




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

GRIEVANCE REDRESSAL CELL

ANNUAL REPORT (2023-24)

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Dated 29 May 2024

REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL (2023-24)

Constitution of Grievance Redressal Cell

This cell is functional with the Principal as Chairperson and two Senior Faculty members as Coordinators. Cell addresses the sensitive areas that need patient listening, understanding, care and of course redressal in the form of needy action through the following members.

	Name	Designation
1.	Dr. Maneeta Kahlon (Principal)	Chairperson
2.	Dr. Balbir Kaur (Librarian)	Coordinator
3.	Mrs. Manmeet Kaur (Associate Professor)	Co-Coordinator

The Grievance Redressal Cell at GNKCW led by Dr. Balbir Kaur and Mrs. Manmeet Kaur operates under the expert guidance of Principal Dr. Maneeta Kahlon. The cell is dedicated to addressing and resolving student grievances to maintain a positive and productive academic environment.


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One of the key mechanisms employed by the cell is the use of suggestion boxes installed across the college campus. These boxes enable students to submit their suggestions and complaints anonymously, ensuring they feel secure in voicing their concerns. Students can also address or raise their concern through digital feedback forms, PTM'S held twice in every session and Mentor- Mentee meet held at the end of every month



The Grievance Redressal Cell

The Grievance Redressal Cell was established to address and resolve student grievances effectively. The cell convenes as necessary to address issues and implement appropriate solutions. This cell is dedicated to maintaining confidentiality and fostering a supportive environment.

Objectives of Grievance Redressal Cell

- Foster a responsive and accountable mind-set among all stakeholders to maintain peaceful educational environment within the institute.
- Preserve the College's dignity by ensuring a conflict-free atmosphere through the promotion of positive relationships with stakeholders.
- Encourage stakeholders to voice their concerns or issues openly and without fear of retaliation.

Three-tier system

- **Class Level-** In the Monthly Mentoring Meet, the two Mentors of each class deal with the personal problems of their Mentees.
- **Department Level-** The Department Heads and senior teachers solve the students' problems.
- **College Level-** The Grievance Redressal Cell, reports to the Principal madam to resolve the issue of the students.

OPENING OF SUGGESTION BOXES





Model Town, Ludhiana, GNIMT Lane, Pritm Nagar, Model Town, Ludhiana, Punjab 141002, India

Ludhiana
Punjab
India

2024-01-23(Tue) 11:31(AM)

22°C

72°F



234r, Pritm Nagar, Model Town, Ludhiana, Punjab 141002, India

Ludhiana
Punjab
India

2024-05-21(Tue) 02:00(pm)



45°C

113°F



Policies and Principles:

- **Vision and Mission:** Our institution's vision and mission are deeply rooted in strong principles and ethics.
- **Commitment to Redressal:** The management, college administration and Principal are committed to providing a robust grievance redressal mechanism for students.
- **Government Mandate:** A three-tier grievance mechanism, as mandated by the government, is in place to resolve any complaints.
- **Students Satisfaction Surveys:** Periodic online feedbacks surveys are conducted to gauge student satisfaction to gather feedback on the grievance redressal process.
- **Transparency:** The process and decisions of the grievance redressal mechanism are transparent and communicated clearly to all stakeholders.

Code of Conduct:

- **Zero Tolerance Policy:** Our institution has a zero-tolerance policy for any form of ragging or sexual harassment.
- **Adherence to Norms:** The College strictly adheres to all norms against sexual harassment, ragging, and other offenses as issued by state and federal governments.
- **Social Media Conduct:** Any abuse on social networking sites will be severely punished.
- **CCTV Surveillance:** Offenses discovered through CCTV surveillance are punishable.
- **Counselling and Reprimand:** Students found in incriminating situations will be reprimanded and counselled.

- Fair Hearing: Students who violate the code of conduct will be given a fair hearing at the Departmental level.

Different Methods for Registering Grievance

SUGGESTION BOXES: Installed in common areas, allowing students to drop their suggestions and complaints anonymously.

MENTOR MENTEE MEET: Mentors interact with the mentees through these meets held on a monthly basis and get their suggestions which were forwarded to the grievance cell.

PTM'S: Such meeting provide a platform to the parents to give their suggestions as well. **DIGITAL FEEDBACK:** Collected from all students by feedback forms at the end of each academic year.

Mentor Mentee Meets





In addition to the suggestion boxes, the cell also gathers feedback and addresses grievances during mentoring meetings held monthly and PTMs(Parent Teacher Meetings) held twice in Every session. These meetings provide a platform for direct communication between parents, students and mentors, facilitating the prompt identification and resolution of issues. During these sessions, mentors collect feedback, discuss common concerns, and report them to the Grievance Redressal Cell for further action.

Dr. Balbir Kaur and Mrs. Manmeet Kaur ensure that all submitted suggestions and complaints are reviewed and addressed promptly and impartially. Regular follow-ups are conducted to ensure satisfactory resolution of each issue. Principal Dr. Maneeta Kahlon's oversight guarantees that the cell's activities align with the college's commitment to student welfare and academic excellence.



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Summary of Grievances Reported and Action taken during the session (2023-24)

Sr .No.	Grievances	Action Taken
1.	Extend the college library timings	Discussed with the Library Advisory Committee and extended the library timings
2.	Lack of dustbins and waste baskets	Additional dustbins purchased and kept at classrooms and corridors
3.	Quality and price of hostel/canteen food	Matter discussed with Canteen Contractor and menu revised
4.	Cleanliness of student washrooms	Cleaning staff informed and students were given awareness regarding proper use of washrooms
5.	Timely service and cleaning of water coolers	Matter discussed with Annual Maintenance Contract (AMC) and water coolers serviced.
6.	Message from the College should be directly sent to the Parent's phone. (by Parents in PTM)	Matter discussed with Principal mam
7.	Air conditioners should be installed in class rooms.	Matter discussed with the Management.
8.	Gating time should be reduced.	Matter discussed with Principal mam and action taken.

The Grievance Redressal Cell plays a crucial role in maintaining a harmonious educational environment by addressing and resolving student grievances effectively. Through various mechanisms and a committed team, the cell ensures that all concerns are handled confidentially, equitably, and transparently, fostering a supportive and responsive atmosphere for all stakeholders.



In conclusion, the Grievance Redressal Cell at Guru Nanak Khalsa College for Women, Gujarkhan Campus Ludhiana plays a vital role in fostering a supportive and responsive environment for students. Through the effective use of suggestion boxes, PTMs and monthly mentoring meetings the cell ensures that student voices are heard and their concerns are addressed.



Maneeta
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