



**5.1.4**

*The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases*

- 1. Implementation of guidelines of statutory/regulatory bodies*
- 2. Organisation-wide awareness and undertakings on policies with zero tolerance*
- 3. Mechanisms for submission of online/offline students' grievances*
- 4. Timely redressal of the grievances through appropriate committees*

## **DVV Clarification – 5.1.4**

**Circular/Web-  
link/committee report  
justifying the objective of the  
metric.**



**ATMIYA  
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AISHE: U-0967**

**Criterion 5**

**SS&P**

**KI 5.1**

**DVV 5.1.4**

# **Academic Year 2023-24**



## Student Grievance Redressal Committee

### Annual Report-2023-24

#### STUDENT GRIEVANCE REDRESSAL COMMITTEE

The student Grievance Redressal Committee is constituted in Atmiya University according to the UGC Grievance Redressal Regulations, 2012 to provide a safe, secure, healthy and supportive environment for the students. This committee shall address grievances related to academics, administrations and infrastructure. The following are the members of the Student Grievance Redressal Committee approved from the academic year 2023- 2024.

#### OBJECTIVES OF SGRC

- (1) To prevent and address any form of discrimination based on caste, religion, gender, disability, or socioeconomic status.
- (2) To maintain a disciplined, respectful, and safe campus environment conducive to learning and growth.
- (3) To ensure equal opportunities for all students, irrespective of their backgrounds, and foster an inclusive culture.
- (4) To safeguard the rights and address the specific concerns of students from Scheduled Castes (SC) and Scheduled Tribes (ST).
- (5) To address complaints of sexual harassment through the Internal Complaints Committee (ICC) in accordance with POSH regulations.
- (6) To prevent, identify, and address incidents of ragging, ensuring a ragging-free campus as per UGC guidelines.
- (7) To educate students about their rights, responsibilities, and available grievance mechanisms within the university framework.
- (8) To ensure grievances are addressed promptly and resolved within the specified timeline for each sub-committee.
- (9) To build trust between students and university authorities through open and accessible grievance redressal mechanisms.
- (10) To address grievances at an early stage to avoid escalation and maintain harmony within the university.
- (11) To support the implementation and monitoring of institutional policies related to equality, anti-ragging, and anti-discrimination.





- (12) To ensure that students feel secure, supported, and confident in voicing their concerns without fear of retaliation.

**STUDENT GRIEVANCE REDRESSAL MECHANISM**

The grievance redressal mechanism is governed by the Grievance Redressal Policy of Atmiya University, Kalawad Road, Rajkot. It is formulated according to UGC Grievance Redressal Regulations, 2012. The mechanism entails:

- (1) Information regarding the grievance redressal committee shall be given on the college website and college prospectus.
- (2) In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee.
- (3) The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.
- (4) Grievances can be submitted via email
- (5) The matter shall be taken for discussion by the committee in its scheduled meeting.
- (6) If the matter requires urgent attention, the coordinator shall inform the chairman and convene a meeting of the committee within 2 days from the receipt of the grievance form.
- (7) Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
- (8) The complainant should be informed of the decision of the committee / action taken.
- (9) If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days.
- (10) A special meeting may be convened in case the follow-up is required.
- (11) The proceedings have to be recorded by the secretary of the committee.





### ACTIONS TAKEN REPORT: 2023-24

In order to address the issues during the 2023–24 session, the student grievance redressal committee has taken a variety of initiatives

In response to Inadequate Toilet Facilities, the student grievance redressal committee took immediate action to clean the boy's toilet and ensure regular checks on the water supply. The toilet is now cleaned frequently, and water supply issues are resolved to maintain hygienic conditions, creating a more comfortable environment for the students.

To address delayed grading and feedback, the committee ensured that the evaluated answer-scripts were made available on a fixed date for all students. By scheduling this in advance, students received timely feedback, which helped them gauge their academic performance and made it easier for them to focus on areas of improvement.

Some of issues related to bathroom tap, recess timings for some of the departments, some of bus service facility starting in Kothariya and Jamnagar, increase of hostel trimmings for going outside...etc.

#### Academic Year 2023-24

During the AY 2023-24, Twelve grievances were received through Suggestion box and the SGRC have resolved. Representative grievances are shown in annexure-II.





