

The function of the cell is to look into the complaints lodged by any student, and judge its merit.. Anyone with a genuine grievance may approach the cell of grievances or in consult with the officer in-charge Students' Grievance Cell Dr.Nirmaljeet Kaur (Department of Philosophy). In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Computer block, Science block, Stadium building. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

Mission: Increasing the level of satisfaction among the college students.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the every Block 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 the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- 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.

Scope:

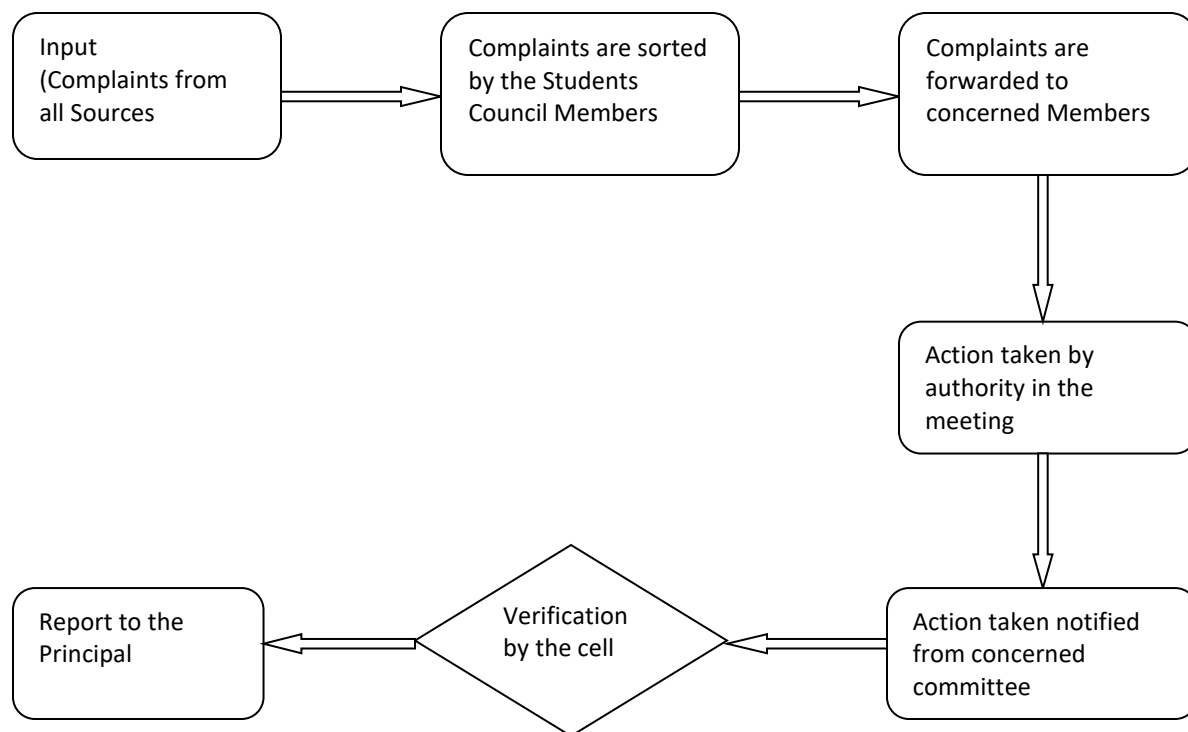
The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, Fee refund issues, correction of certificated, result related issues or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Harassment Matters: ragging, Student-Student issues, Student-teacher issues, Teacher-Teacher issues.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers by authorities etc.

Procedure for lodging complaint:

- Oral Grievance by students
- Written Grievances
- Grievances through SSS
- Grievances through feedback
- Grievances through e-mail.

Mechanism opted for Grievance Redrassal:



List of Members:

- 1) Dr Nirmaljeet Kaur (Incharge)
- 2) Dr Sukhwinder Singh
- 3) Ms Amanpreet Kaur
- 4) Mrs.Gagandeep Kaur
- 5) Mrs.Kirandish Kaur
- 6) Mrs.Sharnjeet Kaur
- 7) Mrs. Seema Rani