	DENTAL COLLEGE HITEC-Institute Of Medical Sciences		
	SOP for Anti-Harassment		
	DOCUMENT #: SA-SOP-12	**ISSUE # 01**	**ISSUE DATE: 01-12-2020**

1. Standard Operating Procedure of Anti Harassment

In Compliance with ISO 9001:2015 Standard
(Clause # 8.5.1 of ISO 9001:2015 Standard)

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Drafted By: _____ **16th November 2024**

Head of Anti-Harassment Committee

Reviewed By: _____

Director Adm & Ops.

Approved By: _____

Principal

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Amendment Sheet

Date	Revision #	Amendment Detail	Section Affected	Amendment Approved by	Signatures

HITEC Institute of Medical Sciences Taxila	**DENTAL COLLEGE HITEC-Institute Of Medical Sciences**		
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1. PREAMBLE

1.1. The Dental College, HITEC-IMS recognizes that a safe and respectful environment is important to address concerns related to harassment. For a healthy learning and work environment to exist, a culture of mutual respect must exist. Lack of mutual respect is apparentwhen the victim of harassment, sexual or otherwise, has no formal grievance mechanism to address the wrongs experienced.

1.2. The college is committed to provide an institutional environment where all may pursue their studies, careers, duties and activities free from harassment, intimidation or exploitation. Harassment is considered to be a form of unlawful discrimination and is therefore prohibited.

1.3. Harassment constitutes serious misconduct and may result in disciplinary action. Reports of harassment will be taken seriously and will be dealt with promptly, but in a fair and objectivemanner. The nature and gravity of each instance will dictate the specific action to be taken, which may include intervention, mediation, investigation, and the initiation of grievance or disciplinary procedures.

1.4. Constitution of Pakistan guarantees the right to equality and the right to equal protection under the law and has passed two laws in 2010 to restrict harassment[1]. Higher Education Commission (HEC) and Pakistan Medical and Dental Council encourage higher education institutionsto formulate internal policies that strengthen and expand upon the available protection againstharassment (PM&DC, HEC).

1.5. This policy is in accordance with and made consistent to the provisions of the Protection Against Harassment of Women at the workplace Act 2010 (amended as the "2010 HarassmentAct) and has been made in the light of Policy on Protection Against Sexual Harassment in Higher Education Institutions, 2020.(Revised in January 2024)

1.6 This policy applies to complaints of alleged harassment that may have taken place bothon- campus, off-campus, or through communication media, digital, or social media.

1.7 All administrators, Head of the Departments and leadership position holders have anobligation to be familiar with and to uphold this policy and to inform other members of institution about its existence.

1.8 A false claim of harassment is a serious offence.

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2. PURPOSE

2.1 To foster zero tolerance for any other kind of harassment and to ensure that all complaints are taken seriously duly investigated with transparency and appropriately addressed.

2.2 To ensure that procedures are provided for persons to lodge complaints in complete confidentiality and all allegations of harassment are investigated.

2.3 To educate employees and students to recognize, prevent and report harassment.

2.4 To provide effective means to get rid of harassment to the extent possible from theworking and learning environment.

2.5 To promote a culture of openness, with no fear of retaliation either as a victim or a"whistle-blower".

3. PROHIBITED CONDUCT

3.1. "Sexual harassment" means any unwelcome sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature, or sexually demeaning attitudes, where:

a) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual participation in any activity at the dental college HITEC-IMS

b) Submission to or rejection of such conduct by an individual is used as a basis for academic or employment decision affecting that individual; or

c) Such conduct has the purpose or effect of unreasonably interfering with an individual's academic or work performance, or of creating an intimidating, hostile, or offensive educational or working environment.

3.2. Sexual harassment may be overt or subtle, and can range from visual signals or gestures to verbal abuse to physical contact along with hand or sign language to denote sexual activity, persistent and unwelcome flirting (see Annex 1 for examples of various manifestations).

