

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

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

MINUTES OF MEETING

STUDENTS GRIEVANCE REDRESSAL WELFARE OFFICE


Director
Maharaja Agrasen Institute
of Management Studies
Sector 22, Rohini, Delhi-86





Maharaja Agrasen Institute of Management Studies
(A unit of Maharaja Agrasen Technical Education Society)
Affiliated to Guru Gobind Singh Indraprastha University, Delhi, INDIA
Maharaja Agrasen Chowk, Sector-22, Rohini, Delhi-110086, INDIA; www.maims.ac.in

sgrwo@maims.ac.in	Dr. Charu Mohla
Ph. 9899030936	Convenor, SGRWO

Topic: Student Grievance Redressal & Welfare Committee Meeting

Date: December 19, 2022.

Venue: 902 Conference Room

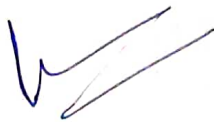
Participants:

1. Dr. Charu Mohla
2. Prof.(Dr.) Sangeeta Malik
3. Ms. Shifali Ahuja
4. Dr. Deepak Dagar
5. Dr. Deepa Kaushik
6. Mr. Praveen Kr Singh
7. Ms. Diksha Goel
8. Mr. Deepak Sharma

Agenda and Discussion:

- The minutes of meeting held on September 14, 2022 were read and confirmed with unanimity.
- The members were happy to learn that the Webinar on "Importance of Voting" conducted successfully on December 2, 2022 as decided.
- The members of the committee showed full of their enthusiasm to deliver promptly the very purpose of constituting this committee because any delay in redressal will create many confusion and further increase in grievances.
- Committee further decided to organize various awareness programs to inform the first year students about the purpose of the grievance cell and the procedure to register a grievance.

- Approval of Posters related to Students Grievance Redressal Mechanism to be displayed on notice boards



Dr. Charu Mohla
Convenor, SGRWO



Director
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sgrwo@maims.ac.in	Dr. Charu Mohla
Ph. 9899030936	Convenor, SGRWO

Topic: Student Grievance Redressal & Welfare Committee Meeting

Date: Sept 14, 2022.

Venue: 902 Conference Room

Participants:

1. Dr. Charu Mohla
2. Prof.(Dr.) Sangeeta Malik
3. Ms. Shifali Ahuja
4. Dr. Deepak Dagar
5. Dr. Deepa Kaushik
6. Mr. Praveen Kr Singh
7. Ms. Diksha Goel
8. Mr. Deepak Sharma

Discussion:

1. The present committee expresses appreciation towards the contribution of the previous SGRWO committee for their valuable efforts.
2. After discussion, all the members of the committee suggest that we should arrange a seminar on educating students about the electoral process in order to increase their awareness and participation in the electoral processes.

Dr. Charu Mohla
Convenor, SGRWO

Director
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Email: sgrwo@maims.ac.in
Ph: 9891822401

Dr. Gaurav Aggarwal
Convenor, SGRWO

Minutes of Meeting

Date: 4-May-2022
Time: 3:00 PM
Venue: 902, Block 9 Ground Floor

Presided By:
Dr. Gaurav Aggarwal
Convenor, SGRWO

Member Present

Sno	Name of participant	Signature
1.	Dr. Gaurav Aggarwal, Convenor	
2.	Dr. Deepak Dagar, Member	
3.	Mr. Parveen Kumar Singh	

Agenda:

Meeting of SGRWO member regarding complaint about Mr. Pratush Sharma

Discussion:

Mr. Nitin Naresh is running a print media magazine with the name of "INVANTIVE". He hired a candidate as an Intern, in his company, The candidate is Mr. pratush Sharma, who is pursuing BA(JMC) from MAIMS. In later stages, there was some conflict between them, regarding the mis-behaviour of Mr. Pratush Sharma. His employer send a mail about the whole incident and demanded strict action against the student.

1. This whole matter, and incident took place out of the campus & therefore the scope of complaint is beyond the Student Grievance cell.
2. Placement is not provided by the college placement cell to the student.
3. This matter is purely between the student and company, not associated with the college.

