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| Criterion 5 | Student Support and Progression |
| Key Indicator 5.1.4 | <p>The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases</p> <ol style="list-style-type: none"> 1. Implementation of guidelines of statutory/regulatory bodies 2. Organization 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 |

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| Timely redressal of cases reported to ICC Committee: Case-1 | | |
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Dated: 23.05.2022

Case Summary

A complaint was filed by a student Himanshi Bhardwaj (B.Tech., 1st Year) and her father regarding indecent and inappropriate behavior of a faculty member Ms. Shweta Khanna (Faculty, ASH Department). According to the student and her father, Ms. Shweta misbehaved with Himanshi in front of entire class due to pending fees and forced her to call her father. According to the student and her father, Ms. Shweta misbehaved with the parent as well.

A meeting of ICC members was called to discuss the case. Following members were present in that meeting.

1. Dr. Deepa Singh (Presiding Officer – ICC)
2. Dr. Setu Garg (Coordinator – ICC)
3. Dr. Vrinda Sachdeva (Member – ICC)
4. Dr. Renu Chaudhary (Member – ICC)
5. Ms. Sana Vakeel (Member – ICC)

Findings:

After going through all the minute details of the case it has been found that the student and her father misinterpreted the case.

Action Taken:

- Himanshi (the student) and Ms. Shweta Khanna (Faculty, ASH) were called individually to ask their sides.
- Written explanation of the case from faculty member was also taken with her side proofs.
- Apology from the students was taken in written. Also suggested her to act wisely.

Recommendations:

- If something happens again then record it.
- also, call any ICC member at the same time.

Case Resolved


Dr. Deepa Singh
ICC - Presiding Officer


Director
I.T.S. Engineering College
Greater Noida

Fwd: Complaint regarding Your staff member Ms. Shweta

1 message

Dr. Deepa Singh <deepasingh@its.edu.in>

Fri, May 20, 2022 at 3:00 PM

To: Director Office <director.office.ec@its.edu.in>, "Dr. Setu Garg" <setu.ece@its.edu.in>

----- Forwarded message -----

From: **Director Engg** <dir.engg@its.edu.in>

Date: Fri, 20 May 2022, 10:08 am

Subject: Fwd: Complaint regarding Your staff member Ms. Shweta

To: Dr. Deepa Singh <deepasingh@its.edu.in>

Cc: HOD ASH ITS Engg <hod.ash@its.edu.in>, Dean Students Welfare ITS Engg <dean.sw.engg@its.edu.in>

Dear Ma'am

It is a complaint of a girl student's parents. Please look into the matter, call an ICC meeting and submit your report by 3.00 PM today.

Regards

----- Forwarded message -----

From: **Manoj K Bhardwaj** <prince.bhardwaz@gmail.com>

Date: Thu, May 19, 2022 at 9:21 PM

Subject: Complaint regarding Your staff member Ms. Shweta

To: <dir.engg@its.edu.in>

Dear Sir,

I would like to inform you that my daughter "Himanshi Bhardwaj" is a student at your College (ITS) and I am writing today to lodge a complaint about mis-conduct & inappropriate behavior of one of your staff member's Ms. Shweta.

On 17th May 2022, Ms. Shweta called my daughter regarding some pending fees and started misbehaving & insulting my daughter in front of the entire class which being a teacher is not appropriate. Below are some of the points from her conversation for which I really felt offended: -

Firstly,

she shouldn't have asked my daughter about fees, if there is anything pending then she should have called me. All my details are there already with the college.

Secondly,

it is still ok to talk to students about fees and letting them know that it is due But scolding the students in front of the entire class is not at all acceptable. Embarrassing kids in front of other students can't be tolerated.

Thirdly,

she forced my daughter to call me and that time she was literally crying, and I was so shocked that what actually happened that made her cry and on the top of that Ms. Shweta started misbehaving with me also and started talking to me in an inappropriate language which was not professional at all.

Fourthly,

she forced my daughter to write an application against her and against me and when she tried to request her not to do that, she threatened her by mentioning that you guys don't know about her background, and she can do this, and she can do that. Is this the way teachers should be talking to their students?

Fifthly,

Your teacher even threatened my child: that she does not know his background, I can also take recourse to the law for this .

Lastly,

Ms. Shweta made her so scared that she forcibly had to write an application against herself and me. Can you imagine how scared that child would be if she is writing an application against her parents?

My apologies sir but I am really concerned that if the teachers would behave like this with the students, then what would be their future? My humble request to you to please take an appropriate action regarding this incident so that

similar incidents can be avoided in future and help students & the parents to save from embarrassment, self-respect and dignity. Sometimes, lessons are not meant only for students but for Teachers too.

Looking forward to a prompt action on this and please do inform me too (if possible) on what actions you are planning to take.

