



JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)
HAMDARD NAGAR, NEW DELHI

EQUAL OPPORTUNITY
CELL

www.jamiahamdard.edu

EQUAL OPPORTUNITY CELL

INTRODUCTION:-

Equal Opportunity Cell in Jamia Hamdard looks into the issues of groups of students, staff, and other stakeholders who are considered disadvantageous socially, economically, or physically including taking up issues related to gender equality

VISION:-

Ensure equitable access and inclusive opportunities for economically backward, vulnerable, and disadvantageous groups of students, staff and other stakeholders.

MISSION:-

Promote, create, and establish knowledge and information management to raise awareness on issues related to equal opportunity. Empower people to explore and resolve discrimination complaints through alternative dispute resolution processes to eliminate all forms of discrimination.

AIM: -

To oversee the effective implementation of policies and programmed for disadvantaged groups, to provide them guidance and counselling with respect to academic, financial, social and other matters and to enhance the diversity within the campus.

OBJECTIVES: -

As per Office Order Nos. AS/JH-186/2022 & AS/JH-186/2023 dated February 15, 2022 and June 2, 2023 respectively, the Vice chancellor has approved the re-constitution of the Equal Opportunity Cell, Jamia Hamdard. The purpose of the Equal Opportunity Cell in the University is to look into the issues of groups of students, staff and other stakeholders who are considered disadvantageous-socially, economically or physically including taking up issues related to foreign students. Therefore, the EOC will broadly function to achieve the following objectives:

1. To ensure that University adopts policies of equal opportunity for Persons with Disabilities as per the Rights of Persons with Disabilities Act (RPwD) 2016 and Rules 2017 as notified by Government of India.
2. To make efforts for the University campus and its buildings to be friendly for all 'Persons with Disability' (PwD) to ensure barrier free access.
3. To ensure that there is no discrimination in the University on grounds of disability, gender community or region.
4. To sensitize University staff, students and teachers about the issues of equal opportunity by organizing seminar, workshop etc.
5. To set counselling centres for persons affected by inequality, if any.
6. To prepare reports for the accessibility of the buildings and present it to the concerned authorities for needful action.
7. To network with other Universities and NGOs for creating awareness about the issues related to equal opportunity.

Composition of Equal Opportunity Cell:-

The following are the members of the Equal Opportunity Cell. They can be contacted by mail/telephone by any student /staff of Jamia Hamdard for redressal of their issues.

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**Lectures/Awareness/Sensitization
for**

**Programmed organized
Faculty, non-teaching**

Staff and Student:-

1. Lecture entitled "Rights of Persons with Disabilities and Issues around people with disabilities in India" by Mr. Arman Ali- Executive Director, National Centre for Promotion of Employment for Disabled People on 10th May 2022.
2. Lecture entitled "Disability through the lens of human rights" by Dr. Satendra Singh, Associate Professor of Physiology at University college of Medical Sciences, Delhi and disability rights activist on 10th February 2020.

3. Lecture entitled "Womanhood in Islam" by Dr. Ela Mishra, Authoress and Chairperson- ElaCharitable Trust For Minorities on 24th April 2019.
4. Lecture entitled "Disability Sensitization" by Mr. Subhash Chandra Vashishth, Advocate, Supreme Court of India and Delhi High Court on 28th April, 2017.
5. Lecture entitled "Constitutional and Social Guarantee for Equal Opportunity:" by Prof. Milap C. Sharma from CSRD, Jawaharlal Nehru University, New Delhi on 24th August 2015.
6. Lecture entitled " Sexual Harassment and Gender Sensitization" by Dr.Sabiha Hussain from Centre for Dalit and Minorities, Jamia Millia Islamia on 23th September 2014.
7. Lecture entitled "Towards Safe University Campuses" by Prof. Ayesha Kidwai, School of Language Literature and Culture Studies, Jawaharlal Nehru University, New Delhi on 9th September 2013.
8. Lecture entitled "Inclusive Policies" by Prof. S.N. Malakar from Jawaharlal Nehru University, New Delhi on 11th April 2013.
9. Lecture entitled "Inclusive Policies through Equal Opportunity" by Dr. D.K. Lobiyal from School of Computer and System Sciences, Jawaharlal Nehru University, New Delhi on 21st February, 2013.