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**Annexure I: LIST OF MEMBERS OF SGRC**

Sr.	Name	Affiliation	Designation
1	Prof. Anamik Shah	Ex-Vice Chancellor of Gujarat Vidyapith, Ahmedabad	Ombudsperson
2	Dr. Vishal Khasgiwala	Dean,FOBC	Chairperson
3	Dr. Samixa Patel	Asso. Prof., Pharmacy	Member
4	Ms. Kanchan Vadher	Asst. Prof., Management	Member (SC/ST/OBC)
5	Ms. Bhumika Zalavadiya	Asst. Prof., Computer Engg.	Member
6	Mr. Vijay Chauhan	Asst. Prof., Pharmacy	Member
7	Dr. Alpa Joshi	Asso. Prof., Commerce	Member
8	Dr. Keyur Parmar	Asst. Prof., Mechanical Engg.	Member
9	Mr. Divyesh Gohel	Asst. Prof., Computer Science	Member
10	Dr. Viral Karia	Asst. Prof., Chemical Science	Member
11	Mr. Brijraj Kacha	Computer Engineering	Student Member(M)
12	Mr. Jadav Akshaykumar	Bachelor of Comp. Application	Student Member(M)
13	Ms. Sneha Chauhan	Electrical Engineering	Student Member(F)



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**Criterion 5**

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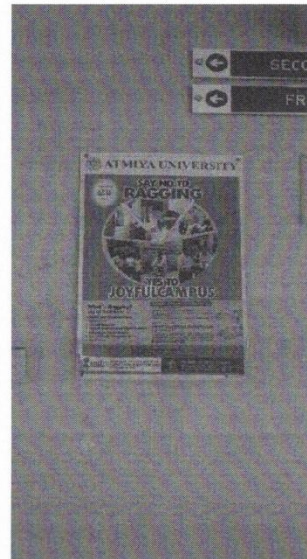
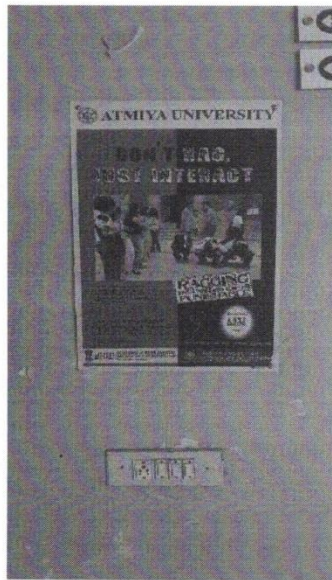
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**Annexure II**

**(Anti Ragging Information)**



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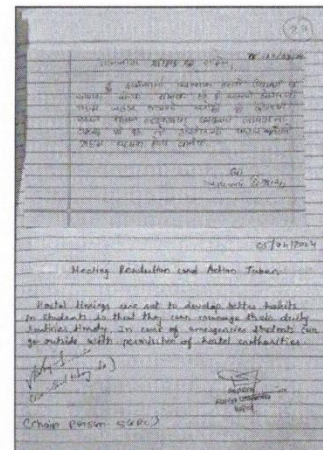
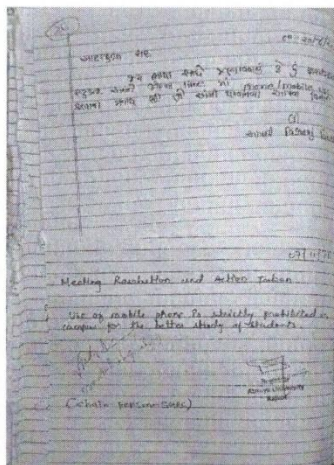
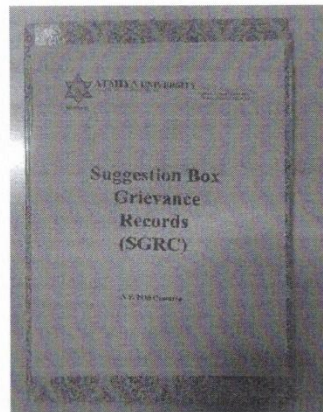
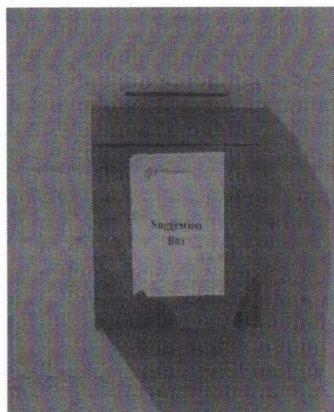


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(Suggestion Box and Record register)



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# **Academic Year 2022-23**



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**Criterion 5**

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## **Student Grievance Redressal Committee (SGRC)**

**Annual Report**

**A.Y.: – 2022-23**

### **1. Introduction**

The Grievance Redressal Committee (GRC) at Atmiya University serves as a platform to address and resolve grievances raised by students, faculty, and staff in a fair and transparent manner. The committee operates in alignment with the University Grants Commission (UGC) guidelines and institutional policies.