Vision of the SGRWO

Developing a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere for ensuring academic excellence. The SGRWO acts as a link between students, teachers and College administration.

It is established to create a healthy and safe atmosphere for students of MAIMS.

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Dr. Gaurav Aggarwal
Convenor, SGRWO

4. Hence it is accepted & agreed by one & all of member of SGRWO, we cannot act on this complaint, as this complaint is beyond the scope of College premises.

Dr. Gaurav Aggarwal
Convener
SGRWO, MAIMS

Copy to:

- Director (for information please)
- Members of SGRWO

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Ph: 9891822401

Dr. Gaurav Aggarwal
Convenor, SGRWO

Minutes of Meeting

Date: 16-Mar-2022

Time: 10 :30 AM

Venue: 902, Ground Floor , Block 9

Presided by:
Dr. Gaurav Aggarwal
Convenor, SGRWO

Members Present:

Sno	Name of Participants
1.	Dr. Gaurav Aggarwal, Convenor
2.	Dr. Shaveta Gagneja, Member
2.	Dr. Deepak Dagar, Member
3.	Dr. Charu Mohla, Member
4.	Mr. Parveen Kumar Singh, Member
5.	Ms. Shifali Ahuja, Member
6.	Dr. Nisha Singh, Visiting
7.	Mr. Surender Garg, Admin-in-Charge
8.	Mr. Vijaypal Singh, Visiting

Agenda:

Meeting of SGRWO member regarding letter from GGSIPU Notice GSIPU/Aff./MAIT/2021-22/6227 on 15 March, 2022.

Discussion:

- ❖ A preliminary investigation committee was constituted on 3-Mar-2022, in this matter, based on the complaint received by Mr. Abhinav Luthra and necessary measures were suggested including counselling session by class mentor & enhance security measures to avoid such incidence in future.
- ❖ Both the students Abhinav Luthra & Perna Jain of BA(JMC) 2nd year, was called again on 16-Mar 2022, to give their verdict based on the complaint and it was recorded by the SGRWO members.
- ❖ Firstly Mr. Abhinav Luthra was called and interrogated. In his version, he admitted that he used abusive language against each other. Based on the narration, he was attacked around 12.40 p.m., unknown boys, after he was pulled by Ms. Perna Jain. He admit

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Dr. Gaurav Aggarwal

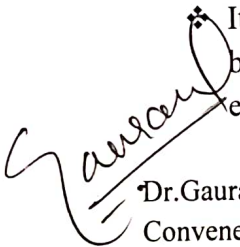
Convenor, SGRWO

that he commit mistake, using foul language in the whatsapp class group, that escalated entirely to this level of incidence.

- ❖ Secondly Ms. Prerna Jain, was called & interrogated. She also admits mistake is committed in her part in her interrogation, of using bad language against Abhinav Luthra in the Whatsapp group.
- ❖ The committee recommended that, until the boys are identified, both students Arnav and Prerna tender unconditional apologies to one another and resolve the dispute.

Resolutions after discussions:

- ❖ To make a deterrent for future the SGRWO committee recommended a strict action against both Arnav Luthra and Prerna Jain, students of BJC IVth Sem, that may be suspension from the institute for a period of 14 days.
- ❖ Both of them accepted their misconduct regarding the incident and give their apology for the same and confirm in future they will not involve in such kind of unhealthy and undesirable condition.
- ❖ It is suggested that class mentor should sensitise students towards inter-personal behaviour during mentor-mentee session and have peaceful and harmonious learning environment in the institute.


Dr. Gaurav Aggarwal
Convenor
SGRWO, MAIMS

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Ph: 9891822401

Dr. Gaurav Aggarwal

Convenor, SGRWO

Minutes of Meeting

Date: 3 Mar 2022

Time: 3 :00 PM

Venue: 902, Ground Floor , Block 9

Presided by:

Dr. Gaurav Aggarwal

Convenor, SGRWO

Members Present:

Sno	Name of Participants	Signature
1.	Dr. Gaurav Aggarwal, Convenor	
2.	Dr. Deepak Dagar, Member	
3.	Dr. Charu Mohla, Member	
4.	Mr. Parveen Kumar Singh, Member	
5.	Prof (Dr.) Vinita Gupta, Visiting	
6.	Dr. Nisha Singh, Visiting	
7.	Mr. Surender Garg, Admin-in-Charge	

Agenda:

Reference to the meeting email received February 28, 2022 regarding the complaint received from BA(JMC) 2nd year student Mr. Arniva Luthra.

