

# 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.

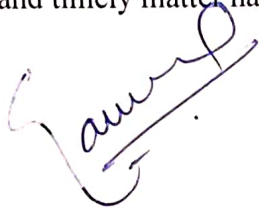
The Grievance Redressal Office has addressed the following issues and sorted it out

<b>Grievance/Welfare Provisions</b>	<b>Action Taken</b>
<b>Non- Academic Matter:</b> 1. 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. - Further it was found that both Mr. Arinavv Luthra and Ms. Prerna Jain misbehaved

<p><b>Welfare Measures:</b></p> <p>2. Wide awareness and publicity across the campus has been done.</p> <p>3. Announced Webinar Series on “Webinar Freedom Fighter of India”</p> <p>4. National quiz on “Financial Sector”</p> <p>5. ‘Say Yes to Life, No to Drugs’- Anti Drug e Pledge</p>	<p>with each other leading to conflict among them.</p> <ul style="list-style-type: none"> <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> <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>-Ministry of Tourism and the Association of Indian Universities conducted 11<sup>th</sup> episode “Webinar Freedom Fighter of India” to celebrate “Azadi ka Amrut Mahotsav”.</p> <p>-Details of webinar link and quiz link shared with all the students and students were encouraged to attend the same.</p> <p>-National Institute of Financial Management, Government of India conducted a iconic national quiz on Financial Sector in collaboration with National Stock Exchange.</p> <p>-Information regarding the same shared with the Students.</p> <p>-With reference to circular from Directorate of Students’ Welfare, GGSIPU dated 23<sup>rd</sup> June, 2022, students were informed about ill effects of drugs and also motivated to live</p>
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	drug free life. -Students were suggested to register and take Anti- Drug e Pledge an initiative taken by Delhi Government.
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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 Convener