



ATMIYA UNIVERSITY

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

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

AU/Reg/SGRC/19072023-1

Date: 19/07/2023

Student Grievance Redressal Committees (SGRC)

Sub Committee of Grievance Redressal Committee

Term of Office	Periodicity of meeting and month
Tenure: 2 Years July-2023 to June-2025	2 times in a Year (Apr - Nov)

Reference: University Grants Commission (Redressal of Grievances of Students) Regulations, 2023,
Dated 11th April, 2023

SN	Name	Affiliation	Designation SGRC	Email ID
1	Prof. Anamik Shah	Ex-Vice Chancellor of Gujarat Vidyapith, Ahmedabad	Ombudsperson	---
2	Dr. Vishal Khasgiwala	Dean, FoBC	Chairperson	dean.fobc@atmiyuni.ac.in
3	Dr. Samixa Patel	Asso. Prof., Pharmacy	Member(F)	samixa.patel@atmiyauni.ac.in
4	Dr. Kanchan Vadher	Asst. Prof. Management	Member (SC/ST/OBC)	kanchan.vadher@atmiyauni.ac.in
5	Ms. Bhumika Zalavadiya	Asst. Prof. Computer Engg.	Member	bhumika.zalavadiya@atmiyauni.ac.in
6	Mr. Vijay Chauhan	Asst. Prof. Pharmacy	Member	vijay.chauhan@atmiyauni.ac.in
7	Dr. Alpa Joshi	Asso. Prof. Commerce	Member	alpa.joshi@atmiyauni.ac.in
8	Dr. Keyur Parmar	Asst. Prof. Mechanical Engg.	Member	keyur.parmar@atmiyauni.ac.in
9	Mr. Divyesh Gohel	Asst. Prof. Computer Science	Member	csit.hod@atmiyauni.ac.in
10	Dr. Viral Karia	Asst. Prof. Industrial Chem.	Member	viral.karia@atmiyauni.ac.in
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)	---

The Committee will commence its functions with immediate effect & shall meet at least 2 times in a Year or as on when required. The committee shall meet with the following objectives and other objectives as per the need.

Objectives:

- Provide a transparent process for addressing student grievances impartially and fairly.



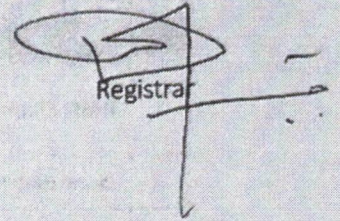
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- Create an inclusive environment where all student concerns are heard and valued.
- Foster open communication between students and the administration to resolve issues effectively.
- Aim for prompt resolution of grievances to minimize disruption to the academic experience.
- Use feedback from grievances to improve institutional policies and practices for a better student experience.

The quorum for the same shall be of 50%. The committee shall report to the undersigned.


Registrar

To,

1. Concern Staff Members through proper channel
2. PA to Registrar for necessary action





Meeting Agenda & Notes

Committee Name	Student Grievance Redressal Committee				
Meeting No.	04				
Date	01/08/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Agenda List

Agenda No.	Details
SGRC-04-01	Welcome and Introductory Remarks
SGRC-04-02	To introduce the members of the Committee
SGRC-04-03	Objectives of the Committee
SGRC-04-04	To set up grievance redressal system
SGRC-04-05	To introduce sub committees
SGRC-04-06	Any other agenda with the permission of chair





Minutes of Meeting

Committee Name	Student Grievance Redressal Committee				
Meeting No.	04				
Date	01/08/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Minutes of Meeting