3.3. The following behaviors are specifically prohibited under this policy. This following are meant to provide specificity to the definition provided in clauses 3.1. However, it is not an exhaustive list, and other behaviors that fall within the scope of the definition above shall also be prohibited.

a) ***Especially Egregious Non-Consensual Acts:*** Acts that would be included in the category of rape. While such situations will be covered under the laws of the country, and law enforcement institutions and the courts will investigate and adjudicate accordingly, the HITEC-IMS Dental College administration has a special obligation to take preventative measures, offer immediate assistance and take interim measures when required.

b) Non-Consensual Sexual Contact: Includes sexual contact with another person without consent.

c) Sexual Exploitation: Taking of actions that violate the sexual privacy of others or taking sexual advantage of another without their consent. For example, taking pictures, videotaping, viewing or distributing explicit images or sexual information of another person without their consent

d) Other Pervasive or Severe Behaviors**:** It is not necessary that there be actual sexual contact for a behavior to be categorized as sexual harassment. Other unwelcome behaviors are also prohibited if (i) they are based on an individual's sex or gender (ii) are persistent or highly serious and (iii) create an atmosphere which is intimidating or hostile. These include but are not limited to lewd remarks or gestures, highly offensive jokes of a sexual nature, commenting inappropriately about another's body, and stalking.

e) Sex Discrimination: Adverse treatment of individuals based on their sex or gender rather than on merit. This would include instances such as the singling out (for such adverse treatment as lower salary or grades, or more severe punishment) of person(s) on the basis of sex or gender.

3.4. All the actions categorized as sexual harassment when done physically or verbally would also be considered as sexual harassment when done electronically such as through the internet, e-mails, social media, texting, telephone, voicemail etc.

3.5. All actions of harassment or discrimination may be taken by a person of any gender against a person of the same or another gender, and would need to be considered by the Dental College

administration if the act qualifies as a prohibited act under the policy.

3.6. Sexual harassment is especially offensive when perpetrated by persons in authority, and when submission is made a condition toward any activity or benefit (for example, when submission is made the basis of the evaluation of an individual).

3.7. Sexual harassment will be considered especially egregious when the accused knew or reasonably should have known that the victim was in an impaired or incapacitated state. However, impairment of the accused, such as a result of the use of any illegal substances, shall not diminish their responsibility for harassment under this policy.

4. JURISDICTION

The policy has institution-wide application and applies to all employees, students, staff, other members of College (such as interns) or visitors and applicants (for employment or for admission as students), who may be male, female or transgender persons, regardless of date, time, or location when misconduct occurs:

a) On-campus or its immediate vicinity
b) Off campus i.e. the conduct may occur in connection with program or activity conducted by Dental College HITEC-IMS
c) Using the College network resources

5. DESIGNATED RESOURCES

5.1 The head of committee shall designate at least two members of the faculty as the “Focal Persons”, at least one of whom shall be a woman, to offer support and immediate assistance to those who have experienced sexual harassment. Contact information of such individuals shall be easily available, including on the Dental College website.

5.2 The head shall also constitute an Inquiry Committee to investigate and adjudicate any allegations of prohibited conduct (the “Inquiry Committee”) in accordance with the provisions of Section 7 below. Those who have experienced sexual harassment may also contact members of the Inquiry Committee for support and advice

6. CATEGORIES OF HARASSMENT:

Any unwelcome conduct, verbal and/or physical, towards an individual because of his /her age, level, marital status, national / ethnic origin, sex, creed, caste, color, religion, disability, gender identity or any other reason when such conduct creates an intimidating, hostile or offensive learning environment. The following types of harassment maybe reported to anti-harassment cell for resolution:

Physical harassment:

It involves physical attacks or threats and includes:

1. Direct threats of intent to inflict harm
2. Physical attacks (hitting, shoving, kicking)
3. Threatening behavior (shaking fist angrily and shouting)
4. Destroying property to intimidate

Gender/ Sexual Harassment

1. Any unwelcome sexual advance.
2. Request for favors by verbal, written or other meansof communication.
3. Physical conduct of such nature or a demeaning attitude that interferes with the victim's work/ academic performance.
4. Creating an intimidating, hostile, offensive work/study/learning environment in which continuation of a course of study is conditional to compliance and refusal results in punitive action.

