



Maniben M. P. Shah Mahila Arts College, Kadi

Kalol Road, Nr. Petrol Pump, Highway, Kadi- 384440 (North Gujarat), India

(Managed by: M. P. Shah Education Society, Kadi)

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Grievance Redressal Committee

The objective of the Grievance and Redressal Committee is to promote and maintain a conducive and unprejudiced environment for its stakeholders. Role of this Committee is to attend the grievances and complaints registered by its Staff and Students. The Committee ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Committee enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the UGC (Redressal of Grievances of Students) Regulations, 2023. The Committee meets as per requirements, examines the nature and pattern of the grievances and redresses it accordingly.

1. Grievance and Redressal

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2. Functions of the Grievance and Redressal Committee

Provides information about the Committee's objectives and mode of operation through the website.

Informs students of the process for registering of grievances in the Induction Program as well as one-to-one classes.

Acknowledges and Analyzes the grievances.

Seeks a solution through decision-making process.

Reports to the Principal about grievances and records how they were redressed.

The procedures made known to each student at the beginning of every academic year in the Induction Program as well as one-to-one classes.

3. Grievance and Redressal Cell Composition

Principal

Vice-Principal

Grievance and Redressal Coordinator

Member

Member

Non-teaching Staff Member

Students

4. Procedures

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

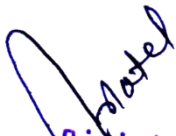
- Academic issues pertaining to teaching, learning and evaluation.
- Student-teacher and student-student grievances.
- Grievances related to library.
- Grievances related to sports and cultural.
- Grievances related to the behaviour of stakeholders.
- Department-level counselling is offered where the matter can be resolved.
- Grievances pertaining to academic and internal evaluation shall be redressed at the individual/faculty /HOD/ principal.
- For other grievances that require review shall be redressed by receiving a written and signed.
- As soon as the application is received the Redressal Committee shall review the complaint and invites both parties for discussion.

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letters, memos and reformation remedies. Priority is given according to the urgency of the complaint. In all cases, the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.

All the grievances concerning to women's harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.




Principal
Maniben M. P. Shah Mahila Arts College
Kadi - (N.G.) - 382 715