 3 months of the last incident
Notice to the Respondent by the ICC	Within 7 days of receiving the complaint
Reply of the Respondent in writing (optional)	Within 10 days of receiving notice from ICC
Completion of Inquiry by ICC	Within 90 days of receiving complaint
Submission of report by ICC to the employer	Within 10 days of completion of inquiry
Implementation of Recommendations	Within 60 days of receipt of report from ICC
Appeal to tribunal/court by complainant/respondent as the case may be	Within 90 days of the recommendations

6. Conclusions

Any complaint, the nature of which is not obvious and not covered in the above list can be filed to the Warden or the Chairman HMC. They will route the complaint to the appropriate committee and will inform the DoSA, if deemed necessary. The redressal mechanism should be as per this guideline. The Institute (IIT Kharagpur) reserves the right to amend the rules and regulations stated herein from time to time as deemed necessary. The students of the Institute will be informed about any such amendment becoming effective through notice displayed on the Hall notice boards/ circulars/ Institute website/ ERP.