

5.1.4
Annual Report of Grievance Redressal Cell

2018-2024

2018-2019

ESTD :1960

Phone : (02774) 246410



શ્રી મ. લા. ગાંધી ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

દેમચંદ્રાચાર્ય ઉત્તર ગુજરાત યુનિવર્સિટી, પાટણ સંલગ્ન

The M.L.Gandhi Higher Education Society, Modasa Managed
Sir P. T. Science College, Modasa

Affiliated to Hemchandracharya North Gujarat University, Patan
Accredited by B++ by NAAC & A Grade by KCG, GOG

પો.બો.નં.૦૧, કોલેજ કેમ્પસ, મોડાસા-૩૮૩ ૩૧૫,
જિ.અરવલ્લી (ગુજરાત)

P.B. No. 01, College Campus, MODASA-383 315,
Dist-Arvali (Gujarat)

Website : www.sirptsciencecollege.org
E-mail: sirptscience127@gmail.com

College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.


Date : / /20

Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


Principal
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Annual Report July 2018-June 19

Introduction:

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a College Grievance Redressal Cell (CGRC) has been constituted in college since 2004. According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC is indented to find solutions for problems like any kind of Physical or Mental harassment of students or victimization of the student, Complaints of alleged discrimination of students in regard to their caste, creed and category, Complaints regarding classes undertaken in offline or online mode including denial of quality education, Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy. The Committee also takes grievances related to delay or non-refunding of fees or withholding and refusal to return other documents in case when student withdraws admission, Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy, Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluation practices adopted by the college for the evaluation of the students, failure by the college to provide basic amenities as set out in the prospectus, etc.

A special effort has been taken in respect to publication of prospectus through which students can avail all relevant information regarding list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc. The prospectus also incorporates detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course, detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines, details of teaching staffs including their educational qualification and type of appointment and teaching experience, information regarding physical and academic infrastructures and all facilities like library, hospitals and industry wherein the practical trainings are to be conducted. All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

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Working of CGRC:

Grievance Redressal committee (CGRC) convenes meetings periodically and takes steps to redress ss the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than oneemployee/student.
- TheCGRCmaymediatebetweencomplainantanddefendantagainstwhothecomplainthasbeenmade,ifrequir
- Thecellwillgivereporttotheauthorityaboutthecasesattendedtoandseekguidancefromthehigherauthoritiesi
frequired.

COMPOSITION OF CGRC:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G :L Vakaria	Member
Ms. Mahenoor Bhura	SRC Member (Student)
Ms. Mauli Patel	SRC Member (Student)


Principal
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OBJECTIVES:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

SCOPE:

The CGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters:

Financial matters:

Library matters:

Infrastructures and Amenities matters:


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FUNCTIONS:


1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:


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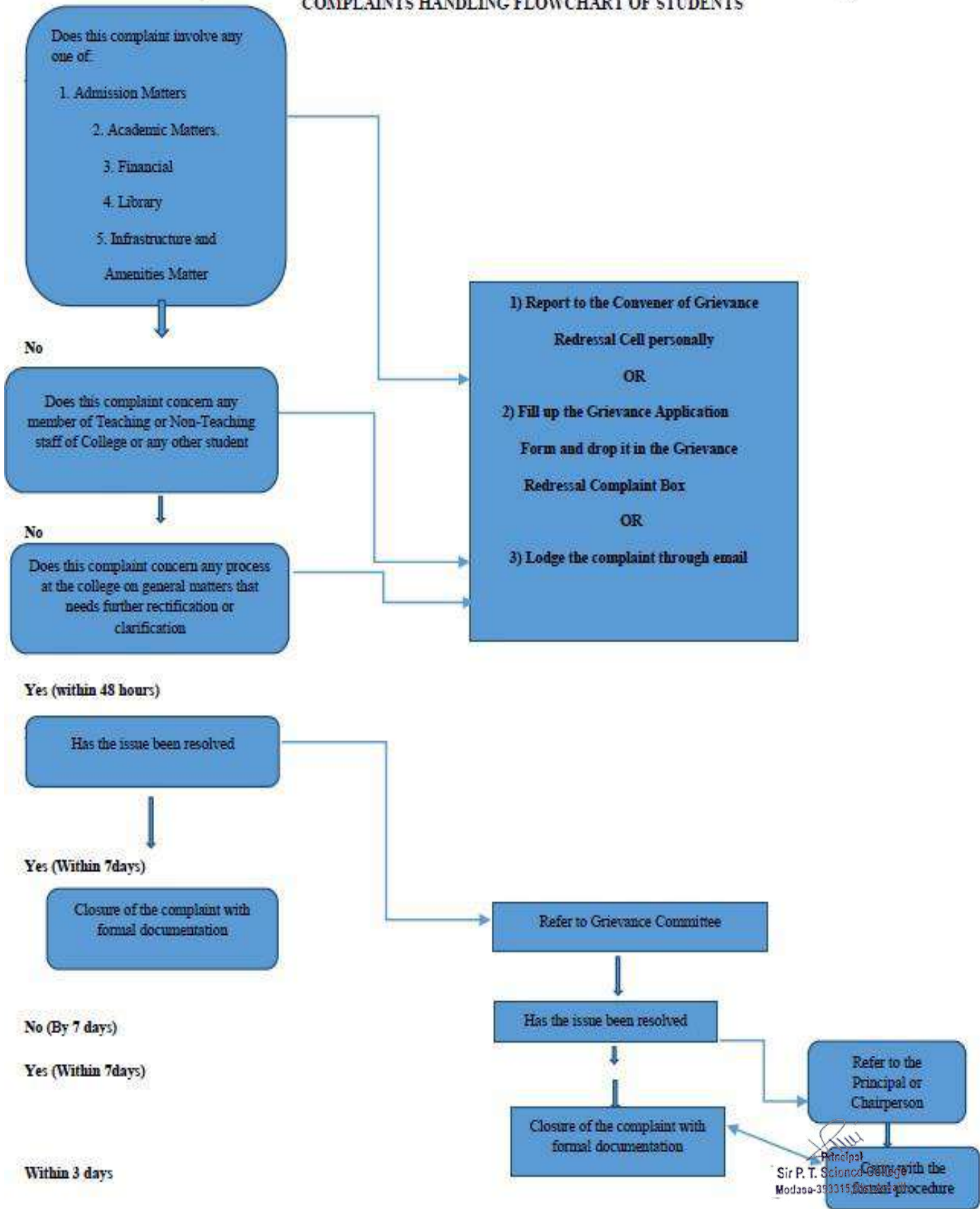
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Date : / /20

Complaint/Grievance Intimation Form

Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:
The completed Complaint/Grievance Intimation form	
May please be dropped in the drop box or sent to sirptscience127@gmail.com	

COMPLAINTS HANDLING FLOWCHART OF STUDENTS



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All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvali.

2018-2019




Principal
Sir P. T. Science C
Modasa-393315, Dist.



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सर पी. टी. सायन्स कॉलेज, मोडसा

मोडसा-383 315 (गुजरात)

College Code - 127/132

श्रील संखर - २३

Ref. No.

Date : / / 201

Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. VEDIYA	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. Fudani	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Ms. Mahenoor Bhura	SRC Member (Student)	
8.	Ms. Mauli Patel	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.



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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-383 315 (गुजरात)

કોલ લંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 02/07/ 2018

NOTICE

A meeting of Grievance Redressal Committee will be held on 04th July, 2018 at 1.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Addressing new comers in college and introducing the awareness programme for Grievance Redressal.
2. Emerging students' grievances.
3. Miscellaneous

Dr. S. D. Vediya

(Convener)

Dr. K. P. Patel

(Principal and Chairman)

Principal

Sir P. T. Science College

Modasa-383315, Dist. Arvali.

Members:

1. Dr. R. H. Parmar
2. Dr. D. R. Fudani
3. Dr. V. R. Patel
4. Dr. G. L. Vekaria
5. Ms. Mahenoor Bhura
6. Ms. Mauli Patel





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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

College Code : 127 / 32

गोल नंबर - ६३

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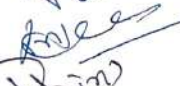

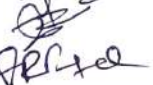
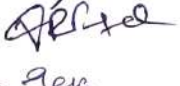



Date: 05/07/2018

Minutes of the Meeting held by SGRC on 4th July, 2018


A meeting of Grievance Redressal Committee held on 4th July, 2018 emphasised on the following points.

