

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 SD COLLEGE FOR WOMEN, GURDASPUR

LIST OF GRIEVANCES ADDRESSED

(2022-2023)

- Change of subject
- Delay in Migration Certificates
- Non-availability of fans
- Proper Drinking water facility
- Sanitary conditions of the washrooms.
- Parking Conditions for Students
- Damaged Benches
- Non-Visibility of Whiteboards
- Non-availability of sufficient dustbins


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STUDENT GRIEVANCE REDRESSAL CELL

Minutes

(2022-2023)

Minutes of meeting on 10 August, 2022:

Following points were discussed in the meeting-:

- ✓ All the students must be informed about the existence of the 'Grievance Redressal Cell'.
- ✓ All the students must be introduced to the committee.
- ✓ Their reports must be kept confidential.
- ✓ All the students must be encouraged to approach the members.
- ✓ They can approach us in any means – in person, over phone, letters, suggestion-box, Mail-ID.


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Minutes of meeting on 26 October, 2022:

❖ Regarding change of subject:

- Student of B.Com raised an issue to change her subjects as she had a non-commerce background.
- Class Incharge was asked to prepare her performance report.
- It was decided that based on her performance report and her parents request her desired stream should be allotted to her.

❖ Regarding availability of fans on Ground floor:

- Such areas were discovered where fans were required.
- More fans were installed in the corridor of ground floor

❖ Regarding delay in migration certificates:

- Fresh students of other boards were having an issue of delays in their DMCs and migration certificates from their respective boards.
- It was decided that a buffer period of 2 days should be allowed to them without having late fees.


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Minutes of meeting on 18 January, 2023: Following points were discussed in the meeting -:

❖ Complaints were filed related to the parking condition of the college:

- Committee meeting was held to inform the students about the parking cards.
- It was decided that students should report about their parking cards to their respective class in charge.
- All the students must be informed that their vehicles should be parked in the allotted parking area (not in front of college).

❖ Complaint was filed regarding the Benches of rooms of Ist floor.:

- Meeting was organized with the teachers taking classes there so they can guide the students to take care of the college property.
- Damaged benches were repaired.

Minutes of meeting on 22 March, 2023: Following points were discussed in the meeting -:

❖ Complaint was filed regarding the cleanliness of washrooms on the ground floor:

- Committee meeting was held on the matter.
- On duty sweepers were instructed regarding their duty schedules.


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- Proper water conditions must be provided.
- ❖ Complaint was filed regarding the Non- availability of Drinking water on First floor:
 - It was observed that water was not available for the whole day.
 - Proper checking of the water-cooler was held.
 - 1 more drinking water tap was installed to resolve the issue.
- ❖ Complaint was filed regarding the Non- availability of Dustbins in the Class :
 - A Swachhta Committee was called to resolve the issue.
 - New dustbins were provided in 5 classes.
 - 3 big dustbins were provided for corridors to ensure the cleanliness of the college campus.
- ❖ Request for sitting benches in gardens and chairs for student centre:
 - ❖ 10 Sitting benches were purchased and placed on required areas in gardens.
 - ❖ 50 Chairs were bought and provided in student centre


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List of Grievances addressed in 2021-2022

- Problem in understanding subjects due to late admission of students.
- Cleanliness of washrooms.
- Parking issues outside the college.
- Requirements of books for needy students.
- Extension in the book return period of books issued from the library.
- Difficulty in understanding of certain numerical subjects.
- Issue regarding slow learners and advanced learners.
- Issue regarding extra classes for J&K students, sports and youth festival participants.


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STUDENT GRIEVANCE REDRESSAL CELL

Minutes

(2021-2022)

Minutes of meeting on 6th September ,2021:

Following points were discussed in the meeting-:

- All the students must be informed about the functioning of the ‘Grievance Redressal Cell’ in the college campus.
- All the students must be introduced to the committee in their classes.
- Their reports must be kept confidential.
- All the students must be encouraged to approach the members.
- They can approach us through any mode i.e. in person, over phone, letters, suggestion-box, Mail-ID.
- Events of the cell may be as follows:
 - Expert talks
 - Awareness drives
 - Interaction through meeting with Central Association i.e. main students’ body.


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Minutes of meeting on 27th October ,2021:

Regarding delay in migration certificates and students under PMSS Scheme:

- Fresh students of other boards were having an issue of delays in their DMCs and migration certificates from their respective boards.
- It was decided that a buffer period of 2 days should be allowed to them without having late fees.
- Extra classes were arranged for students under the PMSS Scheme so that their syllabus can be covered timely.

Minutes of meeting on 25th February ,2022:

Issues raised in understanding of practical classes due to covid (sudden outbreak in January 2022): -

Following steps were taken to redress the issues: -

- List of subjects and classes was made where issue raised.
- Concerned teachers were invited to the meeting.
- A schedule for practical classes was prepared on an alternate basis.
- Teachers as well as students will come to college premises according to strict COVID-19 guidelines.


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Minutes of meeting on 24th April, 2022:

Complaint was filed regarding the cleanliness of washrooms on the ground and 2nd floor.

Following points were discussed in the meeting: -

- Committee meeting was held on the matter.
- On-duty sweepers were instructed to maintain cleanliness.
- Proper water supply, dustbins, air fresheners in toilets, adequate light and old newspaper for rubbish must be arranged in all toilets.

Issues regarding slow learners and advanced learners:

- After the Pre-semester test, groups were created by the teachers for slow and advanced learners.
 - Separate time table was prepared for slow learners and advanced learners.
 - Easy notes were shared among slow learners.
 - University papers and extra study material was shared among the advanced learners.


