



# Dolphin (P.G.) Institute of Biomedical & Natural Sciences

Affiliated to H.N.B. Garhwal Central University, Srinagar, Garhwal, Uttarakhand, India

NAAC Accredited 'B++' (2<sup>nd</sup> Cycle)

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## **5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
- 3. Mechanisms for submission of online/offline students' grievances**
4. Timely redressal of the grievances through appropriate committees

This is to certify that documents from 2 to 10 are digitally attested.

### **3. Mechanisms for submission of online/offline students' grievances**



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## Mechanism for submission of online grievance

Home About Dolphin » Programmes Offered » Admissions » Placements & Training » Research » IQAC NAAC Contact Us »

Accredited 'B++' by NAAC  
Affiliated to H.N.B. Garhwal Central University, Srinagar, Garhwal, Uttarakhand  
Approved by Govt. of Uttarakhand, Indian Association of Physiotherapists (IAP) and National Council for Teachers Education (NCTE)  
Recognized by UGC u/s 2(f) and recognized as a Local Chapter for NPTEL activities by IIT Madras  
Attached with 200 bedded Multi Speciality Hospitals in Dehradun, namely Dolphin Jan Kalyan Multi Speciality Hospital and Synergy Institute of Medical Sciences

### STUDENT GRIEVANCE FORM

Name of the Student  
Enter Student Name

Program  
Enter Program

Year/Semester  
Enter Year/Semester

**PROGRAMS OFFERED**

- Biotechnology
- Medical Microbiology
- Medical Lab Technology
- Physiotherapy

Year/Semester  
Enter Year/Semester

E-mail Id  
Enter Email Id

Mobile No.  
Enter Mobile No.

Grievance (not exceeding 200 words)

Date

**Submit**

**PROGRAMS OFFERED**

- Medical Lab Technology
- Physiotherapy
- Forestry (Hons)
- Agriculture (Hons)
- Horticulture (Hons)
- Microbiology
- Botany
- Zoology
- Chemistry
- Biochemistry
- Pharmaceutical Chemistry
- Physics
- Agronomy
- Commerce



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## **Mechanism for submission of offline grievance**

Submitting offline grievances in DIBNS, Dehradun involves the following steps:

**Identify the Grievance Handling Authority:** Determine the department, office, or individual designated to handle grievances within the institute. This could be the Grievance Redressal Cell, Ombudsman, Dean of Students Affairs, or Human Resources Department, depending on the nature of the grievance.

**Prepare the Grievance:** Write down your grievance clearly, providing all relevant details such as your name, contact information, the nature of the grievance, the date and time of the incident (if applicable), and any supporting documentation or evidence.

**Submission:** Submit your written grievance to the designated authority or office. This can be done in person by visiting the office during working hours. Alternatively, you may be able to submit the grievance via mail or drop it off at a designated drop box.

**Investigation and Resolution:** The institute will then initiate an investigation into your grievance. This may involve gathering additional information, interviewing relevant parties, and reviewing any applicable policies or procedures. Once the investigation is complete, the institute will work towards resolving the grievance in a timely manner.

**Communication:** Throughout the process, the institute should maintain open communication with you regarding the status of your grievance. You may receive updates on the progress of the investigation, any proposed resolutions, and the final outcome.

**Resolution and Redressal:** Once a resolution has been reached, the institute will communicate the outcome to you. If your grievance is upheld, appropriate redressal measures will be taken to address the issue. This could include corrective actions, policy changes, or compensation, depending on the nature of the grievance.

**Feedback and Follow-up:** After the grievance has been resolved, the institute may solicit feedback from you regarding your experience with the grievance handling process. Additionally, you may follow up with the institute if you have any further questions or concerns.

**Documentation:** The institute should maintain proper documentation of the grievance, including all communications, investigation findings, and the resolution outcome



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## **Mechanism for redressal of complaint for Anti grievance redressal committee:**

A grievance redressal committee is established at DIBNS, Dehradun for maintaining transparency and addressing issues effectively within an organization. Mechanism for setting up and operating of grievance redressal committee is given below:

**Formation and Composition:** Determine the composition of the committee, ensuring diversity and representation from various levels and departments within the organization. Appoint a chairperson who is impartial and respected within the organization. Include members with good judgment, communication skills, and problem-solving abilities.

**Policy Development:** Develop a clear grievance redressal policy outlining the purpose, scope, and procedures of the committee. Ensure the policy aligns with organizational values, legal requirements, and industry best practices. Communicate the policy to all employees through training sessions, employee handbooks, or intranet portals.

**Receiving Complaints:** Establish multiple channels for employees to submit grievances, such as email, dedicated online platforms, suggestion boxes, or in-person meetings. Ensure confidentiality and anonymity if required by allowing employees to submit complaints without fear of retaliation. Record details of each complaint, including the nature of the grievance, the name of the complainant (if disclosed), and any supporting evidence.

**Investigation and Analysis:** Assign committee members to investigate each complaint impartially and thoroughly. Gather relevant information, interview involved parties, and review any documentation or evidence provided. Analyze the facts objectively to determine the validity of the grievance and identify underlying issues contributing to the conflict.

