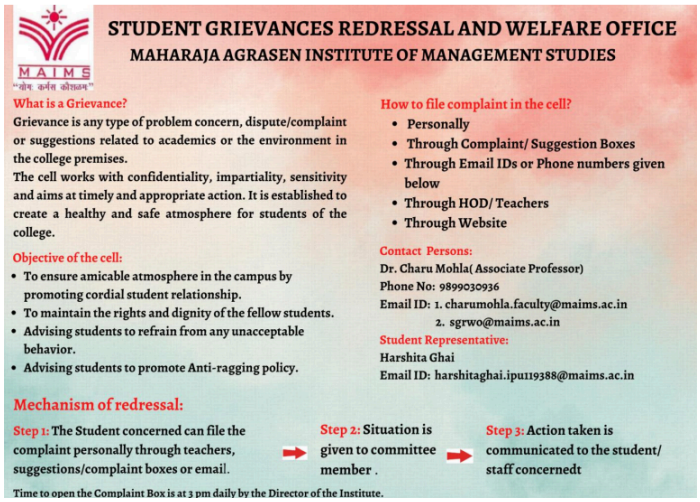
Maharaja Agrasen Institute of Management Studies
Affiliated to GGSIP University; Recognized u/s 2(f) of UGC, Accredited Grade "A++" Institution by NAAC
Recognized by Bar Council of India; ISO 9001:2015 Certified Institute

STUDENTS GRIEVANCE REDRESSAL WELFARE OFFICE

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:



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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.

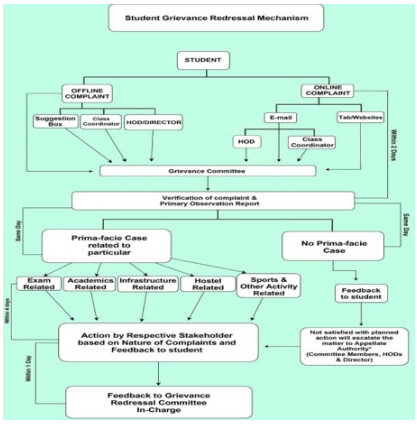
PROCEDURE FOR LODGING COMPLAINT:

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.

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)	Contact Info
1.	Dr. Charu Mohla Associate Professor, Dept. of Business Administration	SGRW Officer	charumohla.faculty@maims.ac.in
2.	Dr. Mukesh Batra	Psychologist / Psychiatrist	
3.	Prof. (Dr.) Deepa Kaushik Associate Professor, Dept. of Law	Counselor	
4.	Ms. Shefali Ahuja Assistant Professor, Dept. of Journalism & Mass Communication	Associate SGRW Officer	Shefaliahuja.faculty@maims.ac.in
5.	Dr. Deepak Dagar Assistant Professor, Dept. of Business Administration	Faculty Member	Deepakdagar.faculty@maims.ac.in
6.	Mr. Praveen Singh Assistant Professor, Dept. of Commerce	Faculty Member	praveensingh.faculty@maims.ac.in
7.	Ms. Diksha Goel Assistant Professor, Dept. of Economics	Faculty Member	dikshagoel.faculty@maims.ac.in
8.	Mr. Deepak Sharma Administrative Officer,	Member	aolawoffice@maims.ac.in
9.	Nishka Jain (51014701724) BBA	Elected Student Representative	jainnishka8@gmail.com

10.	(02014701724) BBA	Representative	singlaharsh1210@gmail.com
11.	Vanshika Jain (02814702024) BCA	Elected Student Representative	vanshikajain.2814702024@maims.ac.in
12.	Pranav Jain (35314702024) BCA	Elected Student Representative	apranavjain.35314702024@maims.ac.in
13.	Niyati (02714703822) BAJMC	Elected Student Representative	niyatidawra07@gmail.com

Constitution of SGRWO 2026-27
Constitution of SGRWO 2025-26
Constitution of SGRWO 2024-25
Constitution of SGRWO
Minutes of Meeting 21 April 2023

SGRWO ANNUAL REPORT 2021-2022

SGRWO ANNUAL REPORT 2022-23

SGRWO ANNUAL REPORT 2023-24

SATISFACTION SURVEY 2023-24

EVENT REPORTS

Date	Event
September 28,2026	Seminar on From Vape to Lungs: What Every College Student Should Know
Dec 2,2022	Webinar on Importance of Voting Rights
July 28,2021	Stress Management Webinar

GET IN TOUCH WITH US!

Address:

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Maharaja Agrasen Chowk, Sector 22, Rohini , Delhi-110086, India

Phone number:

8448186947, 9999985214

RECENT NEWS

Academic Calendar (August 2026 to December 2026)

MAIMS-LLB-BA ECO-B.COM-Schedule for Document Verification, Counselling regarding etc for MQ admission 26-27

Designation of Nodal Officer

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