



KLE COLLEGE OF LAW STUDENTS' GRIEVANCE REDRESSAL POLICY

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students.

The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Mission

1. To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programs.
2. To constitute panel / committee for redressal of grievances relating to sexual harassment.

Objectives

1. To develop guidelines and lay down proper procedure to deal with the cases related to sexual harassment in the most respect, private and diligent manner.
2. To develop a safe environment for the students and staff alike.
3. To combat sexual harassment.
4. To prepare a detailed plan of actions for the cases related to Sexual Harassment, Long term action plan and short term action plan.
5. To organize gender sensitization awareness program among the institute.
6. To deal with cases of discrimination and sexual harassment in a time bound manner, aiming at ensuring support services to the victimized. The cell considers sexual



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harassment to include unwelcome sexually determined behaviour whether directly or by implication such as

- A demand or request for sexual favours
- Sexually coloured remarks
- Showing of pornography
- Any comment or remark, with sexual connotation
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

The Committee shall look after the following matters: this is not an exclusive list:

1. Eve-teasing
2. Unsavoury remarks.
3. Jokes causing or likely to cause discomfort or embarrassment.
4. Gender-based insults or sexist remarks.
5. Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like.
6. Touching or brushing against any part of the body and the like.
7. Displaying of pornographic or other offensive or derogatory pictures, cartoons, pamphlets or sayings.
8. Forcible physical touch or molestation
9. Physical confinement against one's will and any other act likely to violate one's privacy.
10. To develop an organizational framework to resolve grievances of the students and other stakeholders.
11. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach.
12. To investigate the reason of dissatisfaction.
13. To enlighten the students on their duties and responsibilities.

Grievance and Redressal Cell Composition

The Grievance and Redressal Cell Committee is as follows:

Structure of the committee		Structure of the committee (Current)
Convener of the Committee	Chairperson of the Cell	Mr. Dinkar Gitte
Members	Ex officio Officer	Mrs. Juli Jha
	Ex officio Officer	Ms. Bipasha Bandopadhyay



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Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyses the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

Procedures

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- a) Academic issues pertaining to teaching, learning and evaluation activities
- b) Student-teacher, student-student grievances
- c) Grievances related to library, canteen and IT services
- d) Grievances related to sports, cultural
- e) Grievances related to behaviour of stakeholders

1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the building.
2. Department level counselling is offered where the matter can be resolved
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
4. For other grievances that require review shall be redressed by receiving written and signed application.
5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.



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Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and information memorandum. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken.

All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.



Donna J. V.
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