



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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(Established under the Gujarat Private University Act 11, 2018)

Yogidham Gurukul, Kalawad Road, Rajkot - 360005, Gujarat (INDIA)

Annexure I: LIST OF MEMBERS OF SGRC

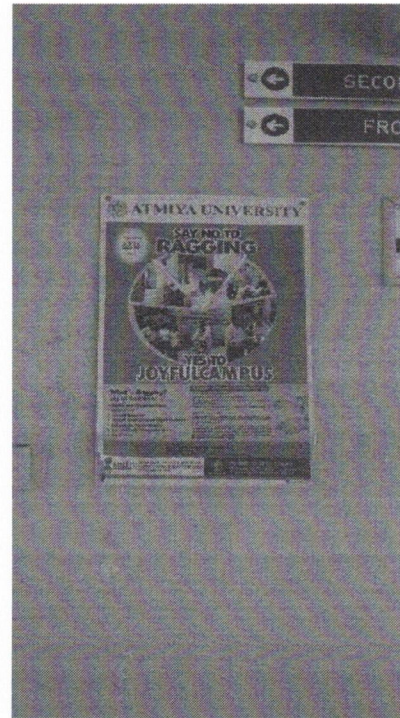
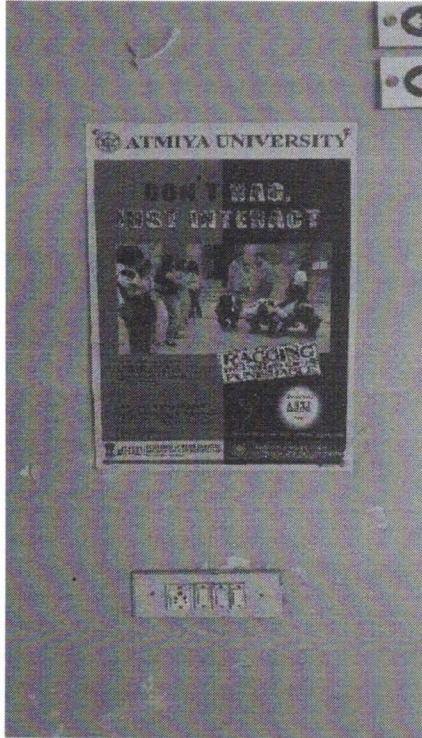
Sr.	Name	Affiliation	Designation
1	Prof. Anamik Shah	Ex-Vice Chancellor of Gujarat Vidyapith, Ahmedabad	Ombudsperson
2	Dr. Vishal Khasgiwala	Dean,FOBC	Chairperson
3	Dr. Samixa Patel	Asso. Prof., Pharmacy	Member
4	Ms. Kanchan Vadher	Asst. Prof., Management	Member (SC/ST/OBC)
5	Ms. Bhumika Zalavadiya	Asst. 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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Annexure II (Anti Ragging Information)





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(Suggestion Box and Record register)

