

GRIEVANCE

AND

REDRESSAL

CELL

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matters within the campus through the grievance suggestion box. The institution aims at solving the grievances of the students within stipulated time.

OBJECTIVES :-

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

According to the UGC (Grievance Redressal) Regulations, 2018, composition of the Grievance Redressal Committee.

Ss. No.	Name	Designation
1	Dr. Kawalbir Kaur	Principal
2	Ms. Rajbir Kaur	Asst. Prof.
3	Ms. Manpreet Kaur	Asst. Prof.
4	Ms. Pooja	Stu. Nominee
5	Ms. Manpreet Kaur	"
6	Ms. Rajanpreet Kaur	"
7	Ms. Conali	"

MECHANISM OF THE GRC:-

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature of seized collected by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, if required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The Cell ^{will} give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

SCOPE :-

The students may lodge grievance about any academic and non-academic matters related to :-

- i) Timely issue of LOR (Letter of Recommendation) and other examination and scholarship related matters.
- ii) to dues and payments for various items from the library, hostels and other financial matters.
- iii) Certain misgivings about conditions of sanitation, preparation of food, any other offensive activity.

PROCEDURE FOR LODGING COMPLAINT:-

- i) The students can lodge their grievance through grievance redressal process.
- ii) The students may feel free to drop the writing (can be anonymous if required) in the grievance/suggestion box.
- iii) The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

Anand College of Education for Women, Jethuwal, Batala Road

Student's Proforma

anandcew2015@gmail.com Switch account

The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

* Email *

☐ Record anandcew2015@gmail.com as the email to be included with my response

Name *

Your answer

Contact Number *

Your answer

Name of the course passed out from Anand College *

☐ B.Ed

☐ M.Ed.

☐ D.El.Ed.

MEETING

The meeting of Grievance and Redressal Cell was held on 29 September 2018 in the office of undersigned at 2:00 p.m.

AGENDA OF THE MEETING: Following were the meeting agenda:-

- i) Canteen Problem
- ii) Water Problem

PROCEEDINGS:

Meeting started with a welcome note. The cell Incharges discussed the problem regarding canteen. It was informed that there was lack of cleanliness in the canteen, less variety of refreshment, lack of sitting arrangement, rude behaviour of canteen owner & sometimes stale food is served as shared by the students.

Another problem as discussed by the students was regarding non-availability of water cooler.

ACTION TAKEN:

On the basis of recommendations made by the Cell meeting, following action were taken.

Madam Principal discussed

the problem with canteen owners and he assured that

- i) Cleanliness and hygiene of canteen was maintained.
- ii) More variety in refreshment was provided.
- iii) More benches were provided to make sitting comfortable.
- iv) Quality of food must be kept in mind.
- v) He must be humble and polite with students.

The matter of water problem was discussed with the management; and they assured that the water cooler will be provided with R.O. facility as soon as possible.

1. Dr. Kawalbir Kaur (Principal) *Dr. Kaur*
- 2) Ms. Rajbir Kaur (Asst. Prof.) *Rajbir*
- 3) Ms. Harpreet Kaur (Asst. Prof.) *Harpreet*
- 4) Ms. Pooja (Stu. Nominee)
- 5) Ms. Manpreet (Stu. Nominee)

MEETING

The meeting of Grievance & Redressal Cell was held on 24 August 2019 in the office of the undersigned at 2pm.

AGENDA OF THE MEETING: Following were the meeting agenda:

- i) Washroom Problem
- ii) Library Problem

PROCEEDINGS:

Meeting of the Cell was started with a welcome note. The Incharge of the Cell discussed the problem regarding library i.e. non-availability of academic books and no technical assistance.

Another problem was regarding washroom. It was informed that washroom was not clean and there is non-availability of mugs in washroom.

ACTION TAKEN

On the basis of recommendations made by the Cell, following actions were put forth. Madam Principal discussed the matter with the Management.

and It was assured by the management that new academic books will be provided as soon as possible and assurance of technical assistance will also be given.

The matter of washroom was also discussed. It was assured that washroom will be clean regularly and mugs will also be provided.

- 1> Dr. Kawalbir Kaur (Principal) *Dr. Kaur*
- 2> Ms. Rajbir Kaur (Asst Prof.) *Kaur*
- 3> Ms. Harpreet Kaur (Asst. Prof.) *Kaur*
- 4> Ms. Pooja Sharma (Stu. nominee)
- 5> Ms. Harpreet Kaur (Stu. Nominee)

MEETING

The meeting of the Grievance & Redressal Cell was held on 5 December 2020 in the office of undersigned at 2:00 p.m.

AGENDA OF THE MEETING: Following were the meeting agenda.

→ In convenience regarding Online Classes.

PROCEEDINGS:

The Chairperson started meeting with the Welcome note. The Incharge of the Cell discussed the problem regarding network during online classes and about continuous lecture.

ACTIONS TAKEN.

On the basis of recommendations made by the Cell, following measures were taken;

It was assured that recorded lectures will be send side by side & those who are willing to attend classes offline, college has

no. objection regarding this. They can attend classes by the following safety rules.

Madam Principal decided to prepare time table again and break was given in between the lectures

- 1> Dr. Kawalbir Kaur (Principal) *Dr. Kaur*
- 2> Ms. Rajbir Kaur (Asst. Prof.) *Rajbir*
- 3> Ms. Navpreet Kaur (Asst. Prof.) *Navpreet*
- 4> Ms. Harshimranjit (Stu. Nominee)
- 5> Ms. Rupinder (Stu. Nominee)

MEETING

The meeting of Grievance & Redressal Cell was held on 30 Oct. 2021. in the Principal office at 2:00 p.m.

