

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

1. Constitution:

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

1. Prof. Dr. Anil K. Sharma
2. Mr. Pankaj Aggarwal
3. Mr. Manoj Verma, Head Teacher
4. Dr. Nandini Khatun, Dept. of Psychology
5. Dr. Vinita, Dept. of English



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Grievance Redressal and Student Welfare Committee Report (2024-2025)



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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. Dr Nisha Aggarwal	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. Manya B.Com III
2. Ms. Sukhwinder MCom II
3. Ms. Dimple MCom 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.com
- 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.

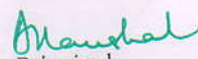
4. Complaints/ Grievances :

In this session, no specific or direct complaints were received by the committee. However, following suggestions were made by the students in the students' feedback google form, during the session 2024-25

- The faculty members must be more punctual and avoid missing classes to ensure 100% syllabus completion within the stipulated timeframe.
- Teachers should dedicate their free periods to resolve student doubts.
- There should be upgradation of curriculum in some courses aligned with current industry and service sector requirements.
- Faculty must improve pedagogy through accessible, tech-driven resources by **developing more detailed PPTs, video lectures, recordings.**
- **More practical's and hands on training can be added in some courses.**
- The College must organize more outreach programs, national/international day celebrations, and cultural activities for student enrichment and community engagement.
- More expert subject related and interdisciplinary lectures, educational tours, field visits, seminars, and workshops can be conducted to deepen student engagement and improve practical exposure beyond classroom learning.
- The college library can **subscribe to international research journals, books, and magazines** to ensure **latest advancements** in their subjects.
- Teachers can be more cooperative in the class and provide them counselling whenever required.
- Weekly planners can be shared with the students to clarify the syllabus topics scheduled for the upcoming weeks.
- Teachers must **actively inform students** about the activities conducted by placement cell, **upcoming competitive and exposure to job opportunities** across industries.
- There must be regular servicing of the water purification system of water coolers so as to ensure clean drinking water.
- The cleanliness of the college campus must be ensured for the proper hygiene of the student.

Action Taken Report on the Basis of Students' Feedback (2024 – 2025)

- The survey included 1755 responses from students of UG & PG classes including all the streams viz., B.Sc. , B.Com, B.A., BCA., M.A., M.Sc., M. Com and PGDCA. The students responded that the teachers were punctual, completed more than 92% syllabus and followed the time table properly.
- The Principal directed all the faculty members to strictly adhere to punctuality and avoid missing classes to ensure 100% syllabus completion within the stipulated timeframe.
- Teachers were directed to dedicate their free periods to resolve student doubts and conduct remedial classes as needed for academic reinforcement.
- The principal also advised faculty members serving on the Board of Studies of the affiliating university to advocate for curriculum upgrades aligned with current industry and service sector requirements.
- Faculty was encouraged to develop study materials (detailed PPTs, video lectures, recordings) and upload them to the college website to enhance teaching quality so as to improve pedagogy through accessible, tech-driven resources.
- Faculty members were directed to complete the practical syllabus on schedule to prevent academic setbacks for students and timely coverage of hands-on learning.
- The Principal also encouraged all the staff members to organize more outreach programs, national/international day celebrations, and cultural activities for student enrichment and foster holistic development and community engagement.
- Faculty was asked to organize expert lectures, educational tours, field visits, seminars, and workshops to spark curiosity and deepen student engagement, improve critical thinking and practical exposure beyond classroom learning.
- The college library was instructed to subscribe to updated research journals, books, and magazines to enhance students' grasp of core concepts and latest advancements in their subjects.
- About 75% students stated that teachers were cooperative in the class. The Principal advised the staff members to be more polite and cooperative with students and provide them counselling whenever required.
- The members of IQAC committee directed all the faculty members to prepare detailed weekly planners and share them with students to clarify the syllabus topics scheduled for the upcoming weeks. This will ensure transparency and enable students to prepare in advance, and maintain structured academic progress.
- Teachers were directed to actively inform students about Campus placement drives organized by the college, upcoming competitive exams (e.g., government, sector-specific, or higher education entrance tests) and diverse job opportunities across industries.
- The Principal directed the care taker of the college to arrange servicing of the water purification system of water coolers so as to ensure clean drinking water for the students.
- The cleanliness committee was also instructed to take regular rounds in order to ensure the cleanliness of the college campus.


Principal

PG Govt. College for Girls
Sector – 11 Chandigarh

