

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 2022-23)*

Submitted by

Student Grievances

Redressal Cell

Submitted to

Dr. Tejinder Kaur Dhaliwal

Principal

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## *Mission*

*Enhancing Administrative Effectiveness by  
Minimizing Grievances*

## **About the Student Grievances Redressal Cell**




The function of the cell is to investigate 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 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	
5.	Ms. Gagandeep Kaur HOD, Department of Physical Education	Member	
6.	Ms. Seema Rani HOD, Department of Fashion Designing	Member	

## Types of Grievances

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

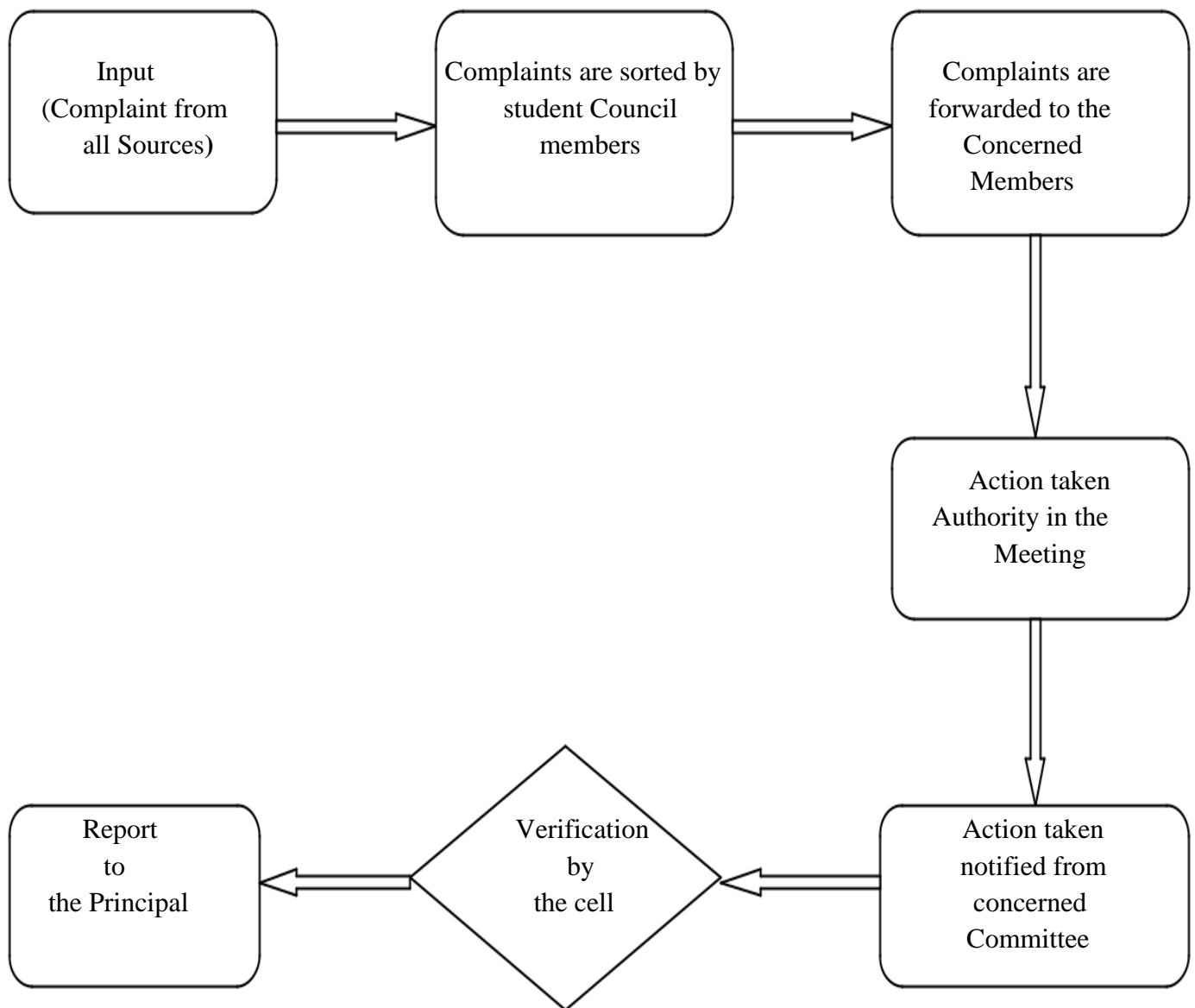
- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, Fee refund issues, correction of certificated, result related issues or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from 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
- Grievances through Whatsup



## Mechanism opted for Grievance Redressal



## Grievances received and redressed by the Cell

The details of complaints received during this session are mentioned in Table 1 given below.

**Table 1: Details of Grievances received**

<b>Sr. No.</b>	<b>Grievances Received</b>	<b>Date and month of Grievances</b>	<b>Action taken by the cell</b>	<b>Time consumed</b>	<b>Remarks</b>
1.	Clean drinking water	14-07-22	The information is forwarded to the incharge of water and sanitation department of college	Immediately	The problem of clean water in campus was provided to the students to maintain proper hygiene
2.	AC in computer Lab	19-08-22	Discussed with Principal madam	4-5 days	AC in Lab 112 and 113 in computer lab was provided to the students
3.	Maintenance of toilets	28-01-23	Informed the same to Incharge	3-4 days	Repaired toilets of all buildings.

4.	Non functioning of tube lights	8-02-23	Intimated the in charge of electricity	2-3 days	Get them functioned within 2 days
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