

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



**COURAGE TO KNOW**

NAAC Accredited 'A' Grade with CGPA 3.52

## **Grievance Redressal and Student Welfare Committee Report (2021-2022)**



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### **1. Constitution:**

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

1. Prof. Dr. Anita Kaushal	Principal
2. Ms. Monika Vij Sikka	Vice Principal
3. Dr. Meenu Verma, Head Department of Commerce	Convener
4. Dr. Neelam Rathee, Dept. of Psychology	Member
5. Dr. Veenat, Dept. of Sociology	Member

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

1. Ms. Aditi – B.A II
2. Ms. Brhamleen B.A. II
3. Ms. Kashish B.A. I
4. Ms. Avantika B.A. I
5. Ms. Khushi B.A. I

### **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, it was gathered that there was need for improvement in hygienic conditions in the washroom , better water facilities and overall sanitization of the college for the student welfare . So following steps were taken:

- As the colleges became operational in blended mode (online and offline) after pandemic, the SOPs and directions and guidelines from the Chandigarh Administration regarding sanitization, social distancing and personal hygiene etc were implemented for the welfare of students and relieve the stress created out of the fear of Covid-19.
- To improve the pressure of water in the taps, booster pumps were installed.
- To ensure the availability of clean drinking water, the caretaker of the college was directed to arrange for the regular servicing of water purifier systems of water coolers.
- The cleanliness committee was also instructed to take regular rounds in order to ensure the cleanliness of the campus.
- For the issues concerning maintenance and cleanliness, the sanitation staff was directed to ensure proper cleanliness and hygiene of the college, specifically the washrooms.

Ms. Monika Vij Sikka  
Dr. Meenu Verma, Head Department of Commerce  
Dr. Neelam Rathee, Dept. of Psychology  
Dr. Veenat, Dept. of Sociology

Student Volunteers:

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Ms. Brhamleen B.A. II  
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Ms. Khushi B.A. I

Prof. Dr. Anita Kaushal  
Principal and Chairperson

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*.