1. Decision was made on the interactive session with the students of first Semester in the auditorium. In this respect all members were asked to participate in the programme. The session of 1 hour was meant to address the necessity of grievance Redressal and important means of filling and submitting the Grievance form. The date of meeting the students at the auditorium was fixed on 16th July, 2018.
2. Female students' complaint regarding cleaning of ladies' room and toilets was discussed it was assured to be resolved.

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. VEDIYA 
3. Dr. R. H. Parmar 
4. Dr. D. R. Fudani 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Ms. Mahenoor Bhura 
8. Ms. Mauli Patel 




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मोडासा-383 315 (गुजरात)

College Code : 127/32

मोडेल नं० - ०३

Ref. No.

Date : / / 201

Date: 21/01/2019

NOTICE

A meeting of Grievance Redressal Committee will be held on 23rd January, 2019 at 2.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Review of previous meeting
2. Industrial tour for students.
3. Emerging students' grievances.
4. Miscellaneous


Dr. S. D. Vediya

(Convener)



Dr. K. P. Patel

(Principal and Chairman)

Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalii.


Members:

1. Dr. R. H. Parmar 

2. Dr. D. R. Fudani 

3. Dr. V. R. Patel 

4. Dr. G. L. Vekaria 

5. Ms. Mahenoor Bhura 

6. Ms. Mauli Patel 





Sir P. T. Science College, Modasa

Managed by The M. L. Gandhi Higher Education Society, Modasa
(Accredited B⁺ by NAAC)

Post Box No. 1, MODASA - 383 315 (Gujarat)
Website - www.sptscience.ac.in
Email - sptscience127@gmail.com

Phone: (02774) 246410

सर पी. टी. सायन्स कॉलेज, मोडासा

મોડાસા ૩૮૩ ૩૧૫ (ગુજરાત)

મોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 24/01/ 2019

Minutes of the Meeting held by SGRC on 23rd January, 2019

A meeting of the Grievance Redressal Committee of the college was organised on 23rd January, 2019 to discuss some related matters. The undersigned faculties attended the meeting. After discussions, following decisions were taken in the meeting.

1. Review of previous meeting and the work progress to resolve the grievances has been discussed.
2. As per order Principal will prepare a notice and take consent from the head of the departments regarding "Departmental Industrial Tour".
3. Teachers' complaint of foul smelling from the toilets, it's regular cleaning and untidy classrooms was discussed and it was assured to be resolved.

Members Present in the Meeting:

1. Dr. K. P. Patel

2. Dr. S. D. Vediya

3. Dr. R. H. Parmar

4. Dr. D. R. Fudani


5. Dr. V. R. Patel

6. Dr. G. L. Vekaria

7. Ms. Mahenoor Bhura

8. Ms. Mauli Patel




Principal
Sir P. T. Science College
Modasa-383315, Dist. Arvalli.

2019-2020

ESTD :1960



Phone : (02774) 246410

धी म. ला. गांधी ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કૉલેજ, મોડાસા

હેમચંદ્રાચાર્ય ઉત્તર ગુજરાત યુનિવર્સિટી, પાટણ સંલગ્ન

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પો.બો.નં.૦૧, કોલેજ કેમ્પસ, મોડાસા-૩૮૩ ૩૧૫,
જિ.અરવલ્લી (ગુજરાત)

P.B. No. 01, College Campus, MODASA-383 315,
Dist-Arvalli (Gujarat)

Website : www.sirpssciencecollege.org
E-mail : sirpsscience127@gmail.com

College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


Principal
Sir P. T. Science College
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ESTD :1960

Phone : (02774) 246410



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E-mail: sirptscience127@gmail.com

College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

Reconstitution of the Grievance Redressal Committee

Extracts of the resolution adopted in the meeting for the Governing body held in the Principal's Chamber on

DETAILS OF GRIEVANCE REDRESSAL COMMITTEE

It was resolved that the names of the members for the reconstituted Grievance Redressal posed by the Principal mentioned below be accepted and the cell will come into effect from 17.08.2019

Grievance Redressal Committee Members

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G .L. Vakaria	Member
Gadhvi Jinal	SRC Member (Student)
Desai Sachin	SRC Member (Student)


Principal
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Modasa-383315, Dist.Arvalli.

ESTD :1960



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Ref. No.

Date : / /20

Annual Report

July 2019-June 2020

The Grievance Redressal Cell of Sir P. T. Science College has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Grievance Redressal Cell (GRC) 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


Principal
Sir P. T. Science College
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ESTD :1960



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Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

COMPOSITION OF CRC:

Presently the CRC has the following composition:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G L Vakaria	Member
Desai Sachin	SRC Member (Student)
Patel Heli	SRC Member (Student)


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

ESTD :1960



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Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

2019-2020




Principal
Sir P. T. Science College
Modasa-393315, Dist. Arvaik



Sir P. T. Science College, Modasa

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Website : www.sptscmodasa.in

Email : sptscience127@gmail.com

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

મોડાસા-૩૮૩ ૩૧૫ (ગુજરાત)

College Code : 127/32

કોલ નંબર - ૯૩

Ref. No.

Date : / / 201

Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. VEDIYA	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. FUDANI	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Ms. Heli Patel	SRC Member (Student)	
8.	Mr. Sachin Desai	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.



Principal
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Website : www.aptacmod.ac.in

Email : sirptscience127@gmail.com

Phone : (02774) 24641

સર પી. ટી. સાયન્સ કૉલેજ, મોડાસા

મોડાસા-૩૮૩ ૩૧૫ (ગુજરાત)

ગોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 14/7/ 2019

NOTICE

A meeting of Grievance Redressal Committee will be held on 16th July, 2019 at 2.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Addressing new comers in college and introducing the awareness programme for Grievance Redressal.
2. Emerging students' grievances.
3. Miscellaneous

Dr. S. D VEDIYA

(Convener)

(Dr. K. P. Patel)

(Principal and Chairman)

Principal

Sir P. T. Science College

Modasa-383315, Dist. Arvali.

Members:

1. Dr. R. H. Parmar
2. Dr. D. R. Fudani
3. Dr. V. R. Patel
4. Dr. G. L. Vekaria
5. Ms. Heli Patel
6. Mr. Sachin Desai





Phone : (02774) 246410

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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

College Code : 127 / 32

गोल नंबर - ८३

Ref. No.

Date : / / 201


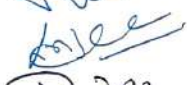


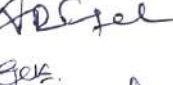



Date: 17/07/2019

Minutes of the Meeting held by SGRC on 16th July, 2019

A meeting of Grievance Redressal Committee held on 16th July, 2019 emphasised on the following points.

1. Decision was made on the interactive session with the students of first Semester in the auditorium. In this respect all members were asked to participate in the programme. The session of 1 hour was meant to address the necessity of grievance Redressal and important means of filling and submitting the Grievance form. The date of meeting the students at the auditorium was fixed on 1st August, 2019.
2. Female students' complaint of having separate ladies' room with a greater number of toilet facility was discussed along with proper planning for its construction and it was assured to be resolved.
3. Complaint of Teachers regarding the untidy corridors and stairs was conferred and decision to rectify them was assured by the Principal and Chairman of SGRC.

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. VEDIYA 
3. Dr. R. H. Parmar 
4. Dr. D. R. Fudani 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Ms. Heli Patel 
8. Mr. Sachin Desai 


Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvaill.





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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

ગોળ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 17/01/2020

NOTICE


A meeting of Grievance Redressal Committee will be held on 21st January, 2020 at 2.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Code of conduct to be prepared following UGC guideline.
2. Field trip for students.
3. Emerging students' grievances.
4. Miscellaneous


Dr. S. D. Vediya

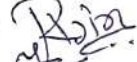





(Convener)


(Dr. K. P. Patel)

(Principal and Chairman)
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalii.

Members:

1. Dr. R. H. Parmar 
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सर पी. टी. सायन्स कॉलेज, मोडसा

मोडसा-३८३ ३१५ (गुजरात)

College Code : 127 / 32

मोल नंबर - ८३

Ref. No.

