



POLICY DOCUMENT

- Grievance Redressal Policy
- Anti-Ragging Policy
- Sexual Harassment Policy
- Disciplinary & Unfair Means Policy
- Lapses Policy
- Ombudsman

Fortune Institute of International Business

Plot 5, Rao Tula Ram Marg, Vasant Vihar,
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POLICY DOCUMENT

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I. GRIEVANCE REDRESSAL POLICY

OBJECTIVE:

FIIB has constituted the Grievance Redressal Committee for providing prompt resolution of issues raised by the aggrieved person. By forming this Committee, FIIB has provided a systematic and transparent mechanism to its students, their parents and others in resolving their grievances.

POLICY:

FIIB maintains an open door policy regarding Grievance Redressal where an aggrieved person can freely present his / her issues of genuine concern to the Committee. FIIB is committed to provide congenial academic environment to its students which is conducive for study.

SCOPE:

- Academic Matters: Related to timely issue of mark sheets, and examination/evaluation related matters.
- Financial Matters: Related to payment of fees and other dues/charges.
- Other Matters: Related to conditions of hygiene/sanitation and food, and other facilities/services.
- Cases of Sexual Harassment (such cases will be dealt with by the Complaints Committee for Sexual Harassment.)

APPLICABILITY:

The Grievance Redressal Policy is effective from 15th July 2011. All students and / or their parents are bound by this policy.

PROCEDURE:

- Firstly, the students and / or their parents will have to discuss the problem with the Department concerned to seek a solution.
- If they do not get satisfactory resolution to their problem at the Department level, they may register their grievance with the Grievance Redressal Committee online through Link: fiib.edugrievance.com.
- The Committee will meet as and when a complaint is received and will try to provide just and expeditious resolution to the grievance raised.
- The Committee will act upon only those cases which have been forwarded along with proper documents/evidences.
- The Committee may give the complainant an opportunity of being heard personally.
- Each case will be dealt with/decided based on its merits.
- The decision of the Director shall be final and binding on all concerned.

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Dr. Nimit Gupta Associate Professor	Chairperson	011-47285029 nimit.gupta@fiib.edu.in
Dr. Vidya M. Iyer Associate Professor	Member	011-47285032 vidya.iyer@fiib.edu.in
Mr. Chandra Prakash Dy. Registrar	Member	011-47285046 chandra.prakash@fiib.edu.in
Mr. Jogender Kumar Head – IT	Member	011-47285047 jogender.kumar@fiib.edu.in
Mr. V.K. Jain Accounts Office	Member	011-47285012 vk.jain@fiib.edu.in

The Director will be in the Committee de facto.

II. ANTI-RAGGING POLICY

OBJECTIVES:

In view of the directions of the Hon'ble Supreme Court in SLP No. 24295 of 2006 dated 16-05-2007 and in Civil Appeal number 887 of 2009, dated 08-05-2009, FIIB has a strong Anti- Ragging Committee and an Anti-Ragging Squad to prohibit, prevent and eliminate the scourge of ragging by any student 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.

SCOPE:

Ragging constitutes one or more of any of the following acts:

- Any conduct by any student or students 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;
- Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student;
- Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student;
- Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher; e.g., exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students;
- Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students;
- Any act of physical abuse including all variants of it: sexual abuse, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- Any act or abuse by spoken words, emails, posts, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student;
- Any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.

APPLICABILITY:

The Anti-Ragging Policy is effective from 15th July 2009. All the students are bound by this policy.

i. ANTI-RAGGING COMMITTEE:

The Anti-Ragging Committee has been constituted to investigate ragging case(s) of students and to recommend action(s), if any, to be taken against the guilty student(s).

PROCEDURE:

The Anti-Ragging Committee will meet as and when a case of ragging is reported to it. The Committee will investigate the case(s) and recommend necessary action to the Director. The action taken will be communicated to all the parties involved in the issue(s).

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Prof. Partha Pratim Saikia Assistant Professor	Chairperson	011-47285035 partha.saikia@fiib.edu.in
Dr. Vidya M Iyer Associate Professor	Member	011-47285032 vidya.iyer@fiib.edu.in
Mr. Chandra Prakash Dy. Registrar	Member	011-47285046 chandra.prakash@fiib.edu.in
Mr. Neel Deshmukh Academic Coordinator	Member	011-47285015 neel.deshmukh@fiib.edu.in

The Director will be in the Committee de facto.

ii. ANTI-RAGGING SQUAD

The Anti-Ragging Squad has also been constituted to check any ragging incidence in the Institute premises and if found any, it will report the incidence to the Anti-Ragging Committee.