### **2. Objective**

- (1) To prevent and address any form of discrimination based on caste, religion, gender, disability, or socioeconomic status.
- (2) To maintain a disciplined, respectful, and safe campus environment conducive to learning and growth.
- (3) To ensure equal opportunities for all students, irrespective of their backgrounds, and foster an inclusive culture.
- (4) To safeguard the rights and address the specific concerns of students from Scheduled Castes (SC) and Scheduled Tribes (ST).
- (5) To address complaints of sexual harassment through the Internal Complaints Committee (ICC) in accordance with POSH regulations.
- (6) To prevent, identify, and address incidents of ragging, ensuring a ragging-free campus as per UGC guidelines.
- (7) To educate students about their rights, responsibilities, and available grievance mechanisms within the university framework.
- (8) To ensure grievances are addressed promptly and resolved within the specified timeline for each sub-committee.
- (9) To build trust between students and university authorities through open and accessible grievance redressal mechanisms.
- (10) To address grievances at an early stage to avoid escalation and maintain harmony within the university.
- (11) To support the implementation and monitoring of institutional policies related to equality, anti-ragging, and anti-discrimination.
- (12) To ensure that students feel secure, supported, and confident in voicing their concerns without fear of retaliation.



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### 3. Committee Formation

For the academic year 2022-23, the SGRC was constituted as follows:

**Note: One new invited student member is added in the committee in place of previous student representative.**

Sr. No	Name	Designation	Dept.	Faculty
1	Dr. Ghanshyam D Acharya	Chairperson	Mechanical Engg.	FOET
2	Dr. Hemraj M. Tank	Member	Pharmacy	FoPS
3	Dr. Vishal Khasgiwala	Member	Management	FoBC
4	Dr. Manhar S. Kagathara	Member	Mechanical Engg.	FOET
5	Mr. Viral Karia	Member	Chemical Science	FoS
6	Dr. Samixa R. Patel	<b>Member</b> (Senior Faculty-F)	Pharmacy	FoPS
7	Kanchan D. Vadher	<b>Member</b> (Senior Faculty-SC/ST/OBC)	Management	FoBC
9	Divyesh Prafulbhai Gohel	<b>Member</b> (Senior Faculty-SC/ST/OBC)	CS	FoS
10	Rhushbh Dholariya	<b>Special Invitee</b> (Student)	Civil Engg	FoET

The committee was formally approved by the Vice-Chancellor and issued directives to all departments regarding the grievance reporting process.

- Personal Interaction: Scheduled office hours for in-person grievance submissions.





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**Criterion 5**

**SS&P**

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**DVV 5.1.4**



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**6. Status for the Academic Year 2022-203**

During the academic year 2022-23, **Five** grievances were received through Suggestion box and the SGRC have resolved.



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# **Academic Year 2021-22**



### Student Grievance Redressal Committee (SGRC)

#### Annual Report

A.Y.: – 2021-22

#### 1. Introduction

The Grievance Redressal Committee (GRC) at Atmiya University serves as a platform to address and resolve grievances raised by students, faculty, and staff in a fair and transparent manner. The committee operates in alignment with the University Grants Commission (UGC) guidelines and institutional policies.

#### 2. Committee Composition- AY 2021-22

For the academic year 2021-22, the SGRC was constituted as follows:

No changes are made for membership in this academic year.

