

# 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*



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Maharaja Agrasen Chowk, Sector 22, Rohini, Delhi – 110086, INDIA [www.maims.ac.in](http://www.maims.ac.in)

## Criteria 5 – Student Support and Progression

### Key Indicator – 5.1 Student Support

**5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases**

1. Implementation of guidelines of statutory/regulatory bodies
2. Organization wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

**Proof with respect to organization wide awareness and undertakings on policies with zero tolerance**

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## Images of various boards creating awareness across the campus

- a) Various boards across the campus for awareness about different committees for handling of student grievances including sexual harassment and ragging cases

**STUDENT GRIEVANCES REDRESSAL AND WELFARE OFFICE**  
**MAHARAJA AGRASEN INSTITUTE OF MANAGEMENT STUDIES**

**What is a Grievance?**  
 Grievance is any type of problem concern, dispute/complaint or suggestions related to academics or the environment in the college premises.  
 The cell works with confidentiality, impartiality, sensitivity and aims at timely and appropriate action. It is established to create a healthy and safe atmosphere for students of the college.

**Objective of the cell:**

- To ensure amicable atmosphere in the campus by promoting cordial student relationship.
- To maintain the rights and dignity of the fellow students.
- Advising students to refrain from any unacceptable behavior.
- Advising students to promote Anti-ragging policy.

**How to file complaint in the cell?**

- Personally
- Through Complaint/ Suggestion Boxes
- Through Email IDs or Phone numbers given below
- Through HOD/ Teachers
- Through Website

**Contact Persons:**  
 Dr. Charu Mohla( Associate Professor)  
 Phone No: 9899030936  
 Email ID: 1. charumohla.faculty@maims.ac.in  
 2. sgrwo@maims.ac.in

