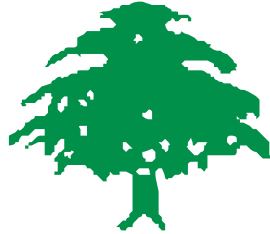


Post Graduate Government College for Girls, Sector-11, Chandigarh



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Grievance Redressal and Student Welfare Committee Report (2019-2020)



Grievance Redressal and Student Welfare Committee Report (2019-2020)

1. Constitution:

The college has constituted a Grievance Redressal and Student Welfare Committee comprising following members:

1. Prof. Dr. Anita Kaushal	Principal
2. Ms. Inderveena, Dept. of Botany	Convenor
3. Dr. Madhu Gupta, Dept. of Political Science	Member
4. Dr. Renu Somal, Dept. of Psychology	Member
5. Dr. Meenu Verma, Head Department of Commerce	Member
6. Dr. Veenat, Dept. of Sociology	Member

Besides this following are the student volunteers to help in the functioning of the committee:

1. Ms. Divya, 7147, BCom II
2. Ms. Amisha, 7108, BCom II
3. Ms. Mahima, 7113, BCom II
4. Ms. Mandeep, 7263, BCom II

2. Objectives of the Committee:

The objective of this committee is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute. It has been constituted for the redressal of the problems reported by the students of the college with the following objectives:

- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student - student relationship and student - teacher relationship etc.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- To put in writing their grievances and their suggestions for improving the academics/administration in the college.
- Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the students to refrain from inciting students against other students, teachers and college administration.

- Advising all the staff members to be affectionate towards the students and not behave in a vindictive manner towards any of them for any reason.

3. Procedure and Functioning of the Committee:

- During the orientation programme at the beginning of the session, the students are informed about the committee, its working and the members are introduced.
- The students can file the written complaint directly with any member of the committee can email the complaint to the college email address :principal_gcg@yahoo.co.in.
- In addition, the college has devised a mechanism for taking students' feedback in general, whereby the students are asked to fill a google form, wherein they give their feedback on different teaching and learning aspects. The grievances obtained from the feedback form are forwarded to the Grievance Redressal and Student Welfare Committee. The committee members look into complaints and grievances and act upon them and assure that the grievance has been properly solved.
- Any suggestions by students for improvement are also welcomed.

4. Complaints/ Grievances :

In this session, no specific or direct complaints were received by the committee. However, on the basis of the data received from the students' feedback google form, following grievances and suggestions were received:

1. Maintenance, cleanliness and sanitation issues in the student washrooms.
2. Cleanliness issues in the auditorium.
3. Need for more fans in the class rooms.
4. Availability of clean drinking water in some departments of the college.
5. Need for better and faster Wi-Fi connection in the campus.
6. Better apparatus in the laboratories.
7. Improve the infrastructure of the college.
8. MA vocal students raised the need for separate room for *riyaaz*.

Following steps were taken to address the issues raised by the students:

- For the issues concerning maintenance and cleanliness, the sanitation staff was directed to ensure proper cleanliness and hygiene of the college, specifically the washrooms. They were also asked to clean washrooms at least twice a day.
- The cleanliness committee was also instructed to take regular rounds in order to ensure the cleanliness of the campus.

- To address the issue regarding the need for more fans in classrooms and improvement in infrastructure the caretaker was asked to take requisition from concerned departments and check the credibility of these requirements and take necessary action.
- To ensure the availability of clean drinking water, caretaker of the college was directed to arrange servicing of water purifier systems of water coolers.
- For better laboratory apparatus the concerned departments were conveyed.
- Timetable in-charge was forwarded the requirement for separate room requested by the students of MA vocal students.
- The need to improve the Wi-Fi and over all infrastructure was taken into account for future action.

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Dr. Madhu Gupta, Dept. of Political Science

Dr. Renu Somal, Dept. of Psychology

Dr. Meenu Verma, Head Department of Commerce

Dr. Veenat, Dept. of Sociology

Student Volunteers:

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Ms. Amisha, 7108, BCom II

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Ms. Mandeep, 7263, BCom II

Prof. Dr. Anita Kaushal
Principal and Chairperson

