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## Maniben M.P. Shah Mahila Arts College, Kadi

Kalol Road, Nr. Petrol Pump, Highway, KADI-384 440 (North Gujarat) India

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

Website : [www.mahilaartskadi.org](http://www.mahilaartskadi.org)

Email : [prinbmpatel@gmail.com](mailto:prinbmpatel@gmail.com)

Ref. No. P/2023-24

Date : 18/06/2023

### Policy Document on Grievance Redressal Cell

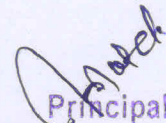
The Grievance Redressal Cell of Maniben M. P. Shah Mahila Arts College, Kadi, Gujarat aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

#### Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. According to the UGC (Grievance Redressal) Regulations, 2018, composition of the Grievance Redressal Committee has been constituted each year.

#### Mechanism:

- Grievance Redressal Committee shall consider only individual grievances of specific nature of students and staff.
- The Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The Committee may mediate between complainant and defendant against who the complaint has been made, if required.
- Committee shall consider redressing of grievances within a reasonable time.
- The Committee will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

  
Principal

Maniben M.P.Shah Mahila Arts College  
Kadi - (N.G.)-384440

### Scope:

The students may lodge grievance about any matters related to -

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- To dues and payments for various items from the library, hostels and other financial matters.
- Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

### Procedure:

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

*Manish*  
Principal

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Website : [www.mahilaartskadi.org](http://www.mahilaartskadi.org)

Ref. No. 102/A/2023-24

Date : 18/06/2023

To,  
The Nayab Kulsachiv Shri,  
Hemchandracharya North Gujarat University,  
Patan, Gujarat

Sub: Construction of Grievance Redressal Cell for A.Y. 2023-24.

Ref.: No.F.1-13/2022 (CPP-II) (C-139991)

Respected Sir,

With Reference to the subject cited above, we have constructed the Grievance Redressal Cell. The details are provided herewith for you kind information and Record. The details are also circulated to the students of our college for prevention and necessary action.

Sr. No.	Name	Designation	Position
1	Dr. Hina M. Patel	Principal	Chairman
2	Dr. Ratnaben Solanki	Coordinator	Convener
3	Smt. Belaben N. Shah	Social Worker	Member
4	Smt. Vaishaliben C. Thakar	Social Worker	Member
5	Priyanka Chaudhary	Student Representative	Member
6	Maitri Desai	Student Representative	Member

*Hina Patel*  
Principal

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Ref. No. P/2023-24

Date : 4 / 4 / 2024

Minutes of the meeting held on 4<sup>th</sup> April 2024

Following committee members of this Grievance Redressal Cell were present for the meeting .

1. Prin Dr.Hinaben M.Patel -- Chairperson
2. Dr.ratanben P. Solanki – Coordinator
3. Smt.Belaben N. Shah – social Worker
4. Smt. Vaishaliben C. Thaker Social Worker
5. Desai Maitri -- Student Representative

Agenda: 1. To discuss about college student's grievance

2. Supervise the situation in the college campus by committee members.

Minutes of the Meeting

3. No. of case reported 00

4. No. of cases Solved 00

*Hina Patel*  
Principal

Maniben M. P. Shah Mahila Arts Colleg  
Kadi - (N.G.) - 382 715,





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Ref. No. P/2028-24

Date : 5 / 12 / 2023

Minutes of the meeting held 5<sup>th</sup> December on 2023

Following committee members of this Grievance Redressal Cell were present for the meeting .

6. Prin Dr.Hinaben M.Patel -- Chairperson
7. Dr.ratanben P. Solanki – Coordinator
8. Smt.Belaben N. Shah – social Worker
9. Smt. Vaishaliben C. Thaker Social Worker
- 10.Desai Maitri -- Student Representative

- Agenda: 1. To discuss about college student's grievance
2. Supervise the situation in the college campus by committee members.