Contact Information:-

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**DOCUMENT OF EQUAL OPPORTUNITY POLICY FOR PERSONS
WITH DISABILITIES**

Approved in 42nd meeting of the Academic Council

15th December 2021

**As required under Section 21(1) of the
Rights of Persons with Disabilities (RPwD) Act, 2016 of the Government
of India**

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1. INTRODUCTION

Jamia Hamdard (Deemed to be University) is an institution of higher ranking and in learning is committed to provide equal opportunities to all sections of the Jamia Hamdard (Deemed to be University) community and is dedicated to create a working environment with highest degree of ethical and virtuous work practices. The Jamia Hamdard (Deemed to be University) adopts a transparent selection process based on merit and without any bias to disabilities of the prospective candidate. While maintaining these Policies, Jamia Hamdard (Deemed to be University) casts special attention to the specially-abled persons to provide equal opportunity in order to avail all the resources of the Jamia Hamdard (Deemed to be University) which are formulated in the light of “The Rights of Persons with Disabilities Act, 2016 (RPwD Act)” along with the Rights of Persons with Disabilities Rules, 2017, together, adopted by the Government of India.

Jamia Hamdard considers its all associates whether employee or students to be its most important resource and is committed to treat all with dignity and respect. Also holds a high regard towards the guidelines laid down under the international conventions and laws relating to protect disabled persons from various forms of discrimination, increases measures for effective participation and inclusion in the society, and ensures equality of opportunity and adequate accessibility and aims at maintaining a safe and harmonious educational as well as working environment for each individual, irrespective of the work, designation, ethnicity, race, caste, creed, gender, religion and other such parameters.

The Institute strives to provide opportunities and facilities to persons with disabilities to participate, perform and excel in their work on an equal basis in everyday life and to ensure that the work environment is free from any discrimination against persons with disabilities. The persons with disabilities are encouraged to attend trainings as and when required to enhance their capabilities to enable them to effectively discharge their duties in the Institute. Jamia Hamdard (Deemed to be University) has already implemented a good part of the requirements under the Act and plans to fulfill all necessities.

1. POLICY

It is the policy of Jamia Hamdard to follow Government of India instructions issued from time to time, for the empowerment of persons with disabilities (PWD). It has been the endeavor of the Institute to maintain conducive and harmonious work environment to ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with others. To provide equal employment opportunities, without any discrimination on the grounds of age, color, disability, marital status, nationality, race, religion, sex, sexual orientation and will not engage in any kind of verbal or physical harassment based on any of the above or any other reason.

Jamia Hamdard (Deemed to be University) strives to maintain a work environment that is free from any harassment or discrimination based on the above mentioned considerations. This Equal Opportunities Policy is subject to applicable regulations, qualifications and merit of the individual. This Equal Opportunity Policy is consistently applied throughout their period in institute.

2. PRINCIPLES

Jamia Hamdard (Deemed to be University) philosophy is to build Inclusion and implement the Diversity policy through Diversity and Inclusion Councils, which are committed to encouraging and embracing every individual difference.

- i. Non-discrimination, Full and effective participation and inclusion in society, Equality of opportunity to the Persons with disabilities.
- ii. Facility and amenity such as Walks and Paths Levels, grooves and Gratings, Tactile Pavers: guiding and Warning Blocks, signage's to Barriers and Hazards, Kerb Ramp, Typical detail of the walkway, Parking, lighting for Walkways, Transport & Parking facility, Lifts, etc. as per the need to be provided to the employees with disabilities to enable them to effectively and efficiently discharge duties.

- iii. Provisions for assistive devices, barrier free and conducive environment, barrier-free accessibility and other provisions such as Reach Range, Vision Zone, Wheel Chair, Crutch and space for crutch users, barrier free access to washroom toilets & emergency exits to be provided for persons with disabilities
- iv. Officer shall be appointed to look after the recruitment of persons with disabilities and provisions of facilities and amenities for such employees.
- v. The manner of selection of persons with disabilities for various posts, post-recruitment and pre-promotion training, preference in transfer and posting, special leave and other facilities. After recruitment process, exclusive skill programs and training needs to be identified and imparted accordingly to make them enable to discharge their duties effectively.
- vi. List of posts identified suitable for persons with disabilities in the establishment is totally on the discretion of the management.
- vii. Persons with a disability shall not be discriminated against for any reason whatsoever unless it is shown that the impugned act or omission is a proportionate mean of achieving a legitimate aim.
- viii. No discrimination practices are to be engaged and encouraged in the course of employment of persons with a disability, including recruitment and career advancement or not to dispense with or reduce in rank an employee who acquires a disability during his or her service. Provided that if an employee after acquiring disability is not suitable for the post he/she was holding, shall be shifted to some other post with the same pay scale and service benefits. Provided further that if it is not possible to adjust the employee against any post, he may be kept on a supernumerary post if the need be such and if the Competent Authority approves such a post(s) and requirements.
- ix. Persons with a disability have the right to recourse to competent authority if their rights are breached and must be provided with all the necessary support to assist them in defending themselves observing the natural principles of law, equity and good conscience.
- x. All employees are personally responsible for treating each other with respect and dignity, which includes respecting the rights and differences of others without casting any prejudices.