Date : / / 201

Date: 22/01/ 2020

Minutes of the Meeting held by SGRC on 21st January, 2020

A meeting of the Grievance Redressal Committee of the college was organised on 21st January, 2020 to discuss some related matters. The undersigned faculties attended the meeting. After discussions, following decisions were taken in the meeting.

1. Keeping the previous and upcoming acts in mind, the coordinators of the Grievances Redressal Committee highlighted few areas to work on and make necessary inclusion in the prospectus like issues on the students' scholarships and other college activities under various units working actively in the college and where students' involvement is essential, Departmental Study Tour/Field Trip, College code of conduct and so on.
2. The Grievance Redressal Committee will initiate the preparation of College Code of Conduct under the guidance of IQAC. It will take help from the members present in this meeting and others if needed.
3. As per order Principal will prepare a notice and take consent from the head of the departments regarding "Departmental Study Tour/ Field Trip".
4. Teachers' complaint of foul smelling from the toilets and regular cleaning was discussed and it was assured to be resolved.

Members Present in the Meeting:

1. Dr. K. P. Patel

2. Dr. S. D. VEDIYA

3. Dr. R. H. Parmar

4. Dr. D. R. Fudani

5. Dr. V. R. Patel

6. Dr. G. L. Vekaria

7. Ms. Heli Patel

8. Mr. Sachin Desai

[Handwritten signatures of the members listed above]

[Handwritten signature of the Principal]
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvali.



2020-2021

ESTD :1960



Phone : (02774) 246410

શ્રી મ. લા. ગાંધી ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

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Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

ESTD :1960



Phone : (02774) 246410

धी म. ला. गांधी ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

હેમચંદ્રાચાર્ય ઉત્તર ગુજરાત યુનિવર્સિટી, પાટણ સંલગ્ન

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પો.બો.નં.૦૧, કોલેજ કેમ્પસ, મોડાસા-૩૮૩ ૩૧૫,
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AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

Annual Report July 2020-June 21

Introduction:

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a College Grievance Redressal Cell (CGRC) has been constituted in college since 2004. According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC is indented to find solutions for problems like any kind of Physical or Mental harassment of students or victimization of the student, Complaints of alleged discrimination of students in regard to their caste, creed and category, Complaints regarding classes undertaken in offline or online mode including denial of quality education, Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy. The Committee also takes grievances related to delay or non-refunding of fees or withholding and refusal to return other documents in case when student withdraws admission, Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy, Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluation practices adopted by the college for the evaluation of the students, failure by the college to provide basic amenities as set out in the prospectus, etc.

A special effort has been taken in respect to publication of prospectus through which students can avail all relevant information regarding list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc. The prospectus also incorporates detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course, detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines, details of teaching staffs including their educational qualification and type of appointment and teaching experience, information regarding physical and academic infrastructures and all facilities like library, hospitals and industry wherein the practical trainings are to be conducted. All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

Sir P. T. Science College
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ESTD :1960



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Ref. No.

Date : / /20

Working of CGRC:

Grievance Redressal committee (CGRC) convenes meetings periodically and takes steps to redress ss the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than oneemployee/student.
- TheCGRCmaymediatebetweencomplainantanddefendantagainstwhothecomplainthasbeenmade,ifrequir
- Thecellwillgivereporttotheauthorityaboutthecasesattendedtoandseekguidancefromthehigherauthoritiesi
frequired.

COMPOSITION OF CGRC:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G :L Vakaria	Member
Khatri Vijay	SRC Member (Student)
Madia Dhavni	SRC Member (Student)


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OBJECTIVES:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

SCOPE:

The CGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters:

Financial matters:

Library matters:

Infrastructures and Amenities matters:


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FUNCTIONS:

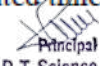
1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:


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ESTD :1960



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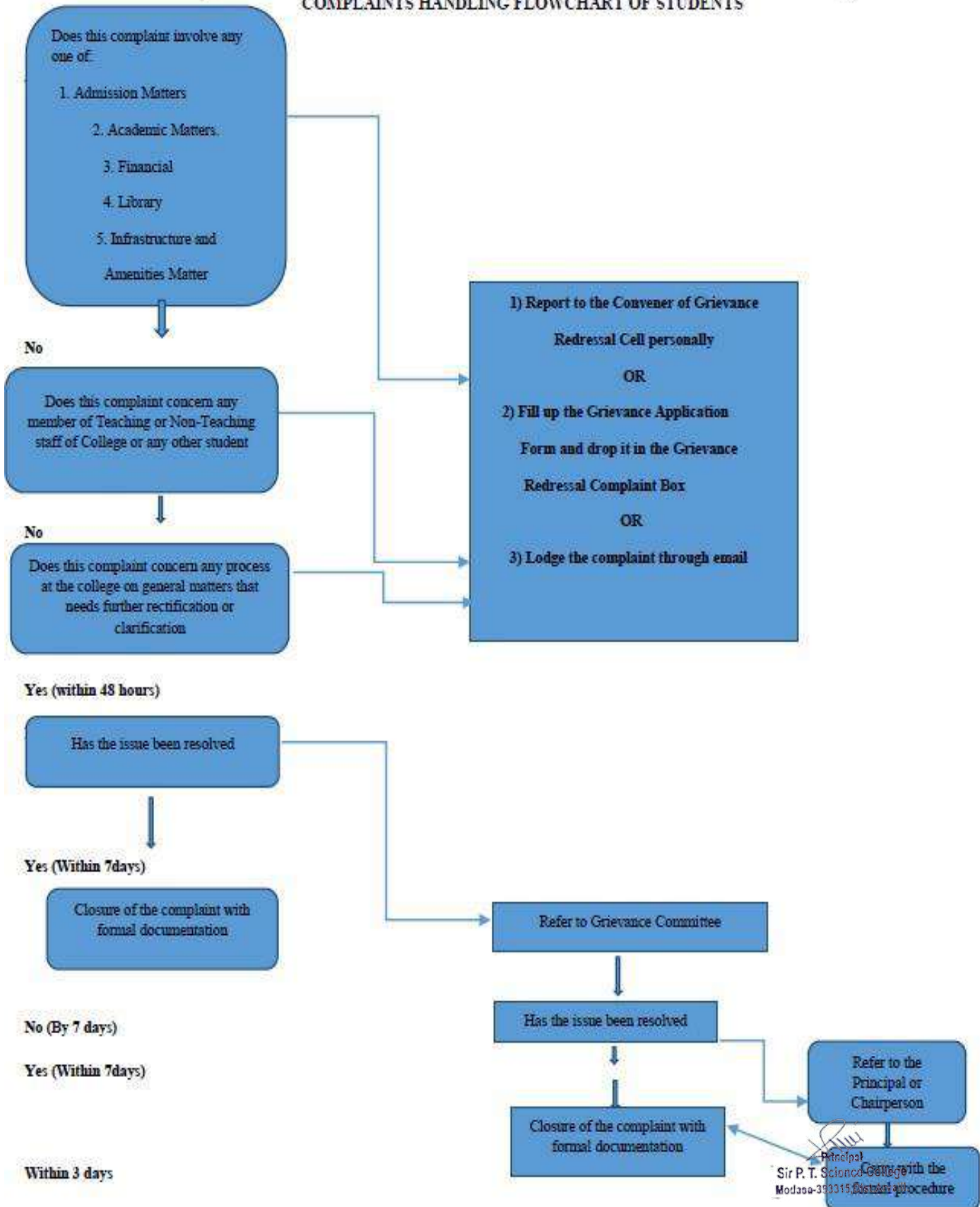
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Date : / /20

Complaint/Grievance Intimation Form

Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:
The completed Complaint/Grievance Intimation form	
May please be dropped in the drop box or sent to sirptscience127@gmail.com	
 Principal Sir P. T. Science College Modasa-383315, Dist Arvali.	

COMPLAINTS HANDLING FLOWCHART OF STUDENTS



ESTD :1960



Phone : (02774) 246410

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Ref. No.

