



**INSTITUTE OF INFRASTRUCTURE, TECHNOLOGY,
RESEARCH AND MANAGEMENT (IITRAM)**

Guidelines for Students Complaints and Redressal Mechanism



**Near Khokhara Circle, Maninagar (East), Ahmedabad, Gujarat, India – 380026
Email: office@iitram.ac.in, CONTACT (079) 67775488 / 99**

Preamble

Institute of Infrastructure, Technology, Research and Management widely known as IITRAM, is established to facilitate and promote studies in area of research, technology, incubation, product innovation and extension work in the field of infrastructure science, technology, and management education and to achieve excellence in higher technical education and other matters connected therewith or incidental thereto. Since its inception in 2013, IITRAM has gone through expansion in offering learning in various branches in undergraduate, postgraduate and doctorate programs. It is still expanding its horizons in terms of infrastructure. IITRAM encourages students to contribute to research activities in various fields.

Students who come from outstation are provided with a good hostel facility. Presently there are two temporary hostels on lease for boys and girls separately. Permanent hostel buildings are under construction and very soon the new hostels will be complete and ready to move. IITRAM is having cafeteria in its own campus to provide good quality food to the students at a nominal rate with an objective to put a smile back on the student's faces.

IITRAM has highly qualified regular teaching staff from various reputed institutes like IIT's, NIT's, etc. IITRAM often hosts various events and workshops for students so that students get an opportunity to explore their interests, develop skills and build social connections. These activities contribute to a well-rounded education and personal growth. These activities include clubs, sports, volunteer work, arts, and academic competitions. IITRAM has 5 Centres of Excellence (CoE) in various fields to cater the need of research and innovation. These centres provides state of the art training to the undergraduate and post graduate students in the field of automation, design, mechatronics, process control, project life cycle management and related topics. The curriculum is designed with respect to National Educational Policy 2020.

IITRAM is having Library Resource Center with Books, e-books, magazines, educational CDs, audio visual section, a reading room, WIFI system, RFID Technology, online resources, e-resources, etc. available in the library. Facilities like reading room and gym are available for students.

The admissions to undergraduate courses at IITRAM are done only through ACPC and JOSAA/CSAB. IITRAM encourages Massive Open Online Courses (MOOCs). The vast array of free courses offered by top-ranking academic institutions like Harvard, MIT, Stanford, UC Berkeley and many others have created a great impact on the higher education front throughout the world. IITRAM students and faculties are encouraged to register and complete these courses. Over 400+ students and faculty members have registered for various courses with 115+ certificates earned so far.

IITRAM is having in-house medical facility and has appointed full-time medical staff to take care of health-related issues of the IITRAM family as well as provide medical insurance coverage to students. Assistance to students is provided in various regards like scholarships,

loans, and education. It has implemented many transformative reforms under NEP 2020. Students are allowed for additional learning by opting for Honors and Minors. The academic calendar is prepared well in advance so that students are aware of the exam schedule. Financial support is provided to students through teaching assistantship which is a great mode of earn while you learn. IITRAM is becoming known for its student-centric approach emphasizing student responsibility and independence and their academic, social, and emotional well-being. IITRAM has a zero-tolerance policy on ragging, bullying, harassment, or violent behavior of any kind. IITRAM has a well-planned orientation programme. The programme is designed with the objective of preparing the students for an all-around experience and exposure through value-added, creative, and social awareness engagements. The motive is to acquaint the students with the campus and allow them to interact with fellow students. The programme is an integral part of their academic curriculum and keeping this in view, various activities are designed to provide the students with the best possible preparation for entry into the undergraduate courses.

The students are guided by the rules and regulations of the institute. The students normally stay in harmony, and lead healthy social life at the hostels at the institute. However, under some extra ordinary situations, some complaints are received from the students. In case a complaint is filed, they are dealt urgently with appropriate disciplinary actions and punishments. In order to further streamline the decision-making process for the Disciplinary Committees of the Institute, approval by the Institute Authority will act as the guideline for proper redressal of any complaint that may be received. A copy of this “Standard Operating Procedure” document will be shared with all students of the Institute by the office of the Dean of Students’ Affairs (DoSA) so that they become aware of any possible violation and also the mode by which and to who the complaint. For ready reference, this document will also be available in the Institute website.