**Student Representative:**  
 Harshita Ghai  
 Email ID: harshitaghai.ipu19388@maims.ac.in

**Mechanism of redressal:**

**Step 1:** The Student concerned can file the complaint personally through teachers, suggestion boxes or mail.

**Step 2:** Situation is given to committee.

**Step 3:** Communicated to the student/ staff concerned.

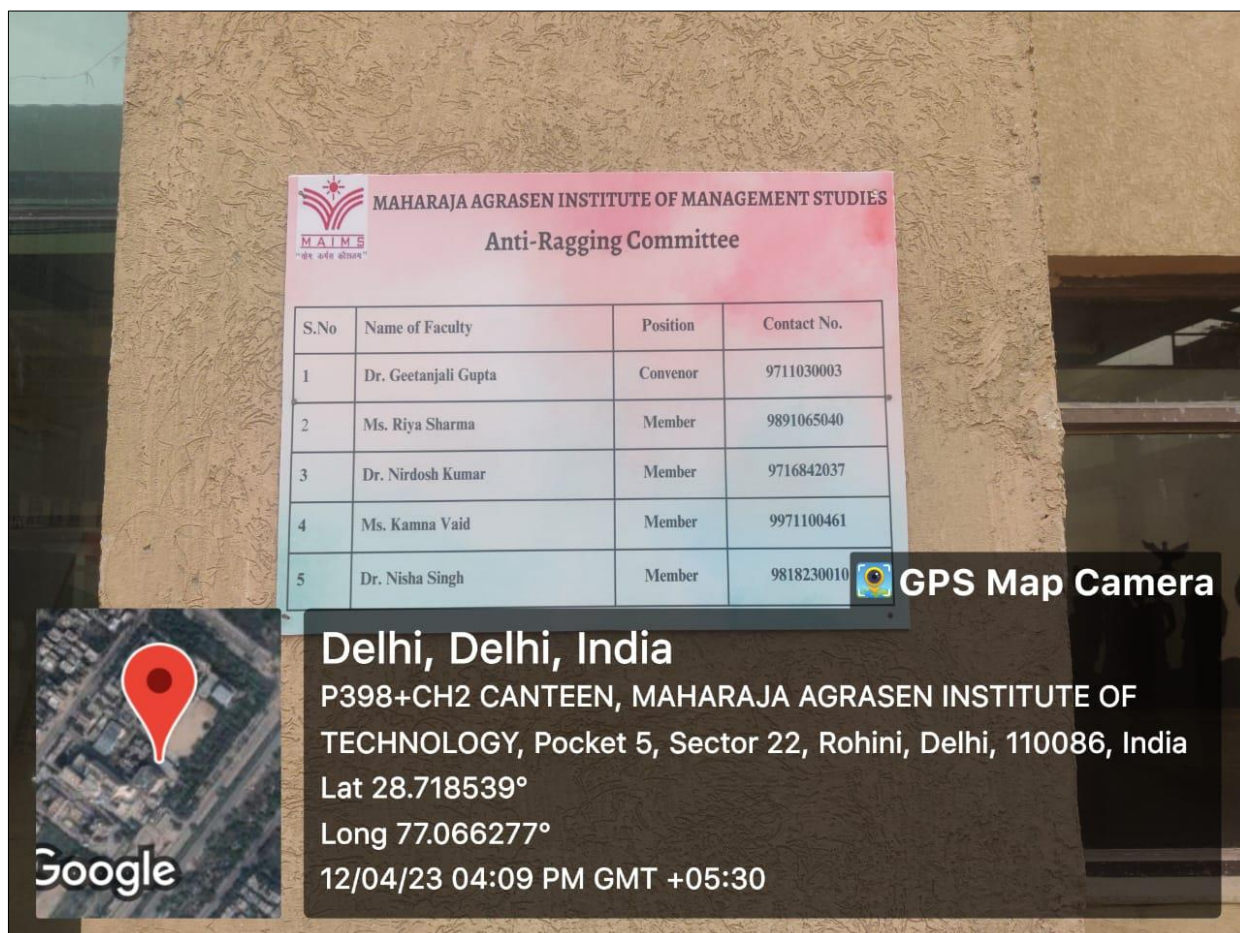
**GPS Map Camera**

**New Delhi, Delhi, India**  
 P398+9F5, Pocket 5, Sector 22, Rohini, New Delhi, Delhi 110086, India  
 Lat 28.718361°  
 Long 77.066202°  
 27/03/23 11:56 AM GMT +05:30

