



GRIEVANCES REDRESSAL



Grievance is any type of problem, concern, dispute/complaint or suggestion(s) related to academics or the environment, in the college premises. The Cell works on principles including confidentiality, impartiality, sensitivity, timely and appropriate action.

The committee aims at being a link between students, teachers and College administration. It is established to create a healthy and safe atmosphere for students of the College. It works under the patronage of the Principal and is executed through the teacher members. Suggestions/complaint boxes are installed outside administrative block and Library of the College to facilitate students, teachers and employees to drop in their suggestions/grievances in the suggestion boxes. Grievances may also be sent through e-mail at grievancelc@gmail.com.

Objectives of the Cell

The objectives of the Grievances Redressal Cell are designed in the core framework of UGC Guidelines and are as follows:

- To develop an organisational framework to resolve grievances of the students and staff.
- To create an environment of gender justice where boys and girls work together with a sense of personal security and dignity so as to make the institution student friendly.
- To create awareness amongst students about the issues related to the youth, girls in particular.
- To promote a social and psychological environment that will raise awareness about sexual harassment in its various forms.
- To equip the female students and staff members with knowledge of their legal rights.
- To enhance the self-esteem and self-confidence of girl students, women faculty and staff.
- To incorporate hygiene habits and ensure a healthy atmosphere in and around the college.
- To ensure personality along with academic development of students
- To foster decision-making ability in girl students for making informed choices in areas like education, employment and health

Dr. Gagandeep Kaur (Convenor)

Women Employees

Prof. Sandeep Bassi (Coordinator)

Dr. Jaswant Kaur

Prof. Ravneet Bains

Dr. Amandeep Kaur

Girls Student

Prof. Jaswinder Kaur (Coordinator)

Prof. Amita Shahid

Dr. Manmeet Sodhi

Dr. Navjot Kaur



Working Structure of Grievances Redressal Cell

The person concerned can personally approach to the head/members. Every Saturday Grievances are received through the suggestion / complaint box. Suggestions/Problems are classified.



After knowing grievance of students, member discusses it with the Convenor and coordinator of the cell, then appropriate solution is found out. If not solved at this level then grievance is taken up to the Principal.