Based on the generic nature, the complaints are categorized into the following types:

1. Hostel, Mess and Maintenance related issues
2. General Indiscipline and Associated Issues
3. Ragging related issues
4. Sexual harassment related issues
5. Prevention of caste-based discrimination
6. Others/ Conclusions

The redressal mechanisms for each type of complaint are listed below:

1. Hostel, Mess and Maintenance related issues.

- a. The boarders report the complaint related to mess/maintenance in the complaint register placed in the Hostel/Mess office. The complaint can also be communicated through email to the faculty-in-Charge of mess committee / Associate Dean Student Affairs for mess related issues and Hostel caretaker with

- copy to wardens of Hostel and warden in charge for maintenance related issues.
- b. The mess committee checks the complaint register on a weekly basis and resolves the issue through the involvement of the Student Affairs office.
 - c. The caretaker of the respective hostel checks the maintenance complaint register on a daily basis and forwards/ intimates the complaint to the concerned sections (civil/water works/electrical/sanitary/network) through campus development office and follow up the same for early redressal.
 - d. The complaints are reported to the respective Warden for information and necessary action, if unresolved.
 - e. Hostel level unresolved complaints, if any are reported and forwarded by the Warden of the Hostel to Dean of Students' Affairs (DoSA) for necessary action.

2. General Indiscipline and Associated Issues

Any boarder, who is found to be indulging in undesirable and offensive activities such, physical assault, damage to property, causing inconvenience to other inmates, noncompliance with any of the conduct rules or violation of any other rule stipulated in several clauses under various sections and subsections, shall be subjected to disciplinary action by the Hostel Warden as stipulated under the relevant clause of this document after a proper inquiry. Moreover, depending upon the gravity of the offence, if the Warden so desires, the case may be forwarded to the appropriate Disciplinary Committee for further necessary action. In all cases, the Warden of the Hostel will be ex-officio member in Disciplinary Committees.

The redressal of any student complaint is handled by any one of the following three standing Committees depending on the nature and gravity of the matter.

2.1. Constitution of Hostel Disciplinary Committee (HDC)

- a. Dean of Student affairs – Chairperson
- b. Warden-in-Charge-Convener
- c. Wardens of all the hostels – Member(s)

2.2. Constitution of Mess Committee (MC)

- a. Dean of Student affairs – Chairperson
- b. Faculty In charge – Convener
- c. Warden-in-Charge-Member
- d. Wardens of all the hostels – Member(s)
- e. Student representatives (3-6, atleast one female) – Members

2.3. Composition of the Institute Disciplinary Committee (IDC)

- a. Director – Chairperson
- b. Dean of Student Affairs – Member

- c. Dean of Academics - Member
- d. Dean of Administration – Member
- e. Co-ordinator of respective department of the student - Member
- f. Warden of respective hostel - Member
- g. Female faculty from respective department - Member
- h. Male student – Member (final year student based on 2nd highest CPI)
- i. Female student – Member (final year student based on 2nd highest CPI)
- j. Assistant Registrar (Academic Programs & Student Affairs) - Secretary

Any possible “conflict of interest” while meeting of the above Disciplinary Committees will be avoided by the Chair of the respective committees, in consultation with Institute Authority.

2.4. Broad nature of punishment to be given to the students for specific offences

Broad outline of the generic nature of the punishment and the committee to which it will be routed to is outlined below:

Offences	Punishment	Assessment Committee
Shifting room without permission	Financial penalty	HDC
Accommodating illegal guest in room	Financial penalty	HDC
Use of electrical or any other equipment or keeping banned items in room	Confiscation of equipment and a Financial penalty	HDC
Use of TV/Fridge/Air conditioner in room	Confiscation of equipment and a Financial penalty	HDC
Not switching off lights or fans when not in room/ vacation	Financial penalty	HDC
Wasting food	Warning first time and Financial penalty per each subsequent incident	MC
Taking food/ beverage/ mess utensils to room	Warning first time and Financial penalty per each subsequent incident	HDC
Private Cooking in room	Financial penalty	HDC
Partying, playing loud music and causing inconvenience to other boarders	Financial penalty	HDC
Defacing walls and undesirable painting on walls	Financial penalty and/or Disciplinary action	HDC
Damaging or destroying hostel property	Financial penalty and/or Disciplinary action	HDC