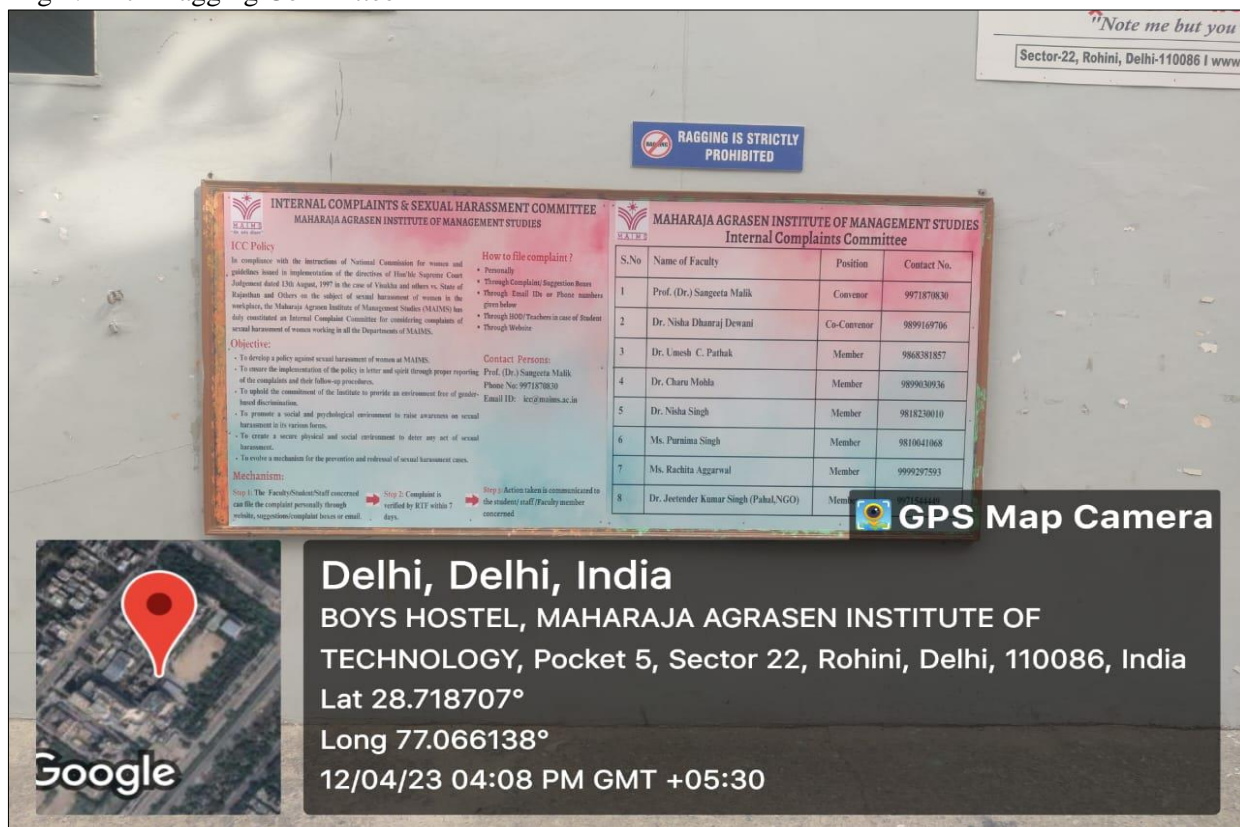
Google

Img 1 : About Student Grievances and Redressal Office





Img 2: Anti- Ragging Committee

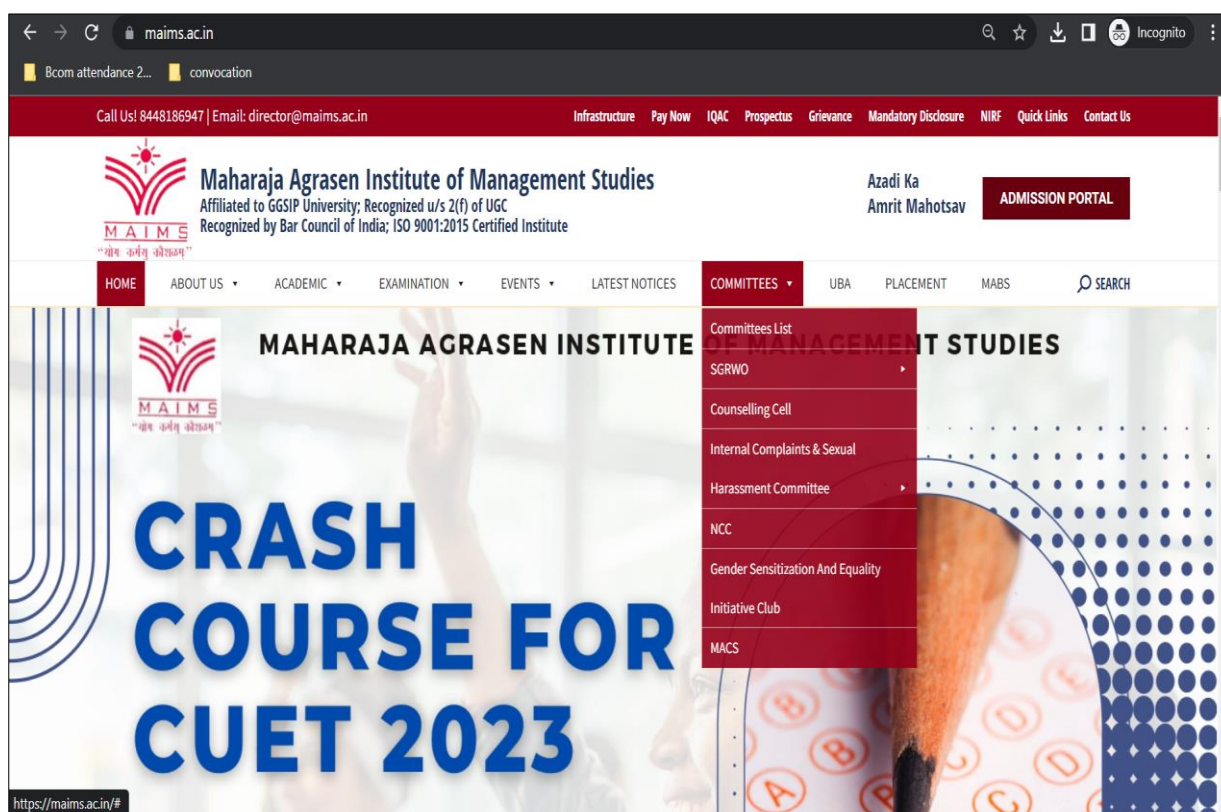


Img 3: Internal Compliance Committee



Img 4: Ragging is prohibited

## b) Information on Institute's Website regarding grievances





## Website screenshot stating UGC Regulations on curbing the menace of Ragging in Higher Education Institute

The screenshot shows the website of Maharaja Agrasen Institute of Management Studies (MAIMS) at [maims.ac.in/anti-ragging/](http://maims.ac.in/anti-ragging/). The page features a red header with the institute's name, logo, and contact information. Below the header, a navigation bar includes links to Home, About Us, Academic, Examination, Events, Latest Notices, Committees, UBA, Placement, and News. A search bar is also present. The main content area is titled "Anti Ragging" and displays the following text:

**UGC REGULATIONS ON CURBING  
THE MENACE OF RAGGING IN**

BAHADURSHAH ZAFAR MARG, NEW DELHI - 110 002

UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN  
HIGHER EDUCATIONAL INSTITUTIONS, 2009.

(Under Section 26 (1) (g) of the University Grants Commission Act, 1956)


Dated June, 2009.

**PREAMBLE.**

In view of the directions of the Hon'ble Supreme Court in the matter of "University of Kerala v/s. Council, Principals, Colleges and others" in SLP no. 24295 of 2006 dated 16.05.2007 and that dated 8.05.2009 in Civil Appeal number 887 of 2009 and in consideration of the determination of the Central Government and the University Grants Commission to prohibit, prevent and eliminate the scourge of ragging including any conduct by any student or students whether by words spoken or written or by an act which has the effect of terror, coercion or harassment with evidence as follows as per other

