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**GURU GOBIND SINGH COLLEGE FOR WOMEN**  
SECTOR 26, CHANDIGARH - 160019  
(Affiliated to Panjab University Chandigarh)  
(Re-accredited by National Assessment & Accreditation Council, Bangalore)



### **ANNUAL REPORT OF STATUTORY/REGULATORY BODIES**

<b>File Description</b>	<b>Link</b>
Anti Ragging Cell	<a href="#">View</a>
Grievance Redressal Cell	<a href="#">View</a>
Internal Complaint Committee	<a href="#">View</a>



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## ANNUAL REPORT OF ANTI RAGGING CELL

**2022-2023**

Total two meetings were held during the session 2022-2023. The agenda of the meetings was to discuss and resolve the ragging cases, if any. It was found that no case of ragging was reported in the college and hostel.

*Jatinder Kaur*  
Principal

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Sector 26, Chandigarh



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## ANNUAL REPORT OF ANTI-RAGGING CELL

2021-2022

- Total three meetings were held during the session 2021-2022. The agenda of the meeting was to make the new entrants aware about the anti-ragging cell in college and also share the details of the members of the cell.
- Further it was ensured to the students that their identity will be kept secret and they can directly report it to the members of the anti-ragging cell if they face any problem.
- No case of ragging was reported during the session.

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## **ANNUAL REPORT OF ANTI-RAGGING CELL**

**2020-2021**

- Three meetings were held during the session 2020-2021.
- The agenda of the meeting was to inform the teaching and non-teaching staff to guide/instruct the students about the filling of Anti-Ragging Affidavit while taking admission in the College.
- During COVID-19 time, teaching was through online mode so teachers and the hostel warden were instructed to sensitise the students regarding the impact of ragging. The details of Anti Ragging Committee was shared for any further assistance if required.
- Committee was advised to build a healthy rapport with the students so that they don't have any hesitation to share their unpleasant experiences if any.
- No case of ragging was reported during the session.

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## ANNUAL REPORT OF ANTI RAGGING CELL

**2019-2020**

- Four meetings were held during the year 2019-2020
- It was decided that the students should be made aware to fill the anti-raging affidavit while seeking admission in the College.
- The teachers and hostel warden were directed to create awareness regarding the Anti-Ragging cell and its functions among the students.
- The procedure of filing a complaint of ragging was shared.
- The online compliance of Anti Ragging cell was also discussed.
- No case of ragging was reported during the session.

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## **ANNUAL REPORT OF ANTI RAGGING CELL**

**2018-2019**

No meeting was held during the session

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**TIMELY REDRESSAL OF COMPLAINTS RELATED TO RAGGING**

<b>Year</b>	<b>Complaints Received</b>	<b>Average time for Grievances Redressed(In Days)</b>
<b>2022-2023</b>	No Complaint received	Nil
<b>2021-2022</b>	No Complaint received	Nil
<b>2020-2021</b>	No Complaint received	Nil
<b>2019-2020</b>	No Complaint received	Nil
<b>2018-2019</b>	No Complaint received	Nil

*Jatinder Kaur*  
Principal  
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## ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

### ANNUAL REPORT FOR THE YEAR 2022-2023

Regular meetings of Grievance Redressal cell along with hostel committee were held during the session 2022-2023 to look into the complaints and problems faced by hostel residents. Following measures were taken to resolve the grievances timely.

- Fans, Bulbs, lights, geysers and sockets were repaired/ replaced as and when required by the college electrician.
- Wi-Fi bandwidth was increased to 850 MBPS to resolve the issue of weak Wi-Fi signal.
- Plumber was called whenever issue related to plumbing were reported.
- Old cupboards which were damaged by termites were replaced.
- Washing machines were serviced on regular basis.
- Overhead water tanks were cleaned after the complaint regarding monkeys bathing in overhead tanks was received.
- Grievance regarding theft of bag of a student was resolved.

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### ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

#### ANNUAL REPORT FOR THE YEAR 2021-2022

Total seven meetings of Grievance Redressal cell along with hostel committee were held during the session 2021-2022 to look into the complaints and problems faced by hostel residents. Following measures were taken for timely redressal of grievances.

- Hostel warden was instructed to maintain a complaint register and regular follow up to be done.
- A case for the theft of mobile phone was taken up and resolved during one of the meetings.
- A complaint was received that the students take food items in the library reading room and litter it with the leftover food which leads to foul smell. Librarian was instructed to be vigilant as eatables are not allowed in Library and defaulters be imposed with a fine of Rs 100.
- Hostel warden was instructed to be polite with the students as the students have complained about her rude nature and misbehavior with them. Dr. Savneet, department of Psychology conducted a counseling session with the warden, Ms. Harjinder Kaur.
- Regular repair and maintenance work was under taken throughout the session as and when the complaints were received.