Discussion:

- ❖ A preliminary investigation committee is constituted comprising of Prof. (Dr.) Vinita Gupta, HOD, JMC Dept, Dr. Nisha Singh, Assistant Professor, JMC, Dr. Shaveta Gagneja, Associate Professor, Dept of Law.
- ❖ Mr. Parveen kumar singh, suggested for strict action to be taken against the students involved in the violence, based on preliminary investigation.
- ❖ Dr Charu mohla, highlighted on Policy for Zero Tolerance for any kind of violence inside the campus for students.

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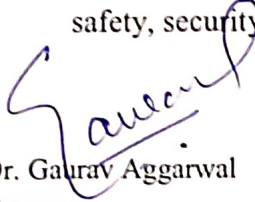
Ph: 9891822401

Dr. Gaurav Aggarwal
Convenor, SGRWO

- ❖ Strict action should be taken against the students involved in violence leading to expulsion or suspension from the institute, was deliberated by Dr Vinita Gupta, in the meeting.
- ❖ Dr. Nisha Singh, suggested on installation of more CCTV camera, especially near Cafeteria.
- ❖ Dr. Deepak Dagar, insist of patrolling of guard for safety and security of students in the campus premises.
- ❖ To avoid any kind of violence in future, students are encouraged to discuss the matter with the class mentors, was deliberated by Dr. Gaurav Aggarwal in the meeting.

Resolutions after discussions:

- ❖ Promote Student Welfare activities including their personal counselling session.
- ❖ Intimated to the investigation committee for their recommendation and follow up & action, in a time bound manner.
- ❖ SGRWO Committee coordinator will review the progress and will initiate measures for safety, security and harmony in the institute premises.


Dr. Gaurav Aggarwal
Convenor
SGRWO, MAIMS

Copy to:

- Director (for information please)
- Prof Vinita Gupta, HOD, Dept of Journalism
- Members of SGRWO.

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: Student Grievance Redressal & Welfare Committee Meeting

Time: 15th December 2021, 3:00 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Participants:

1. Dr. Gaurav Aggarwal (Host)

2. Dr. Deepak Dagar

3. Mr. Praveen Kumar Singh

4. Dr. Charu Mohla

5. Ms. Shefali Ahuja

Discussion:

- The members of the committee showed full of their enthusiasm to deliver promptly the very purpose of constituting this committee because any delay in redressal will create many confusion and further increase in grievances.
- Further members discussed and decided that they should encourage students to express their grievances/problems freely and frankly, without any fear of being victimized.
- For this purpose it was decided that if in case the student is unwilling to appear in self, grievances must be sent in writing and put that note in suggestion box at ground floor or through mail/website.

Dr. Gaurav Aggarwal
Convenor,
SGRWO

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: **Student Grievance Redressal & Welfare Committee Meeting**

Time: **1st September, 3:00 PM India**

Venue: Google Meet

Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Charu Mohla
3. Ms. Shefali Ahuja
4. Dr. Deepak Dagar

Discussion:

- It came to the notice of committee members that there are many requests from the students to extend the date for payment of fees due to COVID situation. Committee members have discussed the same in depth and it was decided that needy students can avail extension with the approval of Director Sir.
- For mental wellbeing of students teachers were advised to listen to students' concerns and demonstrate understanding as well as empathy.
- Further it was decided that teachers should offer their students the opportunity to have a one-to-one conversation so that students can reconnect and discuss any concerns that they might have.