AGENDA OF THE MEETING. Following were the Meeting agenda:

- i) To help the needy students.
- ii) Cleanliness Problem

PROCEEDINGS

The Chairperson started meeting with welcome note. The Incharge of the Cell discussed the matter of needy students. Shubhkiran, a B.Ed stu. of 2020-22 told that she cannot afford college fees as well as books.

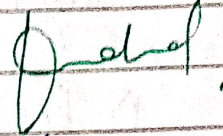
It was also discussed that there is non-availability of dustbins in the classrooms.

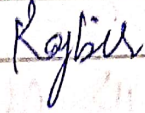
ACTION TAKEN:

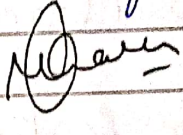
On the basis of recommendations made by the Cell. following actions were taken-

i) Scholarship was provided to the needy students and free books were also provided to them.

ii) Dustbins were provided in each classroom.

1.7 Dr. Kawalbir Kaur (Principal) 

2.7 Ms. Rajbir Kaur (Asstt. Prof.) 

3.7 Ms. Navpreet Kaur (Asstt. Prof.) 

4.7 Ms. Jyoti Bala (Stu. Nominee)

5.7 Ms. Jyoti Bhardwaj (Stu. Nominee).

MEETING

The meeting of Grievance & Redressal Cell was held on 26th Nov. 2022 in the Principal Office at 2:00 pm

AGENDA OF THE MEETING: Following were the meeting agenda:

- i) Problem of Parking
- ii) Cleanliness in Canteen
- iii) Seating arrangement in Canteen
- iv) Non-availability of food items in Canteen

PROCEEDINGS:

The Chairperson started meeting with welcome note. The Incharge of the cell discussed the problems faced by the students. It was informed that Parking facility is inappropriate.

It was also discussed that there is lack of cleanliness in Canteen. Moreover seating arrangement is not appropriate. There is non-availability of food items in Canteen.

ACTION TAKEN:

On the basis of recommendations

made by the cell. following actions were taken :-

- i) - Parking Problem was discussed with the Management and it was assured that problem will be sort out as soon as possible.
- ii) The problem of Canteen was discussed with canteen owner and he assured that
 - a. Cleanliness and hygiene of canteen was maintained.
 - b. More benches were provided to make sitting comfortable.
 - c. It was also assured that food items will be increased in Canteen.

1. Dr. Kawalbir Kaur (Principal)
2. Ms. Rajbir Kaur (Asst. Prof.)
3. Ms. Navpreet Kaur (Asst. Prof.) Nikaur
4. Ms. Shweta (Stu. Nominee)
5. Ms. Radhey (Stu. Nominee)

MEETING

The meeting of Grievance & Redressal Cell was held on 21st Oct. 2023 in the Principal Office at 2:00 pm.

AGENDA OF THE MEETING: Following ^{was} the meeting agenda:

- i) Problem regarding Internship
- ii) Problem regarding books in Library
- iii) Information regarding Competitive exam
- iv) Insufficient lab equipment

PROCEEDINGS:

The chairperson started meeting with welcome note. The incharge of the cell discussed the problems faced by the students. It was informed that some students were not allotted schools on their nearby areas & due to this there is inconvenience regarding teaching practice.

It was also discussed that there is problem regarding new books in library. Students cannot get books of different authors.

It was also informed that students also discussed that they doesn't

get information regarding upcoming competitive exams.

It was also informed that there is insufficiency of equipments in lab.

ACTION TAKEN:

On the basis of recommendations made by the cell, following actions were taken:-

i) The teacher incharge of internship discussed the matter with concerned authorities of DC office & thus sort out the matter.

ii) Madam Principal discussed the problems of books with the Management and It was assured by the Management that new academic books will be provided as soon as possible.

iii) It was assured that information regarding competitive exam will be given to students through online whatsapp group.

iv) The Management also ensured that lab equipments will be provided as soon as possible.

1. Dr. Kawalbir Kaur (Principal)

2. Ms. Rajbir Kaur (Asst. Prof.)

3. Ms. Navpreet Kaur (Asst. Prof.) M/Exam

4.

MEETING

The meeting of Grievance & Redressal Cell was held on 20th Oct. 2024 in the Principal Office at 2:00 pm.

AGENDA OF THE MEETING: Following were the meeting agenda:

- i) Problem regarding washroom.
- ii) Problem regarding cleanliness
- iii) Limited Counselling Services
- iv) Problem regarding electricity.

PROCEEDINGS:-

The chairperson started meeting with welcome note. The incharge of the Cell discussed the problems faced by the students. It was informed that washroom was not clean on daily basis. Moreover there is problem regarding cleanliness. Benches of students was not cleaned & even dustbin was not present in the classroom.

It was also discussed that Counselling services were also limited.

It was also shared that there was problem regarding electricity. It was lead to discontinuity in lectures during lectures in

Smart classroom.

ACTION TAKEN:

On the basis of recommendations made by the cell, following actions were taken:-

- 1) The matter of washroom was discussed with the Management. It was assured that washroom will be clean regularly & mugs will also be provided.
- 2) It was also discussed that cleanliness of classrooms will be done regularly. Dusting of benches will be done regularly. It was also assured by the Management that dustbins will also be provided in each classrooms.
- 3) Principal Ma'am assured that the incharge of Counselling cell will provide ^{more} Counselling services to the students.
- 4) The Management assured that the problem regarding electricity will be set out as soon as possible.

1. Dr. Kawalbir Kaur (Principal)
2. Ms. Rajbir Kaur (Asstt. Prof.)
3. Ms. Navpreet Kaur (")



भारत का राजपत्र The Gazette of India

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PART III—Section 4

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विश्वविद्यालय अनुदान आयोग
अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

F.1-13/2022(CPP-II).—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः:-

1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।