

**Internal Reporting System to Assure the Confidentiality  
of Whistleblowers or a Grievance Procedure for Staff  
Concerning an Employment Matter**



**Swami Vivekanand Subharti University, Meerut**

(Established under U.P. Govt. Act no. 29 of 2008 and approved under section 2(f) of UGC Act 1956)

Swami Vivekanand Subharti University, Meerut has established a structured internal reporting system to address staff grievances and ensure the confidentiality of whistleblowers. The University provides multiple channels for reporting concerns, including email, online platforms, and formal grievance mechanisms, ensuring accessibility and ease of reporting. A strict confidentiality protocol is followed, and protection against retaliation is ensured to safeguard the identity and interests of complainants. Designated bodies such as the Grievance Redressal Committee, Internal Complaints Committee, and HR Department review and resolve issues in a fair and time-bound manner. This system promotes transparency, trust, and accountability, ensuring a safe and ethical working environment.

**Key Principles:**

**Anonymous Reporting:** The University allows anonymous reporting through secure channels, ensuring that complaints can be raised without disclosure of identity. Access to complaint information is strictly restricted to authorized personnel, and secure systems are used to protect data confidentiality. Where required, individuals are also provided access to legal guidance to safeguard their rights.

**Limited Access:** The University ensures that all information related to complaints and disclosures is accessible only to authorized personnel directly involved in the investigation and resolution process. Strict access controls are maintained to prevent unauthorized disclosure, thereby safeguarding the identity of the complainant and the integrity of the reporting system.

**Safe Reporting Channels (Technical Security):**

The University ensures that all reporting channels are secure and protected through appropriate technical safeguards. Measures such as secure access controls and data protection protocols are implemented to prevent unauthorized access to complaints. These systems ensure that sensitive information is handled safely, maintaining confidentiality and integrity throughout the reporting and investigation process.

**Confidentiality:** The University ensures that the identity of the reporting individual is protected with the highest level of confidentiality throughout the reporting and investigation process. Information is shared strictly on a need-to-know basis and only with authorized personnel involved in the inquiry. This approach balances privacy with the requirement of conducting a fair, thorough, and legally compliant investigation, thereby building trust in the system and encouraging individuals to report concerns without hesitation.

**Confidential reporting channels:** These include a dedicated email platform **emai id** for secure communication, an online complaint submission system for easy and timely reporting, and physical complaint boxes placed within the campus to facilitate anonymous submissions. This multi-channel approach ensures inclusivity, confidentiality, and ease of access for all individuals.



**Grievance Box**

The image is a screenshot of a web browser showing the online grievance form on the website 'subharti.org/grievances.php'. The page has a header with the URL and a navigation menu. Below the header is a banner image with the text 'Grievance Forms'. The main content area contains a form with various input fields for name, address, contact information, and a 'Contact' button. The form is titled 'Grievance Form' and includes fields for 'Name', 'Address', 'City', 'State', 'Pin Code', 'Email', 'Phone', and 'Message'. There is also a 'Submit' button at the bottom of the form.

**Online complaint form**

**Good Faith Reporting:** The policy safeguards individuals who report concerns in good faith, meaning they genuinely believe the information provided is accurate and truthful at the time of reporting. Even if subsequent investigations do not establish a policy violation, the reporting individual remains protected. However, the policy clearly distinguishes and does not extend protection to individuals who knowingly submit false, misleading, or malicious complaints, ensuring the integrity and credibility of the reporting system.

**Prompt and Fair Investigation:** All complaints and disclosures are addressed through a structured and time-bound process to ensure prompt action. Investigations are conducted impartially, without bias, and in accordance with established procedures and ethical standards. The University ensures that both the complainant and the respondent are treated fairly, and appropriate corrective or disciplinary actions are taken based on findings. The outcome of the investigation is communicated transparently to the concerned parties while maintaining confidentiality.

**Interim Measures:** To ensure the safety and well-being of the reporting individual and the campus community, the University may implement interim measures during the investigation process. These measures are precautionary and may include changes in work assignments, class schedules, or seating arrangements, issuance of no-contact orders, or other reasonable accommodations. Such steps are taken to prevent further harm, maintain neutrality, and support a safe environment until the investigation is concluded.

**Support and Resources:** The University provides necessary support to individuals who report concerns, recognizing the emotional and professional impact such situations may have. This includes access to counselling services, academic support, and professional guidance where required. By offering these resources, the institution ensures that individuals feel supported, respected, and empowered throughout the reporting and resolution process.

**Training and Awareness:** The University conducts regular training sessions, workshops, and awareness programs to educate students, faculty, and staff about the policy and the importance of ethical reporting. These initiatives aim to create awareness about rights, responsibilities, and available reporting mechanisms, while fostering a culture of transparency, accountability, and ethical behavior across the institution.

**Whistleblower protection:** The University strictly enforces a non-retaliation policy to protect individuals who report concerns or unethical practices. Any form of victimization, discrimination, or adverse action against complainants is prohibited, ensuring that stakeholders can raise issues without fear of negative consequences.

The identity of complainants is safeguarded at all stages of the reporting and investigation process. Access to personal information is limited to authorized personnel only, ensuring that anonymity and privacy are maintained wherever required.

The University maintains strict confidentiality in handling all complaints and related information. All records, discussions, and outcomes are managed with sensitivity and discretion to protect the interests of all parties involved and to uphold trust in the reporting system.



**Legal Aid and Grievance Redressal Support System at Subharti Law College**

Weblink:

<https://subharti.org/iqac/pdf/policies/Policy%20on%20Protection%20of%20Individuals%20Reporting%20Discr%20iption.pdf>