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SGRC-04-01	Dr. Vishal Khasgiwala welcomed all the members.																																																								
SGRC-04-02	Dr. Vishal Khasgiwala introduced all the members as below: <table border="1"><thead><tr><th>Sr.</th><th>Name</th><th>Affiliation</th><th>Designation</th></tr></thead><tbody><tr><td>1</td><td>Prof. Anamik Shah</td><td>Ex-Vice Chancellor of Gujarat Vidyapith, Ahmedabad</td><td>Ombudsperson</td></tr><tr><td>2</td><td>Dr. Vishal Khasgiwala</td><td>Dean,FOBC</td><td>Chairperson</td></tr><tr><td>3</td><td>Dr. Samixa Patel</td><td>Asso. Prof., Pharmacy</td><td>Member (F)</td></tr><tr><td>4</td><td>Ms. Kanchan Vadher</td><td>Asst. Prof., Management</td><td>Member (SC/ST/OBC)</td></tr><tr><td>5</td><td>Ms. Bhumika Zalavadiya</td><td>Asst. Prof., Computer Engg.</td><td>Member</td></tr><tr><td>6</td><td>Mr. Vijay Chauhan</td><td>Asst. Prof., Pharmacy</td><td>Member</td></tr><tr><td>7</td><td>Dr. Alpa Joshi</td><td>Asso. Prof., Commerce</td><td>Member</td></tr><tr><td>8</td><td>Dr. Keyur Parmar</td><td>Asst. Prof., Mechanical Engg.</td><td>Member</td></tr><tr><td>9</td><td>Mr. Divyesh Gohel</td><td>Asst. Prof., Computer Science</td><td>Member</td></tr><tr><td>10</td><td>Dr. Viral Karia</td><td>Asst. Prof., Chemical Science</td><td>Member</td></tr><tr><td>11</td><td>Mr. Brijraj Kacha</td><td>Computer Engineering</td><td>Student Member(M)</td></tr><tr><td>12</td><td>Mr. Jadav Akshaykumar</td><td>Bachelor of Comp. Application</td><td>Student Member(M)</td></tr><tr><td>13</td><td>Ms. Sneha Chauhan</td><td>Electrical Engineering</td><td>Student Member(F)</td></tr></tbody></table>	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 (F)	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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SGRC-04-03	<p>Dr. Vishal Khasgiwaladissemated the following objectives of the Student Grievance Redressal Committee:</p> <ol style="list-style-type: none">(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.
SGRC-04-04	<p>As a preliminary stage to set up a grievance redressal system, all the members agreed to install a drop box to receive grievances from the complainants, with due respect to their privacy.</p>
SGRC-04-05	<p>Dr. Vishal Khasgiwala introduced sub committees with their brief introduction as follows:</p> <p>The Student Grievance Redressal Committee (SGRC) is a vital body established to address and resolve the concerns of students in a fair, transparent, and effective manner. The committee ensures that students' voices are heard, their grievances are addressed promptly, and a harmonious and inclusive learning environment is maintained.</p> <p>To handle specific types of grievances, the SGRC operates through six specialized sub-committees:</p> <p>1. Anti-Discrimination Committee</p> <p>This committee works to eliminate all forms of discrimination on campus, ensuring equal treatment and opportunities for students, regardless of their caste, religion, gender, disability, or socioeconomic background.</p>





<p>2. Discipline Committee</p> <p>The Discipline Committee ensures that university rules and regulations are upheld. It handles issues related to misconduct, instills ethical behaviour, and fosters a respectful and disciplined academic environment.</p> <p>3. Equal Opportunity Committee</p> <p>Dedicated to promoting inclusivity, this committee ensures that all students, especially those from underprivileged sections, have access to opportunities that aid their academic and personal growth.</p> <p>4. SC/ST Committee</p> <p>This committee addresses the unique concerns and challenges faced by Scheduled Caste (SC) and Scheduled Tribe (ST) students, safeguarding their rights and ensuring their inclusion in the academic and social framework of the university.</p> <p>5. Internal Complaints Committee (ICC)</p> <p>The ICC is responsible for addressing complaints related to sexual harassment, adhering to the Prevention of Sexual Harassment (POSH) Act, and creating a safe and respectful environment for all students.</p> <p>6. Anti-Ragging Committee</p> <p>Committed to eradicating ragging, this committee ensures strict compliance with anti-ragging policies, promoting a supportive and fear-free campus for students, especially newcomers.</p>
<p>The Member Dr. Alpa Joshi gave vote of thanks to all the members.</p>

Signature of Chairperson





Meeting Attendance

Committee Name	Student Grievance Redressal Committee				
Meeting No.	04				
Date	01/08/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Meeting Attendance

Sr.	Name	Designation	Absent/Present	Remarks
1	Dr. Vishal Khasgiwala	Dean, FOBC	✓	
2	Dr. Samixa Patel	Asso. Prof., Pharmacy	✓	
3	Ms. Kanchan Vadher	Asst. Prof., Management	✓	
4	Ms. Bhumika Zalavadiya	Asso. Prof., Computer Engg.	✓	
5	Mr. Vijay Chauhan	Asst. Prof., Pharmacy	✓	
6	Dr. Alpa Joshi	Asso. Prof., Commerce	✓	
7	Dr. Keyur Parmar	Asst. Prof., Mechanical Engg.	✓	
8	Mr. Divyesh Gohel	Asst. Prof., Computer Science	✓	
9	Dr. Viral Karia	Asst. Prof., Chemical Science	✓	
10	Mr. Brijraj Kacha	Computer Engineering	✓	
11	Mr. Jadav Akshaykumar	Bachelor of Comp. Application	✓	
12	Ms. Sneha Chauhan	Electrical Engineering	✓	