- xii. Developmental and promotional opportunities will be based on performance, ability and potential, and will be consistent with the needs of the business.
- xiii. Appropriate action basis investigation will be taken if any individual breach this policy either through discrimination or harassment or otherwise.
- xiv. Having a robust framework to attract, engage and retain talent of all ages, genders, nationalities and abilities.

3. COMMUNICATION OF POLICY

All recruitment literature and employment advertising will indicate that Jamia Hamdard (Deemed to be University) provides an Equal Opportunity to its all associates whether Employer or students. Policy will be available on intranet and on website. It will also be available at all conspicuous places with suitable material and will be included in Jamia Hamdard (Deemed to be University) publications, management conferences, and supervisory training courses and in classroom sessions.

4. PURPOSE / OBJECTIVE

This document summarizes the employment policies and procedures applicable to personnel at Jamia Hamdard in order to promote and support a diverse workforce at all levels of the Jamia Hamdard (Deemed to be University). We believe that Diversity and Inclusivity (D&I) at educational and workplace is an instrument for growth and we value and celebrate the uniqueness of every individual by fostering an environment of inclusion and empowerment. Towards this we also ensure all our policies and practices are compliant and aligned to all applicable laws and regulations specific to Diversity and Inclusion. The EO Policy of Jamia Hamdard (Deemed to be University) is to provide equal opportunities to the specially abled students and employees of the Jamia Hamdard (Deemed to be University) without any discrimination, on the grounds of age, color, marital status, physical ability, nationality, race, religion, sex, sexual orientation or any other relevant for the purpose. The Equal Opportunity Policy on the Rights of Persons with Disability attempts to address various themes with the ultimate goal of not only improving the quality of life of person with disability, but also to promote

and safeguard equality, self- determination, dignity and social inclusion of persons with disability. Preventive measures should be in place to ensure that person with disability is not subjected to any form of unfair treatment or discrimination.

Based on the above considerations, the Jamia Hamdard (Deemed to be University) shall strive to maintain a working environment that is free from any harassment. This EO Policy is subject to applicable regulations, qualifications, and merit of the individuals concerned. This Policy shall be consistently applied throughout the period of studentship (for students) and employment of the individual from the recruitment process until superannuation (for employees).

5. DEFINITION

The definitions of different terms used in this Policy will be as per the Rights of Persons with Disabilities Act, 2016.

6. SCOPE

The EO Policy of Jamia Hamdard (Deemed to be University) shall cover all persons with disabilities, who come under the administrative control of the Jamia Hamdard (Deemed to be University). This would include employees (regular, ad hoc, part time, contractual, and temporary) and students along with interns and trainees. Further, the employees and students who acquire disability during their engagement with the Jamia Hamdard (Deemed to be University) would also be covered within the parameters of the present policy.

Jamia Hamdard (Deemed to be University) believes that creating a work environment that enables people to attract, retain and fully engage diverse talents leads to enhanced innovation and creativity in all services and a better understanding for a diverse associate. The Jamia Hamdard (Deemed to be University) ensures that it's all associates are not unlawfully discriminated against, directly or indirectly, as a result of their color, creed, race,

nationality, ethnic or national origin, connections with a national minority, marital or civil partnership status, pregnancy, age, disability, religion, or similar philosophical belief, sexual orientation, gender or gender reassignment or trade union membership etc. and will never tolerate harassment in any form.