Regards,

Manoj Kumar

Mob: 9873838544

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Mayank Garg B.E., M.E., PhD (IIT Roorkee)
Director
I.T.S Engineering College, Greater Noida
Toll Free: 18001800840; Ph.(O): 0120-2331000, Ext: 1014
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ITS Engineering College
46, Knowledge park-III, Greater Noida- 201310
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ITS Engineering College
46, Knowledge park-III, Greater Noida- 201310

To

The head of Department
ITG. Engineering college

Date: May, 21, 2022

Subject:- Regarding misbehaviour of teacher.

Dear sir;

I would like to inform you that on 17th May 2022, Ms. Shweta Mam called me regarding some pending fees issues but in front of other class she started insulting me as I was very embarrassed at that time then she told me to call my father. I called him and told him to talk then my father said to Mam that the way she called me up and insulted in front of everyone that was wrong. Then Shweta Mam said 'ee apki beti ko college me nakh gana kote hue sharam nahi aati h aur fees k liye sunne me sharam aa rahi h'. By this no parent can listen for their child which is very wrong. She also started misbehaving with my father. and after the ~~the~~ phone call she forced me to write application against my father that he misbehaved. then she started saying if you will not write application I will not let you to attend classes and I'll not give your phone. then she started saying. 'ee ~~tera~~ apne papa ko ur tum bhi samaj dena m kya krwa skti hu tum logo ko mere background nahi pata h. tumare ghar ka mujhe sb kuch pata h lamba fees jooge.

I want to take action against this concern.

Thankyou
yours sincerely

Himankshi Bhardwaj, B-tech, CSE 1st year 9717009485

To

Date- 20-05-2022

The ICC Head

ITSEC, Greater Noida

Subject: Regarding Misbehave by Himanshi Bhardwaj Section-B

Dear Madam,

On 17th May, 2022 after lunch in 5th period I called Himanshi Bhardwaj to know the status of remaining academic fee (33006) in physics lab. I called her personally because she was not responding to my many messages and even many times Mr Neeraj Tripathi told her to meet me. Even I called the student through chemistry teacher (Dr Deepa Singh) but she did not meet me. But she deliberately ignored my callings. When I asked her that why she had not paid fee then she was smiling and didn't give proper reply. Thereafter I asked her to call her father and then she went out of lab and when she came back and gave her mobile to talk to him then her father misbehaved with me. He told me how you dare ask my daughter regarding fee in front of other students and you have to say sorry to her. Then I replied him being a teacher I am not wrong and a teacher can't say sorry to a student when I did nothing wrong to her. Finally I told him to pay fee. After 10 minutes he paid fee which shows that he was deliberately not paying fee for many months. After this incidence she said sorry to me personally as well as through messages (screenshot of fee as well her messages are attached herewith).

As described above this is the whole incidence.

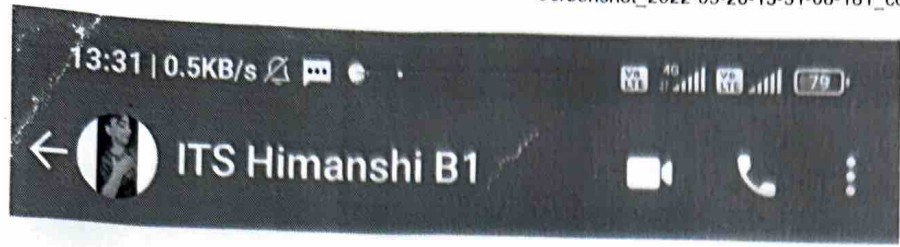
Thanking You



Dr Shaweta Khanna

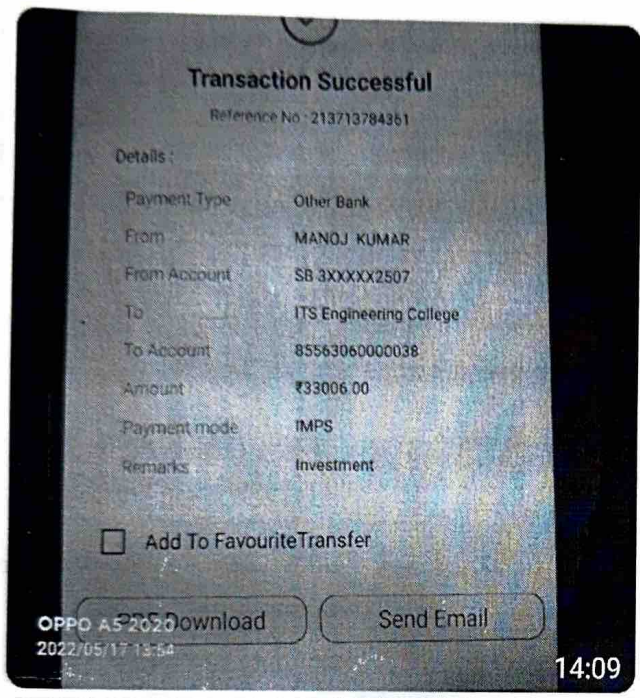
Mentor-Section B

Her father said to me तेरी हिम्मत कैसे हुई मेरी बेटी को
बसके सामने fees के लिए बोलने की अब तू उसकी sorry बोल।



17 May 2022

Forwarded



Sorry mam for all this !! I m really sorry from my side and form my father too

But mam mene papa ko bss itna bola tha papa man sbke aage dant rahi h ap fees dedo syad papa ko accha nahi laga aur Mis behave hogaya jo thik nahi tha

15:42

I m really sorry for this ye aage repeat nahi hoga

15:42

Really sorry mam 🙏🙏 for hurting you

15:43

... 15:43



To

Head of department

Subject : Apology letter

Date: 20 May, 2022

Respected sir,

I apologise from my father he does not spoke well to the teacher. This will not happen again in future.