PROCEDURE:

The Anti-Ragging Squad will keep a close vigil at all times, and will also keep interacting with freshers and senior students to ascertain whether any untoward incident related to ragging is happening or not. The Squad will report the case(s), if any, to the Anti-Ragging Committee.

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Dr. Amiya Mohapatra Associate Professor	Chairperson	011-47285045 amiya.mohapatra@fiid.edu.in
Chandra Prakash Dy. Registrar	Member	011-47285046 chandra.prakash@fiib.edu.in
Mr. Neel Deshmukh Academic Coordinator	Member	011-47285015 neel.deshmukh@fiib.edu.in
Mr. Imran Khan Administrative Officer	Member	011-47285002 Imran.khan@fiib.edu.in

III. SEXUAL HARASSMENT POLICY

OBJECTIVE:

FIIB strives to provide a place of work and study free of sexual harassment, intimidation or exploitation. If any case of sexual harassment occurs, FIIB will take stringent steps to stop the harassment, prevent its recurrence and / or take appropriate disciplinary action against those responsible.

POLICY:

FIIB has a ZERO TOLERANCE sexual harassment policy. Anyone found guilty by the core Committee (post investigation or any complaint) will constitute as a zero tolerance event in which case appropriate actions will be taken by FIIB management based on the recommendation of the Committee - not excluding debarring of a student or termination of an employment contract of an employee with immediate effect.

DEFINITION AND SCOPE:

Article 51 A(e) of the Constitution imposes on every citizen by way of fundamental duty - the responsibility to renounce practices derogatory to the dignity of women. The Honorable Supreme Court passed judgment in the case of Vishaka and Ors. Vs. State of Rajasthan & Ors., AIR 1997

SC 3012, wherein 'sexual harassment' has been defined as under:

“Sexual Harassment includes unwelcome sexually determined behavior whether directly or by implication, as:

- Physical Contact and Advances;
- Demand or request for Sexual Favors;
- Sexually Colored Remarks;
- Showing Pornography;
- Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.”

APPLICABILITY:

The Sexual Harassment Policy is effective from 7th December 2010. All employees (Faculty, Staff) and students are bound by this policy.

PROCEDURE:

- Verbal description (if required) followed by written complaint (with sufficient detail) to be submitted to anyone member of the Committee in confidence;
- Committee members to hear the complainant with a quorum of at-least 3 members;
- Sensitivities of working relationship(s) to be respected and enquiry carried out confidentially;

- Maximum 30 days for investigation (interviewing of complainant, witnesses and accused could be involved).

Sexual Harassment Committee will meet as and when a case of sexual harassment is reported to it. The Committee will investigate the case(s) and recommend necessary actions to the Executive Director.

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Dr. Vidya M. Iyer Associate Professor	Chairperson	991086655 vidya.iyer@fiib.edu.in
Mr. Dhiraj Pradhan (Manager (Bus.Dev))	Member	955552314 dhiraj.pradhan@fiib.edu.in
Mr. Neel Deshmukh Academic Coordinator	Member	9716537122 neel.deshmukh@fiib.edu.in
Ms. Pratyusha Prattipati (Stakeholder Coordinator)	Member	8074606364 pratyusha.prattipati@fiib.edu.in
Dr. Poonam Shrivastava (Doctor, Blood Bank, New Delhi)	External Member	9811158040 poonamshrivastava1@gmail.com

IV. DISCIPLINARY & UNFAIR MEANS POLICY

OBJECTIVE:

The Disciplinary & Unfair Means Policy is hereby constituted to form a Committee who investigate case(s) of students using unfair means during examination and recommend disciplinary action(s), if any, to the Director of FIIB to be taken against the guilty student(s).

POLICY:

Using unfair means in the assessment process or examination is termed as a 'dishonest activity'. FIIB marks the use of unfair means extremely serious and it is recommended to the students to avoid it. The examination should be taken as per the rules and regulations fixed by FIIB. No attempt should be made to use unethical practices during examination as that will expose the candidate to face penalties.