Date : / /20

All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

2020-2021

It is to be noted that offline mode of work was not performed in the college due to the closure of the college after the Covid -19 breakout for a substantial period in the academic session 2020-2021. However, all grievances of the students related to college affairs specially examination related complaints were undertaken in online mode and were resolved as much as possible with the help of various cells and units of the college.




Principal
Sir P. T. Science Coll
Modasa-383315, Dist. Ar



Sir P. T. Science College, Modasa

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Email : sirptscience127@gmail.com

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા
મોડાસા-૩૮૩ ૩૧૫ (ગુજરાત)

કોલ લંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. Vediya	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. Fudani	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Ms. DhvaniMadia	SRC Member (Student)	
8.	Mr. VijayKhatri	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.



Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvali.



Phone : (02774) 346410

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Website : www.sptcmoda.co.in

Email : sptcmoda-0127@gmail.com

સર પી. ટી. સરસોજી સંકેત, મોડાસા

પોસ્ટબોક્ષ નં. ૧, મોડાસા

College Code - 127 / 12

સંદર્ભ નં. :-

Ref. No.

Date : / / 20

Date: 25/10/2020

NOTICE

Due to Covid Pandemic conditions, a meeting of Grievance Redressal Committee will be held on 27th October, 2020 at 2.00 PM through **online platform Microsoft Teams**. The following members are requested to join the meeting. Link will be provided to the following members shortly.

Agenda:

1. Making the online mode of teaching more effective and interesting
2. Aware students and community towards the pandemic condition and essential precautions.
3. Emerging students' grievances.
4. Miscellaneous


Dr. S. D. Vediya


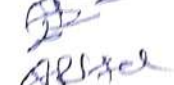

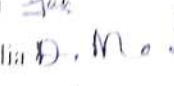


(Convener)


(Dr. K. P. Patel)

(Principal and Chairman)
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalli.

Members:

1. Dr. R. H. Parmar 
2. Dr. D. R. Fudani 
3. Dr. V. R. Patel 
4. Dr. G. L. Vekaria 
5. Ms. Dhvani Madia 
6. Mr. Vijay Khatri 





Phone : (02774) 245410

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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-383 315 (गुजरात)

फोन नंबर - ६३

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 28/10/2020

Minutes of the Meeting held by SGRC on 27th October, 2020

A meeting of Grievance Redressal Committee of the college was organised on 27th October, 2020 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. As the Covid breakthrough reached to Gujarat, the college has adopted the online teaching mode. Discussions were made towards the issues emerging in online teaching-learning methods and the ways to resolve them. Different points were also discussed to make the online teaching-learning mode more effective.
2. Institute's responsibility has reached one level ahead from teaching to the students to teaching to the community due to pandemic situation. Various methods have been discussed by which awareness about Covid can be spread among students and community. Diverse activities were identified to spread a word of essential precautions needed to be taken during the hard times.

Members Present in the Meeting:

1. Dr. K. P. Patel

2. Dr. S. D. Vediya

3. Dr. R. H. Parmar

4. Dr. D. R. Fudani

5. Dr. V. R. Patel

6. Dr. G. L. Vekaria

7. Ms. Dhvani Madia

8. Mr. Vijay Khatri



H. H. H.
Principal

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2021-2022

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Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

ESTD :1960



Phone : (02774) 246410

ધી મ. લા. ગાંધી ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કૉલેજ, મોડાસા

હેમચંદ્રાચાર્ય ઉત્તર ગુજરાત યુનિવર્સિટી, પાટણ સંલગ્ન

The M.L.Gandhi Higher Education Society, Modasa Managed

Sir P. T. Science College, Modasa

Affiliated to Hemchandracharya North Gujarat University, Patan

Accredited by B++ by NAAC & A Grade by KCG, GOG

પો.બો.નં.૦૧, કોલેજ કેમ્પસ, મોડાસા-૩૮૩ ૩૧૫,
જિ.અરવલ્લી (ગુજરાત)

P.B. No. 01, College Campus, MODASA-383 315,
Dist-Arvalli (Gujarat)

Website : www.sirptsciencecollege.org
E-mail: sirptscience127@gmail.com

College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

Annual Report July 2021-June 22

Introduction:

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a College Grievance Redressal Cell (CGRC) has been constituted in college since 2004. According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC is indented to find solutions for problems like any kind of Physical or Mental harassment of students or victimization of the student, Complaints of alleged discrimination of students in regard to their caste, creed and category, Complaints regarding classes undertaken in offline or online mode including denial of quality education, Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy. The Committee also takes grievances related to delay or non-refunding of fees or withholding and refusal to return other documents in case when student withdraws admission, Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy, Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluation practices adopted by the college for the evaluation of the students, failure by the college to provide basic amenities as set out in the prospectus, etc.

A special effort has been taken in respect to publication of prospectus through which students can avail all relevant information regarding list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc. The prospectus also incorporates detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course, detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines, details of teaching staffs including their educational qualification and type of appointment and teaching experience, information regarding physical and academic infrastructures and all facilities like library, hospitals and industry wherein the practical trainings are to be conducted. All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

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Modasa-383315 Dist-Arvalli

ESTD :1960



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College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.

Date : / /20

Working of CGRC:

Grievance Redressal committee (CGRC) convenes meetings periodically and takes steps to redress ss the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than oneemployee/student.
- TheCGRCmaymediatebetweencomplainantanddefendantagainstwhothecomplainthasbeenmade,ifrequir
- Thecellwillgivereporttotheauthorityaboutthecasesattendedtoandseekguidancefromthehigherauthoritiesi
frequired.

COMPOSITION OF CGRC:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G :L Vakaria	Member
Rajpal Dhavalraj	SRC Member (Student)
Desai Disha	SRC Member (Student)

ESTD :1960

Phone : (02774) 246410



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Date : / /20

OBJECTIVES:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

SCOPE:

The CGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters:

Financial matters:

Library matters:

Infrastructures and Amenities matters:


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ESTD :1960



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FUNCTIONS:


1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:


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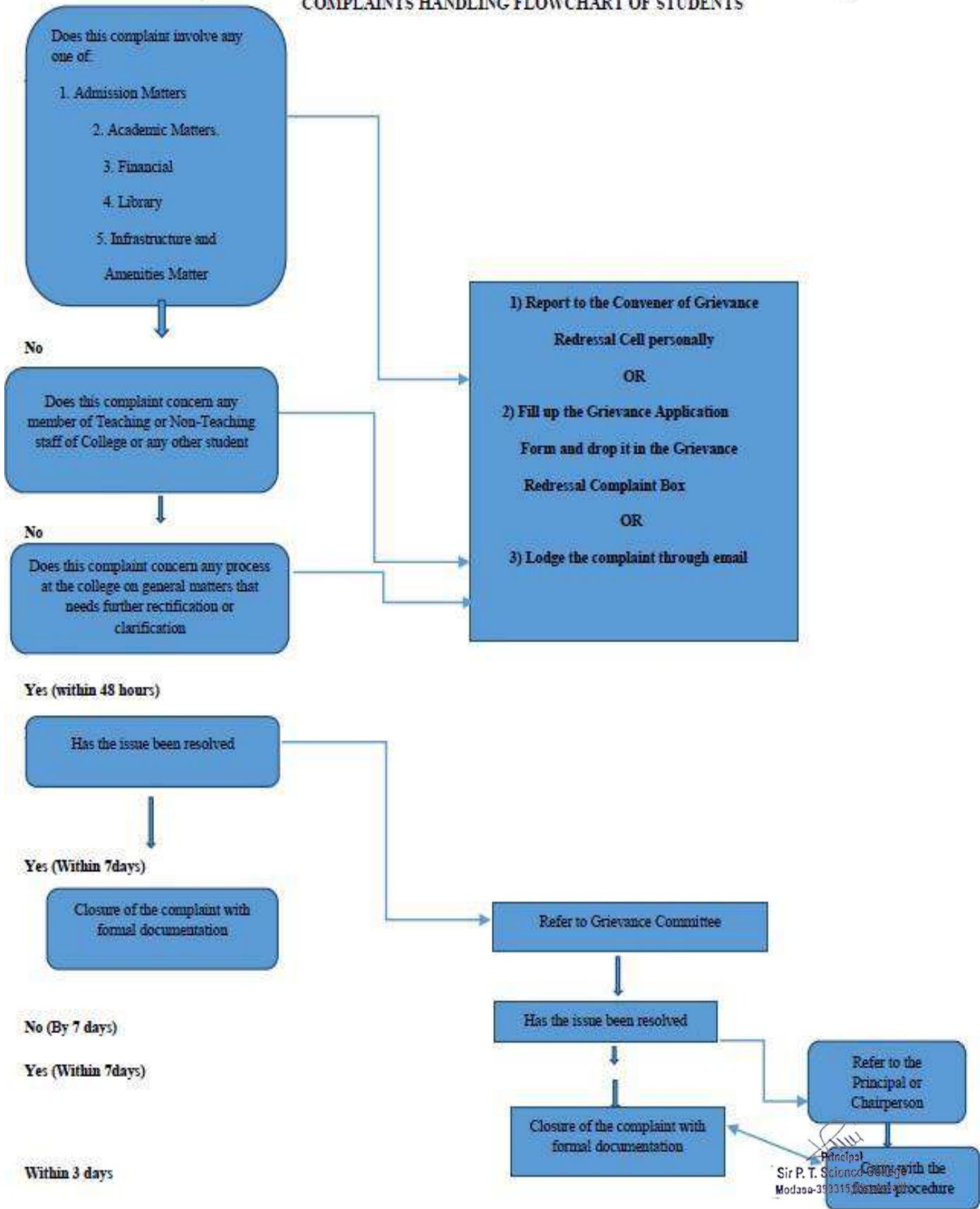
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Date : / /20

