


## STUDENTS GRIEVANCE REDRESSAL WELFARE OFFICE – POLICY

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 objective, composition, functions and procedure of the Students Grievance Committee are as below:



**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.

**Mechanism of redressal:**

**Step 1:** The Student concerned can file the complaint personally through teachers, suggestions/complaint boxes or email. →

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

**Step 3:** Action taken is communicated to the student/ staff concerned

Time to open the Complaint Box is at 3 pm daily by the Director of the Institute.

**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.ipu119388@maims.ac.in

### 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 Science 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
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.

6. Advising all staffs to be affectionate towards the students and not behave in a vindictive manner towards any of them for any reason.
7. Generate widespread awareness and acceptance that ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the incharge/Anti-ragging authorities.

**SCOPE:**

SGRWO will deal with grievances received in writing from the students about any of the following matters:-

1. Academic Matters: Related to timely issue of Mark-sheets, letter of recommendation, Conduct Certificates or other examination related matters.
2. Exams, Infrastructure and Hostel Related Matters .
3. 3. Sports and Other activity Related Matters: Related to certain misgivings about conditions of sanitation, academic and non-academic matters, general facility, or any other issue. .

**FUNCTIONS:**

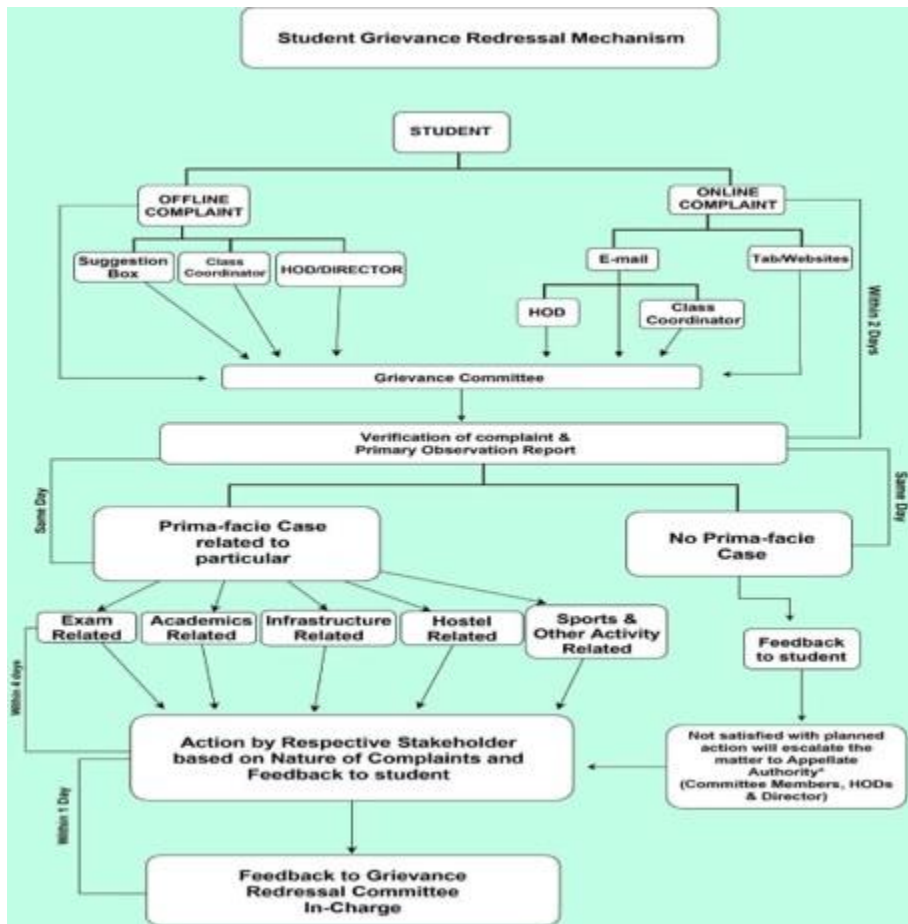
The function of the SGRWO is to look into the complaints by any student, and judge its merit. The Grievance committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the committee members in person, or in consultation with the officer in-charge, convener of Students' Grievance Committee.

1. The cases will be attended promptly on receipt of written grievances from the students online / official email id.
2. The office formally will review all cases and will act accordingly as per the norms of the institute.
3. The office will give a report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**PROCEDURE FOR LODGING COMPLAINT:**

The students are required to lodge their grievances , in proper application with all the necessary details and documents to be submitted to the notified Official Email-id or through other mode as provided by SGRWO. SGRWO will act upon those cases which have been forwarded along with the necessary documents.

1. An aggrieved student may appear in person to present his case.
2. Students Grievance Committee shall be guided by the principles of natural justice.
3. Students Grievance Committee shall ensure disposal of every application as speedily as possible as and not later than a month of receipt of the grievance except exigencies.
4. On the conclusion of proceedings, SGRWO shall pass such order with reasons, as may be deemed fit to redress the grievance and provide such reliefs may be desirable to the affected party at issue.



### **EXCLUSIONS:**

SGRWO shall not entertain following issues.

1. Decisions of the Academic Council / Board of Management and other academic / administrative committees constituted by the MAIMS.
2. Decisions with regard to award of scholarships / awards / medals.
3. Decisions made by the Anti Ragging Committee under the Discipline Rules and Misconduct.
4. Decisions regarding admissions to any courses.
5. Decisions of the competent authority on assessment and examination results.

### **QUORUM**

The quorum for the meeting shall be three including convener and student's representatives of the committee. The Students Grievance Committee will assure that the grievance has been properly resolved in a stipulated time limit provided by the committee.

### **COMPOSITION:**

The Convener and faculty members are appointed by the Director at the beginning of every academic year. To ensure students participation and coordination student members are nominated/elected by a fair mechanism of Voting.

**The Composition of the Students Grievance Committee is as follows: –**

Sno	Name & Designation	Committee (Role)
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1.	Dr. Charu Mohla Associate Professor, Dept. of Business Administration	SGRW Officer
2.	Dr. Mukesh Batra	Psychologist / Psychiatrist
3.	Prof. (Dr.) Sangeeta Malik Professor, Dept. of Business Administration	Counselor
4.	Ms. Shefali Ahuja Assistant Professor, Dept. of Journalism & Mass Communication	Associate SGRW Officer
5.	Dr. Deepak Dagar Assistant Professor, Dept. of Business Administration	Faculty Member
6.	Dr. Deepa Kaushik Associate Professor, Dept. of Law	Faculty Member
7.	Mr. Praveen Singh Assistant Professor, Dept. of Commerce	Faculty Member
8.	Ms. Diksha Goel Assistant Professor, Dept. of Economics	Faculty Member
9.	Mr. Deepak Sharma Administrative Officer,	Member
10.	Vanshika Jain (09614703820) BALLB	Elected Student Representative

[Constitution of SGRWO](#)

[Minutes of Meeting 21 April 2023](#)

[SGRWO Annual Report 2021-2022](#)

[SGRWO Annual Report 2022-23](#)

**Event Reports**

Date	Event
July 28,2021	<a href="#">Stress Management Webinar</a>
Dec 2,2022	<a href="#">Webinar on Importance of Voting Rights</a>