

MANAGED BY JIVAN JYOT TRUST, AMROLI - SURAT
J. Z. SHAH ARTS & H. P. DESAI COMMERCE COLLEGE, AMROLI - SURAT



Estd. Year : 1991

Grant in Aid College Affiliated to Veer Narmad South Gujarat University, Surat

B. A [Principal - Gujarat & Economics] - B. Com [Eng. & Guj. Medium]

M. A [Gujarat, English & Economics] - M. Com [Accountancy - English & Gujarati Medium]

To,

Grievance Redressal Committee Meeting

Date: 17/02/2021

Venue : Multimedia Hall

Time : 9.45 a.m.

Agenda:

1. Implementation of guidelines of statutory/regulatory bodies
2. Mechanism for submission of online/offline **students'** grievances
3. Timely redressal of the grievances through appropriate committees
4. Discussion on complaints received during the year and Preparation of Statistical Report.

Kindly make it convenient to attend the meeting on the date and time specified above.

Principal

Dr. K.N.Chavda

Grievance Redressal Committee Members:

Members	Sign
Ms. N.V. Upadhyay (Chairperson)	
Mr. N. B. Bariya (Vice Chairperson)	
Ms. C. A. Joshi.	

Minutes of the Grievance Redressal Committee Meeting Held on 29/04/2023 at 10.00 a.m. at the college multimedia hall.



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1. Implementation of guidelines of statutory/regulatory bodies

The Chairperson briefed the committee on the latest guidelines issued by statutory and regulatory bodies concerning grievance redressal. The committee discussed the current compliance status and identified areas needing improvement. It was decided to put information link on College Website\

2. Mechanism for submission of online/offline students' grievances:

It was resolved that, in response to the Covid-19 pandemic, it is necessary to implement an online grievance settlement system and establish a help desk for support.

3. Timely redressal of the grievances through appropriate committees:

After discussion, it was decided that any submitted grievance should be resolved within an average of 10 days.

4. Discussion on complaints received during the year and Preparation of Statistical Report:

The committee discussed each area of complaint and reviewed the status to determine whether it had been resolved or not.

Report Grievance Redressal committee

Year : 2020- 21

01-06-2020 to 31.05.2021

The students are entitled to redressal of their grievance by the grievance redressal committee of the institution within 10 days of making a representation as per the UGC (Grievance Redressal) regulation, 2012.

Students have a right to lodge their complaints and grievances. The college also values and attends to their problems. Therefore the grievance Redressal cell has been formed and the students in case of any problems can contact:

- Ms. N.V. Upadhyay (Chairperson)
- Mr. N. B. Bariya (Vice Chairperson).

For complaint please fill this [complaint form](#).

The Institution has a transparent mechanism for timely redressal of student related grievances. The institute confirms to tackle the issue of grievances. Below we discuss all the four points of student related issues:

1. Implementation of guidelines of statutory/regulatory bodies
2. Mechanisms for submission of online/offline students' grievances
3. Timely redressal of the grievances through appropriate committees.

For the Solving the problem of the Students College Established the online Help desk Through Google MEET (5 Calls) on www.amrolicollegesurat.ac.in and Digital Helpline Number

1. Implementation of guidelines of statutory regulatory bodies

- (A) The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases. The system to register the student's grievance is to register by offline or online. The online system to register the grievance is to submit in the window of the college website: <https://www.acs.ac.in/students/students-grievance-redressal-cell/> Similarly, for the possible case of women sexual harassment in campus, the mechanism will be deal according to the rule of "Handbook on Sexual Harassment of Women at Workplace Act 2013". However, there is no such case in the last 30 years of starting college.
- (B) For the possible case of ragging on campus, the mechanism will be deal according to the rule of UGC, MHRD, GOI. The mechanism of "Rules and Regulations for Prevention of Ragging " is uploaded on the college website. It's link is <https://www.acs.ac.in/students/students-help/> However, there is no such case in the last 30 years of starting the college.

- (C) Similarly, the code of conduct for student to avoid their grievances is displayed in the college website following link: Code of Conduct for Students <https://www.acs.ac.in/about/code-of-conduct/>

2. Mechanism for submission of online/offline student's grievances

There is a complaint -box in the premises of the college.

- (a) I card check in front of the college entrance
- (c) Construction of discipline committee
- (d) The poster of the code of conduct in the college.
- (e) An online window is open on the college website: <https://www.acs.ac.in/students/students-grievance-redressal-cell/> specially for the purpose of registering student's grievances.

3. Timely redressal of the grievances through appropriate committees

All the cases regarding sexual harassment, ragging and student grievances are put in front of respective committee. The committee takes appropriate documentation and keeps it in front of the Principal. He/She takes action with the help of the committee, within the time limit.

Report of the Grievance Redressal Committee - 2020-21 Year 2020- 21 01-06-2020 to 31.05.2021

5.1.4 Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year		
Total grievances redressed	No. of grievances redressed	Average number of days for grievance redressal
04	04	10 Days

The Following are Complaint received During 2020-21

Date of Complaint	Area of Complaint	Particular	Result
7/15/2020 6:43:21	Administrative	I have get admission s.y.b.com english medium in amroli college. But i have drop on 2019-20 year s. Y in b. Com. But i have a students of amroli college in admition got in 2018-19 in f. Y b. Com. So after that now i have start my s. Y. B. Com english medium course so please tell me what is that process. Tell me my mo no. 7874900818	Issue Solved

3/3/2021 4:45:39	Infrastructure	આદરણીય સાહેબશ્રી આપની કોલેજમાં પાણી ની પરબ પાસે જે ગંદકી થયેલ છે તેનો તાત્કાલિક નિકાલ કરવા વિનંતી (જ્યાં સ્વચ્છતા ત્યા પ્રભુતા) કારણ કે આપની જ કોલેજ ના વિદ્યાર્થીઓ પાણી પીવે છે તો તે જોતા આ ગંદકી ત્યાં સારી ન લાગે એટલા માટે અને આપડી કોલેજ માટે આ સમસ્યાનો ઉકેલ લાવવા વિનંતી	Issue Solved
4/16/2021 9:18:57	Teaching	સવિનય સાથે જણાવાનું કે હું s.y.b.com. div-4 નો વિદ્યાર્થી છું. આજે મે જ્યારે લેક્ચર join કરવા માટે microsoft teams ખોલ્યું ત્યારે અચાનક જ sign in નો option આવ્યો.સર મારે microsoft teams માં sign in કરવામાં પ્રોબ્લેમ આવે છે. સર મારે forget password દ્વારા પાસવર્ડ પણ રીસેટ નથી થતો. સર મને મારા microsoft teams ની જે નવી મેઈલ આઈડી અને તેનો password છે તે મોકલવા વિનંતી.સર મારા આ પરોબ્લેમ નું નિરાકરણ લાવવા વિનંતી.	Issue Solved
5/19/2021 7:45:20	Infrastructure	આદરણીય સાહેબ આપને જણાવવાનું કે આપની કોલેજમાં શોલાલય માં ઘણા દિવસોથી સાફ સફાઈ કરવામાં આવી નથી અને હાલની સ્થિતિ ને ધ્યાન માં લઈ ને બીમારી ન ફેલાય તે માટે તાકીદે સ્વચ્છ કરાવવા વિનંતી.	Issue Solved


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