c) Anti-Ragging Undertaking form (available on Institute's website and in student's admission file)

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MAHARAJA AGRASEN CHOWK, PLOT NO. 1, SECTOR-22,  
ROHINI, NORTH-WEST DISTT., NEW DELHI-110086. (INDIA)  
Institute' Phone No.: 8448186950  
Email: [director@maims.ac.in](mailto:director@maims.ac.in) | Website: [www.maims.ac.in](http://www.maims.ac.in)

**DECLARATION**

I hereby solemnly and sincerely affirm as under:

1. That I have taken Admission in BBALLB in Maharaja Agrasen Institute of Management Studies (MAIMS).
2. That I fulfill the eligibility conditions prescribed by GGS Indraprastha University and that the statements made and information furnished by me in my application/admission form are true and correct. Also, I have not withheld any information. If it is found that any information furnished by me is fraudulent, incorrect or untrue in material particulars, I realize that I am liable to prosecution and that the admission to the programme is liable to be cancelled.
3. That I agree to abide by all the rules and regulations as contained in the Maharaja Agrasen Institute of Management Studies, Admission Bulletin and other provisions notified by the University.
4. That I will attend the class room sessions (online/offline) regularly failing which appropriate action be taken against me according to the rules of GGS Indraprastha University and MAIMS.
5. That the using of Cell Phones are banned during the classroom of the Institute.