Dr. Gaurav Aggarwal
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SGRWO

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: **Student Grievance Redressal & Welfare Committee Meeting**

Time: July 22nd, 2021, 2:30 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Deepak Dagar
3. Mr. Praveen Kumar Singh
4. Dr. Charu Mohla
5. Dr. Shaveta Gagneja

AGENDA OF THE MEETING:

1. **Organizing Webinar on Stress Management in the last week of July 2021.** The committee discussed various points regarding the problem of students in the pandemic time period when colleges were physically closed. The committee decided to organize a good seminar for students to discuss various physiological and personality based issues.
2. **Discussions about forming a Student volunteer team for SGRWO.** The committee decided that they should encourage the students to participate in various activities of SGRWO for their personality enhancement.

Discussion:

Different kinds of ideas are put forward by all committee members present, Dr Charu suggested that such a webinar on stress management will help in managing stress among students in this difficult time. Dr. Shaveta suggests a Psychologist cum trainer, will be beneficial as a resource person for the webinar. Dr. Manjushree Sharma, from Panjab University, is proposed as resource person for Webinar. Dr. Dagar & Mr. Parveen Kumar shall be managing the conduct, registration and Report for the Webinar. Ms. Shefali Ahuja will take care of Print & Electronic content related to the webinar. Dr Gaurav suggested 28 July 2021 for the webinar, based on the consent of Resource person and with approval of Director, MAIMS.

Dr. Gaurav Aggarwal
Convenor,
SGRWO

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Dr. Gaurav Aggarwal
Convenor, SGRWO

Dated: March 2, 2021

Topic: Student Grievance Redressal & Welfare Committee Meeting

Time: March 2nd, 2021, 2:30 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Agenda: Welcome of Newly Appointed Faculty member in Student Grievance Redressal & Welfare Office.

The following faculty members are constituted for SGRWO as per direction of Director,

Maharaja Agrasen Institute of Management Studies,

S.No	Name of Faculty	Committee	Designation
1.	Dr. Gaurav Aggarwal	Convenor	Assistant Professor, Dept of Economics. <i>Gaurav</i>
2.	Dr. Sangeeta Rawal	Member	Assistant Professor, Dept of Business Administration <i>Sangeeta</i>
3.	Dr. Deepak Dagar	Member	Assistant Professor, Dept of Business Administration <i>Deepak</i>
4.	Dr. Shweta Gajneja	Member	Assistant Professor, Dept. of Law. <i>Shweta</i>
5.	Ms. Shefali Ahuja	Member	Assistant Professor, Dept. of Journalism. <i>Shefali</i>
6.	Mr. Praveen Kumar Singh	Member	Assistant Professor, Dept. of Commerce. <i>Praveen</i>

Dr. Gaurav Aggarwal

Convenor

SWGRO, MAIMS

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: Student Grievance Redressal & Welfare Committee Meeting

Time: 15 Feb 2021, 3:00 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Deepak Dagar
3. Mr. Praveen Kumar Singh
4. Dr. Charu Mohla
5. Ms. Shefali Ahuja

AGENDA OF THE MEETING: Scholarship offered by British Council.

Discussion:

As per the information received from GGSIP University, regarding scholarship offered for girls from New Castle University, UK, to pursue post graduate degree in climate changes.

The committee decided that students of MAIMS should get an opportunity, a duly signed notice is to be circulated among all students whatsapp groups.

A copy of notice is enclosed for reference purposes.

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Email: director@malms.ac.in
Ph: Director Office: 8448186950
Admin Office: 8448186947

Prof. (Dr.) Ravi Kumar Gupta
Director

Dated: Feb.19, 2021

NOTICE

Subject: Scholarships offered by the British Council and New Castle University for girls and women

New Castle University, United Kingdom launching seven fully funded scholarships for aspiring girls and women from South Asia to pursue their ambitions by studying for postgraduate degree in topics related to Climate change. These Scholarships will provide opportunities for women to complete a Masters Degree at Newcastle University. Areas of post graduation in UK are mentioned below.

- Environment Engineering
- Environmental consultancy
- Hydrology and Water Management,
- Environmental Geosciences
- Renewable Energy, Enterprises and Management (REEM)

The details of aforesaid scholarship scheme is available on the link as below

It is humble request to all the HODs that kindly circulate this Information to the students of their respective Departments.