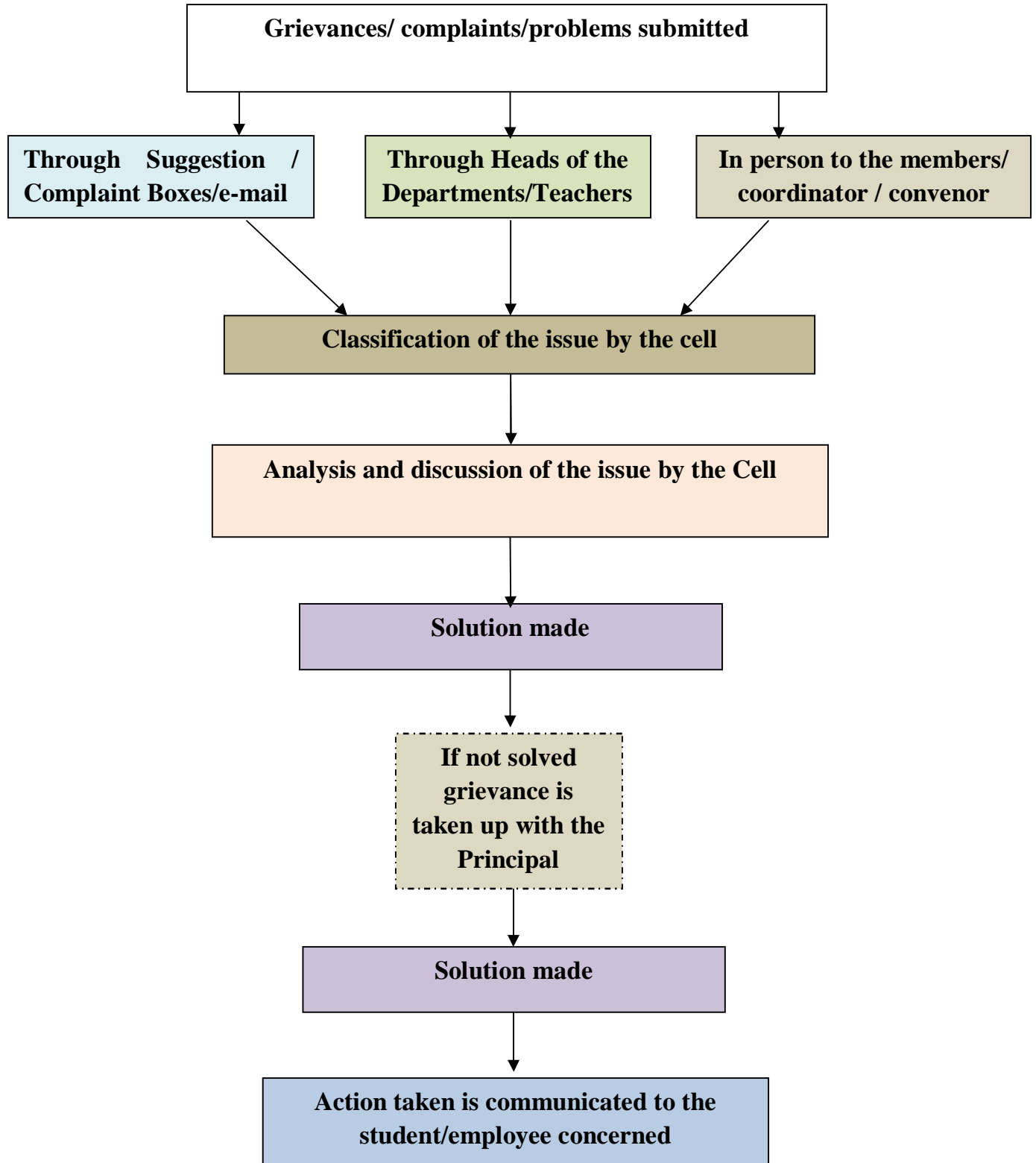


Action taken is communicated to the students and staff.



Lyallpur Khalsa College, Jalandhar

Grievances Redressal Mechanism



Institution shows gender sensitivity in providing facilities such as:

a) Safety and Security

b) Counselling

c) Common Room

Being sensitive to the gender issues the institution ensures gender specific facilities. Appropriate facilities are ensured for women student and staff who form around 40 % of the total student strength and 60% of the total teaching staff.

1. **Safety and Security:** The institution is a co-educational institution having a considerable number of girl students in all the courses. Safety and security concerns of women students and staff are ensured in a multilayered system:

A) **CCTV Surveillance:** The entire campus, the library, student centre, almost all the classrooms and administrative offices are under 24X 7 CCTV surveillance which is monitored by the administrative office. The recordings are preserved for 10 days and can be retrieved.

B) **Security Staff:** The Security Staff of the institution keeps a watch that there are no security and safety problems, particularly for women students and teachers. Ample number of security personnel is deployed in the college campus, its various blocks and at the main gate. Entry without valid I-Cards is not permitted to the students. Outsiders are allowed only after validation of the reason for entry. The security staff is aided and guided in its job by the discipline committee of the institution. The committee members are assigned duties to check any unwanted activity from taking place in the campus.

The girl hostels are housed in staff colony and are guarded by security staff round the clock. Entries and exits are restricted in the college hostels. Visiting passes have been issued to the wards of inmates.

A) **Grievances Redressal Cell:** To address to the grievances of the students and teachers the institution has established Grievances Redressal Cell which, apart from dealing with the problems of women students and staff, organizes programmes related to women empowerment, awareness regarding rights of women, sensitization activities against gender harassment of women etc. Information regarding the cell, its contact details and the mechanism of lodging a complaint and its solution is available on the institutional website, and also displayed in the campus and the college prospectus. Suggestion boxes have been installed in key locations where students and the staff can give their suggestions or problems, even anonymously.

B) **Anti-Ragging Committee** comprising of faculty members ensures the ragging free atmosphere for the students in the campus and in the hostels. Related information is available on the institutional website, and also displayed in the campus and the college prospectus.

2. **Counseling:** Counseling to women students is provided at various levels. The institution has implemented mentor system in which a specific number is allotted to each teacher mentor

providing counseling to the student. In case the mentor is from the opposite sex, the student may seek counseling from the head of the department, or the teacher mentor of her choice.

3. **Common Room:** There are two spacious common rooms for girls. Each of the six blocks has separate wash rooms for women students and staff. Separate sitting arrangement in the library has been provided to the girls students.