7. ROLE / RESPONSIBILITY

- i. Each representative or member of Jamia Hamdard (Deemed to be University) is responsible to comply with this policy and all applicable laws and regulations for giving effect it.
- ii. Responsibility for obtaining and utilizing up-to-date information regarding applicable state and local laws and regulations.
- iii. The functional responsibility of assuring compliance, developing, coordinating and implementing all programs; and reporting findings and progress.
- iv. Any employee who violates this Policy, or in any manner discriminates with any person with disability, or renders any harassment to such person shall be dealt with under the law.
- v. The institute and all heads and officials are accountable to oversee and promote this policy including the process of recruitment for persons with disabilities and no opportunity is denied to persons with disabilities, merely on ground of disability.
- vi. Appropriate facilities and amenities are provided to persons with disabilities to enable them to effectively discharge their duties in the establishment.
- vii. Provision is made for an accessible environment and of availability of assistive devices as required.
- viii. That a Grievance Redressal mechanism for addressing the matters related to the employment of persons with disabilities is available.
- ix. That the Business Integrity Committee will ensure if any grievance does arise and is brought up to the Committee concerning selection of person(s) with disability for any position, training, promotion, transfer posting, leave & preference in accommodation allocation etc. is dealt with in a fair and equitable manner free from any discrimination.

- x. Individuals with disabilities information will be kept confidential, and will be used in accordance with applicable laws. Refusal to provide information will not subject an employee or applicant to any adverse treatment. Employees and applicants will be protected from coercion, intimidation, interference, discrimination or retaliation for filing a complaint or assisting in an investigation under the Act.

APPLICABILITY

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments and possesses certificate of disability issued by a competent authority under section 57 of the Act. This Policy applies to all units and project sites of the Jamia Hamdard (Deemed to be University) and aims to promote all opportunities. Associates in India will need to confirm their disability for consideration in above programs with appropriate documentation including Certification from appropriate medical / government authorities. To obtain the same associates will need to apply via Form IV and required proofs as per process published by the relevant Government(s).

8. IMPLEMENTATION

As specified in the Rights of Persons with Disabilities Act, 2016, the University will observe the following:

Rights and Entitlements

a) Equality & Non-discrimination

- i. Jamia Hamdard (Deemed to be University) shall ensure that the persons with disability enjoy the right to equality, life with dignity and respect for his or her integrity with others.
- ii. The Jamia Hamdard (Deemed to be University) shall take steps to utilize the capacity of persons with disability by providing appropriate environment.

- iii. It will make sure that no persons with any kind of disabilities shall be discriminated on the ground of disability, unless it is shown that the impugned act or omission is a proportionate means of achieving a legitimate aim.
- iv. No person shall be deprived of his or her personal liberty or rights on the ground of disability.
- v. The Jamia Hamdard (Deemed to be University) shall take necessary steps to ensure reasonable accommodation for persons with disability.
- vi. It shall take measures to protect persons with disability from being subjected to torture, cruel, inhuman or degrading treatment.

b) Protection from Abuse, Violence, and Exploitation

Jamia Hamdard (Deemed to be University) shall take following measures to protect persons with disabilities against abuse, violence, and exploitation:

- i. Create awareness and make available information among the public.
- ii. Take cognizance and provide available legal protection to the persons with disabilities in matters relating to abuse, violence and exploitation;

c) Casual Leave

The employee with disabilities may avail 4 extra days of special casual leave in addition to regular eight (8) days of casual leave per year as per the provision of GOI leave rules as notified from time to time.

9. EDUCATION

To provide inclusive education to the students with disabilities, Jamia Hamdard (Deemed to be University) shall-

- i. Admit the students without discrimination and provide education and opportunities for sports and recreation activities equally with others;
- ii. Detect specific learning disabilities in students (in terms of course curriculum) at the earliest and take suitable pedagogical and other measures to overcome them;

- iii. **Make the entire campus barrier free so that services become accessible to the Persons with Disabilities;**
- iv. **Provide necessary support, individual or otherwise, in creating an environment that would nurture academic and professional potentialities at par;**
- v. **Ensure that the education to persons who are blind or deaf or both is imparted in the most appropriate languages and modes and means of communication;**
- vi. **Monitor participation, progress in terms of attainment levels and completion of education in respect of every student with disability;**
- vii. **Provide transportation facilities to the students with disabilities and their attendants.**
- viii. **Promote teaching and research in disability studies including establishment of study centers / departments for such studies with due approval of UGC/MHRD.**

(a) Specific Measures to promote and Facilitate Inclusive Education

Jamia Hamdard (Deemed to be University) shall take the following measures for the purpose of the facilitating inclusive education:

- i. **Train and employ teachers, including teachers with disability, who are qualified in sign language and Braille and also teachers who are trained in teaching students with multiple / intellectual disability;**
- ii. **Train professionals and staff to support inclusive education at all levels of education;**
- iii. **Establish MoU with the institutions from which adequate number of resources could be drawn for the support of all levels of education;**
- iv. **Promote the use of appropriate augmentative and alternative modes including means and formats of communication, Braille and sign language to supplement the use of one's own speech to fulfill the daily communication needs of persons with speech, communication or language disabilities and enables them to participate and contribute to their community and society;**
- v. **Provide books, other learning materials and appropriate assistive devices to students with benchmark disabilities up to the completion of the degree;**
- vi. **Assist / arrange to obtain scholarships in appropriate cases to students with benchmark disability;**

- vii. **Make suitable modifications in the curriculum and examination system to meet the needs of students with disabilities such as extra time for completion of examination paper, facility of scribe or amanuensis, exemption from second and third language courses;**
- viii. **Promote research to improve learning; and**
- ix. **Any other measures, as may be required.**

b) Special Provisions for Persons with Benchmark Disabilities

Reservation in higher educational institutions as per the rules of Government of India, applicable to the Jamia Hamdard (Deemed to be University):

- i. **Jamia Hamdard (Deemed to be University) shall reserve seats for persons with benchmark disabilities as notified by the Government of India from time to time.**
- ii. **The persons with benchmark disabilities shall be given an upper age relaxation of five years for admission for higher education.**
- iii. **Jamia Hamdard (Deemed to be University) shall follow the guidelines applicable to all PwD Candidates as issued by Department of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment, GOI, OM, dated 29th Aug, 2018.**

10. SKILL DEVELOPMENT

Vocational training and self-employment:

The Jamia Hamdard (Deemed to be University) would endeavor to extend the following services:

- i. **Formulation of vocational training schemes and programs for the students and employees with disabilities;**
 - **Inclusion of person with disability in all vocational and skill development training activities within the ambit of Jamia Hamdard (Deemed to be University);**
- ii. **In providing platform for marketing the products made by the student with disability;**
- iii. **Assist / arrange to obtain loan at subsidized interest rates for the students with disabilities to initiate their own economic venture (terms & conditions apply);**

- iv. **Maintenance of disaggregated data on the progress made in the skill training and self-employment.**

11. EMPLOYEMENT

Non-discrimination in employment

- i. **Jamia Hamdard (Deemed to be University) shall provide reasonable accommodation and appropriate barrier free and conducive environment to the employees with disabilities;**
- ii. **No promotion shall be denied to a person on the ground of disability;**
- iii. **Jamia Hamdard (Deemed to be University) shall not dispense with or reduce in rank, an employee who acquires a disability during his or her service;**
- iv. **Provided that, if an employee after acquiring disability is not suitable for the post he/she was holding, shall be shifted to some other post with the same pay scale and service benefits:**
- v. **Provided further that if it is not possible to adjust the employee against any post, he/she may be kept on a supernumerary post until a suitable post is available or he/ she attains the age of superannuation, whichever is earlier.**
- vi. **Jamia Hamdard (Deemed to be University) may frame policies for posting / transfer of employees with disabilities (within Jamia Hamdard (Deemed to be University)).²⁶**
- vii. **Jamia Hamdard (Deemed to be University) shall organize various in-house programmes such as orientation, refresher course and other programmes as may be deemed appropriate and suitable for the employees with disabilities.**

11. SOCIAL SECURITY, HEALTH, CLUTURE & RECREATION & SPORTS ACTIVITIES

Social Security will be provided as per the rules of Government of India, applicable to the Jamia Hamdard (Deemed to be University). Health care services/ facilities will be provided as per the rules of Government of India, applicable to the Jamia Hamdard (Deemed to be University). Culture and Recreation services would include facilities, support and sponsorship to pursue their interest and talents. Jamia Hamdard (Deemed to be University) within the limit of its economic capacity, would work to develop technology, assistive devices, equipment to facilitate, and inclusion of persons with disabilities in recreational activities.