Complaint/Grievance Intimation Form

Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:
The completed Complaint/Grievance Intimation form	
May please be dropped in the drop box or sent to sirptscience127@gmail.com	
 Principal Sir P. T. Science College Modasa-383315, Dist Arvalli.	

COMPLAINTS HANDLING FLOWCHART OF STUDENTS



ESTD :1960



Phone : (02774) 246410

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Date : / /20

All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

2021-2022




Principal
Sir P. T. Science College
Modasa-393315, Dist. Arva



Sir P. T. Science College, Modasa

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Managed by : The M. L. Gandhi Higher Education Society, Modasa.
(Accredited B⁺ by NAAC)

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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-383 315 (गुजरात)

ओन नंबर - ६३

College Code : 127 / 32

Ref. No.

Date : / / 201

Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. VEDIYA	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. Fudani	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Mr. Dhaval Raj	SRC Member (Student)	
8.	Ms. DishaDesai	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.



Principal

Sir P. T. Science College
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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

મોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 03/08/ 2021

NOTICE

A meeting of Grievance Redressal Committee will be held on 5th August, 2021 at 3:00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Discussion on the work progress of the construction of new ladies' room with toilet facilities.
2. Selection of class Representatives for addressing Grievances and construction of drop boxes.
3. Emerging students' grievances.
4. Miscellaneous


Dr. S. D. Vediya





(Convener)

Dr. K. P. Patel

(Principal and Chairman)
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvali.

Members:

1. Dr. R. H. Parmar 
2. Dr. D. R. Fudani 
3. Dr. V. R. Patel 
4. Dr. G. L. Vekaria 
5. Mr. Dhaval Raj 
6. Ms. Disha Desai 





Phone : (02774) 246410

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सर पी. टी. सायन्स कॉलेज, मोडासा

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ગોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201


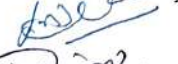






Date: 06/08/2021

Minutes of the Meeting held by SGRC on 5th August, 2021

A meeting of Grievance Redressal Committee of the college was organised on 5th August, 2021 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. The progress report on the construction of new ladies' room has been discussed along with the suggestions to make it comfortable for female students.
2. Suggestions were made for all the departments of all the semester of the college to appoint a class representative who would register all the complaints regarding academics and infrastructure. The complaints would be in a written format and will be handed over the class representative. It would reach the convener of the grievance redressal cell through drop box. Drop box would be provided adjacent to the principal's room.
3. Regular collection of grievances from drop boxes would be done by the convener who would try to resolve the complaints through the members of the committee before intimating the principal of the college, the chairman of the committee.
4. Students urge for getting separate drinking water facility was noted by the committee and the issue was taken on priority. It has been decided to take immediate action to resolve the drinking water issue.

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. VEDIYA 
3. Dr. R. H. Parmar 
4. Dr. D. R. FUDANI 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Mr. Dhaval Raj 
8. Ms. Disha Desai 




Principal
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મોડાસા-૩૮૩ ૩૧૫ (ગુજરાત)

મોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 31/01/ 2022

NOTICE

A meeting of Grievance Redressal Committee will be held on 1st February, 2022 at 2.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Actions to be initiated for solve the problem regarding separate drinking water facility submitted by the students.
2. Discussion on the leakage of rain water from the ceiling of room no 21, Microbiology staffroom and Del lab.
3. Emerging students' grievances.
4. Miscellaneous



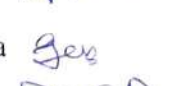
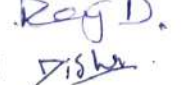



Dr. S. D. Vediya

(Convener)


(Dr. K. P. Patel)

(Principal and Chairman)

Members:

1. Dr. R. H. Parmar 
2. Dr. D. R. Fudani 
3. Dr. V. R. Patel 
4. Dr. G. L. Vekaria 
5. Mr. Dhaval Raj 
6. Ms. Disha Desai 


Principal

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मोडासा-323 315 (गुजरात)

ગોલ નંબર - ૯૩

College Code : 127 / 32

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


Date: 02/02/2022

Minutes of the Meeting held by SGRC on 1st February, 2022

A meeting of Grievance Redressal Committee of the college was organised on 1st February, 2022 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. Review on the work progress for separate drinking water facility has been done. It has been made sure to complete the task soonest.
2. Complaint of teachers on the leakage of rain water from the ceiling of room no 21, Microbiology staffroom and Del lab was conferred and decision to rectify them was assured by the chairman of the committee.
3. As per the application from female students, 50 female students have visited Vigyan Safar and due to that they missed the deadline for journal certification so it has been decided to certify their journals in special case.

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. Vediya 
3. Dr. R. H. Parmar 
4. Dr. D. R. Fudani 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Mr. Dhaval Raj 
8. Ms. Disha Desai 


Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalli.



2022-2023

ESTD :1960

Phone : (02774) 246410



શ્રી મ. લા. ગાંધી ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

દેમચંદ્રાચાર્ય ઉત્તર ગુજરાત યુનિવર્સિટી, પાટણ સંલગ્ન

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Sir P. T. Science College, Modasa

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પો.બો.નં.૦૧, કોલેજ કેમ્પસ, મોડાસા-૩૮૩ ૩૧૫,
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P.B. No. 01, College Campus, MODASA-383 315,
Dist-Arvalli (Gujarat)

Website : www.sirptsciencecollege.org
E-mail: sirptscience127@gmail.com

College Code No. : 32 / HNGU Code : 008
AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.


Date : / /20

Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


Principal
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Modasa-383315, Dist.Arvalli.

ESTD :1960



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धी म. ला. गांधी उच्चतर डेजवणी डंडल, डोडलसल संखललल

सर पी. टी. सायन्स कॉलेज, डोडलसल

डेडखंडुरलखलरु डलतर डुजुरलत डुनलवसलंटी, डलटल संलखण

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डु.डु.नं.०१, डुलेज डेडुडस, डुडलसल-३ॢ३ ३१ॡ,
खल.अरवलुी (डुजुरलत)

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Annual Report July 2022-June 23

Introduction:

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a College Grievance Redressal Cell (CGRC) has been constituted in college since 2004. According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC is indented to find solutions for problems like any kind of Physical or Mental harassment of students or victimization of the student, Complaints of alleged discrimination of students in regard to their caste, creed and category, Complaints regarding classes undertaken in offline or online mode including denial of quality education, Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy. The Committee also takes grievances related to delay or non-refunding of fees or withholding and refusal to return other documents in case when student withdraws admission, Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy, Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluation practices adopted by the college for the evaluation of the students, failure by the college to provide basic amenities as set out in the prospectus, etc.