Meeting Agenda & Notes

Committee Name	Student Grievance Redressal Committee				
Meeting No.	05				
Date	21/11/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Agenda List

Agenda No.	Details
SGRC-05-01	Welcome and Introductory Remarks
SGRC-05-02	Review of Grievance Mechanism Implementation
SGRC-05-03	Updates from Sub-Committees
SGRC-05-04	Addressing Initial Grievances
SGRC-05-05	Awareness and Communication Strategies
SGRC-05-06	Policy and Procedural Improvements
SGRC-05-07	Future Action Plan





Minutes of Meeting

Committee Name	Student Grievance Redressal Committee				
Meeting No.	05				
Date	21/11/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Minutes of Meeting

Agenda No.	Details
SGRC-05-01	Dr. Vishal Khasgiwala welcomed all the members.
SGRC-05-02	The Chairperson initiated the discussion by reviewing the status of the grievance submission and resolution mechanism introduced during the first meeting. It was noted that the system is functional, and a few grievances have been received. Suggestions were made to improve the user-friendliness of the online grievance portal.
SGRC-05-03	<ol style="list-style-type: none">(1) Anti-Discrimination Committee: Reported no major complaints but suggested conducting a campus sensitization workshop.(2) Discipline Committee: Addressed minor behavioural issues and proposed stricter guidelines for repeated offenses.(3) Equal Opportunity Committee: Highlighted their focus on increasing accessibility for students with disabilities.(4) SC/ST Committee: Shared plans to organize an awareness drive for SC/ST students about their rights and available resources.(5) Internal Complaints Committee: Reported no major complaints.(6) Anti-Ragging Committee: Reported no ragging incidents but emphasized continuous monitoring during orientation programs.
SGRC-05-04	All received grievances were reviewed and resolutions were discussed. A follow-up mechanism was proposed to ensure timely responses.
SGRC-05-05	Members discussed the importance of increasing awareness among students about the grievance redressal mechanism. The committee decided to: <ol style="list-style-type: none">(1) Organize orientation sessions for students.(2) Publish detailed information on the university website and notice boards.(3) Distribute brochures explaining the roles of each sub-committee.
SGRC-05-06	Based on initial feedback, the following recommendations were made: <ol style="list-style-type: none">(1) Simplify grievance submission procedures to reduce processing time.(2) Provide dedicated training for sub-committee members to handle specific types of grievances effectively.(3) Develop a FAQ document addressing common student concerns.





SGRC - 05-07	<p>The committee agreed on the following action points:</p> <ol style="list-style-type: none">(1) Conduct quarterly meetings for status reviews.(2) Plan workshops and events to promote inclusivity and awareness.(3) Schedule sub-committee meetings to focus on their respective responsibilities.
	<p>Dr. Vishal Khasgiwala gave vote of thanks to all the members.</p>


Signature of Chairperson





Meeting Attendance

Committee Name	Student Grievance Redressal Committee				
Meeting No.	05				
Date	21/11/2023	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Meeting Attendance

Sr.	Name	Designation	Absent/Present	Remarks
1	Dr. Vishal Khasgiwala	Dean, FOBC	✓	
2	Dr. Samixa Patel	Asso. Prof., Pharmacy	Present	
3	Ms. Kanchan Vadher	Asst. Prof., Management	✓	
4	Ms. Bhumika Zalavadiya	Asso. Prof., Computer Engg.	Present	
5	Mr. Vijay Chauhan	Asst. Prof., Pharmacy	✓	
6	Dr. Alpa Joshi	Asso. Prof., Commerce	Present	
7	Dr. Keyur Parmar	Asst. Prof., Mechanical Engg.	AD	
8	Mr. Divyesh Gohel	Asst. Prof., Computer Science	Divyesh	
9	Dr. Viral Karia	Asst. Prof., Chemical Science	AB	
10	Mr. Brijraj Kacha	Computer Engineering	Present	
11	Mr. Jadav Akshaykumar	Bachelor of Comp. Application	A. L. Jadav	
12	Ms. Sneha Chauhan	Electrical Engineering	Sneha	





Meeting Agenda & Notes

Committee Name	Student Grievance Redressal Committee				
Meeting No.	06				
Date	05/04/2024	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Agenda List