Sr. No	Name	Designation	Dept.	Faculty
1	Dr. Ghanshyam D Acharya	Chairperson	Mechanical Engg.	FOET
2	Dr. Hemraj M. Tank	Member	Pharmacy	FoPS
3	Dr. Vishal Khasgiwala	Member	Management	FoBC
4	Dr. Manhar S. Kagathara	Member	Mechanical Engg.	FOET
5	Mr. Viral Karia	Member	Chemical Science	FoS
6	Dr. Samixa R. Patel	Member (Senior Faculty-F)	Pharmacy	FoPS
7	Kanchan D. Vadher	Member (Senior Faculty-SC/ST/OBC)	Management	FoBC
9	Divyesh Prafulbhai Gohel	Member	CS	FoS

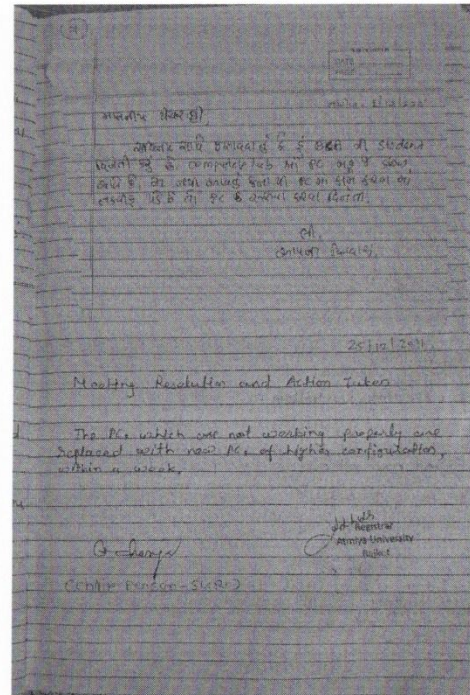
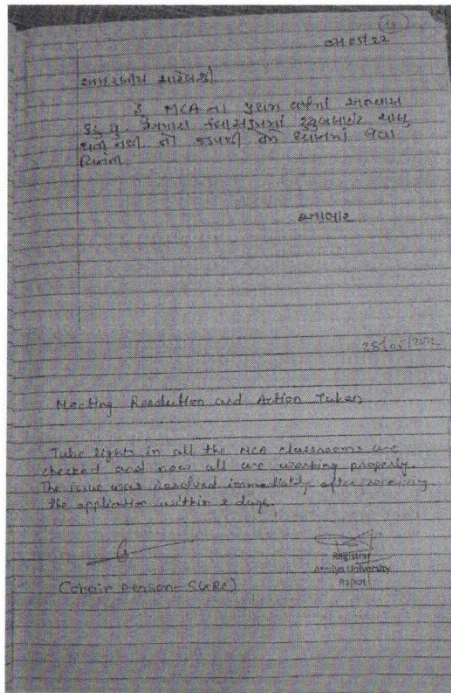




		(Senior Faculty-SC/ST/OBC)		
10	Shubham Rawal	Special Invitee (Student)	Mechanical Engg	FoET

### 3. Academic Year 2021-22

During the AY 2021-22, Three grievances were received through Suggestion box and the SGRC have resolved.





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**DVV 5.1.4**

# **Academic Year 2020-21**





## Student Grievance Redressal Committee (SGRC)

### Annual Report

A.Y.: – 2020-21

#### 1. Introduction

The Grievance Redressal Committee (GRC) at Atmiya University serves as a platform to address and resolve grievances raised by students, faculty, and staff in a fair and transparent manner. The committee operates in alignment with the University Grants Commission (UGC) guidelines and institutional policies.

#### 2. Objective

The primary objective of the GRC is to ensure a conducive academic and administrative environment by promptly addressing grievances. This report outlines the committee's formation, operational framework, implementation stages, and status for the academic year 2020-21.

#### 3. Committee Formation

For the academic year 2020-21, the SGRC was constituted as follows:

Sr. No	Name	Designation	Dept.	Faculty
1	Dr. Ghanshyam D Acharya	Chairperson	Mechanical Engg.	FOET
2	Dr. Hemraj M. Tank	Member	Pharmacy	FoPS
3	Dr. Vishal Khasgiwala	Member	Management	FoBC
4	Mr. Manhar S. Kagathara	Member	Mechanical Engg.	FOET
5	Mr. Viral Karia	Member	Chemical Science	FoS
6	Dr. Samixa R. Patel	Member (Senior Faculty-F)	Pharmacy	FoPS
7	Kanchan D. Vadher	Member	Management	FoBC





		(Senior Faculty-SC/ST/OBC)		
9	Divyesh Prafulbhai Gohel	<b>Member</b> (Senior Faculty-SC/ST/OBC)	Computer Science	FoS
10	Shubham Rawal	<b>Special Invitee</b> (Student)	Mechanical Engg	FoET

The committee was formally approved by the Vice-Chancellor and issued directives to all departments regarding the grievance reporting process.

