

STUDENTS GRIEVANCE REDRESSAL WELFARE OFFICE

Annual Report 2022-2023

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/Welfare Provisions	Action Taken
Non- Academic Matter: 1. Complaint given by Ms. Saumya of BALLB 1 st Year Student against Mr. Shobhit Grover of MBA 1 st Year Student on 21 st April 2023 February 2022	-SGRWO investigated the matter in detail and both the students were called for investigation. - Further it was found that both Mr. Shobhit Grover and Ms. Saumya were known to each

<p>Welfare Measures:</p> <p>2. Wide awareness and publicity across the campus has been done.</p> <p>3. Webinar on “Importance of Voting”</p>	<p>other and they entered into minor arguments which turned ugly.</p> <p>- Out of anger Mr. Shobhit Grover physically hurt Ms. Saumya.</p> <p>- Ms. Saumya was feeling disturbed after this incident and she was counselled by the members of the committee.</p> <p>- Further it was decided to forward the case to the concerned head of the department of MAIT.</p> <p>- Parents of both the students were called and further after conducting proper investigation it was decided by the Dean of MAIT to suspended Mr. Shobhit Grover from classes for 3 weeks w.e.f 1st May 2023.</p> <p>-Various awareness programs organised for ensuring publicity/awareness of student grievance redressal mechanism measures available to them.</p> <p>-Wide awareness leads to amicable environment at the institute.</p> <p>- Webinar held on 2nd December 2022 on “Importance of Voting”. Dr. Deepak Goasin, Former Director and Lok Sabha Secretariat was the resource person.</p>
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*As only one matter is received related to student grievances which proves that objectives of the metric (to maintain a harmonious educational atmosphere in the institute) has been achieved and timely matter has been resolved by the Institute.


SGRWO Convenor