# Pt. Mohan Lal S.D. College For Women, Gurdaspur



# 5.1.4

# Redressal of student grievances including sexual harassment and ragging cases

Dr. (Mrs.) Neeru Sharma Principal

Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

# PT. MOHAN LAL S.D COLLEGE FOR WOMEN, GSP. GRIEVANCE REDRESSAL POLICY

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and to institute a monitoring mechanism to oversee the smooth functioning of the College as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

# **OBJECTIVES**:

- The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.
- To provide the students access to immediate, hassle-free recourse to have their grievances redressed.
- To realize the primary needs of the students.
- To concentrate on the sound mental health of the students.
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the smooth functioning of the College.

# **MECHANISM OF GRIEVANCE REDRESSAL POLICY:**

- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

# **SCOPE:**

The students may lodge grievance about any academic and non- academic matters related

• Physical or mental harassment.

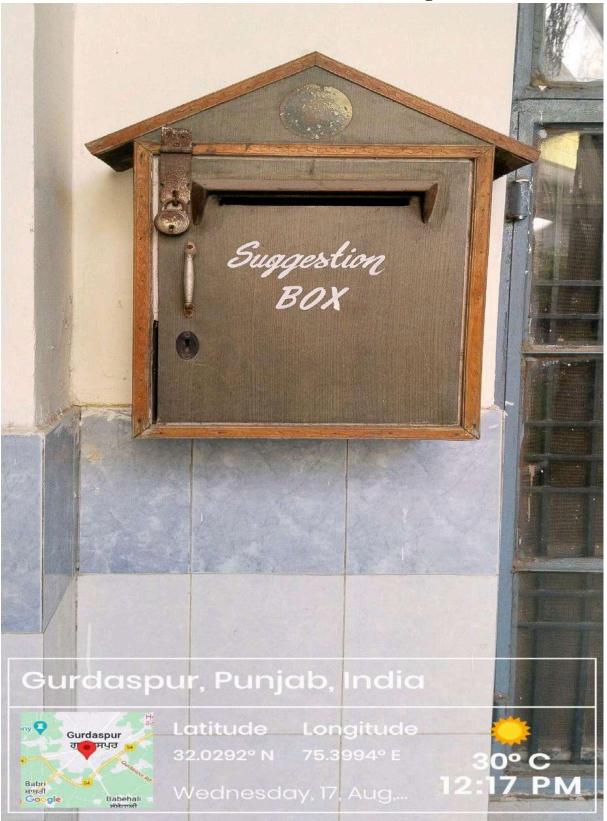
Principal Pt. Mohan Lai S.D. College for Women, Gurdaspur

- Complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and upgradation, etc. if and when they arise.
- Complaints regarding sanitization, cleanliness and proper water facility of washrooms.
- Complaints or issues in Time-table for their respective classes.

# **PROCEDURE FOR FILING COMPLAINT:**

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.





Mechanism for submission of students' grievances

Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ (Established by the State Legislature Act No. 21 of 1969) "A" grade level to state Legislature runiversity with patential for t ted of "A" grade level by NAAC and Awarded stotus by UGG 1049/203 AS PER DATA GIVEN BY CONCERNED COLLEGE (SDW 2023 831) pt 15/11/2023 Name of Student GARIMA Class PGDCA Roll No. 30572323505 Pt. Mohan Lal SD College for women, GURDASPUR College Name ਵਿਸ਼ਾ:-2023 ਦੌਰਾਨ ਇਵਜ਼ੀ ਸਮਾਂ ਦੇਣ ਸਬੰਧੀ। ਮੀਸੋ:-ਜਾਣਕਾਰੀ ਹਿੱਤ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ ਸਮਰੱਧ ਅਧਿਕਾਰੀਆਂ ਵਲੋਂ ਹੋਏ ਆਦੇਸ਼ਾ ਅਨੁਸਾਰ Name of Student, Class, Roll No., College Name & DEc \_\_\_\_\_2023 ਦੀਆਂ ਸਮੈਸਟਰ ਪ੍ਰੀਖਿਆਵਾਂ ਦੌਰਾਨ ਪ੍ਰੀਖਿਆ ਦੇ ਨਿਸ਼ਚਿਤ ਸਮੇਂ ਤੋਂ ਇਲਾਵਾ ਹਰੇਕ ਇੱਕ ਘੰਟੇ ਪਿੱਛੇ 20 ਮਿੰਟ ਦਾ ਇਵਜ਼ੀ ਸਮਾਂ ਦਿੱਤਾਂ ਜਾਂਦਾ ਹੈ। sociate Ozan (ARES) ਸਮਰੱਥ ਅਬਿਸ਼ਾਰ ਦਿ ਦਸੰਤਖਤ ਅਤੇ ਮੋਹਰ Regiona Campus, Gurdaspur

