



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

**GRIEVANCE REDRESSAL CELL**

**ANNUAL REPORT (2024-25)**

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**Dr. MANEETA KAHLON**  
Principal  
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## ***Guru Nanak Khalsa College for Women***

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Ref. No. NAAC FILE

Dated 23/05/2025

### **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.

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.

**Dr. MANEETA KAHLON**

Principal

G.N.Kh. College for Women  
Gujarkhan Campus, Model Town,  
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## Grievance Redressal Cell

The Grievance Redressal Cell has been formed to effectively handle and resolve student complaints. It meets as needed to address concerns and implement suitable solutions. The cell is committed to upholding confidentiality while creating a supportive and safe atmosphere.

The cell comprises members of the different departments:

- Mrs. Seema Dua (Registrar ,Assistant Professor, Economics)
- Dr. Punpreet Kaur (Dean Student Welfare & Youth Welfare Assistant Professor, Commerce)
- Mrs. Shikha Kalra (Hostel Incharge ,Assistant Professor, Home Science)

## Goals of the Grievance Redressal Cell

- Promote a responsive and responsible attitude among all stakeholders to ensure a calm and respectful educational environment.
- Uphold the institution's dignity by maintaining a conflict-free setting through the cultivation of positive stakeholder relationships.
- Motivate stakeholders to share their concerns freely, without the fear of retaliation.

### Three-tier system

- **Class Level:** During the monthly mentoring sessions, two mentors assigned to each class address and solve the individual concerns and personal issues of their mentees.
- **Department Level:** At this level, senior faculty members and department heads work together to resolve academic and departmental issues faced by students and teachers.
- **College Level:** The Grievance Redressal Cell escalates unresolved concerns to the Principal to ensure appropriate and timely resolution at the institutional level.

## **Policies and Principles:**

- **Vision and Mission:** The institution's core values and goals are firmly grounded in ethical practices and principled leadership.
- **Commitment to Redressal:** The management, administration, and Principal are dedicated to maintaining a strong and effective grievance redressal system for students.
- **Government Mandate:** In compliance with government guidelines, a structured three-tier grievance mechanism has been established to address and resolve complaints.
- **Student Satisfaction Surveys:** Regular online surveys are conducted to measure student satisfaction and gather insights to improve the grievance redressal process.
- **Transparency:** All processes and decisions related to grievance resolution are carried out transparently and clearly communicated to all stakeholders

## **Code of Conduct:**

1. Our institution upholds a strict zero-tolerance approach to ragging and all forms of sexual misconduct.
2. Compliance with government regulations on anti-ragging and anti-harassment policies is mandatory for all students and staff.
3. Inappropriate behaviour on social media platforms is considered a serious offense and will attract strict disciplinary action.
4. Activities monitored through CCTV cameras are reviewed regularly, and any violations are subject to penalties.
5. Students involved in misconduct will undergo counselling sessions and receive formal warnings to prevent recurrence.
6. All students are expected to maintain dignity and respect both offline and online as part of the institutional values.

7. The college is committed to creating a safe and secure environment free from threats, bullying, or offensive behaviour.
8. Evidence-based action is taken for any violations caught on surveillance, ensuring fairness and accountability.
9. Students breaching the code will be given a chance to present their side before any disciplinary decision is made.
10. Ethical conduct is not just expected but actively promoted through awareness campaigns and orientation programs.
11. Repeated violations may lead to escalated actions, including suspension or expulsion as per college norms.
12. The code emphasizes mutual respect, discipline, and integrity as foundational values for campus life.

**Details of Code of Conduct are uploaded on website.**

### **OPENING OF SUGGESTION BOXES**







## Suggestions given by students

DO YOU THINK PUTTING UP FINE WOULD GIVE STUDENTS THE MOTIVATION TO STUDY?

**Action Taken:**  
We plan to introduce positive reinforcement methods to his academy's support system.

**Stationary Shop In the College.**

**Action Taken:**  
Blinkit etc is available for students.

Respected principal ma'am,

I'd like to request you to change the closing of parking gate at least 10-15 mins. I'd be thankful to you.

**Action Taken:**  
Things extended to 11 am.

RESPECTED TEACHERS, (MST)

THE IDEA OF MST WAS FOR STUDENTS PREREALISATION OF KNOWLEDGE THEY HAVE GAIN IN THE SEMESTER BUT WHAT'S HAPPENING WITH US IS GETTING FORCED. WHO IN THE RIGHT MIND PUT 5 SUBJECTS TOGETHER IN THE END ALL HAPPEN IS MILK THE STUDENTS AND IF THEY FAIL TO FINE.

I DON'T EXPECT ANYTHING BUT AT LEAST UNDERSTAD WE ARE HUMANS TOO.

Teacher's Sign: \_\_\_\_\_

MSTs are much more than just a name. They are a community of learners.

Page No. \_\_\_\_\_  
Date \_\_\_\_\_

I believe these changes will encourage more participation in the feedback system and create a more open and supportive environment for students and teachers alike.

Thank you for your time and consideration.