A special effort has been taken in respect to publication of prospectus through which students can avail all relevant information regarding list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc. The prospectus also incorporates detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course, detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines, details of teaching staffs including their educational qualification and type of appointment and teaching experience, information regarding physical and academic infrastructures and all facilities like library, hospitals and industry wherein the practical trainings are to be conducted. All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

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Modasa-383315 Dist-Arvalli

ESTD :1960



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Date : / /20

Working of CGRC:

Grievance Redressal committee (CGRC) convenes meetings periodically and takes steps to redress ss the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than oneemployee/student.
- TheCGRCmaymediatebetweencomplainantanddefendantagainstwhothecomplainthasbeenmade,ifrequir
- Thecellwillgivereporttotheauthorityaboutthecasesattendedtoandseekguidancefromthehigherauthoritiesi
frequired.

COMPOSITION OF CGRC:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G :L Vakaria	Member
Bhatt Kausal	SRC Member (Student)
Panchal Milan	SRC Member (Student)


Principal
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OBJECTIVES:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

SCOPE:

The CGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters:

Financial matters:

Library matters:

Infrastructures and Amenities matters:


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ESTD :1960



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Ref. No.

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FUNCTIONS:


1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:


Principal
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Phone : (02774) 246410

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Date : / /20

Complaint/Grievance Intimation Form

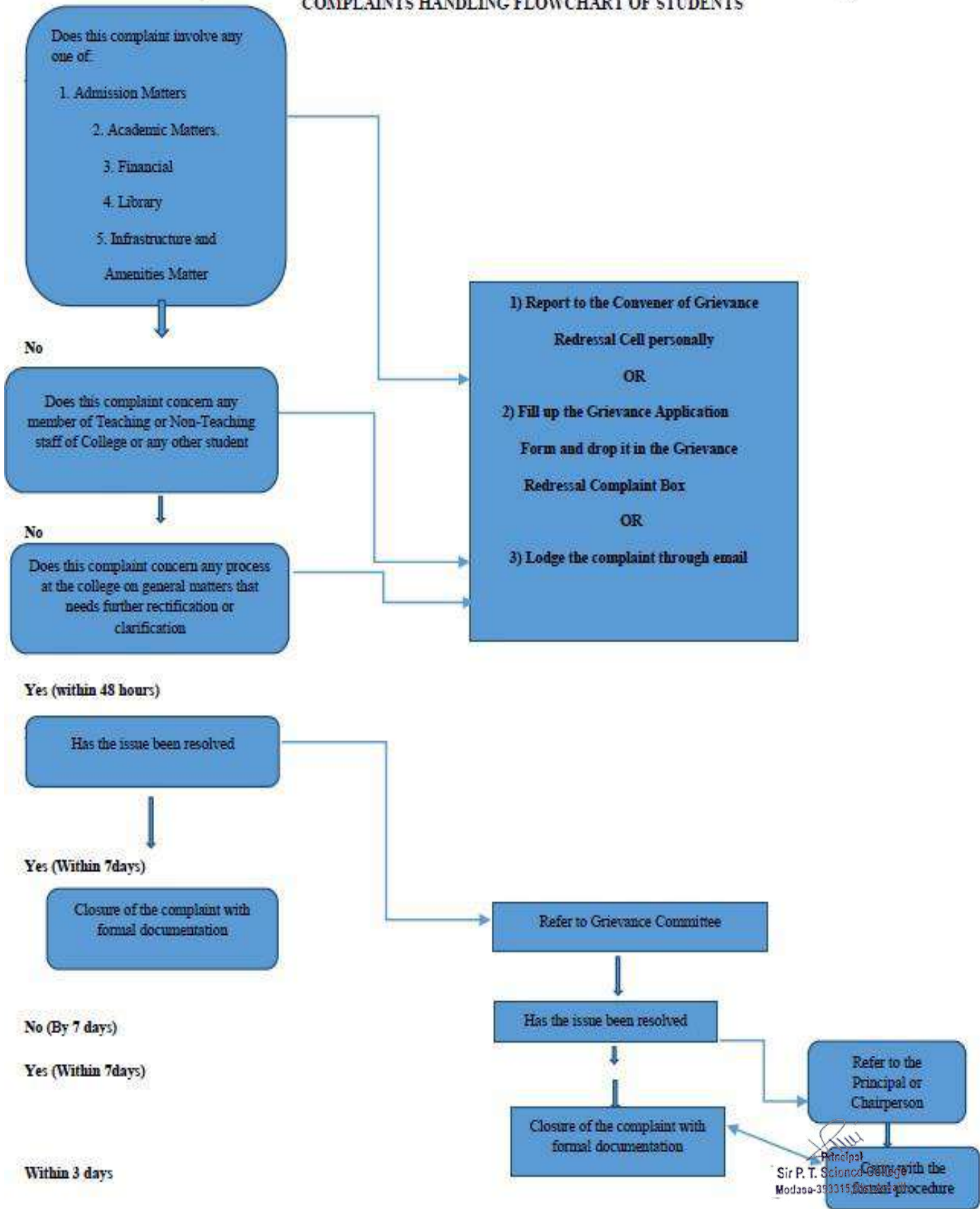
Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:

The completed Complaint/Grievance Intimation form

May please be dropped in the drop box or sent to sirptscience127@gmail.com


Principal
Sir P. T. Science College
Modasa-383315, Dist-Arvalli.

COMPLAINTS HANDLING FLOWCHART OF STUDENTS



ESTD :1960



Phone : (02774) 246410

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All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


Principal
Sir P. T. Science College
Modasa-383315, Dist.Arvalli.

2022-2023




Principal
Sir P. T. Science College
Modasa-393315, Dist.



Sir P. T. Science College, Modasa

Managed by : The M. L. Gandhi Higher Education Society, Modasa
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Website : www.sptscmod.ac.in
Email : sirptscience127@gmail.com

सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-383 315 (गुजरात)

College Code : 127/32

ગોલ નંબર - ૯૩

Ref. No.

Date : / / 201

Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. Vediya	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. Fudani	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Mr. KaushalBhatt	SRC Member (Student)	
8.	Ms. NilamPanchal	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.

Principal

Sir P. T. Science College
Modasa-383315, Dist. Anand





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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-383 315 (गुजरात)

College Code : 127 / 32

નોંદણી નંબર - ૯૩

Ref. No.

Date : / / 202

Date: 04/07/ 2022

NOTICE

A meeting of Grievance Redressal Committee will be held on 6th July, 2022 at 1:30 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Cleaning of ladies' room and toilets.
2. Showing the answer sheets to students of Internal exam.
3. Increase the number of Projects.
4. Follow up of the scholarships.
5. Emerging students' grievances.
6. Miscellaneous


Dr. S. D VEDIYA

(Convener)


(Dr. K. P. Patel)

(Principal and Chairman)

Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalli.

Members:

1. Dr. R. H. Parmar



2. Dr. D. R. Fudani



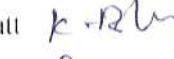
3. Dr. V. R. Patel



4. Dr. G. L. Vekaria



5. Mr. Kaushal Bhatt



6. Ms. Nilam Panchal







Phone : (02774) 246410

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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

गोल नं०२२ - ८३

College Code : 127 / 32

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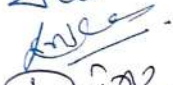
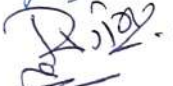

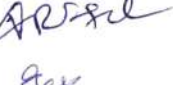

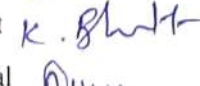

Date: 07/07/2022

Minutes of the Meeting held by SGRC on 6th July, 2022

A meeting of Grievance Redressal Committee of the college was organised on 6th July, 2022 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. The complaint from female students regarding regular Cleaning of ladies' room and toilets was discussed and assured to be resolved
2. Several students expressed their dissatisfaction regarding internal marks. So it has been decided to show the answer sheets to students of Internal exam and let them review their paper.
3. Some of PG students has requested to increase the number of projects in masters so they can develop their research side better. It has been decided to plan regarding the betterment of project work.
4. From the complaint of students regarding irregular scholarships, it has been decided to take regular follow up for the same so the students can receive their fellowship regularly.

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. VEDIYA 
3. Dr. R. H. Parmar 
4. Dr. D. R. Fudani 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Mr. Kaushal Bhatt 
8. Ms. Nilam Panchal 




Principal

Sir P. T. Science College
Modasa - 383315, Dist. Arvaill.