““Ragging is Prohibited as per the decision of the Supreme Court of India in Writ Petition No. (C) 656/1998”. If I am, at any stage during my entire programme in the Institute, found indulging in any act of ragging, appropriate action should be taken as per the rules and regulation of the Government of India, UGC and GGSIP University/ Institute.

Signature of Candidate Ayushi Vora Name of the Candidate Ayushi Vora

I have carefully read and verified the information furnished by my son/daughter/ward and affirm that it is true and correct.

Signature of Parent/Guardian with date : Velew?

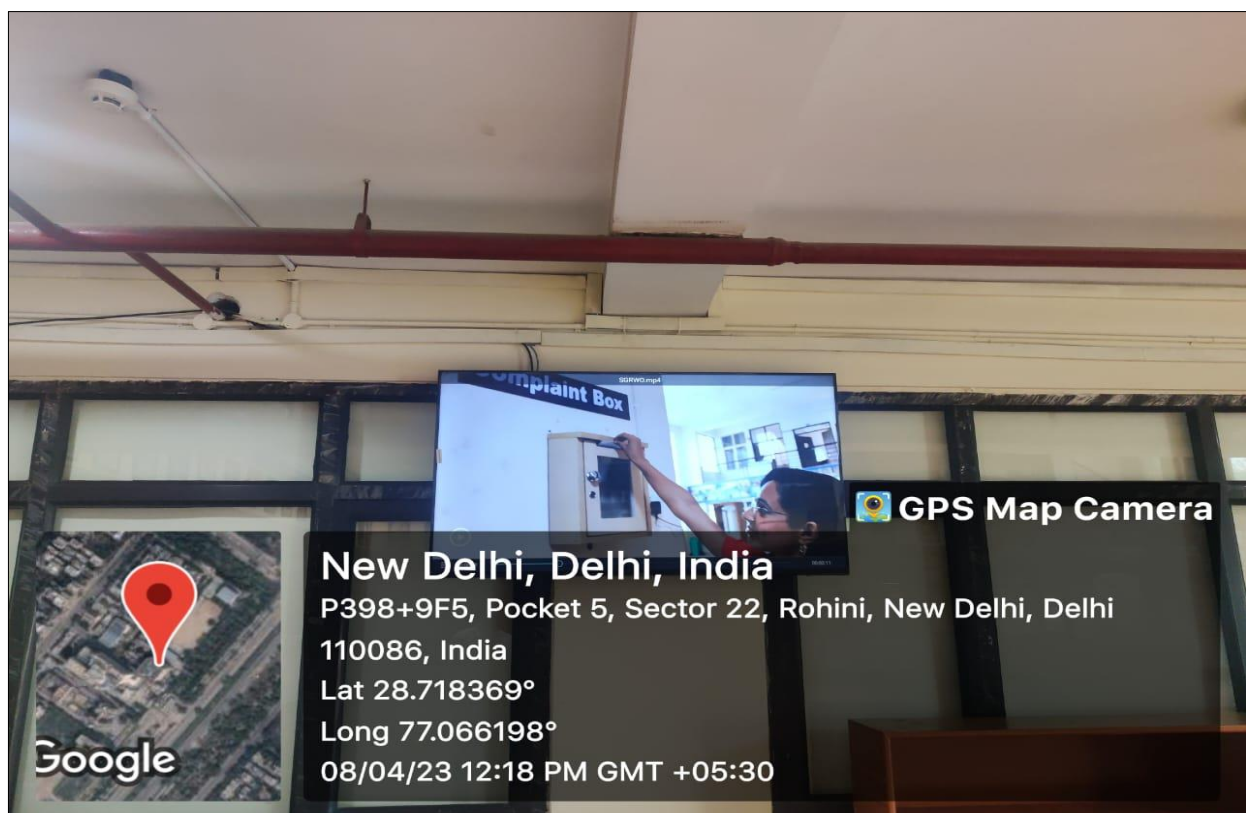
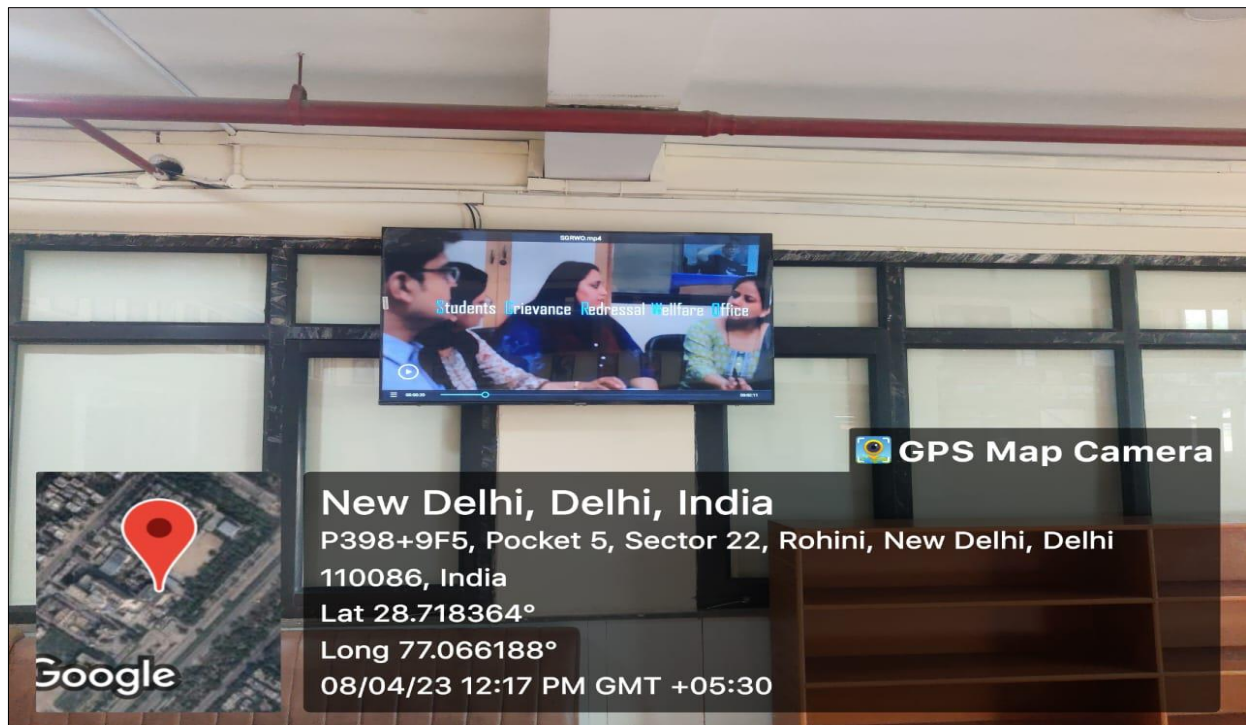
Relationship with Candidate : FATHER

(In case of Guardian)

Address & Ph. No of Guardian : 50 CAJ BLOCK SHALIMAR BAGH  
DELHI - 110088

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- d) Video regarding how student can submit his/her grievance is displayed on TV Screen inside the building.





e) Extracts from Student Handbook on Code of Conduct



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Phone Office: 8448186947, 8448186950 Website: [www.maims.ac.in](http://www.maims.ac.in)

## 1. CODE OF CONDUCT

### Attendance Rules

- (i) As per GGSIPU University Ordinance, a student shall be required to have a minimum attendance of 75% in the aggregate of all the subjects taken together in a semester. The Director of the Institute concerned may condone attendance shortage up to 5% for individual students for reasons to be recorded. However, under no condition, a student who has an aggregate attendance of less than 70% in a semester shall be allowed to appear in the Semester-End-Examination.

