



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

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STANDARD OPERATING PROCEDURE INTERNAL COMPLAINTS COMMITTEE (ICC)

1. Constitution of the ICC

The Internal Complaints Committee (ICC) is constituted for the prevention, prohibition and redressal of complaints relating to sexual harassment and for maintaining a safe, respectful and dignified academic and working environment.

S. No.	Name	Department / Designation	Position
1	Dr. Rahul Sharma	Principal	Coordinator
2	Dr. Navneet Singh Kathuria	Professor, Oral Pathology	Co-Coordinator
3	Dr. Gagandeep Kaur Sidhu	Professor, Oral Pathology	Member
4	Dr. Bhupesh Gandhi	Associate Professor, Conservative & Endodontics	Member
5	Dr. Amandeep Kaur	Assistant Professor, Conservative Dentistry	Member

The ICC shall function in accordance with the applicable provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, UGC Regulations and other applicable rules.

2. Purpose

The ICC shall:

- Provide a confidential mechanism for receiving and addressing complaints.
- Prevent and address sexual harassment.
- Conduct fair and impartial inquiries.
- Protect the dignity and confidentiality of all persons involved.
- Recommend appropriate action to the competent authority.
- Conduct awareness and gender-sensitisation programmes.

3. Scope

This SOP shall apply to:

- Teaching and non-teaching staff.
- Students and interns.
- Postgraduate students/residents.
- Trainees and research personnel.
- Visitors and other persons associated with the institution.

It shall cover incidents occurring within the institution and other circumstances covered under applicable law.

4. Submission of Complaint

- A complaint may be submitted to the ICC Coordinator or any ICC member.
- Reasonable assistance shall be provided where a complainant is unable to submit the complaint in writing.
- The complaint shall ordinarily be submitted within the period prescribed under applicable law.
- The identity and particulars of the complainant shall be kept confidential as required by law.
- The complaint shall be acknowledged and appropriately recorded.

5. Preliminary Examination

The ICC shall examine:

- Whether the complaint falls within its jurisdiction.
- The nature of the allegations and persons involved.
- Relevant documents and evidence.
- Whether any immediate protective or interim measure is required.

The preliminary examination shall not constitute a final finding.

6. Inquiry Procedure

The ICC shall:

1. Inform the respondent of the allegations.
2. Provide the complainant and respondent a reasonable opportunity to present their respective cases.
3. Examine relevant documents, electronic records and other evidence, where appropriate.
4. Record statements of relevant persons and witnesses.
5. Maintain proper records of the proceedings.
6. Follow the principles of natural justice.
7. Conduct the inquiry fairly, impartially and without discrimination.

7. Confidentiality

The identity of the complainant, respondent and witnesses, together with the complaint, evidence, proceedings, findings and recommendations, shall be kept confidential and disclosed only as permitted or required by applicable law.

8. Interim Measures

Where necessary, the ICC may recommend appropriate interim measures to the competent authority for the safety and protection of the complainant or to prevent interference with the inquiry, subject to applicable law and institutional rules.

9. Inquiry Report

After completion of the inquiry, the ICC shall prepare a written report containing:

- Brief facts of the complaint.
- Allegations and response of the respondent.

- Evidence and statements considered.
- Findings on the allegations.
- Reasons for the findings.
- Recommendations, wherever applicable.

The report shall be submitted to the competent authority for necessary action.

10. False or Malicious Complaint

Where, after due inquiry, the ICC finds that a complaint was **knowingly false or malicious**, or that the complainant knowingly submitted forged or deliberately misleading evidence, the ICC may recommend appropriate disciplinary action to the competent authority in accordance with applicable law and service rules.

However:

- **Mere inability to prove an allegation shall not, by itself, make the complaint false or malicious.**
- A finding of malicious or knowingly false complaint shall be supported by reasons and relevant evidence.
- The concerned person shall be given a reasonable opportunity to present their case before such a finding is made.

11. Protection against Retaliation

The institution shall take appropriate measures to prevent retaliation, intimidation or victimisation of the complainant, respondent, witnesses or any person cooperating with the ICC inquiry.

12. Awareness and Prevention

The ICC shall periodically conduct:

- POSH awareness programmes.
- Gender-sensitisation programmes.
- Orientation programmes for students, faculty and staff.
- Awareness regarding respectful behaviour and the ICC complaint mechanism.

13. Maintenance of Records

The ICC shall maintain confidential records of complaints, notices, statements, evidence, proceedings, inquiry reports, recommendations, action taken and awareness programmes. Access shall be restricted to authorised persons.

14. Review of SOP

This SOP shall be reviewed periodically and amended whenever necessary to remain consistent with applicable legislation, UGC regulations, government directions and institutional rules.


Dr. Rahul Sharma

Principal

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