



Dr. S.S. Tania Dental College, Hospital & Research Centre

Ph.: 0154-2944131



Date : 28.02.2026

STANDARD OPERATING PROCEDURE WOMEN GRIEVANCE REDRESSAL CELL

1. PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to provide a safe, accessible, confidential and structured institutional mechanism for receiving and addressing grievances raised by women faculty, staff and undergraduate/postgraduate students of Dr. S. S. Tania Dental College, Hospital & Research Centre. The Cell shall promote dignity, equality, respectful conduct and a supportive academic and workplace environment.

2. SCOPE

This SOP applies to female faculty, employees, undergraduate students, postgraduate students, interns and other women associated with the institution, as applicable. It covers grievances arising in academic, clinical, administrative, hostel, workplace and other institution-related settings. Matters falling under a specific statutory mechanism, particularly complaints of sexual harassment covered by the applicable law and Internal Committee, shall be dealt with through the legally prescribed mechanism, with appropriate coordination and referral.

3. OBJECTIVES

- Provide an accessible forum for women to report genuine grievances.
- Ensure prompt, fair and confidential consideration of complaints.
- Promote dignity, equality and respectful conduct.
- Prevent discrimination, intimidation, retaliation and victimization.
- Facilitate appropriate counselling, support and referral where required.
- Identify recurring concerns and recommend preventive institutional measures.

4. FUNCTIONS AND RESPONSIBILITIES

1. Receive and register grievances from women faculty, staff and UG/PG students.
2. Conduct preliminary scrutiny and determine the appropriate route for redressal.
3. Maintain confidentiality and protect the privacy of complainants to the extent reasonably possible.
4. Provide a safe opportunity for the complainant to present her concern.
5. Obtain relevant records, statements and documents where necessary.
6. Refer matters to the Internal Committee or another competent statutory/administrative authority when required.
7. Recommend suitable administrative or corrective measures within its competence.
8. Monitor implementation of decisions/recommendations referred to the Cell.

Tania University Campus, Hanumangarh Road, Sriganganagar (Rajasthan)

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9. Conduct awareness and sensitization activities concerning dignity, equality, respectful conduct and available grievance mechanisms.
10. Maintain records and submit periodic institutional reports without unnecessary disclosure of personal information.

5. TYPES OF GRIEVANCES

The Cell may receive concerns relating to discrimination, inappropriate workplace/academic behaviour, unequal treatment, intimidation, bullying, hostile conduct, concerns regarding facilities or safety, administrative difficulties, harassment not otherwise assigned to a statutory mechanism, and other legitimate grievances affecting women in the institution. Complaints involving sexual harassment shall be dealt with in accordance with the applicable law and the institution's Internal Committee/PoSH mechanism.

6. SUBMISSION OF COMPLAINT

A complaint may be submitted in writing to the Coordinator or any member of the Cell, through an official institutional email/online mechanism where available, or through the Principal/competent authority. The complaint should, as far as possible, state the complainant's name, designation/course, department, date and place of the incident, description of the grievance, persons involved, supporting documents/evidence and the assistance or resolution sought.

7. RECEIPT AND REGISTRATION

Every complaint received by the Cell shall be assigned a confidential reference number and entered in the Grievance Register. Receipt should ordinarily be acknowledged within 3 working days where contact details are available. The Coordinator shall conduct or arrange preliminary scrutiny ordinarily within 7 working days.

8. PRELIMINARY ASSESSMENT AND REFERRAL

The Cell shall determine whether the matter falls within its scope. If it is a matter specifically assigned by law or institutional policy to another body, the complaint shall be referred promptly to that authority. If there is an immediate safety concern, the Cell shall inform the competent authority and facilitate appropriate protective, medical or counselling support.

9. REDRESSAL PROCEDURE

11. Receipt and confidential registration of complaint.
12. Preliminary assessment of the nature and urgency of the matter.
13. Identification of the appropriate redressal route.
14. Collection of relevant information/documents, where necessary.
15. Opportunity for concerned persons to provide their response, where applicable and consistent with the governing procedure.
16. Cell deliberation and recommendation within its competence.
17. Referral/approval by the competent authority where required.
18. Communication of outcome to the complainant to the extent legally and administratively permissible.
19. Follow-up and closure of the grievance.

10. CONFIDENTIALITY

All complaints, statements, documents and proceedings shall be treated as confidential to the extent permitted by law. Information shall be shared only with persons who need it for legitimate institutional or statutory purposes. Records shall be securely maintained.

11. PROTECTION AGAINST RETALIATION

No complainant or witness acting in good faith shall be subjected to retaliation, intimidation or victimization for approaching the Cell or participating honestly in a grievance process. Any allegation of retaliation shall be brought to the notice of the Coordinator/Principal for appropriate action.

12. COUNSELLING AND SUPPORT

Where appropriate, the Cell may facilitate access to counselling, medical support, mentoring, hostel assistance, academic support or other institutional services. Support shall be provided without compromising the complainant's confidentiality or autonomy, subject to applicable legal and institutional requirements.

13. TIME FRAME

Activity	Indicative timeline
Acknowledgement	Within 3 working days
Preliminary scrutiny	Within 7 working days
Collection of relevant information	Within 15 working days
Committee/Cell consideration	Within 30 working days
Communication of outcome	Within 7 working days after decision
Follow-up	As required

Complex matters may require additional time. The complainant should be informed of the status where appropriate.

14. MEETINGS AND REVIEW

The Cell shall meet as and when required and at least once every six months to review its functioning and preventive activities. Minutes shall record decisions and action points without unnecessarily reproducing confidential personal information.

