



Koneru Lakshmaiah Education Foundation

(Category -1, Deemed to be University estd. u/s. 3 of the UGC Act, 1956)

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WOMEN GRIEVANCE REDDRESSAL POLICY

1.Preamble

(i) KLEF is committed to providing a safe, fair, and harmonious learning and working environment for all its students, faculty, and staff. In line with this commitment, the University has established a robust mechanism for addressing grievances, ensuring timely redressal of any issues that may arise.

(ii) Grievances that require urgent attention include academic and non-academic issues such as assessment disputes, victimization, unfair treatment, discrimination, and harassment—whether by students or faculty. To effectively manage these grievances, the University has constituted a **Women's Grievance Redressal Cell (WGRC)** in accordance with UGC regulations. This cell is responsible for handling day-to-day grievances related to the rights and safety of women on campus. Any woman—student, faculty, or staff member—who becomes aware of any violation of her rights or experiences harassment is encouraged to report it to the WGRC. The WGRC will consist of members appointed by the Vice Chancellor, and it will function with the primary objective of ensuring a prompt and fair resolution to grievances.

(iii) Grievances must be submitted within **7 days** of the alleged violation and can be made either through **online** or **offline** modes. Upon receiving a grievance, the WGRC will acknowledge the complaint and initiate an inquiry to understand the circumstances. Following the inquiry, appropriate actions will be taken to address the issue and ensure justice.

2. Purpose & Scope:

The purpose of the Women Grievance Redressal Committee (WGRC) is to ensure a prompt response to and accountability for issues faced by women students and employees at KLEF. The committee aims to foster a safe and inclusive environment, promoting harmonious relationships among all members of the university community. It provides a platform for women to express their grievances freely, without fear of discrimination, harassment, or victimization. Additionally, the WGRC shall counsel individuals to maintain respectful interactions and discourage behavior that provokes or undermines the dignity of women.

The WGRC shall address grievances received in writing related to academic, non-academic, and gender-specific concerns.

3. Extent and Application of the Directions

A. These Directions apply to all students and employees of KLEF University, including those on-campus and off-campus, as well as all schools, departments, faculties, offices, and authorities of the University.

B. These Directions are applicable to all cases, complaints, or allegations of sexual harassment, including but not limited to:

- (i) Instances where a student files a complaint against a co-student or an employee;
- (ii) Instances where an employee files a complaint against a student or another employee;
- (iii) Instances where a member of the management files a complaint against a student or an employee.

C. These Directions also apply to cases and/or allegations of sexual harassment involving:

- (i) A student, employee, or member of the management filing a complaint against a third party or an outsider;
- (ii) A third party or outsider filing a complaint against a student or employee..

4. Definitions

A. "Cell" refers to the Women's Development Cell established under the provisions of these Directions.

B. "Employee" includes any person employed by the University to whom these Directions apply. This encompasses teaching and non-teaching staff, officers, temporary, part-time, honorary and visiting faculty, adjunct faculty, individuals engaged on leave vacancies, casual or project-based employees, as well as those employed through contractors.

C. "Sexual Harassment" includes any unwelcome behavior of a sexual nature, whether direct or implied, such as:

- (i) Physical contact and advances;
- (ii) A demand or request for sexual favors;
- (iii) Sexually suggestive remarks;
- (iv) Showing or sharing pornography;
- (v) Any other unwelcome verbal, non-verbal, or physical conduct of a sexual nature.

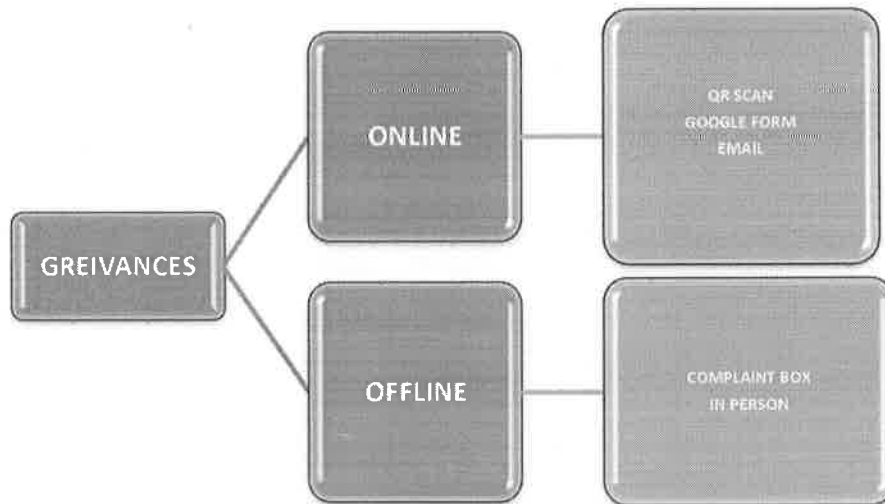
5. Objectives

To ensure fair, impartial, and consistent measures for addressing grievances related to gender-based issues faced by women stakeholders.