Offences	Punishment	Assessment Committee
Violating discipline of hostel	Financial penalty and/or Disciplinary action	HDC
Entering hostel premises in an intoxicated manner	Financial penalty and/or Disciplinary action	HDC
Violating code of conduct including physical confrontation inside the hostel premises	Financial penalty and/or depending on the extent of violation/ serious injury, forwarding the complaint to DC.	HDC
Theft in hostels (only when students are involved)	Financial penalty and warning. May be forwarded to IDC in case of repeated offence.	HDC
Teasing/ Bullying other students	Financial penalty and/or Disciplinary action. May be forwarded to IDC in case of repeated offence.	HDC
Providing wrong Home Address for Communication/ wrong contact information/ wrong Parent or Guardian Details	Financial penalty and/or Disciplinary action. May be forwarded to IDC in case of repeated offence.	HDC
Leaving the campus without permission	Financial penalty and/or Disciplinary action	IDC
Using abusive language	Financial penalty and/or Disciplinary action	IDC
Smoking/ drinking of alcohol/ carrying alcohol within hostel premises or in campus including in own/another student's room	Financial penalty or depending on repeated violation, forwarding the complaint to DC.	IDC
Violating code of conduct including physical confrontation outside the hostel premises or within institute	Financial penalty and/or depending on the extent of violation/ serious injury, forwarding the complaint to IDC	IDC
Gambling	Financial penalty and/or Disciplinary action	IDC
Intimidation or violence	Financial penalty and/or Disciplinary action	IDC
Indulging in Physical Fights / Quarrels/ Bouts	Financial penalty and/or Disciplinary action	IDC
Unlawful assembly in hostel or outside	Financial penalty and/or Disciplinary action	IDC

Offences	Punishment	Assessment Committee
Illegal Entry/ Over stay beyond permitted hours in hostels designated for opposite Gender	Financial penalty and/or Disciplinary action. May be forwarded to DC in case of repeated offence.	IDC
Sending SMS/ WhatsApp message/ making Hoax calls to other students threatening them or even spreading wrong information about one's own action	Financial penalty and/or Disciplinary action. May be forwarded to DC in case of repeated offence.	IDC
Willful disobedience or proxy signatures, forging of any kind or all of the types of defiance of authority, nonobservance of hostel rules, causing damage to person or property or indulging in anti- national or undesirable activities/ slogan shouting of any sort	Financial penalty and/or Disciplinary action	IDC
Any act of uploading derogatory remarks or image ridiculing a person in eyes of other against the Institute or any other person or organization	Financial penalty and/or Disciplinary action	IDC
Possession and/or Consumption of Narcotic drugs	Disciplinary action and additional punishment as per the law of the land	IDC
Any Cyber Crime	Disciplinary action and additional punishment as per the law of the land	IDC
Ragging in any form	Disciplinary action as per the law of the land	Please refer to clause 4 of this document
Sexual harassment	Disciplinary action as per the law of the land	Please refer to clause 5 of this document
Caste based discrimination	Disciplinary action as per the law of the land	Please refer to clause 6 of this document

The specific punishment in case of each infringement will be decided by the respective committees. In case of repeated violation, the matter will be taken up by the next higher level committee. A list of likely punishments that can be imposed on students by the committee is listed below:

2.5. Punishment that can be recommended by the HDC

The punishment will include one or more of the following:

- a. Formal written warning to the boarder by the DoSA, with a copy to the Faculty Advisor/ Supervisor (for M.Tech/ PhD students) and parents/ guardian/ employer (for sponsored candidates).
- b. If deemed necessary by the DoSA, the parents/ guardian will be called in person and must report within 5 working days.
- c. Submission of a signed hard copy apology letter cum undertaking (that s/he will never repeat the mistake again) by the student to the Warden.
- d. Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- e. Financial Penalty (minimum Rs 2,000/-)
- f. Changing of Room including possible shifting to shared rooms.
- g. Imposing compulsory Hostel level community service spanning at least 2 weeks and up to the entire duration of the semester/ entire next semester.
- h. Possible recommendation to IDC for further consideration.

2.6. Punishment that can be recommended by the IDC (in case the matter does not involve ragging or sexual harassment)

The punishment will include one or more of the following:

- a. Formal written warning to the boarder by the Chairman- IDC, with a copy to the Faculty Advisor/ Supervisor (for M.Tech/ PhD students) and parents/ guardian/ employer (for sponsored candidates).
- b. Undertaking (acknowledging the punishment imposed on the student) by the parents/ guardian by e-mail/ personal submission.
- c. Financial Penalty (minimum Rs 5000/-)
- d. Temporary suspension from the curriculum spanning from at least 1 up to 4 semesters.
- e. Compulsory sending back to Home and vacating hostel room during suspension.
- f. Permanent rustication from the Institute
- g. Removal from position of responsibility across the Institute.
- h. Debarring from any award/ medal and/or scholarship.
- i. Debarring from registration in placement.
- j. Imposing compulsory hostel level community service spanning at least 2 weeks and up to the entire duration of the semester/entire next semester.
- k. Possible recommendation to DoSA for considering the case in IDC.