Personal harassment / Bullying

1. Offensive, abusive, intimidating or insulting behavior.
2. Abuse of power and/or unfair punitive sanctions which makes the individual feel upset, threatened, humiliated and /or vulnerable which undermines the individual's self-confidence and/or reduces the feelings ofself-esteem and self-worth, and which may causethe individual to suffer stress.

Discriminatory Harassment:

It includes unfair treatment of a person because of race, color, religion, national origin, age, disability, gender and identity

Psychological harassment:

Negative impact on a person's psychological wellbeing/self-esteem. It affects the physical health and interfering with individuals work or academic performance. It includes:

1. Isolating or denying the victims presence.
2. Spreading rumors about the victim.
3. Opposing or challenging everything the victim says.

Cyber-harassment:

Usually pertains to unconsented conduct such as threatening or harassing email messages, instant messages, or to social media and blog entries or websites dedicated solely to torment an individual.

Power harassment:

Bullying a victim who is lower on the chain of command:

1. excessive demands that are impossible to meet
2. magnified demands far below the employees' capability
3. intrusion into his/her personal life.

7. INQUIRY COMMITTEE

7.1 The Inquiry Committee shall be responsible for the investigation and adjudication of a complaint received in connection with the violation of this policy.

7.2 The Inquiry Committee shall be constituted in the following manner:

a) The committee shall consist of three members, at least one of whom shall be a woman and one of the members shall be a member of the senior management

b) All members of the committee shall be employees of Dental College HITEC-IMS and will be appointed by Head of administration (Dir ADM & Ops.)

c) Members of the Committee shall be individuals who are known for being principled, credible, fair, gender-sensitive and have a strong character (someone who will not change their decision due to pressure from friends, colleagues or seniors). They shall have not conflict of interest in particular cases, and shall be impartial and unbiased.

d) Members of the Committee shall be appointed for a term of two years (shorter terms may be required occasionally to fill vacancies). No member shall serve for more than two consecutive terms. Former members will be eligible for reappointment after a lapse of two years.

e) One of the members of the committee shall be appointed as the Chair by the Principal, whose duties shall include, but are not limited to: maintaining order during hearings, answering procedural questions, granting or denying adjournments, maintaining proper documentation of the proceedings, which shall constitute the official record and reporting recommendations of the Committee to the Head of administration and institute. All these duties shall be undertaken in consultation with the Committee members.

f) In case a complaint is made against one of the members of the committee, that member shall be replaced by another (impartial member) for that particular case.

7.3 The Dental College shall endeavor to provide training to members of the Inquiry Committee in investigation and adjudication of conduct prohibited under this policy.

7.4 A Dental College faculty member shall be appointed to assist the Inquiry Committee. This work shall include responsibilities such as organizing meetings, acting as a liaison between the committee and the other parties involved, record keeping, making and updating a database to track the processing of complaints, and ensuring appropriate awareness raising about the issue of sexual harassment.

8. COMPLAINTS AND REPORTING

8.1 A complaint may be lodged by any person who has experienced sexual harassment as defined in Section 3 (Prohibited Conduct) read with Section 4 (Jurisdiction) of this policy, with either the Focal Person or with any member of the Sexual Harassment Inquiry Committee

8.2 In the event that a complainant is reluctant to contact the Focal Persons or any members of the Inquiry Committee, the complainant may contact a colleague, supervisor**,** head of department, or dean. It will be the responsibility of the individual contacted to report the case to the Inquiry Committee without identifying either the complainant or the alleged offender and to ask for advice on procedure and policy from them to effect solution, if a solution is necessary.

8.3 Complainants shall be encouraged to submit complaints promptly, preferably within 3 months but no later than 12 months from the last date of the alleged harassment. An extension of up to 1 year may

be granted by the Focal Persons or the Inquiry Committee upon written request stating the reasons for the delay in submitting the complaint.

8.4 All members of Dental College are encouraged to report any instances of harassment that they may have observed to the Focal Persons or the Inquiry Committee.

8.5 As soon as a complaint or report is received by one of the designated resources, it shall be shared by him or her (within a period of 24 hours) with all Focal Persons and members of the Inquiry Committee for further action.

