

**GURU NANAK KHALSA COLLEGE FOR WOMEN,  
GUJARKHAN CAMPUS MODEL TOWN, LUDHIANA**



**Session 2020- 2021**

**SUPPORTING DOCUMENTS**

**FOR**

**Criteria 5.1.5: The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases  
Implementation of guidelines of statutory/regulatory bodies Organization wide awareness and undertakings on policies with zero tolerance Mechanisms for submission of online/ offline students' grievances Timely redressal of the grievances through appropriate committees**

*Manu*  
Ms. Maninder Kaur  
Offg. Principal  
Offg. Principal

G.N.Kh. College for Women  
Model Town, Ludhiana.

## **Student Grievances Redressal committee 2020-2021**

<https://www.gnwldh.com/#> (College Website)

[https://www.gnwldh.com/wp-content/uploads/2023/08/Minutes-Of-Anti-Ragging-2020\\_21.pdf](https://www.gnwldh.com/wp-content/uploads/2023/08/Minutes-Of-Anti-Ragging-2020_21.pdf)

(Anti ragging committee)

### **Discipline & Anti-Ragging Committee**

Ragging is totally prohibited in Guru Nanak Khalsa College for Women, Gujarkhan Campus, Model Town, Ludhiana. Anyone found guilty of ragging or abetting ragging is liable to be punished as per the UGC Regulations 2009 and under the provisions of penal law currently in force. The Anti-Ragging Committee of the college was constituted in accordance with the UGC regulation 2009 to ensure a safe and welcoming environment for freshers. The Cell comprises the most experienced staff members and ensures that ragging is not practiced actively or passively, nor any activity that promotes ragging directly or indirectly goes unreported. The committee prevents any sort of exploitation, abuse, misconduct, misdemeanor on the part of students and ensures a congenial environment for all.

**Nodal Officer : Dr. Punpreet Kaur**

**Email Id : gnkcwantiragging@gmail.com**

**Contact No : 8146570765**

**Members:**

- **Mrs. Gagneetpal Kaur**
- **Mrs. Manpreet Kaur**
- **Dr. Madhu Dhawan**
- **All Mentors**

#### **DUTIES:**

- To initiate timely action against erring students.
- To ensure overall disciplined environment in the College.
- To sensitize students about the evils of ragging and its prevention in the College Campus by organizing talks/ programmes etc.
- To address complaints about ragging as per the Govt. and University procedures.
- To maintain records of the cases investigated and submit the same to the IQAC Committee

### **Minutes of Meetings of Anti-Ragging Committee**

[https://www.gnwldh.com/wp-content/uploads/2023/08/Minutes-Of-Anti-Ragging-2020\\_21.pdf](https://www.gnwldh.com/wp-content/uploads/2023/08/Minutes-Of-Anti-Ragging-2020_21.pdf)

(Anti ragging minutes of meeting)

## **Caste Discrimination Grievance Redressal Committee**

**Nodal Officer : Dr. Balbir Kaur**

**Email Id : gnkcwldh1@rediffmail.com**

**Contact No : 0161-2424668**

**Members:**

- **Mrs. Manmeet Kaur**
- **Mrs. Rajwinder**
- **Mrs. Satwant**

<https://www.gnwldh.com/caste-discrimination-grievance-redressal-committee/>

(Caste discrimination committee)

## Student Grievance Report 2020-2021

The session started with the second wave of pandemic with a variant delta which was very contagious and the session was totally shifted to virtual mode. Online teaching learning process had a significant impact on higher educational institutions worldwide. To address the concerns and grievances of students, Student redressal committee of the college actively implemented redressal mechanisms and support systems for the students grievances, established multiple channels to connect with students. It included social media platforms like google Meet and zoom app as well as You tube etc. For students, the pandemic resulted in a variety of emotional and mental health issues. Therefore the grievance cell made a concerted effort to address student complaints as soon as possible and in a timely manner. Within the set time frame, complaints were acknowledged.

### Types of Problems faced by the students:

1. **Challenges to education:** It was challenging for students to get access to a quality education. The switch to online learning presented issues with resource availability, internet connectivity, and access to technology.
2. **Mental health challenges:** The pandemic increased stress, anxiety, and isolation levels, which had a detrimental effect on students mental health. The absence of regularity, increasing screen time, and unpredictability of the future all contributed to problems with mental health.
3. **Academic deficits:** The move to distance learning disturbed the established learning environment, possibly resulting in difficulties with learning. Students academic success may have been negatively influenced by limited access to resources, challenges adjusting to online platforms, and decreased support from teachers and classmates.
4. **Equity and disparities:** The outbreak made already existing educational imbalances worse. Due to limited access to technology, internet connectivity, and an appropriate learning environment, students from low-income households or marginalised groups faced additional hurdles.

The complaints included everything from concerns about exam logistics and grading to technological issues with online learning platforms.

### Methods to Resolve Grievances

1. **Virtual Support Service:** Institutions have used technology to offer students virtual career, academic, and counselling services to assure continuity of support services.
2. **Transparent Communication:** Clear communication was essential in resolving student complaints. Institution took steps to inform students of institutional policies, adjustments to academic procedures, and actions taken to allay their worries. To keep students aware of pertinent developments, frequent updates were distributed via official websites, emails, and social media channels.

In order to ensure that students issues were effectively handled, open communication and a dedication to continual development were crucial. The knowledge gained during this trying period can be applied going forward to improve student grievance redressal mechanisms even after the pandemic.