Sir P. T. Science College, Modasa

Managed by : The M. L. Gandhi Higher Education Society, Modasa
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Post Box No. 1, MODASA - 383 315 (Gujarat)
Website : www.sptscmod.ac.in
Email : sirptscience127@gmail.com

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

મોડાસા-૩૮૩ ૩૧૫ (ગુજરાત)

ગોલ નંબર - ૯૩

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 16/01/ 2023

NOTICE

A meeting of Grievance Redressal Committee will be held on 17th January, 2023 at 3.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Follow-up of the previous meeting discussion.
2. Providing facility for the preparation of competitive exam to the students.
3. Increase the number of Add-on courses.
4. Separate section for science college students in Gymkhana facilities.
5. Emerging students' grievances.
6. Miscellaneous


Dr. S. D Vediya



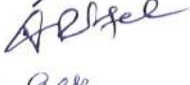

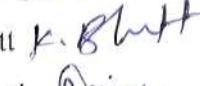

(Convener)


(Dr. K. P. Patel)

(Principal and Chairman)
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvaill.

Members:

1. Dr. R. H. Parmar 
2. Dr. D. R. Fudani 
3. Dr. V. R. Patel 
4. Dr. G. L. Vekaria 
5. Mr. Kaushal Bhatt 
6. Ms. Nilam Panchal 





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Phone : (02774) 246410

सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

मोल नंबर - ८३

College Code : 127 / 32

Ref. No.

Date : / / 201





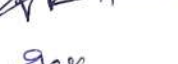

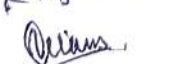

Date: 18/01/2023

Minutes of the Meeting held by SGRC on 17th January, 2023

A meeting of Grievance Redressal Committee of the college was organised on 17th January, 2023 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. The work progress of previous meeting agenda has been discussed and reviewed.
2. Several students have issues that they were preparing for competitive exam and because of that they couldn't attend all the classes. So college has decided to provide basic facilities for the preparation of competitive exam to the students.
3. For the holistic development of students, it has been decided to increase the number of Add-on courses so that the students can get more options.
4. On the basis of complaint of some sports students it has been decided to request trust to provide separate section for science college students in Gymkhana facility .

Members Present in the Meeting:

1. Dr. K. P. Patel 
2. Dr. S. D. Vediya 
3. Dr. R. H. Parmar 
4. Dr. D. R. Fudani 
5. Dr. V. R. Patel 
6. Dr. G. L. Vekaria 
7. Mr. Kaushal Bhatt 
8. Ms. Nilam Panchal 




Principal
Sir P. T. Science College
Modasa-383315, Dist. Arvali.

2023-2024

ESTD :1960

Phone : (02774) 246410



શ્રી મ. લા. ગાંધી ઉચ્ચતર કેળવણી મંડળ, મોડાસા સંચાલિત

સર પી. ટી. સાયન્સ કોલેજ, મોડાસા

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AISHE Code : C-6635

Grant Code No. : 127
Zone Code No. : 93

Ref. No.


Date : / /20

Policy

GRIEVANCE REDRESSAL MECHANISM

Any student of the College who have any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special helpdesk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manuel of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.


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Annual Report July 2023-June 24

Introduction:

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a College Grievance Redressal Cell (CGRC) has been constituted in college since 2004. According to the Guide lines of UGC (Grievance Redressal for students, May, 2019), the CGRC is indented to find solutions for problems like any kind of Physical or Mental harassment of students or victimization of the student, Complaints of alleged discrimination of students in regard to their caste, creed and category, Complaints regarding classes undertaken in offline or online mode including denial of quality education, Admission related problems like adoption of unfair means or irregularity in admission or refusal to admission in accordance with the declared admission policy. The Committee also takes grievances related to delay or non-refunding of fees or withholding and refusal to return other documents in case when student withdraws admission, Delay or nonpayment of scholarship or other financial aid admissible to any student under declared admission policy, Delay by the college in the conduct of examination and declaration of results, non-transparent or unfair evaluation practices adopted by the college for the evaluation of the students, failure by the college to provide basic amenities as set out in the prospectus, etc.

A special effort has been taken in respect to publication of prospectus through which students can avail all relevant information regarding list of programs of study and courses offered, along with the broad outlines of the syllabus, teaching hours, assignments etc. The prospectus also incorporates detailed information regarding number of seats and eligibility criteria for admission to any particular course, process of selection of eligible candidate for any course, detailed and structured fees and other charges payable by students at the time of admission, rules and regulations for imposition and collection of fines, details of teaching staffs including their educational qualification and type of appointment and teaching experience, information regarding physical and academic infrastructures and all facilities like library, hospitals and industry wherein the practical trainings are to be conducted. All relevant instructions are also provided in the prospectus in regard to maintaining discipline within and outside the college campus and the consequences of violation of any regulation.

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Ref. No.

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Working of CGRC:

Grievance Redressal committee (CGRC) convenes meetings periodically and takes steps to redress ss the grievances of all students and Staff of the college.

- The CGRC shall consider only individual grievances of specific nature of students and staff.
- The CGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- The CGRC may mediate between complainant and defendant against who the complain has been made, if required.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

COMPOSITION OF CGRC:

Dr. K P Patel	Principal–Chairperson
D. S D Vaidiya	Convener
Dr. R H Parmar	Member
Dr. D R Fudani	Member
Dr V R Patel	Member
Dr G :L Vakaria	Member
Patel Jinal	SRC Member (Student)
Mansuri Ajbina	SRC Member (Student)

Principal
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OBJECTIVES:

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

SCOPE:

The CGRC deals with Grievances received in writing from students about any of the following matters:

Academic matters:

Financial matters:

Library matters:

Infrastructures and Amenities matters:


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FUNCTIONS:


1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will prepare statistical reports about the number of cases received.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:


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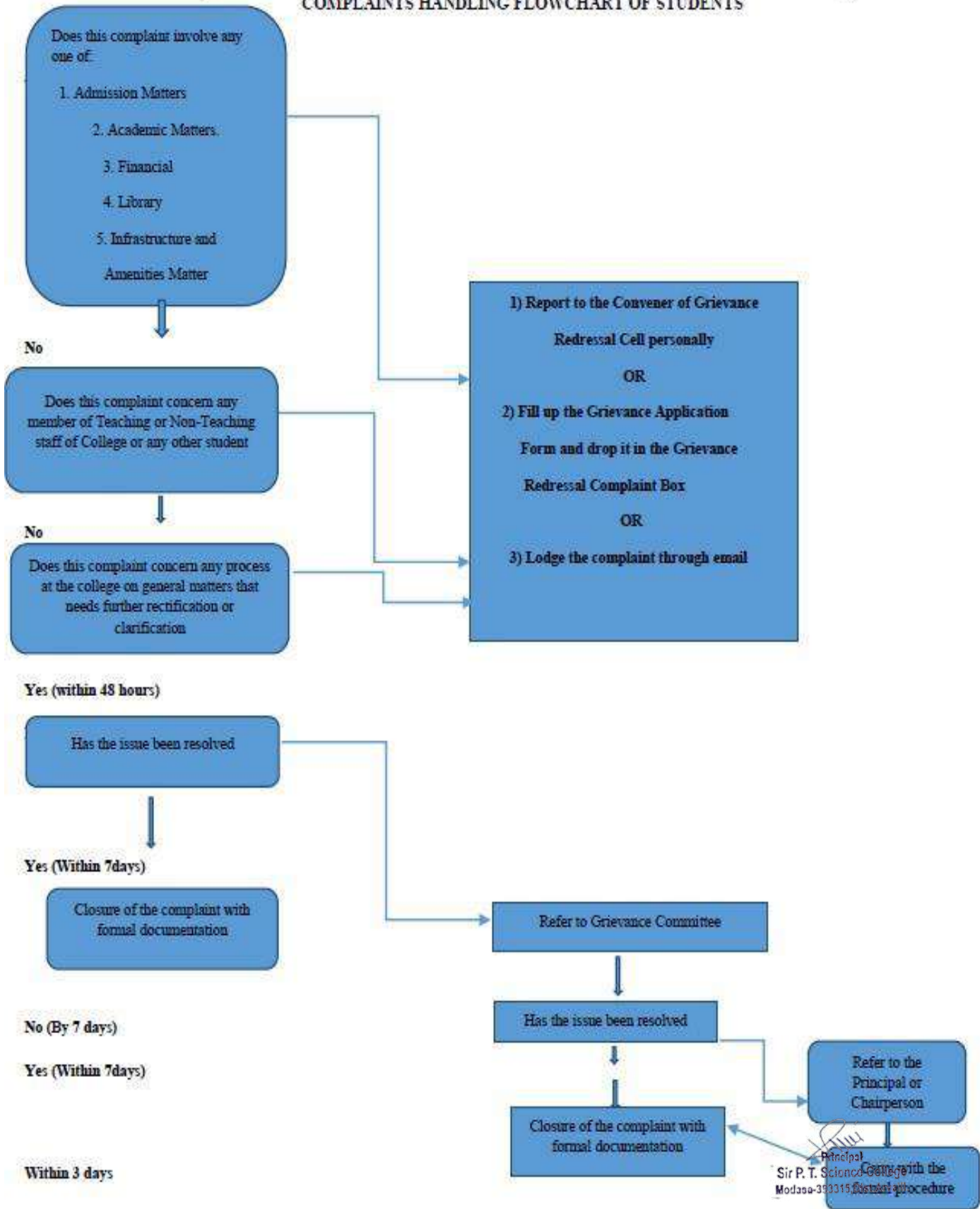
Ref. No.

