



# GRIEVANCES

## Grievances Redressal Cell

The college has a Grievance Redressal Cell for dealing with any sort of grievance that students and staff may encounter. Grievances of students, if any, are brought to the notice of the Head of the institution, and the issues are amicably and promptly solved. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell.

The Grievances may broadly include the following complaints of the aggrieved students

a. Academic

b. Non-Academic

- Protection of human rights is essential for the all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody. The cell is indented to find solutions for problems like sexual harassment –any kind of physical or mental harassment, complaints regarding class

- room teaching-class room management, completion of syllabus, teaching methods etc, if and when they arise. The Grievance Redressal Cell convenes meetings periodically, record the minutes and takes steps to redress the grievance.
- CASH( Committee against Sexual Harrasment)and Anti Ragging Cell specially formed to redress the grievance regarding sexual harassment and ragging. Incharges of under these cells take care of this matter.

## Objectives:

A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Grievance Redressal form is available in website and Suggestion / complaint Box is installed near the reception area 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.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the problem



- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### **Procedure for lodging complaint:**

- The students may feel free to put up a grievance in Grievance Redressal cell form which is available in the website or drop in suggestion 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.

### **COMPOSITION OF GRIEVANCE REDRESSAL CELL**

- The Grievance Redressal Cell of the institute having provision of teaching, non teaching staff has its members and Principal as the coordinator.
- The cell is having the provision of being reconstituted every year if situation arises for so by the Principal himself along with suggestions sought from the in charge administrative body.
- CASH and Anti Ragging Cells are also formed to redress the grievance regarding sexual harassment and ragging.
- All Grievances referred to the Grievance Redressal committee/Principal shall be maintain a record in file of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the Principal.
- 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.

## Members of Students Grievances Redressal Cell:

<b>Sr. No</b>	<b>Incharges Name</b>	<b>Designation</b>	<b>Position</b>
<b>1</b>	Dr. Amandeep Kaur	Principal	Chairperson
<b>2</b>	Mrs. Manpreet Kaur	Assistant Professor	Member
<b>3</b>	Dr. Geeta Kundi	Assistant Professor	Member
<b>4</b>	Mr. Narinder Singh	Clerk	Meember
<b>5</b>	Mrs. Harmeet Kaur	Clerk	Member
<b>6</b>	Mr. Karamjit Singh	Accountant	Member
<b>4</b>	Ripandeeep Kaur	Student	Member
<b>5</b>	Kritika	Student	Member

**YEARLY PLAN- GRIEVANCE**  
**REDRESSAL COMMITTEE: 2021-22**

<b>Sr.No.</b>	<b>Activity/ Plan</b>	<b>Date</b>
1.	Orientation programme of Grievance Committee	November 17, 2021