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STUDENT GRIEVANCE REDRESSAL CELL

List of Grievances addressed in 2020-2021

- Students' requirement to attend offline classes.
- Problems relating to time table for online classes
- Problem of network issues.
- Single mobile in a family.
- Offline classes for students in case of practical subjects.
- Problem in understanding subject due to late admission of students because of covid -19.


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STUDENT GRIEVANCE REDRESSAL CELL

**Minutes
2020-2021**

Minutes of meeting on 9 November, 2020:

Following points were discussed in the meeting-:

- All the students must be informed about the existence of the 'Grievance Redressal Cell'.
- All the students must be introduced to the committee.
- Their reports must be kept confidential.
- All the students must be encouraged to approach the members.
- They can approach us in any means – in person, over phone, letters, suggestion-box, Mail-ID.
- Events of the cell may be as follows:
 - Events with invited talks.
 - Women's day celebration.


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Minutes of meeting on 19 January, 2021:

Following points were discussed in the meeting :-

- Complaints were filed related to the single mobile in a family

Following steps were taken to redress the complaint :-

- Respective teachers of the clashing subjects of sibling students were called.
- A timetable was rescheduled for the classes to avoid overlapping of classes.
- Extra class was introduced to avoid the inconvenience of overlapping.
 - Problem of network issues.

Following steps were taken to redress the complaint :-

- Classes were conducted on the college campus through a wi-fi network.
- Classes were conducted through Whatsapp audio sessions.
- Useful sites, blogs and lectures were shared with students to facilitate anytime, anywhere use.

Minutes of meeting on 9 April, 2021 :

- Issue raised in understanding of practical subjects :-

Following steps were taken to redress the issue :-

- List of subjects was made where the issue was raised.
- Consulted teachers were invited to the meeting.
- A schedule for offline classes was made that will be done on an alternate basis.
- Teachers as well as students will come to college premises according to strict COVID-19 guidelines.


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STUDENT GRIEVANCE REDRESSAL CELL

List of grievances addressed in 2019-2020

- Proper water facility in the washrooms.
- Problem regarding change of subjects in Ist year students.
- Problem in understanding practical subjects.
- Getting in touch with students at the time of pandemic.
- Problem of understanding Accountancy by non-commerce background students in Ist year.


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STUDENT GRIEVANCE REDRESSAL CELL

**Minutes
(2019-20)**

Minutes of meeting on 8 August ,2019:

Following points were discussed in the meeting-:

- All the students must be informed about the existence of the 'Grievance Redressal Cell'.
- All the students must be introduced to the cell.
- Their reports must be kept confidential.
- All the students must be encouraged to approach the members.
- They can approach us in any means – in person, over phone, letters, suggestion-box, Mail-ID.
- It was decided to purchase 2 white boards for class-rooms.


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Minutes of meeting on 18 October ,2019:

Following points were discussed in the meeting:

- To arrange Bridge classes for the students of non-commerce background to understand Accountancy.
- To arrange classes for practical subjects.
- Proper water facility in washrooms.

Following steps were taken to redress the issue:

- Bridge classes were arranged for the students of non-commerce background.
- Extra classes were arranged for the students of practical subjects.
- Proper water conditions must be provided in the washrooms.


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Minutes of meeting on 24 April, 2020:

Following points were discussed in the meeting:

- Issue raised in understanding of practical subjects.
- Problem regarding online teaching methodology.

Following steps were taken to redress the issue:

- List of subjects was made where the issue was raised.
- You Tube videos were shared with students in order to guide them regarding online classes.
- WhatsApp groups were created for all classes.
- Online study material was shared among students through WhatsApp.


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List of grievances addressed in 2018-2019

- Requirements of sanitary products in the campus.
- Cleanliness of washrooms.
- Damaged vehicles in the parking area inside the college.
- Requirements of books for needy students
- Difficulty in understanding certain numerical subjects.
- Stalking and teasing girls by boys outside college.


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STUDENT GRIEVANCE REDRESSAL CELL

Minutes

(2018-2019)

Minutes of meeting on 11 September ,2018:

Following points were discussed in the meeting-:

- All the students must be informed about the existence of the 'Grievance Redressal Cell'.
- All the students must be introduced to the committee.
- Their reports must be kept confidential.
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Minutes of meeting on 19 October ,2018:

Following points were discussed in the meeting:

- To issue books to the needy students.
- To provide facility of sanitary products for the girl students of the campus.
- To supervise the parking area to avoid damaging vehicles.
- To provide chairs in the student centre.
- To replace benches of rooms.

Following steps were taken to redress the issue:

- Books were issued to the needy students from departmental book banks.
- A Vending machine was installed on campus for sanitary products.
- CA members were assigned duties to supervise the parking area period wise in order to avoid damage to the vehicles.
- 85 Chairs were purchased and placed in the student centre.
- 60 benches were purchased and placed in rooms.


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Minutes of meeting on 9 March, 2019:

Following points were discussed in the meeting:

- Issue raised in understanding C programming by BCA students.
- Stalking and teasing girls by boys outside college.
- Cleanliness of washrooms

Following steps were taken to redress the issue:

- During a meeting of the computer faculty with the Grievance redressal cell, it was decided to take 15 days extra classes for C-programming.
- Police department was informed and some policemen were deputed outside the college for the security of girls.
- Sweepers were given instructions to clean washrooms after every two hours.


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