8.6 For minor violations, complainants may opt to make an informal complaint to either the Focal Person or the Inquiry Committee. The primary objective of informal resolution mechanism is to take preventative action, so that minor violations are detected early and appropriate warning is given to the accused to stop the offending behavior before it reaches a higher degree of seriousness.

9. INVESTIGATION AND ADJUDICATION

9.1 All complaints alleging Sexual Harassment shall be forwarded to the Inquiry Committee within 24 hours of being received by the Focal Persons or any other office of the Dental College

9.2 As soon as is reasonably practicable after receiving a complaint, the Inquiry Committee shall determine whether the alleged conduct in the complaint meets the criteria set forth in Sections 3(Prohibited Conduct) and Section 4 (Jurisdiction) of this policy. If it is determined by a majority of the members of the Inquiry Committee that the alleged conduct meets the aforementioned criteria, a formal investigation shall be initiated.

9.3 In the absence of a formal complaint, if a serious violation of this policy is reported to the Inquiry Committee, or a series of allegations against the same person are received, the Inquiry Committee may determine by majority vote to initiate proceedings after notifying the Head of Administration and institute

9.4 After initiating the investigation, and not later than three days of the receipt of a written complaint, the Inquiry Committee shall:

a) communicate to the accused the charges and statement of allegations leveled against him/her, the formal written receipt of which will be given;

b) require the accused within seven days from the day the charge is communicated to him/her to submit a written defense and on his/her failure to do so without reasonable cause, the Committee shall proceed exparte; and

c) enquire into the charge and may acquire and examine such oral or documentary evidence in support of the charge or in defense of the accused as the Committee may consider necessary (including by summoning potential witnesses) and each party shall be entitled to cross examine the witnesses against him/her.

9.5 The following rules shall be applicable to the hearings conducted by the Inquiry Committee:

a) All hearings shall be closed hearings;

b) The Inquiry Committee will hear statements from the complainant(s) and respondent(s),the witnesses if any (as required) and study any other documents and/or evidence as presented by the relevant parties or collected in the process of conducting inquiry;

c) The Inquiry Committee shall have discretion to limit testimony and questioning of witnesses to those matters it considers relevant to the disposition of the case;

d) The Chair of the Inquiry Committee shall have the power to compel a witness to attend, and the complainant(s) and/or respondent(s) may request the Chair's aid in this regard;

e) The Committee shall have the right to acquire any relevant piece of evidence to further their understanding of the case and the relevant parties, witnesses and administration are required to provide them with this documentation and/or evidence to facilitate the investigation;

g) Objective documentation of the proceedings of the Inquiry Committee shall be maintained where high confidentiality of the records and other such material shall be upheld at all times;

h) The respondent shall be allowed to cross question the complainant and witnesses unless the committee decides otherwise;

i) Where any procedural matter is not dealt with in this policy, the Inquiry Committee may guided by principles of fairness, establish any appropriate procedure

9.6 All the employees of Dental College HITEC-IMS have an obligation to cooperate in an investigation, and refusal to cooperate may result in disciplinary action. There may be circumstances in which the complainant may wish to limit their participation in the proceedings. The complainant shall not be subject to discipline, but the inquiry committee may be obligated to proceed with the investigation.

9.7 Following the formal hearing, the members of the Inquiry Committee shall deliberate and determine the validity of the complaint based on the totality of the circumstances. The presence or absence of evidence cannot always be the sole criteria on which a judgment can be made. The credibility of statements and context must be kept in mind during the deliberations. The committee members will reach a decision unanimously or by a majority after the deliberations. Where the complaint is found to be valid, the Committee will recommend an appropriate penalty.

9.8 The Inquiry Committee shall complete the inquiry and recommend its final decision within a period of 30 days. It shall then send its decision to the higher authorities, giving its findings in writing by recording reasons thereof (which shall include any note of dissent) for endorsement and action.

