

NAAC Accredited 'A' Grade

Guru Nanak College

Sri Muktsar Sahib

Affiliated to Panjab University, Chandigarh, Governed by SGPC, Sri Amritsar Sahib

Covered under 'Star College Scheme' of DBT, Govt. of India



Student Grievances Redressal Cell

Annual Report

(Session 2021-22)

Submitted by

Student Grievances

Redressal Cell

Submitted to

Dr. Tejinder Kaur Dhaliwal

Principal

Email: gnc.student.redressal.cell@gmail.com

Website: <https://gncmkt.ac.in>

Mission

*Enhancing Administrative Effectiveness by
Minimizing Grievances*

About the Student Grievances Redressal Cell




The function of the cell is to look into the complaints lodged by student, and judge its merit to solve the problems. Anyone with a genuine grievance may approach the cell of grievances or in consult with the officer in charge of Students' Grievance Redressal Cell Dr. Nirmaljeet Kaur (HOD, Department of Philosophy). In case the person is unwilling to appear in self, grievances may be dropped in writing at the letter box/ 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 Redressal Cell.




Objectives of Student Grievances Redressal Cell

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:

- To uphold the dignity of the college by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- To 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 each 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.
- To motivate students of the college to respect the rights and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- To inspire students to be cooperative towards their fellow students and whole staff of the college
- To strictly prohibited ragging in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

Team Members of Committee

S.No.	Name of Teacher	Designation in Committee	Photo
1.	Dr. Nirmaljeet Kaur HOD, Department of Philosophy	Incharge	
2.	Dr. Sukhwinder Singh Assistant Professor in Punjabi	Member	
3.	Ms. Amanpreet Kaur Assistant Professor in Computer Science	Member	

4.	Ms. Kirandish Kaur Assistant Professor in Chemistry	Member	 A portrait of a woman with dark hair, wearing a blue and yellow sari, standing outdoors in front of green foliage.
5.	Ms. Gagandeep Kaur HOD, Department of Physical Education	Member	 A portrait of a woman with long dark hair, wearing a white top, sitting inside a car.
6.	Ms. Seema Rani HOD, Department of Fashion Designing	Member	 A portrait of a woman with dark hair, wearing a dark top, against a plain background.

Types of Grievances

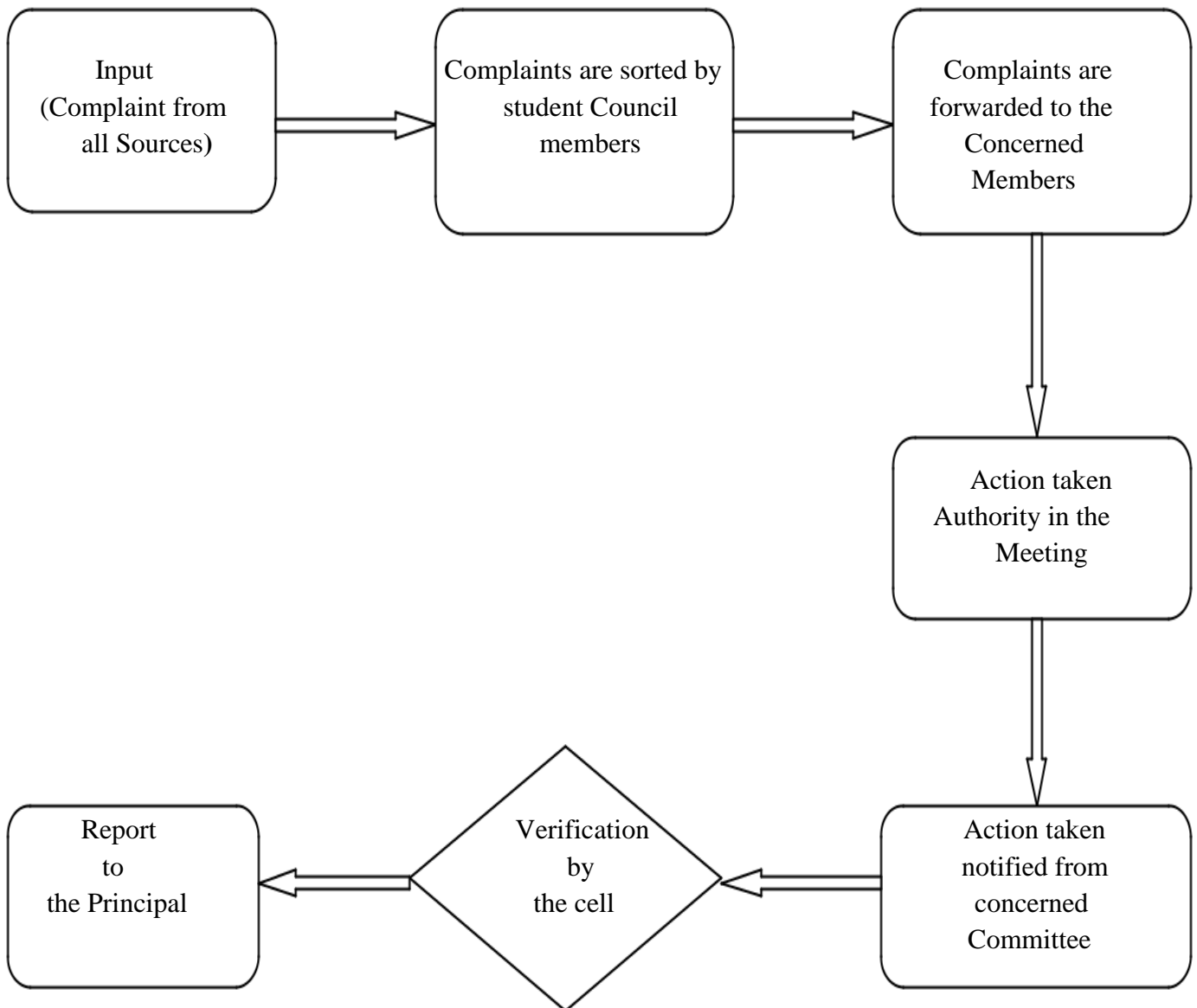
The cell will deal with Grievances received in writing from the students about any of the following matters:

- **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 other issues such as sanitation, preparation of food in hostel, availability of transport, victimization by teachers and by authorities etc.

Procedure for lodging complaint

- Oral Grievance by students
- Written Grievances
- Grievances through SSS
- Grievances through Feedback
- Grievances through E-mail
- Grievance's through whatsapp

Mechanism opted for Grievance Redressal



Grievances received and redressed by the Cell

During COVID-19 pandemic, the academic session 2021-22 pursued from July, 2021 to May, 2022 via online mode. The details of complaints received during this session are mentioned in Table 1 given below.

Table 1: Details of Grievances received

Sr. No.	Grievances Received	Date and month of Grievances	Action taken by the cell	Time consumed	Result
1.	Network Problem	16-07-21	The information is forwarded to the in charge of ICT cell.	1-2 days	The problem of network on teacher side was resolved as teachers started conducting the classes from college in wi-fi campus.
2.	Practical of computer science are not possible due to physical unavailability of students	19-03-22	Discussed with Principal madam and ICT members.	On the same day	Provided online software to the students that can run on android phones too.