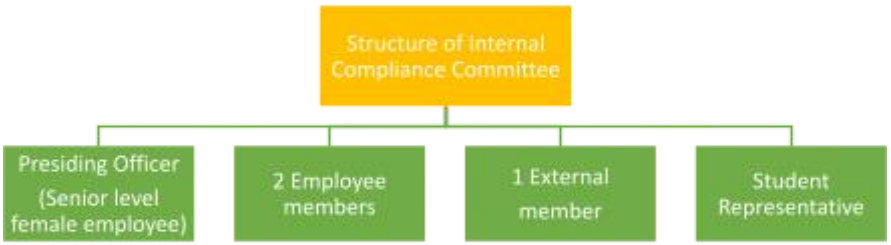
Administrative Manual for Internal Compliance Committee (ICC)

1. Introduction

- **Establishment and Purpose:**
- The Internal Complaints Committee (ICC) at St. Francis de Sales College, Bengaluru, was set up to address complaints of discrimination and misconduct, focusing on the safety and well-being of female staff. The ICC plays a key role in fostering a workplace that upholds dignity, respect, and equality for all.
- **Scope:**
  The Internal Complaints Committee (ICC) addresses grievances related to discrimination, harassment, and misconduct, offering services like complaint resolution, counseling, and policy reviews. It works with stakeholders such as leadership, HR, legal advisors, and counselors to maintain a safe, respectful, and inclusive environment, contributing to the institution's success.
- **Objectives:**
  The ICC ensures fair investigations, promotes inclusivity, supports affected individuals, and raises awareness. It also updates policies to comply with the law, ensuring a safe and fair institution for all.

II. Organisation and Governance



i) Presiding Officer: The presiding officer must be a woman employed at a senior level in the organization or workplace to work according to the Internal Complaints Committee Policy.

ii) Internal Members: At least 2 Internal Complaints Committee members must be selected from among the employees who are committed to the cause of women or who have had the experience of social work or have legal knowledge.

iii) External Member: The external member of the IC must be selected from non-governmental organizations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment.

iv) 50% Women: At Least one-half of the total members nominated to the IC must be women.

v) Student representative: One female student representative

Office Structure:

The ICC is led by a chairperson and includes faculty, non-academic staff, a counselor, investigating officers.

Roles and Responsibilities:

- **Chairperson:** Oversees the committee, ensures compliance with policies, makes final decisions on complaints, and liaises with external bodies when needed.
- **Staff Members:** Handle investigations, support complainants, implement policies, maintain documentation, and organize awareness sessions to improve the institution's environment.

IV. Operational Framework

- **Complaint Recording:** Use a standard format to record complaints and collect evidence. Oral complaints must be written down and authenticated by the ICC member receiving it.
- **Interim Relief:** Provide interim relief like transfers, leave, or protection against victimization while the inquiry is ongoing.
- **Confidentiality and Justice:** Ensure confidentiality of the process and adhere to principles of natural justice, including interim restraint orders or disciplinary actions.
- **Inquiry Process:**
    - Ensure the respondent fully understands the case before defending.
    - Record depositions verbatim or based on the sense, with authentication on the same day.
    - Conduct gender-sensitive, non-coercive cross-examination.
    - Summon and interview official witnesses, accessing necessary records.
- **Complaint Procedure:**
    - Complaints must be lodged within six weeks (extendable to six months in exceptional cases).
    - Assess if inquiry, counseling, or mediation is needed. Form a committee of 5-7 members, with at least 70% women.

- **Withdrawal:** The complainant can withdraw at any time, but if suspected coercion occurs, the inquiry will continue.
- **Inquiry Completion:** The inquiry should be completed within a month, allowing both parties to present their case.
- **Final Report:** The inquiry committee submits a detailed report with findings and recommendations to the management for action.

V. Performance Management

Confidentiality: Keep the report and sensitive information confidential.

Non-coercion and Interim Relief: Ensure the process was fair and that interim relief was provided to the complainant.

Fair Inquiry: Confirm that both parties had a fair chance to present their cases and that due process was followed.

Orientation towards Education and Redressal: Focus on resolving the issue constructively, promoting learning and improvement.

Representative Committees: Ensure the committee was diverse, with at least 70% women, reflecting inclusivity and gender sensitivity.

VI. Compliance

The ICC compliance with Sexual Harassment of Women at Workplace Act, 2013 or POSH and Constitution of India (Articles 14, 15, 21)

VII. Communication and Stakeholder Engagement

Keep the complainant's identity confidential and provide necessary relief and ensure that victims or witnesses are not mistreated or discriminated against during the process.

VIII. Appendices

The institution follows the guidelines described in Sexual Harassment of Women at Workplace Act, 2013 or POSH.