9.9 Recommendation of the Inquiry Committee shall be implemented within seven days.

10. INTERIM MEASURES AND SPECIAL ARRANGEMENTS

10.1 As soon as a complaint or report is received by designated resources or any member of dental college (staff, faculty), depending on the nature and seriousness of the offence, the Focal persons shall take appropriate steps to provide interim measures that may be requested by the affected persons or as otherwise may be deemed appropriate. Interim measures include but are not limited to:

a) Adjustment in class or examination schedules

b) Access to counselling services or other appropriate medical assistance

c) Change in work assignments

d) Arrangement for any assessment or evaluations to be made by neutral person;

e) Notifying the campus security officials;

f) Impositions of wide order designed to prohibit contact or communication between certain persons;

g) Any other measures that may be deemed appropriate according to incidence.

11. CONFIDENTIALITY

11.1. Confidentiality shall be enjoined on the Focal Persons, the Inquiry Committee and all others involved in the process. This does not preclude the reasonable and discreet disclosure of information in order to elicit the facts of the case, or to implement and monitor properly the terms of any decision.

11.2. The Focal Person, members of the Inquiry Committee and their support staff shall be subject to administrative disciplinary action for inappropriate breaches of confidentiality on their part. All notes and records arising in connection with an investigation shall be maintained in a confidential file at Dental College HITEC-IMS, Taxilla

12. PENALTIES

12.1. In cases in which the respondent is a student, the following sanctions may be imposed:

a) In case of minor violations, the student may be issued a warning or reprimand. These shall be considered when adjudicating future violations.

b) In case of more serious violations, the following formal sanctions may be imposed: disciplinary probation, withholding of degree for a period of time, suspension or expulsion.

12.2. In cases in which the respondent is a member of the faculty, researcher or employee/staff of the Dental College HITEC-IMS, the following sanctions may be imposed (individually or in combination), keeping in view the terms of the applicable employment policies:

a) oral or written reprimand;

b) the imposition of a fine;

c)Exclusion of the respondent from designated portion of Dental College building or designated Dental College activity.

d) recommendation for suspension of the respondent without pay;

e) recommendation that dismissal proceedings be commenced; or

f) other sanctions, as deemed appropriate, in accordance with the terms of the employment policies

13. RIGHT OF APPEAL

13.1. Both the complainant and the respondent shall have a right to appeal the decision of the Inquiry Committee within a period of 30 days from the date of notification of the decision.

13.2. There shall be a three-member appellate body (the "Appellate Body") appointed by the Principal that shall include at least one senior member of the faculty (at the level of dean or equivalent) and at least one of the members of which shall be a woman. No member of the Inquiry Committee shall concurrently be a member of the Appellate Body. In case the complaint had been made against one of the members of the committee, that member shall be replaced by another (impartial member) for that particular case.

13.2 Appeal to the Appellate Body against the decision of the Inquiry Committee can be filed on the following grounds:

a) the alleged conduct does or does not fall within the scope of this policy;

b) the Inquiry Committee reached a decision without consideration of material information;

c) the imposed penalty is unfair because it is disproportionate or materially different from that imposed for similar misconduct; or

d) the adjudication process followed by the Inquiry Committee was procedurally unfair.

13.3 In order to reach its decision, the Appellate Body may communicate with the parties, or the members of the Inquiry Committee as it deems fit.

13.4 The Appellate Body may, on consideration of the appeal and any other relevant material, confirm, set aside, vary or modify the decision within 30 days in respect of which such appeal is

made, and shall communicate the decision to both the parties, the head of institute and the Inquiry Committee.

14 MALA FIDE ALLEGATION

14.1 False allegations of harassment made out of malice or intent to hurt the reputation of the persons against whom the complaint is filed are to be dealt with as serious offences. Making mala fide allegation of harassment of any kind knowing it to be false, whether in a formal or informal context, is a serious offense under this policy.

14.2 In the event that the Inquiry Committee determines that a false allegation made in the complaint with mala fide intent, it may recommend appropriate action against the complainant by sending its findings to the Head of institute and head of administration for endorsement and action.

15. PROTECTION AGAINST REPRISAL

15.1 Reprisal or threats of reprisal against any member of the dental College who makes use of this policy (formally or informally) will not be allowed. Institute shall also prohibits such threats or actions against anyone who participates (e.g. testifies, assists, etc.) in proceedings held under its jurisdiction.