#### 4. Grievance Reporting Mechanism

The university provided multiple channels for grievance submission:

- Online Portal: A dedicated grievance forms available on the university website.
- Suggestion Boxes: Placed across key locations on campus.
- Email Communication: A specific email address for grievance reporting.
- Personal Interaction: Scheduled office hours for in-person grievance submissions.

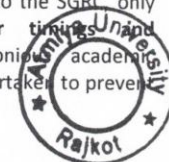
#### 5. Implementation Stages

The grievance redressal process followed these stages:

- 1) Grievance Submission: Stakeholders submitted their grievances through designated channels.
- 2) Initial Screening: The coordinator reviewed submissions to categorize and prioritize them.
- 3) Committee Review: The GRC met quarterly to discuss received grievances.
- 4) Resolution: Recommendations were made, and resolutions implemented in consultation with the concerned departments.
- 5) Follow-Up: Regular follow-ups ensured grievance resolution and satisfaction of the concerned parties.

#### 6. Status for the Academic Year 2019-20

During the academic year 2019-20, no major grievances were reported to the SGRC, only 4(four) written grievance received about attendance, winter times and classroom fans. This reflects positively on the university's harmonious academic and administrative environment, along with the proactive measures undertaken to prevent issues.





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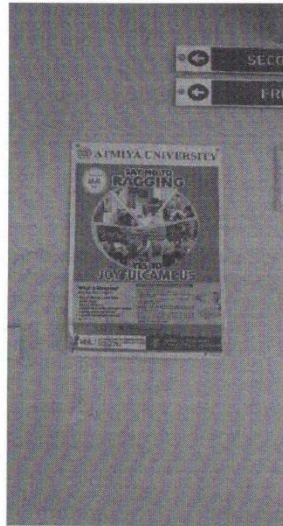
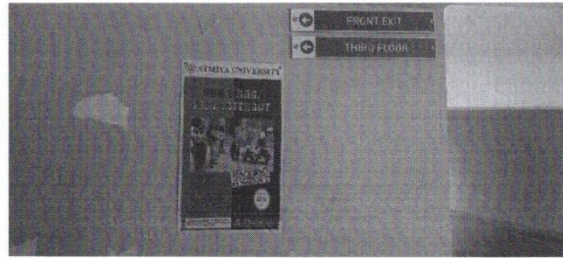
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सुहृदं सर्वभूतानाम्

**Annexure I**

**(Anti Ragging Information)**



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**Criterion 5**

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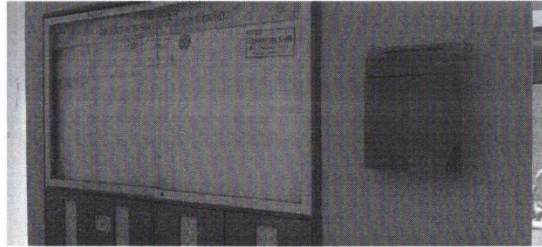
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(Suggestion Box)



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# **Academic Year 2019-20**



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## Student Grievance Redressal Committee

Annual Report

W.E. F Nov.2019

Grievance Redressal System is a vital part of any University administration. It is the responsibility of the University Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the university as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the University the Committee has been under the direct purview of the VC. The grievances received by the VC are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Functions of the Grievance Redressal Committee

- To accept written grievances from students.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

### Grievance Reporting Mechanism

The university provided multiple channels for grievance submission:

- Online Portal: A dedicated grievance forms available on the university website.
- Suggestion Boxes: Placed across key locations on campus.
- Email Communication: A specific email address for grievance reporting.
- Personal Interaction: Scheduled office hours for in-person grievance submissions

**STATUS OF GRIEVANCES:** NO SUCH MAJOR GRIEVANCE RECEIVED IN THIS ACADEMIC YEAR, 6 MINOR GRIEVANCES RECEIVED REGARDING UNIFORM, CANTEEN AND COLLEGE TIMINGS; THE SAME ARE ALREADY ADDRESSED BEFORE S.O. (ONLY COMMITTEE FORMATION AND AWARENESS STAGE ENABLED)



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