

## Enclosure - 8

### Establishment of Online Grievance Redressal Mechanism

CHARUSAT believes in the principles of Honesty, Integrity and Transparency. The University aims to provide a harmonic environment to all the students, employees, associates and stakeholders. To facilitate these, various cells at University are established like Grievance Redressal Cell, Equal Opportunity Cell, Women Development Cell, Cell for Prevention of Sexual Harassment and Anti-Ragging Cell. Any stakeholder who finds any discrepancy under the aegis of different cells can use this E-box to register a complaint and University will take further actions to resolve the problem.

#### Complaints related to Grievance Redressal Cell

- Academic related issues
- Extension & Extracurricular
- Amenities & Maintenance Hostel facilities
- Placements & Internships
- General administration

#### Complaints related to Equal Opportunity Cell

- Caste Based Discrimination
- Discrimination in college based on grounds of caste, gender, class, religion, language, physical disability, etc.
- Discrimination in imparting education.

#### Complaints related to Women Development Cell

- Amenities for hygiene.
- Social or Legal Issues affecting women.

#### Complaints related to Cell for Prevention of Sexual Harassment

- Eve teasing.
- Jokes causing or likely to cause awkwardness or embarrassment.
- Innuendos and taunts.
- Touching or brushing against any part of the body and the like.
- Any other unwelcome, physical, verbal or non-verbal conduct of sexual nature directly, indirectly, or through electronic media like SMS, MMS, Social Networking sites etc.

#### Complaints related to Anti-Ragging Cell

- Ragging activity inside or outside the campus.
- Ragging regarding academics or social environment within the campus.

#### Process for filing the complaint

- Understand the nature of complaint and select the cell accordingly.
- Register the complaint.
- The complainant will be acknowledged on receiving the complaint.
- The complaint shall be processed by the relevant cell and action will be taken to resolve the problem.
- The complainant will be informed accordingly.

Url for lodging the complaint <https://www.charusat.ac.in/cms>