SCOPE:

If, during the course of an examination, any candidate is found doing any of the following acts, he/she shall be deemed to have used unfair means at the examination

- Having in possession papers, books, notes or any other material or information relevant to the examination in the paper concerned;
- Giving or receiving assistance of any kind or attempting to do so;
- Copying/cheating in examinations, assignments and the field work reports/project reports;
- Writing question(s) and/or answer(s) on any material other than the answer book given by the Hall Supervisor for writing the answers;
- Tearing off the answer book, supplementary answer books, etc., or a part thereof;
- Contacting/talking or trying to contact/talk with any other person during the examination time;
- Using or attempting to use any other undesirable method or means in connection with the examinations, e.g., using abusive language in the answer book, disclosing identity in answer book;
- Smuggling in/out an answer book/question paper;
- Impersonation;
- Running away with the answer book;
- Disciplinary matter – breach of discipline in conduct and behavior, etc.
- Any other act amounting to serious misconduct

APPLICABILITY:

The Disciplinary & Unfair Means Policy is effective from 27th July 2012. All the students are bound by this policy.

PROCEDURE:

Disciplinary & Unfair Means Committee will meet as and when a case of using unfair means is reported. The Committee will investigate the case(s) and report it expeditiously. The decision of the Disciplinary & Unfair Means Committee in imposing penalty for the offence committed by the candidate shall be final and binding on him/her.

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Dr. Asheesh Pandey Professor	Chairperson	011-47285026 asheesh.pandey@fiib.edu.in
Prof. Vidya M. Iyer Associate Professor	Member	011-47285032; vidya.iyer@fiib.edu.in
Prof. Partha Pratim Saikia Assistant Professor/COE	Member	011-47285029 partha.saikia@fiib.edu.in
Mr. Sanjay Verma Head-CRC	Member	011-47285053 sanjay.verma@fiib.edu.in

The Director will be in the Committee de facto.

V. LAPSES POLICY

OBJECTIVE:

Lapses Committee has been constituted to look into the lapses in relation to the assessment and examination system on the part of Institute's faculty and / or staff and to recommend action(s), if any, to the Director of FIIB.

POLICY:

FIIB is committed to treating employees fairly and the employees are expected to conduct themselves accordingly and maintain a high standard of good conduct. Any lapse (as specified in clause types) will tantamount to "misconduct" and appropriate actions will be recommended by the Committee.

SCOPE:

The lapse case(s) may relate to:

- Non-Compliance of rules, regulations and procedures related to assessment and examination system
- Delay in submission of required documents resulting in delay or in completing the assessment process
- Students' complaints regarding biases or favoritism in every assessment or examination process

APPLICABILITY:

The Lapses Policy is effective from 27th July 2012. All the Faculty/Staff are bound by this policy.

PROCEDURE:

Lapses Committee will meet as and when a case of lapse is registered with the Program Office or the Controller of Examinations. The Committee will investigate the case(s) reported to it expeditiously.

COMMITTEE MEMBERS:

Member Name	Position	Contact Information
Dr. Nimit Gupta Associate Professor	Chairperson	011-47285015 neel.deshmukh@fiib.edu.in
Mr. Neel Deshmukh Academic Coordinator	Member	011-47285012 vk.jain@fiib.edu.in
Controller of Examinations	Special Invitee	011-47285035 controllerofexaminations@fiib.edu.in

The Director will be in the Committee de facto.

VI. OMBUDSMAN

OBJECTIVE:

FIIB's students / parents / staff / faculty can approach the Ombudsman if any grievance is not addressed properly or the aggrieved person is not satisfied with any of the decision made by the concerned Committee appointed by the Institute.

POLICY

The Ombudsman is a neutral body recommending modifications and improvements of rules, regulations, policies and procedures which are unclear and inequitable or unfair. The Ombudsman acts as an advisor, counselor or educator.

APPLICABILITY:

The Ombudsman Policy is effective from 22nd August 2012. All students, parents, staff and faculty are bound by this policy.

PROCEDURE:

- Verbal description (if required) followed by written complaint (with sufficient detail) to be submitted to Ombudsman;
- Sensitivities of working relationship(s) to be respected and enquiry carried out confidentially;
- Maximum 30 days for investigation (interviewing of complainant, concerned Committee, witnesses and accused could be involved);
- Recommended action and formal resolution from complaint Committee to be provided to management.

FIIB OMBUDSMAN:

Brig.(Retd.) Sham Mediratta

Former Chairman at Kendriya Vidyalaya Santhan, Kolkata and

Former Director at Army Public School

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