3. Ragging Related Issues

Ragging in any form is a serious offense. Any conduct by a student or a group of them, whether by words spoken or written, or by an act, which has the effect of teasing, treating or handling with rudeness a fresher or any other student, will be treated as ragging. Further, asking any student to do any act, which that student objects to do and which has the effect of causing or generating a sense of shame, torment or embarrassment (adversely affecting the physique or psyche of the student) will be treated as ragging. All such cases will be dealt with as per the UGC Regulations.

3.1. Channel for lodging ragging related issues

If a student on campus feels that he/she is being ragged, an immediate complaint (preferably written or by e-mail) should be filed with anyone he/she finds approachable, i.e. the Deans/ Wardens/ Head of the Department/ Faculty Advisor/ Departmental faculty/ Subject Teacher/ Staff member of the Institute. Once such a complaint is received, it is the responsibility of the person who is receiving the complaint to immediately redirect it to the standing Anti-Ragging Committee of the Institute for redressal and appropriate action. A student can also directly file a complaint by e-mail by submitting a mail from their respective institute mail id to antiragging@iitram.ac.in.

- Highest priority will be given to e-mails which are sent from Institute mail ID and have the details of the student who is making the complaint. The identity of a students who has made allegation about ragging will be kept to strictly confidential at all times.

3.2. Institute level Anti-Ragging Committee

- a. Director-Chairman
- b. Associate Dean Student Affairs –Member
- c. Warden-In Charge- Members
- d. Wardens of all the hostels – Member(s)
- e. Coordinator of all departments – Member(s)
- f. One Female faculty
- g. Male student – Member (final year based on 3rd highest CPI)
- h. Female student – Member (final year based on 3rd highest CPI)
- i. Assistant Registrar (Academic Programs & Student Affairs) – Secretary

3.3. Institute level Anti Ragging Squad

Four Faculty Members outside Dean of Student Affairs office proposed by DOSA for atleast 15 days

4. Sexual Harassment Issues

IITRAM is committed to provide a safe, free and equal environment to all students, employees, and other persons affiliated to the Institute. To ensure this, IITRAM has formulated the Internal Complaints Committee (ICC) to prevent and address issues related to sexual and gender-based harassment as per UGC and Vishakha guidelines.

5. Prevention of caste based discrimination

IITRAM upholds a steadfast commitment to fostering a collaborative work environment, ensuring that faculty, staff, and students from diverse communities thrive harmoniously. To prevent any form of caste-based discrimination within the university campus, IITRAM adheres to UGC guidelines by establishing a dedicated Committee for the Prevention of Caste-Based Discrimination.

This committee is entrusted with addressing complaints related to caste-based discrimination, specifically from SC/ST/OBC students, teachers, and non-teaching staff.

Furthermore, IITRAM shall appoint a Liasoning Officer who can be contacted in case of any incidents related to caste-based discrimination.

5.1 Constitution of prevention of caste based discrimination committee:

- a. Director-Chairman
- b. Dean Administration – Member
- c. Faculty (Representative of SC/ST/OBC)-Member
- d. Administrative staff (Representative of SC/ST/OBC)-- Member
- e. Student (Representative of SC/ST/OBC – Member (final year based on highest CPI))

6. Others/ Conclusion

Any complaint, whose nature is not explicitly stated or addressed in the provided list, may be lodged with the Warden, Faculty Advisor, or Department Coordinator. The Warden will then forward the complaint to the relevant committee and may notify the Dean/Associate Dean of Student Affairs (DoSA) if necessary. The committee chairperson may extend invitations to additional members (as special invitee), as needed. Redressal procedures will adhere to Institute norms. Upon completion, the every committee will submit its report to the Director General for approval. IITRAM reserves the right to modify the rules and regulations outlined herein as deemed appropriate. Students will be notified of any such amendments through notices posted on hostel notice boards, circulars, the Institute website, or the Management Information System (MIS).