**Request of Extra time for Differently Abled Students** 

an Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ (Established by the State Legislature Act No. 21 of 1969) Accredited at "A" grade level by NAAC and Awarded "University with potential for Excellence" status by UGC तंत्रच : ਮਿਤੀ : \_ AS PER DATA GIVEN BY CONCERNED COLLEGE SDW 8315 of. 9/11 2023 KIRANDOT KAUR Name of Student B.A-I St Sem Class 12122323524 Roll No. PL. Mohan Lal S.D. College for women College Name DEC- 2023 ਦਿਵਿਆਂਗਿਯਨ ਵਿਦਿਆਰਥੀ ਨੂੰ ਯੂਨੀਵਰਸਿਟੀ ਦੀਆਂ ਸਮੈਸਟਰ ਪ੍ਰੀਖਿਆ .... ਵਿਸ਼ਾ:-2023 ਦੋਰਾਨ ਇਵਜ਼ੀ ਸਮਾਂ ਦੇਣ ਸਬੰਧੀ। ਮੀਮੋ:-ਜਾਣਕਾਰੀ ਹਿੱਤ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ ਸਮਰੱਧ ਅਧਿਕਾਰੀਆਂ ਵਲੋਂ ਹੋਏ ਆਦੇਸ਼ਾ ਅਨੁਸਾਰ Name of Student, Class, Roll No., College Name & Dec 2022 2023 ਦੀਆਂ ਸਮੈਸਟਰ ਪ੍ਰੀਖਿਆਵਾਂ ਦੌਰਾਨ ਪ੍ਰੀਖਿਆ ਦੇ ਨਿਸ਼ਚਿਤ ਸਮੇਂ ਤੋਂ ਇਲਾਵਾ ਹਰੇਕ ਇੱਕ ਘੰਟੇ ਪਿੱਛੇ 20 ਮਿੰਟ ਦਾ ਇਵਜ਼ੀ ਸਮਾਂ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। Associate Dean (AA&SVr ਸਮਰਿੰਬਾਅਧਿਕਾਂਗੀ ਦੇ ਦਸਤਖਤਾਅਤੇ ਮੋਹਰ egional Campus, Gurdaspur a Principal

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#### **Clashes of Time Table**

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### **Cleanliness in Canteen Area**

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**Request of cab Conveyance** 

Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

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#### **Issues in Parking Conditions**

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Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### **Request of additional WiFi Facility**

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**Request of students to access Additional Wifi Access for Educational Purposes On Second Floor** 

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an Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### Working of fans

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#### **Request for Gym equipments in hostel**

Respected Madau We request you to in college So that ourselves healthy & fit 0000

Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### Sanitary conditions of washroom

The purincipal. P.I. mohan lat S.O college for womens. Subject Subject i- Sanitary Conditions of washrooms Respected man, Respected many, Jam wowitting to you today to enfruess my concern about the decurrents of the college washrooms. I have nothiged that the washrooms race often duity, isomethy and hoor by wotoked this is to a would for istudents a number of things that the college management can do to the duity of the clean are a health that the college management can do the duity of the there are a number of things that the college management can do the duity of the the movie of the washrooms. Here are a few suggestions:-Here and the washrooms to clean the washrooms nous preguently other supplies. Educate istudents about the importance of keeping the washrooms dean. Place usigns in the toilets weminding hash their hards. Refair any broken or leaking washrooms immediately. Repair any intelly.