<https://www.ncl.ac.uk/postgraduate/funding/sources/internationalnoneustudents/bcstem21.html>

Dr. Gaurav Aggarwal
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SWGRO, MAIMS

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: **Student Grievance Redressal & Welfare Committee Meeting**

Time: 15 Dec 2020, 3:00 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Deepak Dagar
3. Mr. Praveen Kumar Singh
4. Dr. Charu Mohla
5. Ms. Shefali Ahuja

AGENDA OF THE MEETING: Student Campus Ambassador.

Discussion:

Dr Charu suggested that there is a need for a candidature as Student Campus Ambassador, who will represent MAIMS in different platforms specially for the Right to Vote campaign, promoting blood donation, building a healthy and harmonic atmosphere among students.

The idea was well accepted by all the committee members. Mr. Praveen Kumar Singh suggested that it would be better if we select the candidate who is good in academics. Ms. Shefali Ahuja that we should give fair chances to students who are excellent in Co-Curricular and leadership qualities.

Dr. Gaurav Aggarwal , suggested to include all the criteria i.e. Academics, Sport, Co-Curricular activities for choosing the right candidate as Student Campus Ambassador. The suggestion is widely accepted by all committee members after prolonged discussion.

Committee members are able to develop consensus, based on above criteria, Mr. Shiven Goel GGSIP Roll No 10161101718 of BBA has been nominated as the Campus Ambassador of MAIMS.

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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: Late Fee Payment Request by students of MAIMS

Time: Aug 31, 2020, 3:00 PM India

Venue: Seminar Hall 9th Floor, 9th Block

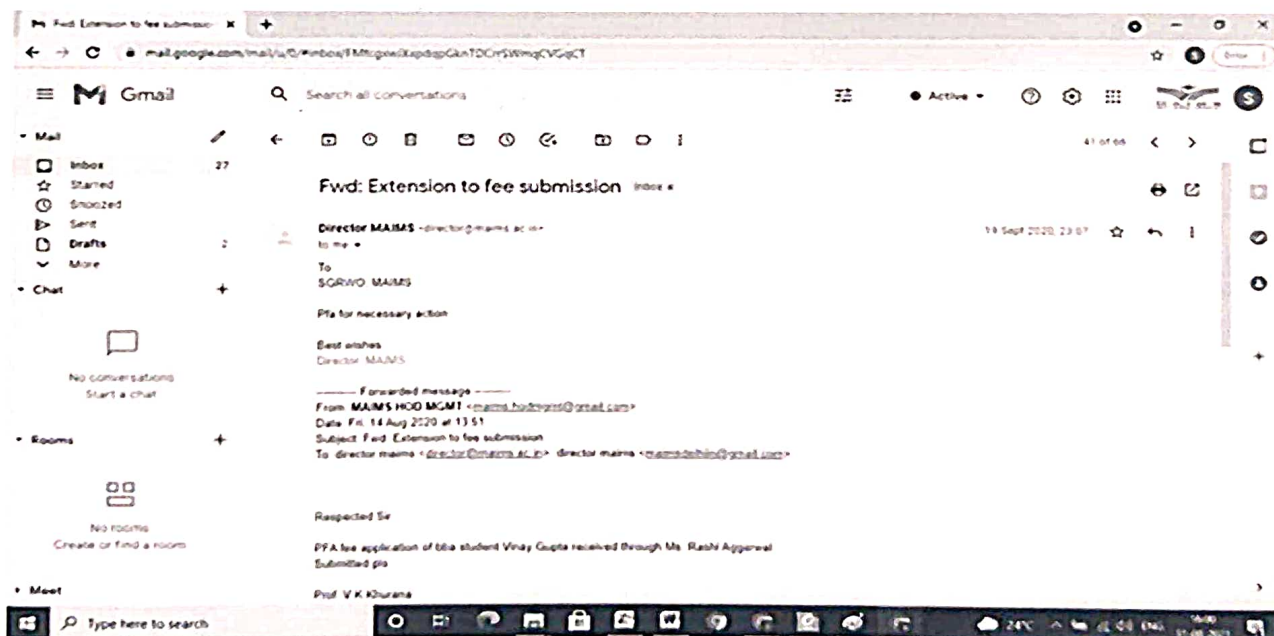
Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Shaveta Gagneja
3. Dr. Charu Mohla
4. Dr. Deepak Dagar
5. Ms. Shefali Ahuja
6. Mr. Parveen Kumar Singh