Thankyou

Yours sincerely

Himanshi

Dated: 31.05.2022

Case Summary

A complaint was lodged by a student Niharika Shivhare (B.Tech., CSE) regarding indecent and inappropriate comments made by some of her classmates (Mr. Nitin, Mr. Nikhil Chaudhary, and Ms. Swati Singh) about her result on WhatsApp group.

A meeting of ICC members was called to discuss the case. Following members were present in that meeting.

1. Dr. Deepa Singh (Presiding Officer – ICC)
2. Dr. Setu Garg (Coordinator – ICC)
3. Dr. Vrinda Sachdeva (Member – ICC)
4. Dr. Renu Chaudhary (Member – ICC)

Findings:

- Inappropriate remarks about Niharika on WhatsApp group made by above said students.

Action Taken:

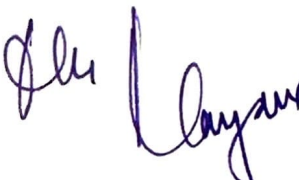
- Niharika Shivhare and other students were called individually to ask their sides.
- Niharika was assured that it will not be repeated again.
- Apology from all the students were taken in written. Also warned them not to repeat such acts in future.

Recommendations:

- If something happens again then take screenshot.
- also, call any ICC member at the same time.

Case Resolved


Dr. Deepa Singh
ICC - Presiding Officer


Director
01/06/22
I.T.S. Engineering College
Greater Noida

28/05/2022

The Director
ITS Engg. College,
Greater Noida.

Subject: Complaint regarding inappropriate comments.

28th May 2022

Respected Sir/Ma'am,

I am a Student of Btech (CSE) 2021-25, Sec B.

I want to bring this to your kind notice that yesterday (27th May) Btech 1st year result was declared around 4 pm. At around 5:30 pm, I was informed that my result snapshot was made viral in Btech CSE 3rd year Sec 'C' students group. Immediately I informed about this to my parents. My father, on enquiry and interrogation found that same was made viral by, Mr Vishal Yadav (1902220100171), and indiscent & inappropriate comments were made by Mr Nitin (1902220100098), Mr Nikhil Chaudhary (1902220100095) & Ms Swati Singh (1902220100159).

Although some students condemned this act, but all three of above continuously made humiliating remarks and comments.

On intervention by my father in class group, all of them deleted their comments.

The above was very much torturing for me & caused deep shock & mental harassment.

Hence, I request you to take some strong action as they made a mockery of me and I feel like I was exposed to 3rd year students (all Batch) without any reason.

Yours Faithfully

Niharika Shinhare (Sec B)

2102220100118

Niharika

Dr Deepa Singh.

ICC Coordinator

Please call urgent ICC meeting and investigate the matter on urgent-basis.

Ujjwal
28/05/22

Dear Sir,

ICC members have discussed the matter with the students and resolved the issue after taking apology letter from them.

We have also discussed the matter with the parents and warned them personally about the consequences.

Apology letter of all the students are attached herewith.

Ujjwal
2/6/22

To,
The Concern Faculty
ITS Engg. College
Greater Noida

Sub. :- Apology letter

Respected Sir/Madam

I would like to inform you that what ever I have done in Unofficial group of CSE Sec.C for that I am Sorry and My Intention was not to hurt anyone. I want to denuce just what the AKTU is doing wrong with every child, But even that, I want to say Sorry to my Teacher and my junior sister.

So, Please forgive me and I will not going to repeat ~~this~~ any mistake in future.

Thankyou

Your Truly

Date :- 30/05/2020

VISHAL YADAV
190220100171

I am Mohan Yadav, Uncle of Vishal Yadav is taking the responsibility that he will not going to do any Mistake in Future.

Mohan
30/5/22

To

The internal committee
concern faculty.

ITS Engineering college.
greater noida.

Subject : Apology letter.

Dear Sirs,

I have apologize whatever I have
commented in the group I am very sorry
that this is happened by myself the thing
which is happened will not be happened
in future by my self.

I hope you understand me.

Your sincerely

Nikhil choudhary

Sec - C

Date - 31/05/2022.

To,

The Internal committee
concern faculty.

ITS Engineering college.
greater noida.

Subject :- Apology letter

Dear Sir,

I have apologize whatever
I have commented in the group
I am very sorry that this is
happened by myself the thing
which is happened will not be
happened in future by my self.
I hope you understand me.

Yours sincerely
Nitin
Sec - C

Date:- 31/5/2022