**Mediation and Resolution:** Facilitate mediation sessions between conflicting parties to foster open communication and reach mutually acceptable resolutions. Encourage compromise and negotiation while maintaining neutrality and fairness. Document agreed-upon resolutions and ensure compliance with organizational policies and legal requirements.

**Escalation Process:** Establish clear criteria for escalating unresolved grievances to higher levels of management or external authorities, if necessary. Define escalation paths and responsibilities to ensure timely and appropriate resolution of complex or serious issues.

**Follow-up and Feedback:** Follow up with both parties after the resolution to ensure satisfaction and monitor the implementation of agreed-upon actions. Solicit feedback from employees regarding their experience with the grievance redressal process and use this input to improve procedures and policies.



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**Documentation and Reporting:** Maintain detailed records of all grievances received, investigations conducted, and resolutions reached. Generate periodic reports summarizing grievance trends, outcomes, and areas for improvement. Share insights and recommendations with senior management to promote organizational learning and continuous improvement.

**Training and Awareness:** Provide training and support to committee members on conflict resolution techniques, communication skills, and relevant organizational policies. Raise awareness among employees about the grievance redressal process, their rights, and responsibilities through regular communication and training initiatives.



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## **Mechanism for redressal of complaint for Anti ragging committee**

A Anti ragging committee is established at DIBNS, Dehradun for addressing issues related to ragging effectively within an organization. The mechanism for redressal of complaints by an Anti-Ragging Committee involves following steps to ensure fairness and efficiency:

**Complaint Registration:** Individuals who witness or experience ragging can file a complaint with the Anti-Ragging Committee. This can be done through various channels such as online complaint forms, written submissions, or in-person reporting.

**Confidentiality:** Ensuring the confidentiality of the complainant is crucial to encourage reporting. The committee should assure the complainant that their identity will be protected throughout the process.

**Preliminary Investigation:** Upon receiving a complaint, the committee initiates a preliminary investigation to gather evidence and assess the severity of the allegations. This may involve interviewing the complainant, witnesses, and gathering any available documentation or other evidence.

**Formal Inquiry:** If the complaint warrants further investigation, the committee may conduct a formal inquiry. This may involve interviewing the accused, gathering additional evidence, and allowing both parties to present their case.

**Deliberation and Decision:** After gathering all relevant information, the committee deliberates on the findings of the investigation. Based on the evidence presented, the committee determines whether ragging has occurred and the appropriate course of action.

**Redressal Actions:** If the committee concludes that ragging has occurred, it recommends appropriate disciplinary actions against the perpetrators. These actions may include warnings, fines, suspension, expulsion, or legal action depending on the severity of the offense.

**Follow-up and Monitoring:** The committee should follow up on the actions taken to ensure compliance with the recommendations. It may also monitor the situation to prevent any further incidents of ragging and provide support to the complainant.

**Appeals Process:** The complainant or the accused should have the right to appeal the decision of the committee if they believe it is unfair. An appeals process allows for a review of the decision by an impartial body to ensure procedural fairness.



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Documentation and Reporting: All complaints, investigations, and decisions should be thoroughly documented for transparency and accountability purposes. Regular reports on the activities of the Anti-Ragging Committee should be submitted to the relevant authorities.





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## **Mechanism for redressal of complaint for Internal complaint committee**

The Internal Complaints Committee (ICC), is established at DIBNS Dehradun to deal with complaints related to sexual harassment in workplaces. Mechanism for redressal of complaints by an ICC is given below:

**Complaint Registration:** Any employee who has experienced or witnessed sexual harassment in the workplace can file a complaint with the ICC. The complaint can be filed in writing or through an online complaint portal, ensuring confidentiality and security.

**Confidentiality and Sensitivity:** The ICC ensures the confidentiality of the complainant and handles the complaint with sensitivity. It may also offer support services to the complainant if needed.

**Preliminary Inquiry:** Upon receiving a complaint, the ICC conducts a preliminary inquiry to assess the credibility and seriousness of the allegations. This may involve gathering initial evidence, interviewing the complainant, and identifying witnesses.

**Formal Investigation:** If the complaint merits further investigation, the ICC conducts a formal inquiry. This includes gathering detailed evidence, interviewing the accused and witnesses, and collecting any relevant documentation.

**Deliberation and Decision:** Based on the findings of the investigation, the ICC deliberates on the case and determines whether sexual harassment has occurred. It considers factors such as the nature and severity of the harassment, the credibility of the parties involved, and any mitigating circumstances.

**Redressal Actions:** If the ICC concludes that sexual harassment has taken place, it recommends appropriate redressal actions. These may include disciplinary measures against the harasser, such as warnings, suspension, termination, or other corrective actions.

**Follow-up and Monitoring:** The ICC ensures that the recommended actions are implemented and monitors the situation to prevent any further instances of harassment. It also provides support to the complainant and ensures their safety and well-being.

**Appeals Process:** Both the complainant and the accused have the right to appeal the decision of the ICC if they believe it is unfair. An appeals process allows for a review of the decision by an impartial body to ensure procedural fairness.



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**Documentation and Reporting:** All complaints, investigations, and decisions are documented in detail for transparency and accountability. The ICC submits regular reports on its activities to the management or the relevant authorities.