#### **Damaged Benches Problem**

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al Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### Non-Understanding of numericals

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#### Lack of visibility for Black boards

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Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### Non-availabilty of books in library

Library Committee Yo The prencipal to see this on PT. Mohan lal S.D. Callege for momen Priority ljurdaspur Subject : Non anailability of leooks in literary Respected Mann, with due respect, I want to state that there is no anallability of required books in the library. It is dippicult to get the required and relevants books in the library we are the student of Graduation class and me want more relevant study material so, we can make better performance in om academic So, I request you to make anattalellety of required lepoks in library. I shall feel highly deliged. Jaan your's Sincerely; Raj Tame Singh (1342)

Issues of language barrier for non-natives

Lespected Madam, Jamme Jam a student from Jamme My nature language is not funjalle so i face difficulty while communicating with Jeleon Studente and sometimes is indenstanding some subjects Jamme

#### **Eve teasing Outside the college**

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Washroom Conditions and Water Facility

oms:-1. Parents ans: 2. Way of Teaching and Teachers supports us and rules of our college Ans: 3 i Conditions of bathrooms are not so good. ii) There is no water sup on second floor. Ons: 4. Studies are very in our college.

#### **Lighting Problem**

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Non-working of fans

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an Principal Pt. Mohan Lal S.D. College for Women, Gurdaspur

#### **Parking Conditions**

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# ACTION TAKEN Installation of new fans

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### Installations of New fans

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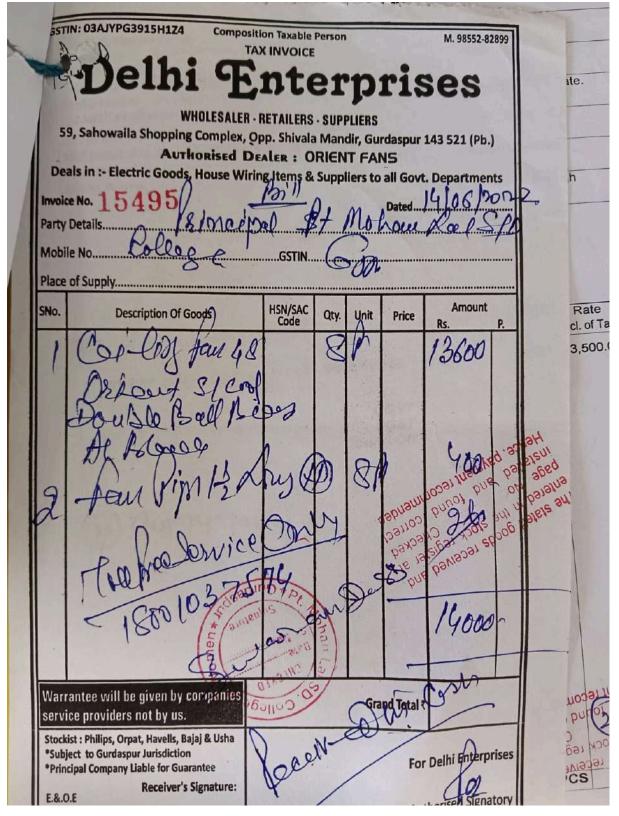
Installation of new lights and fans									
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1. All Dis	TERMS & CONDITION 1. All Disputes are Subject to Gurdaspur Jurisdiction			Total Amount After Nax 4400-					
2. Goods	once sold will not be taken back.	eiver's Signat		40	100	For Delhi Enterprises			
		erver s signat	ure	1	E	Authorised Signatory			

## New chairs

0	FURNITURE, KIDS ITEMS, FIRE EXTIN	TER AND GENERAL	ENTERPR 3521, PUNJAB ORDER SUPPLIER		Original Copy	
Invoi Date	ce No. : 113 of Invoice : 17-06-2023	Place of S Reverse C	upply : Punjab	1	000	
Biller S.D C GURE	d to : COLLEGE DASPUR	Shipped S.D COLL GURDASP	to : EGE	Parol	-	
GSTI	V/UIN :	GSTIN / L	IIN :	V	the the	
S.N.	Description			or		
.э.м,	Description of Goods	HSN/SAC Code	Qty. Unit	Price	Amount(')	
1. 2.	PLASTIC CHAIR Transportation Charges	9403	50.00 Pcs.	310.00	15,500.00 100.00	
	The stated goods received entered in the stock regis page No Ch installed and found to Hence, payment recomm	i and ter at ecked correct lended	whith the K	1	Jul 2 3	
Rupe	es Fifteen Thousand Six Hundred Only	Grand Total	50.00 Pcs.		15,600.00	
Bank	Details : Account No.1402285050293, IFS	C Code-CNRB000140	2,CANARA BANK,C	SURDASPUR		
E.& O.E		Receiver's Signature		Shri Maa	Sudarshan Enlerprit	
2. Inter is not m	Is once sold will not be returned or replaced. est @ 18% p.a. will be charged if the payment hade with in the stipulated time. ect to 'gurdaspur' Jurisdiction only.	26la	For Shri Maa Sudarshan Enterpr			
				1		