In Sports and other Activities, the University, within the limit of its economic capacity, shall take following steps:

- a) Jamia Hamdard (Deemed to be University) shall take measures to ensure effective participation of persons with disabilities in sports activities;
- b) Jamia Hamdard (Deemed to be University) shall accord due recognition to the rights of persons with disabilities and shall make due provisions for promotion and development of their sporting talents;
- c) Without prejudice to the provisions mentioned under (a) & (b) above, the competent authority and the sports authority shall take measures to-
 - i. Restructure courses and programmes to ensure access, inclusion and participation of persons with disabilities in all sporting activities;
 - ii. Redesign and support infrastructure facilities of all sports activities for persons with disabilities;
 - iii. Develop technology to enhance potential, talent, capacity and ability in sports activities of all persons with disabilities;
 - iv. Provide multi-sensory essentials and features in all sporting activities to ensure effective participation of all persons with disabilities;

- v. **Allocate funds for development of sport facilities for training of persons with disabilities;**
- vi. **Promote and organize disability specific sport events for persons with disabilities and also facilitate awards to the winners and other participants of such sporting events.**

12. SPECIAL PROVISIONS FOR PERSONS WITH DISABILITIES WITH HIGH SUPPORT NEEDS

- i. **Jamia Hamdard (Deemed to be University) shall make provisions for providing appropriate support to any person with benchmark disability who considers himself/herself to be in need of high support; or any person or organization on his or her behalf, may apply to the authority to be notified by the appropriate Government, requesting to provide high support.**
- ii. **On receipt of an application, the authority (Jamia Hamdard (Deemed to be University)) shall refer it to an Assessment Board consisting of such members as may be prescribed by the concerned authority.**
- iii. **The Assessment Board shall assess the case referred to it in such manner as may be prescribed by the Central Government, and shall send a report to the authority (Jamia Hamdard (Deemed to be University)) certifying the need of high support and its nature.**
- iv. **On receipt of a report, the authority (Jamia Hamdard (Deemed to be University) shall take steps to provide support in accordance with the report subject to relevant schemes and orders of the appropriate Government in this behalf.**

13. MANDATORY OBSERVANCE OF ACCESSIBILITY NORMS AND OTHER MEASURES TO BE UNDERTAKEN

Jamia Hamdard (Deemed to be University) shall ensure that all physical infrastructures including buildings, furniture, facilities and services in the building/campus are as per the accessibility Standards given in the Harmonised Guidelines and Space Standards for Barrier Free Environment for Persons with Disabilities and Elderly Persons, 2016 and the National Building Code, 2016.

i. Physical Accessibility and Locomotion Accessibility / Access to Transport

Jamia Hamdard (Deemed to be University) shall take suitable measures to provide user friendly environment for persons with disability which ranges from buildings to transport.

- a) Ramps with railings/ lifts in all buildings up to the top floor including public utility areas.
- b) Wheelchair facilities in all buildings.
- c) Special furniture.
- d) Use of low floor buses for transportation (from the Jamia Hamdard (Deemed to be University) campus to their mode of transport)
- e) Availability of barrier free wash/ rest rooms facilities (at least one in every building preferably groundfloor).

***Also for Visually Impaired (VI):-**

- a) Braille books and software (JAWS) and other reading assistive devices.
- b) Tactile pavers on corridors and other passages.
- c) Special ATMs for the Visually Impaired
- d) Availability of White Canes

ii. Awareness Campaign/ Informational Accessibility:

Jamia Hamdard (Deemed to be University) shall follow the Standards for Information and Communication Technology as given in the Rights of Persons with Disabilities Rules, 2017, such as-

a) **Website Standards: Guidelines for Indian Government Websites (GIGW)**, as adopted by Department of Administrative Reforms and Public Grievances, Government of India.

b) **Documents Standards: Electronic Publication (ePUB) or Optical Character Reader (OCR) based pdf formats.** All sources from where information can be provided, namely, books, internet and other forms of electronic and non-electronic sources.

c) **Jamia Hamdard (Deemed to be University)** shall conduct, encourage, support, or promote awareness campaigns and sensitization programmes to ensure that the rights of the persons with disabilities provided under this Act are protected.

d) The programmes and campaigns specified shall also:

(i) **Promote values of inclusion, tolerance, empathy and respect for diversity;**

(ii) **Advance recognition of the skills, merits and abilities of persons with disabilities and of their contributions to the workforce and professional front:**

(iii) **Provide orientation and sensitization at the Jamia Hamdard (Deemed to be University) and professional training level on the human condition of disability and the rights of persons with disabilities;**

(iv) **Provide orientation and sensitization on disabling conditions and rights of persons with disabilities to employers, administrators, co-workers and among the students;**