**Report  
On  
Orientation programme of Grievance Redressal Cell  
On 17<sup>th</sup> Nov, 2021**

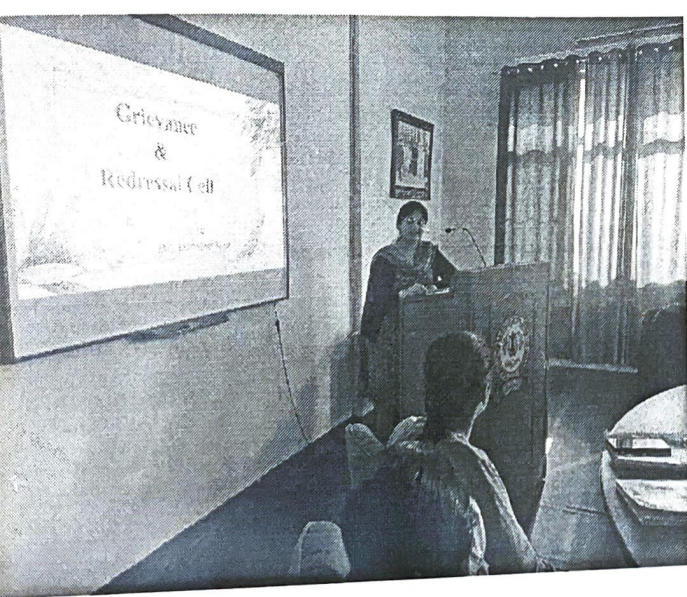
G.H.G. Harparkash College for Women, Sidhwan Khurd Ludhiana organized Orientation programme of Grievance Redressal Committee for B.Ed, M.Ed and PG Diploma of Guidance and Counselling Students on 17 November, 2021. Members of this committee were Dr. Amandeep Kaur, Coordinator, Principal, Manpreet Kaur, Assistant Professor, Dr. Geeta Kundi, Assistant Professor and 2 students of the college. All the students attended the orientation programme through offline mode. The purpose of this orientation was to aware students about the guidelines and procedure of how to submit online and offline grievances. Program started with (SHABAD) as a prayer to almighty for the prosperity of the institution. After shabad, welcome address was given by Dr. Amandeep Kaur Principal, G.H.G. Harparkash College of Education for Women, Sidhwan Khurd . She in her address emphasized the need of Grievance Redressal Committee.

Members of this Grievance Redressal Committee informed about all the members of this committee, Objectives and procedure of this committee. Anyone with a genuine grievance may approach the members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Cell and Grievance Redressal form is also available on the website of the college and students were ensured that their grievance will remain confidential and they can meet the in charges of different



cells as referred by Grievance Redressal Committee and also ensured them that their grievance will be resolved as soon as possible.

CASH, Anti Ragging and Guidance and Counselling cell are also part of Grievance Redressal committee. Dr. Sarvjeet Kaur, Associate Professor and Dr. Jagminder Kaur, Assistant Professor also informed students about the CASH and Anti Ragging cell. Dr. Sarvjeet Kaur, Associate Professor of this college also introduced students about various Personal and Career Counselling Services. At the last, vote of thanks was given by Dr. Sarvjeet Kaur and programme ended with National Anthem.



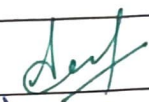
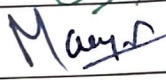
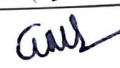
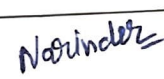
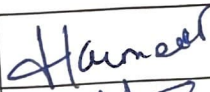
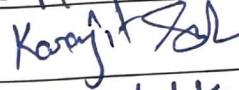
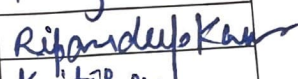
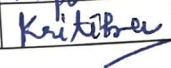
Mrs. Manpreet Kaur *Manpreet*  
Dr. Geeta Kundi *Geeta*  
Incharges

*Amandeep*  
Dr. Amandeep Kaur  
Principal  
G. H. G. Harparkash College  
of Education for Women  
SIDHWAN KHURD (LAL)



**MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 20.08.2021  
IN PRINCIPAL OFFICE**

**MEMBERS PRESENT:**

Sr. No	Member	Designation	Signature
1	Dr. Amandeep Kaur	Principal	
2	Mrs. Manpreet Kaur	Assistant Professor	
3	Dr. Geeta Kundi	Assistant Professor	
4	Mr. Narinder Singh	Clerk	
5	Mrs. Harmeet Kaur	Clerk	
6	Mr. Karamjit Singh	Accountant	
7	Ripandeep Kaur	Student	
8	Kritika	Student	

**POINTS OF DISCUSSION:**

DISCUSSION ON THE APPLICATION RECEIVED FROM  
B.Ed. STUDENT (Priya Raj) FOR GIVING PRACTICAL EXAMINATIONS  
THROUGH ONLINE MODE

**PLAN OF ACTION:**

Meeting of the Grievance Redressal Cell on the discussion on the application received from the B.Ed student (Priya Raj) for giving practical examinations through online mode as lockdown was imposed in her state at that very period of time. The duty was given to Mr. Narinder Singh (CLERK) to resolve the problem in hand.