Minutes of the Meeting

3. No. of case reported 00
4. No. of cases Solved 00

*Hina Patel*  
Principal

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



ज्ञान-विज्ञान विपुलतरं

आचार्य मनिष र. जोशी

सचिव

Prof. Manish R. Joshi

Secretary



सत्यमेव जयते

75  
आज़ादी का  
अमृत महोत्सव

विश्वविद्यालय अनुदान आयोग  
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)  
(Ministry of Education, Govt. of India)

No.F.1-13/2022 (CPP-II) (C-139991)

13 February 2024 / 24 माघ 1945

**Subject: UGC (Redressal of Grievances of Students) Regulations, 2023**

Dear Madam/Sir,

The Hon'ble Chairman of UGC discussed the implementation of above Regulations with the Ombudspersons of the Universities in a virtual meeting on 5 February 2024. The meeting was live-streamed on UGC's social media platforms such as X, YouTube, etc.

During the discussion, it emerged that there is a need to increase the awareness among students about the provisions made by universities for the implementation of UGC Student Grievances Regulations, 2023. Additionally, it was suggested that there should be periodic meetings of the Vice-Chancellor and the Ombudsperson(s) to review the implementation of the Regulations, 2023.

In view of the above, you are requested to take necessary steps to make the students aware about the implementation of the UGC Student Grievances Regulations, 2023 in your university. This can include:

- placing banners/boards in prominent locations throughout the campus, as well as on the campuses of affiliated colleges;
- publishing information on the websites/Bulletin of Information;
- any other measures that you deem appropriate.

You are also requested to organize at least one meeting of the Ombudsperson(s) every six months at the beginning of the semester with the students.

Your continued cooperation is requested as it is vital to ensure the successful implementation of the UGC Regulations (Redressal of Grievances of Students) in 2023 to create a fair and responsive academic environment.

With regards,

Yours sincerely,

(Manish Joshi)

To

The Vice-Chancellors of the Universities



APPLICATION FORM FOR THE GRIEVANCE

Name;  
Class;  
Subject;  
Roll No.;;  
Mobile No.;;  
Email id: .

TO.  
The Principal,  
Mamben M.P.Shah Mahila Arts College,  
Kadi.

Respected Madam,

I am \_\_\_\_\_

the student of this college, studying in BA/MA Sem-\_\_\_\_\_ in \_\_\_\_\_ subject. I have grievance for the below ticked subject. Please solve my problem.

Thanking You.

- Internal Exam Marks are not as per my expectation.- ☐
- Maintain classroom infrastructure regularly.- ☐
- Shortage of water in the washroom and regarding cleaning.- ☐
- To organize First Aid workshop for students.- ☐
- To provide drinking water regularly.- ☐
- To organize proper administrative rules of the university. ☐
- Facilitate more books for competitive exams.- ☐+
- Any other.-

Date:

Students Signature

**MANIBEN M. P. SHAH MAHILA ARTS COLLEGE, KADI**  
**COMMITTEE LIST-2023-24**



No.	Name of Committee	No.	Name of Committee
1.	<b>Student Union Committee:</b> -Dr. Mansukhbhai P. Patoliya	9.	<b>Internal Exam Committee:</b> Prof. Dharmendrabhai K. Chaudhari-Co-coordinator Prof. Bhartiben R. Prajapati-Member
2.	<b>Cultural, Youth Festival, Geet Sangeet Nrutya Dhara, Rang Kala Kaushalya Dhara:</b> Dr. Ratanben P. Solanki-Coordinator Dr. Jaiminiben Solanki-Member Prof. Bharti Prajapati- Member Prof. Sanobar Shekh Ms. Tejal Prajapati-Member Thakor Priyanka C.- B.A. Sem-V Prajapati Khushi B.- B.A. Sem-V	10.	<b>NAAC Steering Committee:</b> Dr. Hinaben M. Patel-Chair Person Dr. Varshaben C. Brahmabhatt-Coordinator Dr. Ratanben P Solanki-Co-coordinator Dr. Jaiminiben C. Solanki-Member Prof. Dharmendrabhai K. Chaudhari -Member Smt. Diptiben D. Solanki-Member
3.	<b>Gymkhana &amp; Sports, Vyayam Khelkud, Yog Dhara:</b> Prof. Madhuben S. Thakor- Coordinator Prof. Harsukhbhai H. Parmar-Member	11.	<b>Women Development Cell, Grievance Redressal Cell:</b> Dr. Ratanben P. Solanki- Coordinator Smt. Belaben N. Shah- Social Worker Smt. Vaishaliben C. Thaker- Social Worker Desai Maitri K.-B.A. Sem-V Ghanchi Juveriya Y.-B.A. Sem-V
4.	<b>N.S.S., Samudayik Sevadhara, Unnat Bharat Abhiyan:</b> Prof. Harsukhbhai H. Parmar-Coordinator Prof. Madhuben S. Thakor Prof. Jaiminiben C. Solanki	12.	<b>Academic Calendar, Time Table and Class Arrangement:</b> Prof. Dharmendrabhai K. Chaudhari -Coordinator Prof. Harsukhbhai H. Parmar-Member
5.	<b>Sarjanatmak Abhivhyakti Dhara, Gyan Dhara:</b> Dr. Mansukhbhai P. Patoliya-Coordinator Prof. Jitendrasinh D. Vihol	13.	<b>B.Voc. Courses:</b> Dr. Ratanben P. Solanki-Coordinator Prof. Bhartiben R. Prajapati-Member Prajapati Shital R.- B.A. Sem-I Raval Saroj B.- B.A. Sem-V
6.	<b>NCC:</b> Dr. Jaiminiben C. Solanki	14.	<b>Competitive Exams, NET/SLET Preparation:</b> Dr. Jaiminiben C. Solanki-Coordinator Prof. Jitendrasinh D. Vihol-Member
7.	<b>Natya Dhara:</b> Prof. Sanobar Shekh-Coordinator Prof. Ashwini Barbate	15.	<b>General Tour Committee:</b> Prof. Harsukhbhai H. Parmar Prof. Dharmendrabhai K. Chaudhari Prof. Madhuben S. Thakor Prof. Bhartiben R. Prajapati
8.	<b>Finishing School:</b> Prof. Dharmendrabhai K. Chaudhari -Coordinator Dr. Jaiminiben C. Solanki	16.	<b>Wall Paper:</b> Dr. Mansukhbhai P. Patoliya