AGENDA OF THE MEETING: Students Queries regarding Late Fee payment

Request Received on Mail: A Number of applications are received either in physical or online, regarding fee payments request late fee payments

A Few Screenshots are pasted below:



Director
Maharaja Agrasen Institute
of Management Studies
Sector-22, Rohini, Delhi-86





The Director
Maharaja Agrasen Institute of Management Studies
Rohini, Sec 22, New Delhi

Subject: Submission of Fee - BBA(2nd year)

Respected Sir,

This is with reference to subject matter.

I would like to humbly submit that the prevailing COVID 19 pandemic scenario has adversely impacted on the job of my parent and moreover, the unexpected hike in fee, have rendered me constrained in timely submission of requisitioned fee.

I am running short of certain amount for the requisitioned fee and am putting all possible endeavor for arrangement of the same.

Further, would also like to submit my earnest apology for not being able to communicate my inability to submit fee on time, as I was engaged in parade rehearsals being presented by my NCC unit for 15 Aug 2020 flag hoisting ceremony at Red Fort.

I assure you that I will submit the fee as soon as possible and shall also be obliged for your kind/favorable consideration of the above.

Thanking you,

yours obediently

Ashutosh Jadoun

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Enrolment No. 09314701719

Mob: 9891427489

Date: 11 Aug 2020.

M. Singh
Dinesh Singh Jadoun
F/o Ashutosh Jadoun.

DISCUSSIONS:

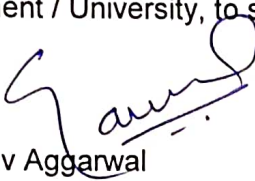
Based on the Request from students, the Grievance Committee discussed the matter at length, including suggestions from other faculty & staff member, Dr Parveen Kumar singh deliberate the issues and Dr Charu also agreed that the students may be allowed to pay late fee. Dr Gaurav suggested that Classes / academic activities should not be a challenge due to late payment of fees. Dr. Dagar suggested that in case there is any causality of a prime earner in the family, then such case will be forwarded to the management / University, to seek approval in financial matters.

OUTCOME:

Based on the Request from students, the Grievance Committee discussed the matter at length, including suggestion from other faculty & staff member, the suggestion is duly forwarded to concerned authorities/Director as follows:

1. The Financial condition of students & their family is drastically affected after post Covid.
2. The students may be allowed to pay entirely late till the end of the financial year.
3. Classes / academic activities should not be a challenge due to late fee payments.

In case there is any causality of prime earner in the family, then such case will be forwarded to the management / University, to seek approval in financial matters


Dr. Gaurav Aggarwal
Convenor,
SGRWO


Director
Maharaja Agrasen Institute
of Management Studies
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Dr. Gaurav Aggarwal, Convenor

Ph: 9891822401

(Students Grievance Redressal Welfare Office)

Topic: **Student Grievance Redressal & Welfare Committee Meeting**

Time: 24th Aug 2020, 3:00 PM India

Venue: Seminar Hall 9th Floor, 9th Block

Participants:

1. Dr. Gaurav Aggarwal (Host)
2. Dr. Deepak Dagar
3. Mr. Praveen Kumar Singh
4. Dr. Charu Mohla
5. Ms. Shefali Ahuja

AGENDA OF THE MEETING:

1. E-Voting for the Election of Student Representatives in the Student Grievance Redressal Office.

Discussion:

Dr. Deepak Dagar suggested a three step method. First Step involves Nomination of candidates from all courses of MAIMS for the post of Student representative in SGRWO. Second step would be releasing the google form for candidates, so as to invite responses from all the students of MAIMS. Finally, the result will be declared as per the highest no. of votes the candidate received from E-voting. The Suggestion is widely accepted by all committee members.

The process needs to be completed as per norms of GGSIP/NAAC/NIRF for student representation in the Student Grievance Redressal Welfare office.

Dr. Gaurav Aggarwal
Convenor,
SGRWO

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