(v) **Make efforts so that the rights of persons with disabilities are included in the curriculum.**

iii. Communication Accessibility / Access to Information and Communication Technology:

These include all media sources through which persons with disability can communicate, including emergency services. Jamia Hamdard (Deemed to be University) shall take measures to ensure that —

(i) **All contents available in audio, print and electronic media are in accessible format;**

(ii) **Persons with disabilities have access to electronic media by providing audio description, sign language interpretation and close captioning;**

(iii) **Electronic goods and equipment which are meant for everyday use are available in universal design.**

14. MAINTENANCE OF RECORDS

Jamia Hamdard (Deemed to be University) shall maintain records as per the provisions of laws and the rules under the persons with disability in relation to the matter of employment and enrolment of students, facilities provided and other necessary information in compliance with the provisions, in such form and manner as may be prescribed by the Central Government / UGC. Such records maintained by Jamia Hamdard (Deemed to be University) shall be open to inspection at all reasonable hours by such persons as may be authorized in their behalf by the persons himself or by the competent authority of Jamia Hamdard. This policy shall be displayed on the company website or at conspicuous places.

15. GRIEVANCE REDRESSAL CELL AND GRIEVANCE REDRESSAL OFFICER

As per the mandate of The Rights of Persons with Disability Act, Jamia Hamdard shall establish a Grievance Redressal Cell and appoint a Grievance Redressal Officer. Harassment or discrimination shall not be tolerated or behavior that is discriminatory in nature or behavior that victimizes any individual or group in the workplaces. Appropriate action and investigation will be taken if any individual breach this policy either through discrimination, harassment, bullying or victimizing other individual or by making false claims. If any individual feels he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise the same with their respective department or use the existing grievance redress mechanisms like Speak up or contact the ombudsman on a confidential basis either by telephone, email or by letter. All grievances and complaints will be taken seriously and treated with sensitivity and fairness.

a. Composition and Tenure of the Grievance Redressal Cell

- i. The Grievance Redressal Officer appointed under Section 23(1) of the RPwD Act, 2016, of the Government of India, as the Ex-Officio Chairperson.
- ii. Two permanent employees (one male and one female) having adequate legal knowledge or issues associated with persons with disabilities as

Members.

- iii. **Two employee representatives with disabilities (one male and one female) as Members.**
- iv. **Two student representatives (one male and one female) as Members.**
- v. **Two student representatives with disabilities (one male and one female) as Members.**
- vi. **One External Member from a disability organization who is familiar with issues of discrimination on the basis of disability.**
- vii. **Nodal Officer (for looking after the issues of implementation of reservation in employment and maintenance of rosters) as the Member Secretary.**

The Members from the employee side and the external member to the committee would hold the office for a period of Three (03) years while the membership of the student representatives would expire on the completion of their respective academic programmes or completion of Three (03) years or whichever is earlier.

b. The Duties and Responsibilities of the Grievance Redressal Officer

- i. **Taking initiative and providing the requisite support to realise the goals of an inclusive and accessible workplace along with accommodation.**
- ii. **Addressing grievances of persons with benchmark disabilities;**
- iii. **To maintain a register of complaints in the manner as may be prescribed by the Central Government. Complaint shall be inquired within (02) Two weeks of its registration. If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District- Level Committee on disability;**
- iv. **Implementing the action plan and developing proactive strategies to prevent discrimination and harassment;**
- v. **Ensuring employees and students are aware of the Equal Opportunity Policy;**
- vi. **The Grievance Redressal Officer will share the quarterly report with the Jamia Hamdard (Deemed to be University) authority.**
- vii. **Creating an environment where all employees are encouraged to report any incidents of violation of rights of the persons with disabilities to the concern authority.**

16. COMPLIANCE

The institute Heads of the respective colleges/institutions along with all heads will be responsible for the necessary implementation in true spirit with the provisions of the Rights of persons with Disabilities Act 2016 and Rules 2017 framed thereafter and as amended as in force.

Failure to comply with the provisions of this policy will be considered as violation of policy and will be subject to disciplinary action which may even extend to termination of services or contract. In practice, failure to comply with the Provision Jamia Hamdard (Deemed to be University) would organized a committee under the Grievance Redressal Cell for such requisite/ necessary investigations required and ensure that they will only encourage a clear, detailed and informative statements and undertakings.

17. REVIEW TIMELINES

The policy will be reviewed basis changes in legal and institutional guidelines from time to time.

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