



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 cell) 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.

Objective:

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 Cell is 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	Mrs. Harjeet Kaur	Instructor	Member
4	Ms.Jashan	Student	Member
5	Ms.Manjinder Kaur	Student	Member

YEARLY PLAN- GRIEVANCE
REDRESSAL COMMITTEE: 2020-21

Sr.No.	Activity/ Plan	Month
1.	Orientation programme of Grievance Committee	August,2020

Report On Orientation programme of Grievance Redressal Cell

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 August, 2020 . Members of this committee were Dr Amandeep Kaur, Coordinator, Principal Manpreet Kaur, Assistant Professor, Mrs Harjeet Kaur, Instructor and 2 students of this college. Maximun participants attended this programme through online platform. 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 emphasised on the need of Grievence Redressal commitee.

Members of this Grievance Redressal committee informed about all the members of this committee, Objectives and procedure of this commitee .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 in website and ensured the students that their grievance will remain confidential and they can meet the incharges of different cell to whom they 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 is also part of Grievance Redressal committee . Dr. Manjeet 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 was also introduced students about various Personal and career counselling services. In the last vote of thanks was done by Dr. Jagminder kaur and Programme was ended with National Anthem.