



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: 27/04/2024

Saturday

Venue : Multimedia Hall

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.

I/C Principal

Dr. Rajesh D Rana

Grievance Redressal Committee Members:

Members	Sign
Dr. Sejalben A. Desai (Coordinator)	
Dr. Rujutaben C. Gandhi (Co-Coordinator)	
Shri Kanubhai G. Patel	
Shri Kanubhai S. Sutariya	
Dr. Balvantbhai N. Dhimmar	
Sujalkumar D. Chahwala (Student)	



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Minutes of the Grievance Redressal Committee Meeting Held on 27/04/2024 at 10.00 a.m. at the college multimedia hall.

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.

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

The committee evaluated whether the college's current code of conduct was effectively followed or if adjustments were needed due to transitioning from online to offline education.

3. Timely redressal of the grievances through appropriate committees:

The committee improved its assessment of the timeframe for resolving grievances, aiming to expedite the process and ensure timely resolution.

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

The committee addressed concerns regarding infrastructure improvements and other issues, and reviewed the status of these matters. A total of 6 online and 17 offline complaints were resolved.

Report Grievance Redressal Committee

Year: 2023- 24

01-06-2023 to 31.05.2024

The students are entitled to the 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:

- Principal I/C Dr. Rajeshkumar D. Rana
- Dr. Sejalben A. Desai (Coordinator)
- Dr. Rujutaben C. Gandhi (Co-Coordinator)
- Shri Kanubhai G. Patel
- Shri Kanubhai S. Sutariya
- Dr. Balvantbhai N. Dhimmarr
- Sujalkumar D. Chahwala (Student)

For complaints please fill out 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 three points of student-related issues:

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.

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 offline or online. The online system to register the grievance is to submit it in the window of the college website: <https://www.acs.ac.in/students/students-grievance-redressal-cell/>

Similarly, for the possible case of women's sexual harassment on campus, the mechanism will be dealt with 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 dealt with according to the rules of UGC, MHRD, and GOI. The mechanism of "Rules and Regulations for Prevention of Ragging " is uploaded on the college website. Its link is <https://www.acs.ac.in/students/students-help/> However, there is no such case in the last 30 years of starting college.

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

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

- (a) There is a complaint box on the premises of the college.
- (b) I card is checked at the college entrance.
- (c) A discipline committee is constructed.
- (d) The poster of the code of conduct is stuck in the college premises.
- (e) An online window is open on the college website: <https://www.acs.ac.in/students/students-grievance-redressal-cell/>, especially for the purpose of registering students' 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 the 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

Year 2023 - 24

01-06-2023 to 31.05.2024

5.1.5 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
Online : 06	06	10 Days
Offline : 17	17	10 Days


I/C PRINCIPAL
DR. R. D. RANA
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