A student who has been detained due to shortage of attendance will not be promoted to the next semester and he/she will be required to take re-admission and repeat all papers/subjects of the said semester with the next batch of students. In other words, he/she will lose one year.

- (ii) Every student has to attend a minimum percentage of classes in all the subjects as prescribed by the University/Bar Council of India; Failing which he/she shall not be awarded the Degree.

The Bar Council of India also requires the student to produce a Certificate of Attendance issued by the Head of the Institution at the time of his/ her enrolment with the Bar Council. If a student does not have 70% of attendance, he/she will not be permitted to enrol as an advocate as per the Advocates Act 1961.

- (iii) In case of participation in co-curricular and extra-curricular activities, student application shall be duly recommended by the faculty in-charge of the particular activity should be submitted to the Head of Department concerned before such participation, and also immediately after the participation is over for grant of attendance for that period. Any application received after 3 working days of the event will not be accepted.
- (iv) Once the list of students detained on account of shortage of attendance has been put up on the notice board, no further hearing will be given to the students except in cases of any discrepancy in the calculation of attendance.
- (v) If a student is continuously absent without permission of the concerned Head, his/her parents/guardian will be informed accordingly.

### Ragging

With reference to guidelines of the Hon'ble Supreme Court of India in Writ Petition No. (C) 656/1998, DHE, Delhi, UGC, BCI and Guru Gobind Singh Indraprastha University, ragging is totally prohibited and anyone found guilty of ragging or abetting ragging will be liable for punishment as per "UGC Regulations on Curbing Ragging". To prohibit, prevent and eliminate the scourge of ragging from the Institute, the Anti - Ragging Committee is constituted in the institute. The committee ensures compliance with the provisions of these Regulations / Guidelines as well as the provisions of any law for the time being in force concerning ragging. The Committee takes adequate measures for prevention of ragging. In case of any query/complaint the committee can be reached at **antiraggingcommittee@mains.ac.in**.

### Anti-Ragging Committee

S. No.	Name & Designation	Post
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1	Dr. Geetanjali Gupta, Assistant Professor, Dept. of Commerce, MAIMS	Convenor
2	Dr. Shaveta Gagneja, Associate Professor, Dept. of Law, MAIMS	Member
3	Dr. Nirdosh Kumar, Assistant Professor, Dept. of Law, MAIMS	Member
4	Ms. Kamna Vaid, Assistant Professor, Dept. of Economics, MAIMS	Member
5	Dr. Nisha Singh, Assistant Professor, Dept. of Journalism & Mass Communication, MAIMS	Member

## Discipline

The MAIMS is one in which faculty members and students can flourish in an atmosphere of mutual respect. Students will be guided in a positive manner to develop their full potential academically, socially and emotionally. The Institute is a peaceful one in which differences are settled through negotiation and problem solving. Everyone has a right to be shown respect, kindness and courtesy and to live in a safe environment.

1. All the students shall make themselves acquainted with the rules and regulations notified for their conduct. Ignorance of the rules will not be accepted as an excuse for their violation.
2. Students are strictly forbidden to write or make any remarks on wall or any part of the Institute premises or on furniture.
3. Discourtesy and disrespect to the members of the Institute in any form will be viewed seriously and students responsible for such misbehaviours are liable to be dismissed.

