



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 Harassment) 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:

Sr. No	Incharges Name	Designation	Position
1	Dr. Amandeep Kaur	Principal	Chairperson
2	Mrs. Manpreet Kaur	Assistant Professor	Member
3	Dr. Geeta Kundi	Assistant Professor	Member
4	Mr. Narinder Singh	Clerk	Member
5	Mrs. Harmeet Kaur	Clerk	Member
6	Mr. Karamjit Singh	Accountant	Member
4	Ms. Shivani (B.Ed 1 st year)	Student	Member
5	Ms. Navdeep kaur (B.Ed 2 nd year)	Student	Member


Principal

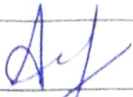
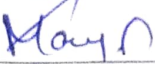


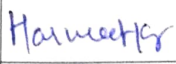

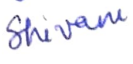
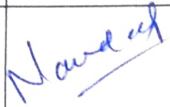
Principal
G H G Harparkash College
of Education for Women
SIDHWAN KHURD (Ldh.)

YEARLY PLAN- GRIEVANCE REDRESSAL COMMITTEE:
2022-23

Sr. No.	Activity/ Plan	Date
1.	Orientation programme of Grievance Committee	October 01, 2022

MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 08.10.2022 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	Ms. Shivani (B.Ed 1 st year)	Student	 Shivani
8	Ms. Navdeep Kaur (B.Ed 2 nd year)	Student	 Navdeep

POINTS OF DISCUSSION:


Discussion on the application received from B.Ed, M.Ed and PG Diploma in Guidance & Counselling students requesting to start transport facility from college to new locations

PLAN OF ACTION:

Meeting of the Grievance Redressal Cell on the discussion on the application received from B.Ed., M.Ed. and PG Diploma in Guidance & Counselling students to start transport facility from college to new locations. The matter was discussed with Principal Madam and the task was assigned to the supervisor of the Transport Committee of Sidhwan Group of Institutions to look into the matter.

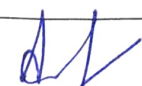
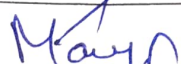
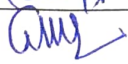

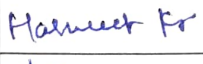


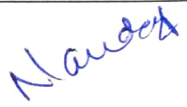
ACTION TAKEN REPORT-

Transport facility was started from college to different new locations in the end of October


Principal
G.P.O. Harparkash College
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SIDHWAN KHURD (Loh.)

MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 10.12.2022 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	Ms. Shivani (B.Ed 1 st year)	Student	
8	Ms. Navdeep Kaur (B.Ed 2 nd year)	Student	

POINTS OF DISCUSSION:

Discussion on the application received from B.Ed Students (Manjot Kaur and Gurmeet Kaur) for fee concession

PLAN OF ACTION:

Meeting of the Grievance Redressal Cell on the discussion on the application received from the B.Ed student (Manjot Kaur and Gurmeet Kaur) regarding fee concession. Financial condition of the students was taken into consideration by Grievance committee.

ACTION TAKEN REPORT

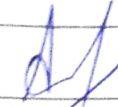
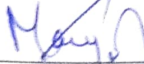
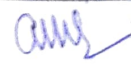
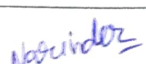



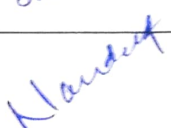
Fee concession was given to both the students on the basis of their request submitted to the Grievance Redressal cell.


Principal

G.H.G. Harprekash College
of Education for Women
SIDHWAN KHURD (Ldh.)

MEETINGS OF GRIEVANCE REDRESSAL CELL HELD ON 09.06.2023 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	Ms. Shivani (B.Ed 1 st year)	Student	
8	Ms. Navdeep Kaur (B.Ed 2 nd year)	Student	

POINTS OF DISCUSSION:

Discussion on the application received from student regarding incorrect name on DMC and Degree awarded by P.U., Chd.

PLAN OF ACTION:

Online Meeting of the Grievance Redressal Cell on the discussion on the application received from the B.Ed. student Anjali Sharma of the session 2019-21 regarding correction in name in the DMC and Degree awarded by the Panjab University, Chd. Application received was forwarded to Mr. Narinder Singh in the clerical office.

ACTION TAKEN REPORT-

Mr. Narinder Singh contacted the concerned personnel of P.U., Chd. regarding the matter of incorrect name on DMC and Degree of the student. After that, incorrect name was rectified by the university on both the documents of the student.

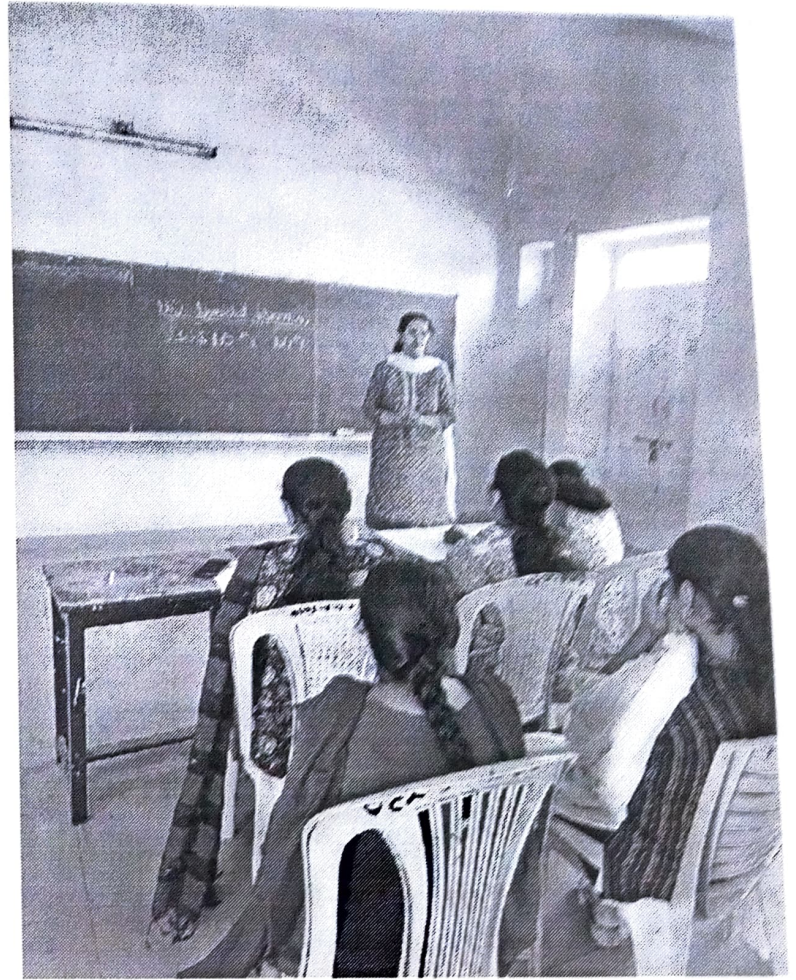

Principal

Report On Orientation programme of Grievance Redressal Cell (1st October, 2022)

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 1st October, 2022. 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 (Committee against sexual Harassment), 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 (Committee against sexual Harassment) and information about Anti Ragging cell was given by Dr Manjeet Kaur. 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
Jawahar Education Centre
University of Education
for Women
SIDHWAN KHURD (Ldh.)