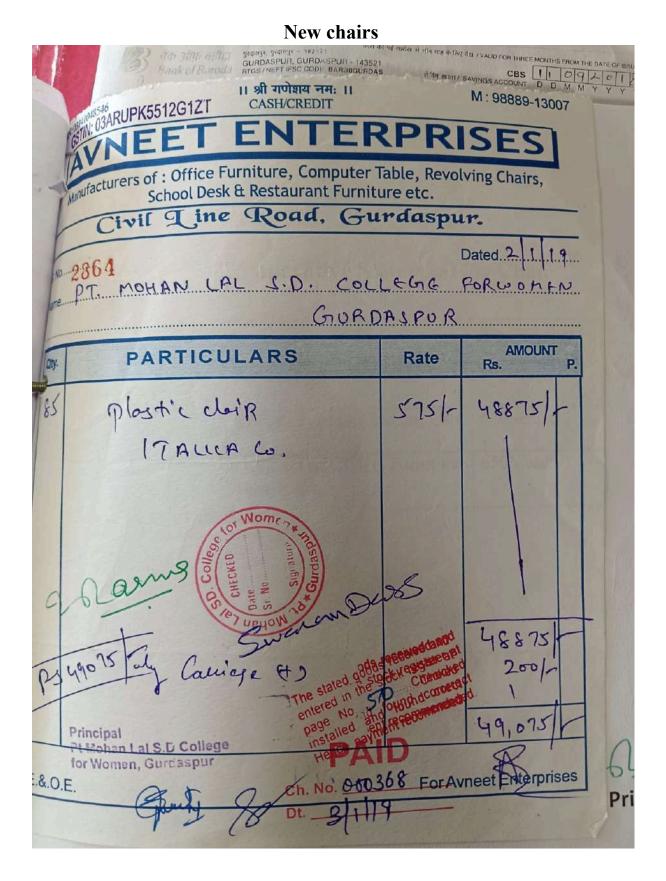
**Installation of Cemented Benches M/S. LOVELY TILE PLANT** Deals in : All Types of Interlock tiles & Sanitary items Date: 31 5 2023 Pt. Mohan La L S. D Callege for Women (Guidaspur) <u>Bill</u> 10 Sitting Cemented Bench (Single Sal) x (2000) + 20000/ 2000×10 = 7000 fare well The stated goods received and entered in the stock register at page No ISC Checked installed and found correct Hence, payment recommended. 5017 191 ROP. PROP. Address: V.P.O. Kahnuwan, Near Super Filling Station, Gurdaspur, Punjab. (143528) E-mail: Lovelytradingkwn@gmail.com Mobile: 84371 44188 , 77106 58610

#### Installation of New fans



Installation of new whiteboards

tion Scheme <b>ARI MAA SUDARSH</b> MEHAR CHAND ROAD, G MEHAR CHAND ROAD, G Ianufacture & Supplier of Office Furniture, Pipe Fu Ianufacture & Supplier of Office Furniture, Pipe Fu Almirah, Writing Board, Notice Board & All Types of Almirah, Wr	URDASP URDASP Irniture, Steel of School, Co	UR-14352 Furniture, Plat Ileges & Hospi	stic Furniture, tal Furniture re Extinguisher se No. 1478 18 8 19
Particulars	Qnty.	Rate	Amount Rs. P.
White Go and 8'x 4'	2	2700	- 5400/
Shiv and some s	he stated goods	received and the register at Checked found correct recommended. PA the ch. No.	
Invoice Amount in Words :	TOTAL A	MOUNT	5750/-
S & CONDITIONS : Ids once sold are not be returned or replaced. Disputes are subject to Gurdaspur Jurisdiction.	Certified that t	he particulars give RI MAA SÜDAI	Authorise J-Signetory



#### New benches

