

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**


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Annual Report of Student Grievance Redressal Cell
(2022-23)

Grievance Redressal Cell of the college aimed to address and resolve student complaints. The Cell provides a platform for students to express their grievances, both academic and non-academic, through a suggestion box located within the campus.

- B. Com student raised an issue regarding changing her subjects due to her non-commerce background. The Class Incharge was requested to prepare her performance report. It was decided that her desired stream should be allotted based on her performance report and her parents' request. Another concern addressed was the delay in migration certificates for fresh students from other boards. It was decided to allow a buffer period of 2 days without fees for these students, ensuring they have the necessary documents for their academic journey.
- Regarding the availability of fans on the ground floor, areas were identified where fans were needed. As a result, more fans were installed in the corridor of the ground floor to improve the ventilation and comfort for everyone.
- Another issue came from the students was regarding scarcity of chairs in the student centre. To resolve this issue 50 more chairs were ordered and placed in the student centre. A request regarding benches in gardens was received from students. In this regard 10 sitting cemented benches were placed in required areas. The complaint regarding the benches on the first floor was taken seriously. A meeting was organized with the teachers who use those rooms to guide students on taking care of college property. Damaged benches were repaired ensuring a comfortable learning environment for everyone.
- Complaints were raised about the parking condition of the college. To tackle this issue, a committee meeting was held to inform students about parking cards. It was emphasized that students should report their parking cards to their respective class in charge. Additionally, students were reminded to park their vehicles in the allotted parking area and not in front of the college.


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- Cleanliness of the washrooms on the ground floor was another concern addressed. A committee meeting was held to discuss the issue, and on-duty sweepers were instructed regarding their duty schedules. Efforts were made to ensure proper water availability in the washrooms, ensuring a hygienic environment for all. Some students complained about lightning in rooms on the first floor. It was decided to identify the rooms where proper lighting is required and that was installed accordingly. Another issue was the non-availability of drinking water on the first floor. After observing that water was not available for the whole day, a thorough check of the water cooler was conducted. As a solution, an additional drinking water tap was installed to ensure a continuous supply of clean drinking water.
- Lastly, the issues of hostel students were addressed. They wanted a customised meal in the mess and with their recommendations it was prepared accordingly. They requested to use the library after college hours for academic purpose. After careful considerations, they were granted the access to college library even after college hours.
- During the whole year, grievances were received related to infrastructure, sanitation and academic affairs. The Grievance Redressal Cell of the college took prompt actions to address and resolve each complaint in accordance with the required procedures.


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Grievances Record

Brief report of cases received during the last five sessions

Details of Grievances	Forwarded for Redressal to	Action Taken
Eve teasing outside the college area	CA Incharges and Women Cell	Police Department was informed and some policemen were deputed outside the college for security of girls
Non-Availability of books in the library	Library Committee	List of required books were made and librarian was instructed to arrange those books in the library
Difficulty in Understanding Numerical subjects	Head of the Departments and Teacher In-Charge	Bridge classes were arranged for the students who faced difficulty in Financial Accounting, Business Statistics, Physics (Mechanics) and C Programming
Clashing of classes in time table	Time Table Committee	Time table was reframed according to the requirements of the students and clash of classes was solved
Lack of visibility in rooms of Ground floor and First floor because of weak lightning	Infrastructure Committee	More lights were installed in the respective rooms.
Change subject because of Non-Commerce Background	Head of the Department	Reports of the student were accessed and Subject change was allowed according to the university guidelines.
Demand of more fans in classrooms	Infrastructure Committee and Supervisor	Certain areas were identified and more fans were installed in those rooms.
Lack of water facilities because of non-working of Water Coolers	Infrastructure Committee	Defective Water Cooler was identified and repaired as soon as possible.
Non availability of Water Coller in Cafeteria	Cafeteria Committee	One separate water coller was installed in college Cafeteria
Repair and maintenance of washrooms	SD Swachh Committee	Proper repairs were made in washrooms and Sweepers were instructed to clean the washrooms twice a day and sanitary products like handwashes and papers for wrapping pads were provided there to dispose off waste material.
Damaged benches on the first floor	Infrastructure Committee	Students were instructed to take care of the college property and new benches were furnished in required areas.


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Requesting buffer period for submitting the Migration Certificate	Administration Department	With the permission of the Administration department a buffer period of 3 days was allowed to the student.
Issues in Parking Conditions and construction of pathway	Central Association	Students were allotted parking cards and instructed to park in the allotted parking area and area near gate was constructed. CAs were allotted discipline duties to identify the defaulters
Non-Visibility of white boards in certain classrooms	Infrastructure Committee	Lightning was checked and new white boards were installed to ensure the visibility
Language barriers for Students who are non-natives of Punjab	Heads of the Departments	Class Incharges were instructed to use three languages.
One Phone in a single Family	Head of the Department and Time Table Committee	Respective teachers were called and a timetable was rescheduled to avoid overlapping of classes.
Sanitary conditions of washroom in the Girls Hostel	Swachhta Committee and Hostel Committee	Sanitary products were placed in the washrooms and Sweepers were instructed to clean the washrooms after every 2 hours
Request of Sanitary Vending Machine	Health Club	Sanitary machine was installed in the campus
Request of students to access Additional WIFI Access for Educational Purposes on Second Floor	IT Club and Technical Advisor	Problems in connectivity were there, which were resolved
Request for Gym equipments in hostel	Sports Club and Hostel Committee	An Open Gym Facility was installed in front of the Hostel.
Request of Extra time during exams for Differently Abled Students	Principal and Registrar	With prior permission of university extra 1 hour for each exam was allowed
Cab Facility	Incharge College Conveyance(Cabs)	List of routes was prepared and arrangements for cabs were made
Cleanliness in Canteen	Cafeteria Committee	Sweepers were instructed to clean the canteen area and regular follow up was taken.


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