## Breach of Discipline

A student committing any breach of discipline in the Institute as specified below will render himself/herself liable to disciplinary action:

1. Any form of bullying or ragging.
2. Unacceptable behaviour including but not limited to irregular attendance, academic dishonesty, disruptive behaviour, loitering and disrespectful behaviour towards staff or fellow students.
3. Long absence from lectures/training programmes without permission.
4. Absenteeism from university examination without any valid reason.
5. Found inappropriately dressed.
6. Misbehaviour and misconduct of any kind with your peers, staff, faculty and outsiders.
7. Use of criminal force, physical assault or threat to use physical force against any fellow students or any other member teaching or non-teaching staff of the institution.
8. MAIMS is an alcohol and tobacco/substances of abuse free campus. Consumption of alcohol or any form of tobacco within the campus is a punishable offence and would lead to serious repercussions.
9. Use of Crackers or Holi Colours in the Campus.
10. Failing to pay the prescribed fee within the time schedule notified by the Institute.
11. Unauthorised communication/association with foreign nationals, press, undesirable persons



and political parties in India and abroad.

12. Entry into areas declared 'Out of Bound' by the Institute authorities.
13. Not carrying an Institute ID Card inside the Campus.
14. Unauthorised collection of funds for any purpose.
15. Cell Phones shall be on "Silent" mode in the class/laboratory/ library or during any other academic activity.
16. Students will refrain from damaging any form of Institute property. The Institute reserves the right to be compensated by the student for any such damages.
17. Putting information/posters without permission of the Head of Department on Notice Boards.
18. Use of unfair means during examinations, class tests, assignments, etc.
19. Carrying or possession of a deadly weapon inside or outside the Institute's premise.
20. Any form of gambling.
21. Any other behaviour or act by a student or group of students that threatens the Institution's disciplinary system or academic environment.

### Discipline Committee

The Discipline Committee shall perform the following functions:-

- (i) To examine issues relating to maintaining discipline among students in the teaching department of the college or the institution.
- (ii) To investigate acts of indiscipline or misconduct committed by a student or students whenever such cases are referred to the Discipline Committee by the Director of an institution, and to submit their findings, conclusions, and recommendations.
- (iii) To oversee and keep an eye on the current disciplinary climate at the institution.
- (iv) To take preventive and precautionary measures, such as issuing notices, warnings, instructions, etc., as necessary, to stop individual or group acts of indiscipline, misconduct, and ragging, etc.
- (v) To maintain contact with the police, relevant government departments, nearby institutions, and relevant authorities regarding the maintenance of law and order in the institution.
- (vi) To carry out any additional duties that may occasionally be given to it by the Director of the Institution.

To ensure discipline among students, MAIMS has constituted a "Discipline Committee" of following members. In case of any query/complaint the committee can be reached at **discipline@maims.ac.in**.

S. No.	Name & Designation	Post
1	Dr. Riya Sharma, Associate Professor, Dept. of Business Administration, MAIMS	Convenor
2	Dr. Charu Mohla, Associate Professor, Dept. of Business Administration, MAIMS	Member
3	Mr. Praveen Malik, Assistant Professor, Dept. of Law, MAIMS	Member

4	Dr. Nirdosh Kumar, Assistant Professor, Dept. of Law, MAIMS	Member
5	Dr. Deepak Dagar, Assistant Professor, Dept. of Business Administration, MAIMS	Member
6	Dr. Nisha Singh, Assistant Professor, Dept. of Journalism & Mass Communication, MAIMS	Member
7	Dr. Rachna Jain, Associate Professor, Dept. of Commerce, MAIMS	Member
8	Dr. Monica Sharma, Assistant Professor Dept. of Business Administration, MAIMS	Member
9	Ms. Smriti Sharma, Assistant Professor, Dept. of Law, MAIMS	Member

### Penalties and Punishments

The Institute reserves to itself the right to remove or rusticate students from the rolls on the grounds of deliberately furnishing false particulars for admission to the Institute. The Institute can also dismiss students whose diligence or progress in studies is steadily unsatisfactory or whose conduct is harmful to the other students. Immorality, grave insubordination, contempt of authority or wilful damage to property is always a sufficient reason for immediate dismissal.