17.	<b>Anti-Ragging Committee &amp; Anti Sexual Harassment Committee:</b> Shri M. Nagrajan-District Collector Prin. Dr. Hina M. Patel-Head of the Concerned College Dr. Parthrajsinh Gohil-Superintendent of Police/SSP of the District Shri Ashish Miyatra-The Additional Dist. Magistrate Shri Upendra K. Goswami-Representative of Local Media Smt. Belaben N. Shah-Representative from District Level Non-Govt. Organization Thakor Kunjal Labhuji-Representative from Student Organization-BA-V/VI N. R. Vaghela-Kadi Police Inspector	23.	<b>Internal Marks Committee:</b> B.A. Sem-I & II- Prof. Dharmendrabhai K. Chaudhari Prof. Bhartiben R. Prajapati Sem-III&IV- Dr. Varshaben C. Brahmbhatt Prof. Madhuben S. Thakor Sem-V&VI-Dr. Mansukhbhai P. Patoliya Dr. Jaiminiben C. Solanki M.A. Sem-I & II-Prof. Harsukhbhai H. Parmar Sem III&IV-Dr. Ratanben P. Solanki
18.	<b>Interview Technique Seminar and Personality Development, Placement Cell, Career Counselling Cell and UDISHA:</b> Prof. Dharmendrabhai K. Chaudhari-Coordinator Prof. Harsukhbhai H. Parmar-Member Dr. Mansukhbhai P. Patoliya-Member	24.	<b>Library Committee:</b> Prof. Dharmendrabhai K. Chaudhari Dr. Jaiminiben C. Solanki Prof. Harsukhbhai H. Parmar Dr. Mansukhbhai P. Patoliya Mr. Narendrabhai M. Mehta Ms. Tejal Prajapati-Member
19.	<b>Scholarship and Student Aid Fund:</b> Prof. Dharmendrabhai K. Chaudhari Prof. Harsukhbhai H. Parmar Prof. Madhuben S. Thakor	25.	<b>Career Oriented Courses &amp; Vocational Courses, Functional &amp; Communicative English, SCOPE, Literary Club:</b> Prof. Sanobar Shekh Prof. Ashwini Barbate
20.	<b>Discipline Committee:</b> Prof. Madhuben S. Thakor Dr. Varshaben C. Brahmbhatt Dr. Jaiminiben C. Solanki	26.	<b>AISHE, KCG, GSIRF, NIRF:</b> Dr. Hina M. Patel Mr. Karanbhai A. Shukla
21.	<b>Research Committee:</b> Dr. Ratanben P. Solanki-Coordinator Dr. Jaiminiben C. Solanki-Member Dr. Jalpaben V. Prajapati-Member Prof. Bhartiben R. Prajapati-Member Thakor Priyanka C.- B.A. Sem-V Valand Mansi J.- B.A. Sem-V	27.	<b>Store in Charge Dead Stock:</b> Smt. Diptiben D. Solanki Mr. Narendrabhai M. Mehta
22.	<b>IQAC:</b> Dr. Hina M. Patel-Chair Person Dr. Varshaben C. Brahmbhatt-Coordinator Dr. Ratanben P. Solanki-Co-Coordinator Dr. Jaiminiben C. Solanki-Member Prof. Dharmendrabhai K. Chaudhari-Member Smt. Diptiben D. Solanki-Member	28.	<b>Innovation Club:</b> Dr. Ratanben P. Solanki-Coordinator Prof. Bhartiben R. Prajapati Prof. Sanobar Shekh Raval Chhaya V.- B.A. Sem-III Raval Palavi F.- B.A. Sem-III

	Shri. Nalinbhai M. Shah- Member Dr. Narendrabhai Chotaliya- External Expert General Secretary Ladies Representative Alumna- Dr. Jalpaben V. Prajapati		
29.	<b>Magazine/Annual Report:</b> Dr. Jaiminiben C. Solanki	35.	<b>Remedial Coaching:</b> Dr. Varshaben C. Brahmabhatt-Coordinator Prof. Dharmendrabhai K. Chaudhari-Member Dr. Mansukhbhai P. Patoliya-Member
30.	<b>Student Medical Care Committee:</b> Prof. Madhuben S. Thakor	36.	<b>Income Tax Calculation and Pay Entry:</b> Mrs. Diptiben D. Solanki Mrs. Falaknaz Malek
31.	<b>Cleanliness Monitoring Committee:</b> Prof. Madhuben S. Thakor- Coordinator Mrs. Diptiben D. Solanki	37.	<b>College Code of Conduct Committee:</b> Dr. Varshaben C. Brahmabhatt- Chair Person Prof. Madhuben S. Thakor-Member Prof. Dharmendrabhai K. Chaudhari-Member
32.	<b>Admission Committee for 2024-25:</b> Prof. Madhuben S. Thakor Prof. Harsukhbhai H. Parmar	38.	<b>Environment Club:</b> Dr. Mansukhbhai P. Patoliya Gardner
33.	<b>Educational Visit Committee:</b> All Faculties of All Departments	39.	<b>College Internal AAA Committee:</b> Dr. Hina M. Patel- Chair Person Dr. Varshaben C. Brahmabhatt-Coordinator Dr. Ratanben P. Solanki-Member Dr. Jaiminiben C. Solanki-Member
34.	<b>Alumni Association and Parent Teachers Association:</b> Prof. Dharmendrabhai K. Chaudhari Prof. Harsukhbhai H. Parmar Prof. Bhartiben R. Prajapati Dr. Jalpaben V. Prajapati		



  
 Principal  
 Maniben M. P. Shah Mahila Arts College  
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