

Student Grievance Redressal Policy



**Guru Nanak Khalsa College for Women
Gujarkhan Campus, Model Town, Ludhiana**

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Disclaimer

‘Student Grievance Redressal Policy’ is not a legal document. It has been prepared for the reference of the Administration, the Teaching, Non- Teaching Staff and Students for grievance redressal of the students. The College Guru Nanak Khalsa College for Women, Ludhiana reserves the right to bring the required changes in the stated policy. If there is any inadvertent error or omission, it will be corrected if brought to notice.

Student Grievance Redressal Policy

A **Grievance** is any discontent or dissatisfaction, when expressed or not, whether valid or not, arising out of anything that is directly connected to the institute, and which a student thinks, believes, or even feels, is unfair, unjust or inequitable. GNKCW is committed to provide safe equitable anti-ragging and drug free campus, needed for congenial environment for growth of the students. For the purpose of speedy redressal of grievance, special committee is formed to address the problems of every student of each stream. Student Grievance Redressal policy is uploaded on college website www.gnwldh.com. Suggestion box is kept inside the college campus for students and faculty to improve college functionality. College policy manual ensures that any grievance reported by student will be kept anonymous and will be redressed within a week or on most urgent basis.

Objectives of the Policy

- Maintaining a harmonious relationship between and among students, teachers, non-teaching staff, administrators and management.
- Creating an environment in which students can freely express their grievances without fear of discrimination and victimisation.
- Providing a time-bound and effective mechanism for redressal of student grievances and thereby enhance speedy stakeholder satisfaction.

Student Grievance Redressal Policy Cell

The College has constituted a Student Grievances Redressal Cell under the supervision of Principal and team of nominated members of faculty including four students from the student council. The cell emphasizes on the procedural fairness in consideration of 'the right to be heard and right to be treated without bias.'

The student with grievance may approach the committee members in person, or in consultation with student in-charge of student council members. In case the student is not willing to meet in person, grievance may be dropped in letterbox/suggestion box of the grievances cell installed at various places in College premises.

SCOPE

The students can approach the cell for their grievances regarding issues pertaining to academics, examinations, health services, library, sanitation, preparation of food and other services. Inter-personnel problems and grievances against administrative functioning also fall under its purview.

FUNCTIONS

Functions of the committee

- Establishing positive mechanisms like Grievance Committee with elected student representatives in all colleges.
- To create campus free from ragging, discrimination, harassment, retaliation or sexual assault.
- To invigilate campus with quad team to provide safe and hassle free academic environment
- To sensitize students with policy of sexual harassment and repercussions through webinars.
- To widely circulate the policy through induction programmes of students of all streams.

Procedure for Lodging a complaint

1. The students can lodge a written complaint addressed to the principal, who transfers it to the Student Grievances Redressal cell .
2. The students can also place their complaints and grievances in the suggestion/complaint boxes. The complaint/suggestion boxes are opened regularly to address the complaints therein.
3. The Grievances Cell will act upon those cases which have been forwarded along with necessary documents.
4. The Grievances Cell assures that the grievances have been properly addressed in within the stipulated time limit provided by the cell and to the satisfaction of the complainant.

Types of Student Grievances

Sexual Harassment

Anti Ragging

Other Grievance i.e.
academic, infrastructural

Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature and makes the person feel offended and humiliated. It includes situations when a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile intimidating or humiliating for the recipient. Sexual harassment can involve one or more incidents and actions constituting harassment maybe physical, verbal and non- verbal.

The Grievance Committee shall be the primary authority responsible for dealing with and to adjudicate on any complaint / grievance in the nature of sexual harassment and shall function with full autonomy with power to make recommendations and/or to pass punitive orders in accordance with this Regulation.

All of the unwelcomed acts or behaviour whether directly or by implication namely

- Any unwelcome physical, verbal or non verbal conduct of sexual conduct
- Demand or request for sexual favours
- Making sexually coloured remarks
- Physical contact and advances

- Showing pornography
- Third party harassment refers to the situation where harassment occurs as the result of an act or omission by third party or an outsider who is not an employ or a student of HEI but a visitor to HIE for some other purpose or occasion.

Sanctions and Disciplinary measures

- Verbal or written warnings and Award reformatory punishments like mandatory counselling and, or, performance of community services
- Withhold privileges of the student such as access to the library, auditorium, halls of residence, transportation, scholarships, allowances and identity card;
- Suspend or restrict entry into the campus for a specific period;
- Expel and strike off name from the rolls of the institution, including denial of readmission, if the offence so warrants.
- No Alumni membership to be given to such students.

Anti Ragging

Any behaviour, whether it be through words, actions, or both, that has the effect of taunting, treating, or handling rudely any other student, engaging in boisterous or unruly behaviour that causes or is likely to cause annoyance, hardship, or psychological harm, or that raises concerns about it in a freshman or junior student, or asking the students to perform an act that they would not normally do and that has the effect of making them feel uncomfortable is prohibited.

Ragging is punishable by the following:

- Supporting ragging;
- A criminal plot to promote ragging;
- Unauthorized gathering and rioting while ragging;
- The public nuisance brought on by ragging;
- Raging, this violates morality and decorum;
- Physical harm that results in serious or severe harm;
- Improper restraint;
- Inappropriate imprisonment;
- Using unlawful force;
- Sexual or other unnatural offences as well as assault;
- Humiliation on a physical or mental level

Punishments in terms of the institution:

The following consequences are conceivable for those found guilty of ragging at the institution level, depending on the type and seriousness of the offence as determined by the institution's Anti-Ragging Committee:

- Revocation of academic privileges and the right to attend classes.
- Refusing/removing fellowships, scholarships, and other benefits.

- Disqualification from participating in any exam, test or other evaluation procedure .
- Hiding outcomes .
- Disqualification from participating in any regional , national , or international competitions , youth festival , etc. on behalf of the institution.
- Expulsion from hostel or suspension.
- Refusal of admission .
- Exclusion from the institution for a duration of one to four semesters.

Functions of Committee Members :

- Induction of the students by chairperson and committee members at start of every session.
- Speedy redressal of student grievances.
- Counselling of aggrieved students.
- Organize Extension lectures on Girls right i.e. property rights , domestic violence .

Composition of Grievance Redressal Cell : 2024-2025

Chairperson : Dr. Maneeta Kahlon (Principal)

Coordinator : Dr. Balbir kaur (Librarian) *for mbaur*

Co – coordinator : Mrs. Manmeet kaur (Associate Professor) *mbay*

Members : Dr. Punpreet kaur (Asisstant Professor)
Mrs. Shikha Kalra (Asisstant Professor)

Student council : Head girl - Sahibjot Kaur (BA)
Deputy Head Girls - Sneha Anand (BBA)
Hritika (BCA)

for mbaur
Dr. Balbir Kaur (Librarian)
Cooordinator

mbaur
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Maneeta
Dr. Maneeta Kahlon
Chairperson and Principal

Dr. MANEETA KAHLON
Principal
G.N.Kh. College for Women
Gujarkhan Campus, Model Town,
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