



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

INTERNAL COMPLAINTS COMMITTEE STANDARD OPERATING PROCEDURE

1. Objectives:

a. Prevention:

- i. Promote awareness and prevention of gender harassment and discrimination.
- ii. Conduct educational programs to inform members of the organization about their rights and responsibilities.

h Redressal:

- i. Establish a fair and unbiased process for the redressal of complaints.
- ii. Provide support and protection to complainants during the resolution process.

c. Compliance:

- i. Ensure compliance with the Gender Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and any other applicable laws or regulations.
- ii. Regularly review and update policies to align with legal requirements and best practices.

2. Committee Structure:

- Chairperson – (Head of the institution or a senior faculty appointed by the Dean)
- Faculty representatives
- Non-teaching staff representatives
- Student representatives

Roles and responsibilities:

- a. Chairperson: Responsible for leading the committee, overseeing complaint resolution, and ensuring compliance with policies.
- b. Faculty Members: Responsibilities include participating in investigations related to gender issues of the faculty, offering support to complainants and respondents, and contributing to policy development.
- c. Non-teaching staff - Responsibilities include participating in investigations of gender related complaints of non-teaching staff, offering support to complainants and respondents, and contributing to policy development.
- d. Students - Responsibilities include participating in investigations of student related issues



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Terms for Reference: The members are appointed for a period of 4 years from date of 1st committee meeting. Members will be rotated or replaced after the completion of 4 years or any other members retire or resign during their tenure.

Committee Memnbers:

S.No.	Name	Designation/Department	Position held
1.	Dr. Durairajan	Vice Principal - Academics	Chairperson
2.	Dr. Karpagalakshmi	Assistant Professor, Psychiatry	Presiding Officer
3.	Dr. Mohanalakshmi	Professor, Biochemistry	Faculty member
4.	Dr. Kiran Madhusudhan	Professor, Microbiology	Faculty member
5.	Dr. Ramya	Assistant Professor, Ophthalmology	Faculty member
6.	Dr. Sravanichithra	Assistant Professor, OBG	Faculty member
7.	Dr. Kaushik K	Post graduate – ENT	Student Member
8.	Dr. Chandran Joseph A	Post graduate – Community Medicine	Student Member
9.	Berlin Mary J	Under graduate (2020-21)	Student Member
10.	Jenitha Devi S	Under graduate(2021-22)	Student Member
11.	Mrs. Thenmozhi	Assistant Librarian	Non-Teaching Faculty

4. Functions:

- Formulating and updating policies and procedures related to gender harassment and discrimination in line with legal requirements and best practices.
- Conducting awareness programs and training sessions for employees to understand their



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rights and responsibilities regarding gender harassment and discrimination.

Establishing a confidential and easily accessible mechanism for employees to register complaints of gender harassment or discrimination.

- Ensuring the strict confidentiality of complaints and investigations to protect the privacy of the parties involved.
- Conducting impartial and thorough investigations into complaints, ensuring a fair and unbiased process.
- Providing support and counseling services for both complainants and respondents during and after the complaint resolution process.
- Exploring mediation as a means of resolving complaints when appropriate, and facilitating a resolution process that is fair and addresses the concerns of all parties involved.
- Maintaining accurate and confidential records of all complaints and investigations.
- Submitting regular reports to the relevant authorities summarizing complaint data, outcomes, and recommendations for improvements.
- Ensuring compliance with local, regional, and national laws and regulations related to gender harassment and discrimination.
- Regularly reviewing and updating policies to align with legal requirements.
- Conducting regular training sessions for employees, supervisors, and members of the ICC to stay informed about best practices and changes in legislation.
- Implementing initiatives to prevent gender harassment and discrimination, such as creating a positive workplace culture and promoting respectful behavior.
- Developing and implementing crisis management plans to address and mitigate the impact of severe cases of gender harassment or discrimination.
- Collaborating with counseling services to ensure access to professional support for individuals involved in complaints.
- Conducting periodic reviews of the ICC's processes, policies, and effectiveness.
- Making necessary revisions to policies and procedures in response to emerging needs or changes in legislation.
- Engaging in community outreach programs to raise awareness about gender harassment



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and discrimination prevention within the organization and its broader community.

5. Confidentiality:

a. Maintaining Privacy:

i. Ensure strict confidentiality throughout the complaint resolution process.

Sensitize committee members and participants about the importance of maintaining privacy.

6. Complaint Registration:

a. Accessible Process:

i. Establish an easily accessible and well-publicized system for registering complaints.

ii. Provide multiple channels for submitting complaints, ensuring anonymity if desired.

7. Investigation and Resolution:

a. Impartial Investigation:

i. Conduct thorough and impartial investigations into complaints.

ii. Ensure a fair and unbiased approach to gathering evidence and interviewing involved parties.

b. Mediation and Resolution:

i. Explore mediation as a means of resolution where appropriate.

ii. Facilitate a resolution process that addresses the concerns of all parties involved.

8. Reporting: & Schedule

The committee will meet three months once or as and when required.

The committee will submit regular reports to the Dean summarizing complaint data, outcomes, and recommendations for improvements.

9. Support and Counseling:

a. Providing Support:

i. Establish mechanisms for providing emotional support to complainants and respondents during and after the resolution process.

ii. Collaborate with counseling services to ensure access to professional support.

10. Training and Awareness:

a. Orientation:

i. Provide orientation sessions for organization members to understand the ICC's role and



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procedures.

- ii. Conduct regular training on preventing and addressing gender harassment and discrimination.
- iii. Organize gender sensitization/gender equity programs for faculty and students

11. Review and Revision:

a. Regular Review:

- i. The committee will conduct regular reviews of its processes, policies, and effectiveness.
- ii. Make necessary revisions to policies and procedures in response to emerging needs or changes in legislation.

12. Approval

This SOP is approved by the Dean of SMMCH&RI and will be reviewed annually or as needed.

Smita M.

IQAC COORDINATOR



R. Prasad
DEAN

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