



# MAHILA ARTS COLLEGE

Vidhyanagari, Motipura, Himatnagar.

Managed By

Vishwamangalam Kelavani Mandal, Himatnagar, Dist: -S.K., Gujarat-383001.

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President: Dr.D.L.Patel

Pri. Dr.K.L.Patel

## Grievance Redressal Cell

The Grievance Redressal Cell in Mahila Arts College functions with the aim of empowering and protecting all the students in the institution. The cell is always engaged to solve the various problems and grievances of students. The Grievance Redressal Committee shall consider only individual grievances of specific nature of students of the college. After receiving any application, the Committee will decide on the merit of case regarding scope of further discussion.

### Objectives of Grievance Redressal Committee

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

### Functions of Grievance Redressal Committee

- The function of the cell is to look into the complaints lodged by any student council member or student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.

- In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell located to deferent blocks of the building. Grievances may also be sent through e-mail to the principal@srsect.edu.in or officer in-charge of Students' Grievance Cell.
- The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell
- The cell formally will review all cases and will prepare statistical reports about the number of cases received. The cell will give 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.

### **Composition of Grievance Redressal Committee**

- The principal shall determine the composition and tenures of the Grievance Redressal Committee is for two years.
- The committee in the College may constitute members from teaching section and nonteaching section.
- All grievances referred to the Grievance Redressal committee /Principal shall be entered in a register to be maintained for the purpose by the member of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the principal every month.

Grievance Redressal Cell:

Sr No	Name of the Faculty Designation	Name of the Faculty Designation
1	Dr K L Patel (HOI)	Chairman
2	Dr R J Joshi	Member
3	Dr K V Ganvit	Member
4	Dr V G Patel	Member
5	Dr Y H Patel	Member
6	Mr. M D Patel	Member

### **Procedure of Submitting Grievance**

The student shall submit to the Principal, Grievance Redressal Committee. The Grievance Redressal Committee will endeavour to send its recommendation within one month, if possible, but in any case, not beyond three months, for further action.

The institution has a student council, which consists of the HOI, the coordinator, and members of the student council. The class representatives pass on complaints or grievances

from students of the institution, if any, during the student council meetings. After the meeting, a separate meeting is also organised for the redressal of grievances, and instructions are given by the HOI to the concerned person or persons.

The institution has also installed suggestion boxes at various locations where students can drop their complaints.

The grievances are resolved by the HOI, the IQAC coordinator, the student grievance coordinator, and members in the student grievance meeting. In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Disciplinary Authority to take appropriate action against the complainant.

#### **Terms of Reference**

The Grievance Redressal Committee shall consider all grievances submitted in writing by an individual and any other alleged injustice done to student while discharging his/her duties at the college. In case of any difficulties, the Grievance Committee shall have discussion with the Director before a decision is taken. The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required. The President, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Centre.

The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the by the Grievance Redressal Committee.

**Principal**