15.2 Retaliation or any other action against complainant of harassment is to be taken seriously under the provisions of this policy. All allegations of retaliation would be investigated formally under the purview of this policy, and if substantiated, would result in appropriate disciplinary action.

16. FUTURE ACTIVITIES PLANNED FOR PROTECTION AGAINST HARASSMENT

a. **Regular Policy Updates**: Ensure policies on harassment and discrimination are regularly updated to reflect changes in legislation and best practices.
b. **Confidential Reporting Mechanisms**: Set up anonymous or confidential reporting channels, such as online portals, to encourage reporting without fear of retaliation.
c. **Counseling and Support Services**: Offer access to counseling and mental health resources for individuals affected by harassment, providing support through recovery and fostering

resilience.

d. **Feedback Loops**: Create opportunities for employees or members to provide feedback on anti-harassment policies, and reporting processes, and use this input to refine approaches continuously.

e. **Recognition Programs**: Recognize and reward individuals or teams that actively promote a safe and respectful environment, reinforcing positive behavior and setting examples for others.

ANNEX 1

EXAMPLES OF SEXUAL HARASSMENT CASES

The following is a list of cases that are provided as examples of what constitutes sexual harassment.

a. Asking female students to visit personal offices of their supervisors/authorities in-charge after office hours to discuss their grades and assignments.

b. Asking female students to meet supervisor/authorities in-charge out of the dental college premises with the promise of improvement in grades.

c. Financial and sexual gratification from graduate students by their supervisor.

d. Unwelcome sexual advances, whether or not they involve physical touching.

e. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life.

f. Comments on an individual's body, comments about an individual's sexual activity, deficiencies, or prowess; displaying sexually suggestive objects, pictures, or cartoons.

g. Unwelcome staring, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments.

h. Inquiries into one's sexual experiences.

i. Discussion of one's sexual activities (even if males are discussing this it is done deliberately in front of female students or colleagues).

j. Using derogatory and abusive language that refers to others mother's or sister's bodies.

k. Acts of sexual connotation relating to the same as a common usage in conversation.

Misconduct by Teachers

a. Male Teacher asked the Female student, if you want "A" grade, you need to take your final exam at my home.

b. Male head of the department forced the female subordinate employee by telling her that if she wants her contract extended she needs to spend time with him after office hours.

c. Male HOD deliberately touching or hitting the body of female employee by file or pen/pencil.

d. Male Teacher referring to female bodies and reproductive cycles to embarrass female students during class

lectures.

e. Needy female students were given financial support by Faculty member in exchange for sexual favors

f. Students complaints of a teacher telling vulgar jokes during classes which had sexual innuendos

g. Complaints against male supervisor/teacher spending long hours locked away in office with a young female colleague or student.

2. **Misconduct by Students**

a. A male student making vulgar jokes about a female student on the social media or verbally telling vulgar jokes about her to his fellow students.

b. Students sending in written notes letters, emails with requests for intimacy

c. Female student asked the teacher to provide the final grade list of all students. When the teacher refused to do that, the student registered a complaint against the teacher that he tried to hold her hand in parking lot while asking her to meet in private for grade list.

d. Female student visiting male teacher in his office unnecessarily and spending long hours and initiating intimacy for benefits (of grades, employment or even monetary).

e. Repeatedly following particular female students around the campus

Misconduct by Employees

a. Using vulgar language to address females (student, faculty and other employees)

b. To touch their intimate parts in the presence of women

c. Younger faculty member was blocked by Dean of the relevant faculty to get higher education [upon her refusal to comply with his undue demands].

d. Junior faculty was transferred to another department against her will by the authorities as a punitive measure for not complying with undue requests for (sexual) favors.

e. Giving extra favors to young female faculty/staff in nominating their names for international/domestic trips for their attention.

f. Threatening female students by using forged/fake documents and pictures to blackmail them into

compliance.

g. Anonymous letters/pamphlets/e-mails defaming or character assassination of employees/teachers/students.