

# Maharaja Agrasen Institute of Management Studies

(A unit of Maharaja Agrasen Technical Education Society)

Affiliated to GGSIP University; Recognized u/s 2(f) of UGC

Recognized by Bar Council of India; ISO 9001:2015 Certified Institution

Sector- 22, Rohini, Delhi- 110086, India



**CRITERION 5**



## 5.1 STUDENT SUPPORT

### *Metric 5.1.4*

## STUDENTS GRIEVANCE REDRESSAL WELFARE OFFICE

Annual Report 2021-2022

### About SGRWO

Maharaja Agrasen Institute of Management Studies always strives to provide a conducive & progressive environment to students. In this direction MAIMS has constituted a Students Grievance Redressal Welfare Office (shortly called as SGRWO) for students. The objectives of the Students Grievance Committee are as below:

### Objective

The objective of the SGRWO is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. SGRWO shall work for the redressal of the problems reported by the students of the Maharaja Agrasen Institute of Management Studies with the following objectives:

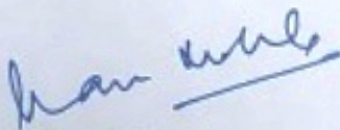
1. Sustaining the honourability of the college by ensuring amicable atmosphere in the campus by promoting cordial students-students relationship and students-teachers relationship.
2. Emboldening the students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Utmost preference to grievances redressal and implementation of their suggestions for improving the Academics / Administration in the college.
4. Advising students of the college to respect the rights and dignity of fellow students and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the students to refrain from inciting students against other students, teachers and college administration.

The Grievance Redressal Office has addressed the following issues and sorted it out

Grievance	Action Taken
<b>Non- Academic Matter:</b> Complaint given by Mr. Arinavv Luthra of BA(JMC) 2 <sup>nd</sup> Year Student against Ms. Prerna Jain of BA(JMC) 2 <sup>nd</sup> Year Student in February 2022	- SGRWO investigated the matter in detail and both the students were called for investigation.

	<ul style="list-style-type: none"> <li>- Further it was found that both Mr. Arinavv Luthra and Ms. Perna Jain misbehaved with each other leading to conflict among them.</li> <li>- Both the students were counselled by the members of the committee.</li> <li>- Both the students felt sorry for their misbehaviour and submitted written apology to the SGRWO Committee.</li> </ul>
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\* No other grievance received.



SGRWO Convener