**ACTION TAKEN REPORT**

Mr. Narinder Singh (Clerk) coordinated with the affiliating university of the college P.U., Chandigarh and student was given special permission to give her practical examination through online mode.

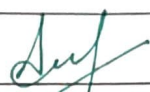
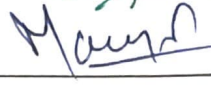


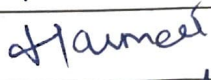
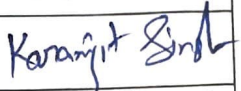
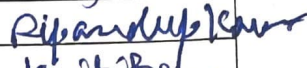

  
Principal

G. E. G. Harparkash College  
of Education for Women  
SIDHUWAN KHURD (D.D.)



**MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 2.05.2022 IN  
PRINCIPAL OFFICE**

**MEMBERS PRESENT:**

Sr. No	Member	Designation	Signature
1	Dr. Amandeep Kaur	Principal	
2	Mrs. Manpreet Kaur	Assistant Professor	
3	Dr. Geeta Kundi	Assistant Professor	
4	Mr. Narinder Singh	Clerk	
5	Mrs. Harmeet Kaur	Clerk	
6	Mr. Karamjit Singh	Accountant	
7	Ripandeep Kaur	Student	
8	Kritika	Student	

**POINTS OF DISCUSSION:**

DISCUSSION ON THE APPLICATION RECEIVED FROM  
B.Ed. AND M.Ed. STUDENTS REQUESTING TO TAKE ONLINE INTERNAL  
THEORY EXAMS

**PLAN OF ACTION:**

Meeting of the Grievance Redressal Cell on the discussion on  
the application received from B.Ed. and M.Ed. students requesting to take online  
exams . The duty was assigned to Examination committee to resolve the problem.

**ACTION TAKEN REPORT-**


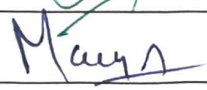


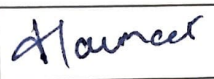
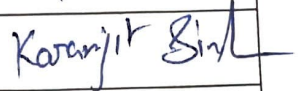
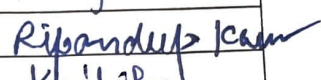

Examination committee conducted a meeting with students of B.Ed. and M.Ed.  
classes and cleared their doubts and lastly students were prepared to give their  
exams through offline mode.

  
Principal

G. H. G. Harparkash College  
of Education for Women  
SIDHWAN KHURD (Dist.)

**MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 12.03.2022  
IN PRINCIPAL OFFICE**

**MEMBERS PRESENT:**

Sr. No	Member	Designation	Signature
1	Dr. Amandeep Kaur	Principal	
2	Mrs. Manpreet Kaur	Assistant Professor	
3	Dr. Geeta Kundi	Assistant Professor	
4	Mr. Narinder Singh	Clerk	
5	Mrs. Harmeet Kaur	Clerk	
6	Mr. Karamjit Singh	Accountant	
7	Ripandeep Kaur	Student	
8	Kritika	Student	

**POINTS OF DISCUSSION:**

DISCUSSION ON THE APPLICATION RECEIVED FROM STUDENTS COMPLAINING ABOUT THE FOOD QUALITY IN THE CANTEEN.

**PLAN OF ACTION:**

Meeting of the Grievance Redressal Cell on the discussion on the application received from the B.Ed. students complaining about the food quality in the canteen was held and Grievance Redressal Committee took the matter in its hands and discussed it with Principal Madam.

**ACTION TAKEN REPORT-**

The charge of the canteen was given to another person ensuring that food provided will be of good quality to the students.

  
Principal  
Principa

G. H. G. Harparkash College  
of Education for Women  
SIDHWAN KHURD (Ld.)