- ii. To uphold the dignity of the University by fostering respectful and cordial relationships among women students, faculty, and staff.
- iii. To cultivate a responsive and accountable attitude among all stakeholders, ensuring a safe and harmonious environment for women on campus.
- iv. To ensure grievances are resolved promptly, objectively, and with sensitivity, maintaining complete confidentiality throughout the process.
- v. To ensure that the perspectives of women complainants and respondents are respected and that no party involved in a grievance faces discrimination or victimization.
- vi. To counsel all stakeholders to uphold the rights and dignity of women, discouraging any vindictive or retaliatory behavior under any circumstances.

6. Women Grievance Redressal Committee:

Grievants can submit grievances either through online or offline as shown below:



The University is obligated to adhere to the following directives from the UGC for addressing women's grievances:

- **Zero Tolerance Policy for Harassment:**

The University, including all its components such as departments, constituent units, study centers, and premises, whether academic or residential, including playgrounds, canteens, and all modes of transportation used by students (public or private), must not tolerate or overlook any reported incident of harassment, including ragging or gender-based issues, in any form. Strict measures, as outlined in the regulations, must be implemented to ensure a harassment-free environment both within and outside the campus.

- **Action Against Harassment:**

The University must take strict action in accordance with UGC regulations against individuals found involved in harassment or aiding and abetting such behavior, whether actively, passively, or through conspiracy.

- **Grievance Redressal for Women:**

The University shall establish dedicated grievance redressal mechanisms for addressing women's grievances:

- **Women's Grievance Redressal Committee (WGRC):**

- **Chairperson:** A senior professor from the University
- **Convener:** A faculty member from the University's Women's Forum.
- **Members:** Representatives from various University departments, female student representatives (selected based on academic excellence and adherence to ethical standards), and external members with expertise in gender justice.

- **Selection of Members:**
 - Student representatives for WGRC shall be recommended by the respective Heads of Departments based on academic merit and conduct, subject to final approval by the Dean of Student Affairs and the Vice-Chancellor.
 - External members with relevant expertise may include professionals from legal, social work, or related fields.
- **Resolution Timeline:**
 - Grievances received by WGRC must be resolved within 7 days to one month, depending on the nature and complexity of the issue.
 - Grievances submitted by OBC women students must be resolved within 15 days of receipt.
- **Regular Meetings:**
 - The WGRC must meet monthly to review pending cases and ensure timely redressal.
 - For urgent matters, the committee must convene immediately or within two days of receiving the grievance.
- **Appointment of Ombudspersons:**

One or more part-time functionaries, designated as **Ombudspersons**, shall be appointed to hear and decide appeals against WGRC decisions. The Ombudspersons shall ensure impartiality and fairness in grievance redressal, in line with UGC Regulations 2012.
- **Monitoring and Validity:**

The implementation of these directives, including reservation policies, shall be monitored by the WGRC. The committee shall remain valid for two years, after which a new committee must be constituted.

7. Procedure for Redressal of Grievance:

Women grievances can submit their grievances to the Departmental Women's Grievance Redressal Committee (DWGRC). If the grievance is not resolved within 3 to 5 days, it will be escalated to the Central Women's Grievance Redressal Committee (CWGRC). Women grievants also have the option to directly submit their grievances to the CWGRC.

Additionally, the CWGRC reviews unresolved grievances from the ERP Ticket system during its monthly meetings. The committee is responsible for addressing all women-related grievances within a timeframe of 3 to 14 days, depending on the complexity and sensitivity of the issue.

The CWGRC organizes meetings with relevant committee members based on the nature of the grievance. For example:

If the grievance involves sexual harassment, the Internal Complaints Committee (ICC) members will participate in the resolution process.

If the issue pertains to gender equity or discrimination, external experts and other stakeholders may be involved.

The grievance resolution process is as follows:



Resolution Timeline:

- o Grievances are to be addressed by CWGRC within 3 to 14 days.
- o Complex cases may require additional time but must adhere to the stated timeframe.

If a grievant is dissatisfied with the resolution provided by CWGRC, they may escalate the matter to:

- a. The Vice-Chancellor of the University.
- b. The Ombudsperson, specifically designated to handle grievances of women.
- c. An External Member of the CWGRC, such as legal experts or gender specialists, for further review and impartial decision-making.

8. Review and Evaluation

The BOM shall review and evaluate the policy as its meeting is intended according to the goals and objectives

This policy is approved in 2EC conducted on 28-6-24

REGISTRAR

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