Yours Sincerely  
Students

**Action Taken**  
WhatsApp Groups Created

Fresh fruits / juices in Canteen / Advice  
Career counselor

**Suggestions**

- 1) We need ~~can~~ career counselor
- 2) Please provide gloves to the canteen workers
- 3) Please include fruit salad in canteen's menu
- 4) Please include fresh fruit juice also in canteen's menu
- 5) Please ~~don't~~ unlock washroom of "C" Block

**Action Taken**  
Forwarded to concerned authority

Suggestion Regarding Celebrating Halloween in the college on 31st October

1. Halloween Costume
  - \* encourage students to dress up with a creative college appropriate halloween costume. it may include halloween make up.
  - \* Themed categories like book characters or science related costumes to keep it educational.
2. Pumpkin Decoration Contest
  - \* Organize a pumpkin decoration contest where students can work solo or in groups to design creative pumpkins.
3. Classroom decorations
4. Halloween - Themed Games & Activities
5. Set up of stalls

**Action Taken**  
Add these fun activities in future

This celebration should be in a form of event. It would be more preferred to celebrate it during evening so make it more interesting & outdoors should be allowed so that it will enhance the earnings of the students on stalls and this would make it more interesting and creative.

## **Various Methods Used for registering grievances:**

### **EMAIL COMMUNICATION/ SUGGESTION BOX:**

Students can send their concerns and suggestions directly to the grievance cell or concerned authorities via official email addresses, ensuring a direct and documented line of communication.

### **STUDENT REPRESENTATIVES:**

Appointed class or department representatives can collect and forward the concerns of students to the administration during formal meetings.

### **MENTOR MENTEE MEET**

Monthly mentor mentee meetings organized, allowing students to voice their grievances in the presence of faculty and administration for immediate discussion.

### **ONLINE GRIEVANCE:**

A dedicated section on the college website or app where students can log in and submit grievances confidentially, with tracking and resolution updates.

### **WHATSAPP GROUPS:**

Officially monitored messaging groups where students can raise issues in a more informal and real-time manner, especially for urgent academic or administrative matters.

### **GRIEVANCE REDRESSAL DESK:**

Organize PTMs twice after MST of odd and Even Semesters, where a dedicated team is available to hear and resolve student grievances in person.

### **ANONYMOUS ONLINE SURVEYS:**

Periodic surveys to gather feedback on teaching, facilities, and administration without revealing student identity.



## Parent Teacher Meet (PTM)





## Mentor Mentee Meet



## **Summary of Grievances Reported and**

### **Action taken during the session (2024-25)**

<b>S. No.</b>	<b>Grievances</b>	<b>Action Taken</b>
<b>1</b>	Shortage of chairs in classrooms	Additional chairs arranged and distributed in required classrooms
<b>2</b>	Dirty ceiling fans in classrooms	Fans cleaned and regular maintenance schedule introduced
<b>3</b>	Delay in issue of library books	Library staff instructed for faster processing; new system introduced (KOHA SOFTWARE)
<b>4</b>	Unhygienic conditions in canteen kitchen	Surprise inspections conducted and hygiene guidelines enforced by the in charges of Canteen Committee
<b>5</b>	Lack of ventilation in certain classrooms	Ceiling exhaust fans installed
<b>6</b>	Non-functional lights in library and corridors	Faulty lights replaced promptly by Electrician of college
<b>7</b>	Lack of drinking water facility on top floors	Additional water dispensers installed on top floors
<b>8</b>	Slow internet connectivity in computer lab	IT department upgraded the internet system
<b>9</b>	Noise disturbance near classrooms	Notices put up; seating outside classrooms restricted during lectures
<b>10</b>	No facility for menstrual waste disposal	Special bins installed for sanitary waste with regular disposal system
<b>11</b>	No charging points for students	Charging points installed in library and common room
<b>12</b>	Long queues at washrooms during break	Additional washrooms opened during peak hours
<b>13</b>	Inadequate number of notice boards	New Departmental notice boards installed in all blocks for effective communication
<b>14</b>	Lack of awareness about student helpline numbers	Informed about the grievances Redressal cell by the Mentors of each Class
<b>15</b>	Dust accumulation on classroom windows	Daily cleaning of window panes assigned to housekeeping staff
<b>16</b>	Cell of Digital Arrest	Assured parents student data is kept confidential and not leaked from the institution.

The Grievance Redressal Cell at Guru Nanak Khalsa College for Women plays a crucial role in promoting a healthy, inclusive, and peaceful educational environment on campus. The cell aims to resolve student grievances with empathy, fairness, and transparency.



Throughout the academic year 2024-25 the cell worked consistently to address various student concerns raised through formal complaints, suggestion boxes, direct interactions, and feedback collected during PTMs. It adopted a proactive approach by organizing regular review meetings with faculty and student representatives to ensure that no voice goes unheard.

The Cell comprises faculty members from different departments, support staff, and student members who meet periodically. The grievances ranged from infrastructural issues like washroom hygiene, library timings, drinking water facility, to behavioural complaints and caste-based remarks. Each grievance was carefully examined and addressed with confidentiality and sensitivity.