Date : / /20

Complaint/Grievance Intimation Form

Name of the Complainant:	
Phone Number:	
Email Address:	
Describe your complaint/grievance.	
Signature:	Date:
The completed Complaint/Grievance Intimation form	
May please be dropped in the drop box or sent to sirptscience127@gmail.com	
 Principal Sir P. T. Science College Modasa-383315, Dist Arvali.	

COMPLAINTS HANDLING FLOWCHART OF STUDENTS



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All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness which cover:

- The person knowing the complaint that is made against them (as appropriate to the circumstances)
- The right to be heard (as appropriate to the circumstances)
- The right to an unbiased determination
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter.


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ગોલ નંબર - ૯૩

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Constitution of the Grievance Redressal Committee

The following committee for Students Grievance Redressal is constituted by the principal with immediate effect to address individual as well as collective grievances of the students of the institute.

Grievance redressal committee Members

Sr. No.	Name	Designation	Sign
1.	Dr. K. P. Patel	Principal-Chairperson	
2.	Dr. S. D. Vediya	Convener	
3.	Dr. R. H. Parmar	Member	
4.	Dr. D. R. Fudani	Member	
5.	Dr. V. R. Patel	Member	
6.	Dr. G. L. Vekaria	Member	
7.	Ms. JinalPatel	SRC Member (Student)	
8.	Ms. AjbinaMansuri	SRC Member (Student)	

Grievances Redressal Committee meets as and when a complaint is received. The Members of the Grievances meet to review the complaints if any and suggest appropriate modes of action. The report of the same is duly submitted annually. The timeline for resolving the same if any, is 7 working days.



Principal

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सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

मोेल नं०२ - ८३

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 26/06/ 2023

NOTICE

A meeting of Grievance Redressal Committee will be held on 27th June, 2023 at 3:00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Follow-up of the previous meeting discussion.
2. Increase the number of computers for the students
3. To organise health awareness programmes for female students
4. Emerging students' grievances.
5. Miscellaneous

Dr. S. D Vediya

(Convener)

(Dr. K. P. Patel)

(Principal and Chairman)
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvalii.

Members:

1. Dr. R. H. Parmar
2. Dr. D. R. Fudani
3. Dr. V. R. Patel
4. Dr. G. L. Vekaria
5. Ms. Jinal Patel
6. Ms. Ajbina Mansuri



Principal
Sir P. T. Science College
Modasa-383315, Dist. Arvalii.



Phone : (02774) 246410

Sir P. T. Science College, Modasa

Managed by : The M. L. Gandhi Higher Education Society, Modasa

(Accredited B++ by NAAC)

Post Box No. 1, MODASA - 383 315 (Gujarat)

Website : www.sptcmod.ac.in

Email : sirptscience127@gmail.com

सर पी. टी. सायन्स कॉलेज, मोडासा

मोडासा-३८३ ३१५ (गुजरात)

College Code : 127 / 32

ગોલ નંબર - ૯૩

Ref. No.

Date : / / 201

Date: 28/06/2023

Minutes of the Meeting held by SGRC on 27th June, 2023

A meeting of Grievance Redressal Committee of the college was organised on 27th June, 2023 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. The agenda of previous meeting and actions taken for that was discussed and reviewed.
2. It has been discussed to increase the number of computers in students' computer lab in order to provide more digital facilities to the students.
3. Teachers have also complaint about the poor internet connection. To resolve that, it has been decided to call service provider and also to increase the number of internet routers so that the students can also get benefitted from the facilities.
4. It has been discussed to organise health awareness programmes for female students in order to make them more aware about their health and hygiene.

Members Present in the Meeting:

1. Dr. K. P. Patel

2. Dr. S. D. VEDIYA

3. Dr. R. H. Parmar

4. Dr. D. R. Fudani

5. Dr. V. R. Patel

6. Dr. G. L. Vekaria

7. Ms. Jinal Patel

8. Ms. Ajbina Mansuri




Principal
Sir P. T. Science College
Modasa-383315, Dist. Arvalli.



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मोडासा-३८३ ३१५ (गुजरात)

College Code : 127 / 32

ગોલ નંબર - ૯૩

Ref. No.

Date : / / 201

Date: 02/01/ 2024

NOTICE

A meeting of Grievance Redressal Committee will be held on 3rd January, 2024 at 2.00 PM in the Principal's Chamber to discuss various issues related to Grievance Redressal. The following members are requested to join the meeting.

Agenda:

1. Construction of new toilet for male students.
2. To add blocks in the area between academic and admin building.
3. Inadequate light in classrooms.
4. Emerging students' grievances.
5. Miscellaneous


Dr. S. D VEDIYA

(Convener)



(Dr. K. P. Patel)

(Principal and Chairman)

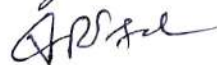
Principal

Sir P. T. Science College
Modasa-383315, Dist. Arvali.


Members:


1. Dr. R. H. Parmar 

2. Dr. D. R. Fudani 

3. Dr. V. R. Patel 

4. Dr. G. L. Vekaria 

5. Ms. Jinal Patel 

6. Ms. Ajbina Mansuri 





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मोडासा-३८३ ३१५ (गुजरात)

जोन नंबर - ८३

College Code : 127 / 32

Ref. No.

Date : / / 201

Date: 04/01/2024

Minutes of the Meeting held by SGRC on 3rd January, 2024

A meeting of Grievance Redressal Committee of the college was organised on 3rd January, 2024 for discussing various matters related to the committee. The following decisions were taken in the meeting.

1. With reference to the complaint made by male students regarding a greater number of toilets it has been decided to construct new toilet for male students.
2. During the rainy season the area between academic and admin building become muddy and to commute between two buildings become difficult. The issue was raised by teachers as well as students. In order to resolve the issue, it has been decided to add cement blocks between the two buildings.
3. Students have complaint about inadequate light in classrooms, so it has been decided that to change the old iron windows with the glass windows so that the classrooms have adequate lights.

Members Present in the Meeting:

1. Dr. K. P. Patel
2. Dr. S. D. VEDIYA
3. Dr. R. H. Parmar
4. Dr. D. R. Fudani
5. Dr. V. R. Patel
6. Dr. G. L. Vekaria
7. Ms. Jinal Patel
8. Ms. Ajbina Mansuri

[Handwritten signatures of the members listed above]

[Handwritten signature]
Principal
Sir P. T. Science College
Modasa-383315, Dist. Arvalli.



Dr.K.P. Patel
Principal

SFI OFFICE

16 Nikki Pokar Student Rep.
17 Patman Habima F Student Rep.
18 Ganga Shukla Student Rep.
19 Veda Rukhaya A Member



[Signature]
Principal
Sir P. T. Science College
Modasa-393315, Dist. Arvali.