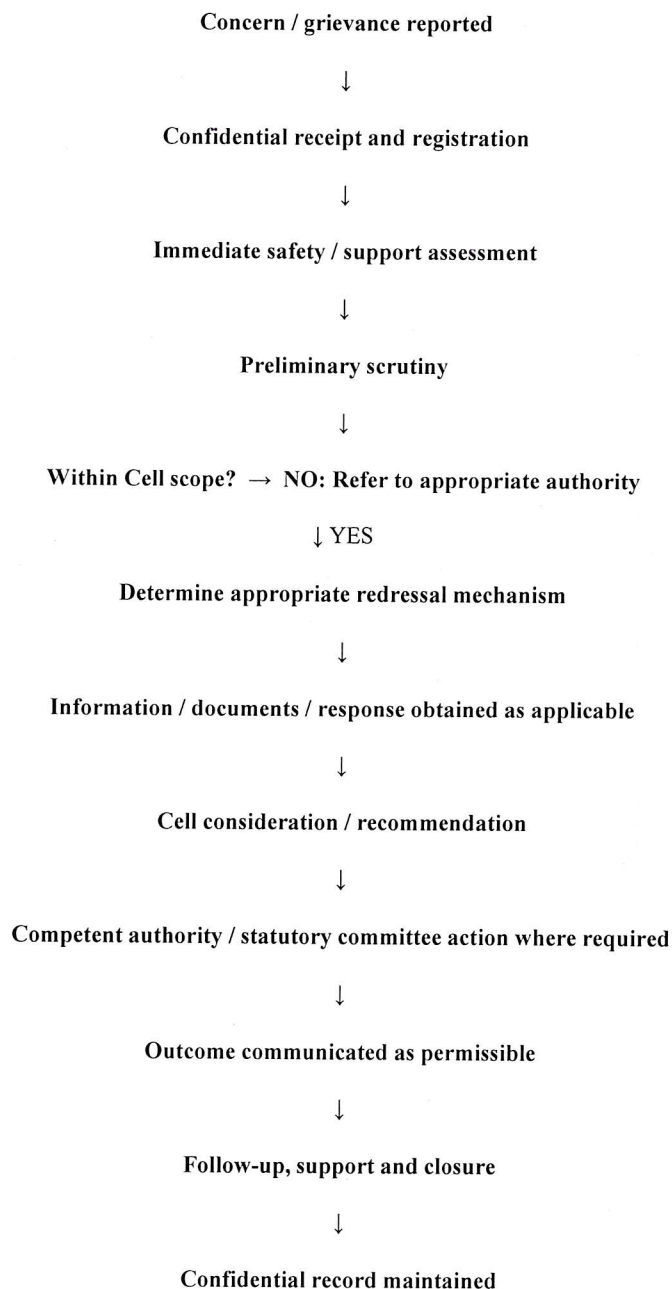
15. AWARENESS AND PREVENTIVE ACTIVITIES

The Cell shall conduct or support periodic awareness programmes for students and employees on respectful conduct, equality, available grievance mechanisms, safety, prevention of harassment and appropriate reporting channels. Attendance and documentary evidence of activities shall be maintained for institutional compliance.

16. RECORD MAINTENANCE

- Constitution order and current SOP.
- Confidential grievance register.
- Individual complaint and action forms.
- Correspondence and relevant supporting records.
- Meeting minutes and action-taken reports.
- Awareness programme reports and attendance.
- Annual review/compliance report.

17. FLOWCHART – WOMEN GRIEVANCE REDRESSAL



18. APPROVAL AND REVIEW

This SOP shall come into effect from the date of approval by the competent authority of Dr. S. S. Tania Dental College, Hospital & Research Centre. It shall be reviewed periodically and revised when required in accordance with applicable legislation, University policies, statutory committee procedures and institutional requirements.


Dr. Rahul Sharma

Principal

Dr.S.S. Tania Dental College
Hospital & Research Centre
Sri Ganganagar

Dr. S. S. Tania Dental College, Hospital & Research Centre | Women Grievance Redressal Cell | Controlled Copy



Dr. S.S. Tania Dental College, Hospital & Research Centre

(Tantia University, Sriganganagar, Rajasthan)

PH. : 0154-2944131



Ref. No. TU/IDCH(52)/2026/077

Date: 28/2/26

Constitution of Women Grievance Redressal Cell

It is for the information of all concerned that the Women Grievance Redressal Cell is hereby constituted as below, and all grievances related to female faculty/ staff/ UG & PG students shall be entertained/ addressed by the cell

1. Dr. Gagandeep Kaur Sidhu, Professor, Oral Pathology
2. Dr. Sukhdeep, Professor, Prosthodontics
3. Dr. Navreet Bhasin, Assoc Professor, Prosthodontics
4. Dr. Atiksha Sharma, Assoc Professor, Conservative Dentistry
5. Dr. Amandeep Kaur, Conservative Dentistry

:Coordinator

: Member

: Member

: Member

: Member

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Copy to: -

1. P.S. to Hon'ble Chairman/Vice Chairperson
2. P.S. to Hon'ble President
3. P.S. to Hon'ble Executive Director
4. The Registrar, Tantia University
5. The CEO, Tantia University
6. All HODs
7. All Concerned Members
8. Guard File
9. Notice Board (Dental College & Hospital)

Principal
Dr.S.S. Tania Dental College,
Hospital & Research Centre
Sri Ganganagar