Agenda No.	Details
SGRC-06-01	Welcome and Introductory Remarks
SGRC-06-02	Review of Action Taken on Previous Meeting Decisions
SGRC-06-03	Progress Reports from Sub-Committees
SGRC-06-04	Assessment of Awareness Initiatives
SGRC-06-05	Training and Capacity Building for Members
SGRC-06-06	Discussion on Emerging Concerns and Feedback
SGRC-06-07	Planning for Upcoming Activities
SGRC-06-08	Date and Agenda for Next Meeting





Minutes of Meeting

Committee Name	Student Grievance Redressal Committee				
Meeting No.	06				
Date	05/04/2024	Time	02:00 pm	A.Y.	2023-24
Venue	IQAC Board Room				

Minutes of Meeting

Agenda No.	Details
SGRC-06-01	Dr. Vishal Khasgiwala welcomed all the members.
SGRC-06-02	The review of the progress was made on decisions from the previous meeting: (1) Improvements in the grievance mechanism have been partially implemented, with an upgraded online portal now live. (2) Pending grievances from the last meeting were resolved, with a detailed report presented by the respective sub-committees.
SGRC-06-03	(1) Anti-Discrimination Committee: No activities were conducted as planned due to unforeseen circumstances. However, the committee expressed the intention to host a campus diversity workshop in the near future. It was suggested that future activities be more interactive to better engage students and raise awareness about discrimination issues. (2) Discipline Committee: The committee successfully addressed five minor misconduct cases and has initiated an awareness campaign to set clear expectations about student behaviour. The campaign is still ongoing, with an emphasis on promoting a positive and respectful campus environment. Further discussions were held to improve the reach and impact of this initiative. (3) Equal Opportunity Committee: The committee has successfully implemented additional accessibility measures for students with disabilities. Special seating arrangements have been made in classrooms to ensure an inclusive learning environment. Further suggestions were made to review these measures and ensure that all students with special needs are accommodated effectively. (4) SC/ST Committee: The committee conducted an awareness drive focusing on the rights of SC/ST students and the available scholarships. The drive was well-received, with good participation from the student body. Plans to expand this initiative and include more detailed information on government schemes were discussed. (5) Internal Complaints Committee: The training session on the Prevention of Sexual Harassment (POSH) guidelines was successfully conducted. Feedback from attendees indicated that the training was informative, and the committee will continue to offer these sessions to further educate the university community on sexual harassment prevention.





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	<p>(6) Anti-Ragging Committee: The committee continued its vigilant monitoring of anti-ragging activities and reported no incidents of ragging. To further strengthen the anti-ragging initiatives, the committee proposed creating an orientation video for new students that would outline the university's zero-tolerance policy on ragging.</p>
SGRC-06-04	<p>The effectiveness of the awareness initiatives was reviewed. Feedback from students indicated moderate success, with suggestions to make awareness sessions more interactive and increase the visibility of grievance redressal information through digital and social media platforms. There was consensus that further outreach efforts were necessary to fully engage the student body in the grievance process.</p>
SGRC-06-05	<p>Training for sub-committee members was deemed successful, with positive feedback received from all participants. It was suggested that future training sessions should focus on building additional skills, such as mediation and counseling, to better address student grievances and improve the overall grievance redressal process.</p>
SGRC-06-06	<p>Emerging concerns and feedback from students were discussed, particularly regarding delays in exam result announcements and inadequate hostel facilities. The committee recommended forwarding these issues to the relevant university departments for prompt action and resolution. These concerns were acknowledged as critical, and the committee agreed to continue monitoring similar issues moving forward.</p>
SGRC-06-07	<p>Planning for upcoming activities was discussed, with specific actions outlined for each sub-committee. The Anti-Discrimination Committee proposed a seminar on "Unconscious Bias in Education," the Equal Opportunity Committee planned an "Inclusivity Fair" to showcase diverse cultures, and the Anti-Ragging Committee suggested creating an anti-ragging awareness video for the upcoming semester. These initiatives were unanimously agreed upon, and timelines for their execution were set.</p>
SGRC-06-08	<p>The next meeting was tentatively scheduled in the month of November 2024 where the committee will review the implementation of planned activities, discuss further steps for improving the grievance resolution mechanism, and address any new concerns that may arise.</p>
	<p>Dr. Vishal Khasgiwala gave vote of thanks to all the members.</p>


Signature of Chairperson





Meeting Attendance

Committee Name	Student Grievance Redressal Committee				
Meeting No.	06				
Date	05/04/2024	Time	02:00 pm	A.Y.	2023-24
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