*Harjinder Kaur*  
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## ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

### ANNUAL REPORT FOR THE YEAR 2020-2021

- Two meetings of Grievance Redressal cell were held during the session 2020-2021.
- Few grievances were received regarding the problems of online fee payment, Log in ID and password after they're joined the college.
- All hostel committee members were instructed to have regular rounds to check and inspect the problems faced by the students.

#### **Action taken:**

The problem was resolved by the office staff, Mr. Abhishek Arya.

*Jatinder Kaur*  
Principal

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## ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

### ANNUAL REPORT FOR THE YEAR 2019-2020

Total six meetings of Grievance Redressal cell along with hostel committee were held during the session 2019-2020 to look into the complaints and problems faced by hostel residents. Following measures were taken to resolve the grievances timely.

- Ten new Wi-Fi access points were purchased and installed in the college after complaint regarding the internet connectivity problem was received by the students.
- Students were facing problem regarding drying of clothes due to shortage of clothes drying line. The matter was resolved by purchasing 50 clothes drying stands.
- An online repository was created through which the students were provided online study material after students faced the problem of access to the study material during lock down. It was decided to adopt online teaching methodology by the staff members while conducting the online classes.
- Regular repair and maintenance work was under taken throughout the session as and when the complaints were received.

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## **ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL**

### **ANNUAL REPORT FOR THE YEAR 2018-2019**

Two meetings were held during the session, a grievance was received regarding the food quality and service given in the canteen. Since the earlier contractor was issued many warnings for the quality of food so the new contractor was hired with an assurance of providing good quality of food and service to the students in the canteen. Canteen committee members were instructed to keep a regular check on the quality of food provided.

Another issue was discussed and resolved regarding the grievance received from the students requesting the increase in the gym timings and appointment of a gym instructor. The grievance was resolved by increasing the gym timings from 9:00 A.M to 4:00 P.M and a new gym instructor was also appointed.

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### TIMELY REDRESSAL OF GRIEVANCES

Year	Grievances received	Average time for Grievances Redressed(In Days)
2022-2023	<ul style="list-style-type: none"><li>• Broken curtain holders</li><li>• Termite in cupboards</li><li>• Repair of light, fan and taps</li><li>• Repair of washroom doors</li><li>• Problem with Wi-Fi signal</li><li>• Fight among room mates</li><li>• Repair of almirah locks and geysers</li></ul>	1-2 Days
2021-2022	<ul style="list-style-type: none"><li>• Repair of curtain rods, almirah, cloth hanging line, switch boards, fans and tube lights</li><li>• Repair of sink pipes, washroom doors and commode</li><li>• Service of washing machines</li><li>• A case for the theft of mobile phone</li><li>• Regarding ban of eatables in library</li><li>• Rude nature and misbehavior of hostel warden</li></ul>	1-2 Days
2020-2021	<ul style="list-style-type: none"><li>• Problems of online fee payment, log in id and password</li></ul>	Immediately resolved
2019-2020	<ul style="list-style-type: none"><li>• Internet connectivity problem</li><li>• Problem regarding drying of clothes</li><li>• Problem of access to the study material</li><li>• Regular repair and maintenance work</li></ul>	2 Months (purchase of clothes drying stands) (11 months for Wi Fi Issue due to COVID Lockdown during that period)
2018-2019	<ul style="list-style-type: none"><li>• Problem regarding food quality and service in canteen</li><li>• Regarding increase in timings of gym</li></ul>	Immediately when the College Reopened

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**ANNUAL REPORT OF THE INTERNAL COMPLAINT COMMITTEE**

**2022-2023**

One meeting was held during the session and no complaint was received. General discussion was done.

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## **ANNUAL REPORT OF THE INTERNAL COMPLAINT COMMITTEE**

**2021-2022**

One meeting was held during the session and no complaint was received. Committee members held a meeting and general discussion was done.

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## **ANNUAL REPORT OF THE INTERNAL COMPLAINT COMMITTEE**

**2020-2021**

One meeting was held during the session and a complaint was received wherein while delivering online class, some anonymous participants joined the online class and tried to create nuisance in the class. The matter was discussed and it was decided to take membership of G suite as it is safe and restricted only to the college. So individual email ids were created for every student and faculty member of the college and the classes were started on G suite instead of Zoom.

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**ANNUAL REPORT OF THE INTERNAL COMPLAINT COMMITTEE**

**2019-2020**

No meeting was held during the session

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## **ANNUAL REPORT OF THE INTERNAL COMPLAINT COMMITTEE**

**2018-2019**

Two meetings were held during the session and the complaint boxes were checked. It was decided that the awareness regarding anti-ragging cell and anti-sexual harassment should be done by placing various display boards at prominent places in the campus.

It was decided that the students should be made aware regarding the statutory aspects related to sexual harassment i.e online and offline submission of complaints. Students should be made aware regarding the policy document of the Internal Complaint Committee of the College during their mentoring session.

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**TIMELY REDRESSAL OF COMPLAINTS RECEIVED BY  
INTERNAL COMPLAINTS COMMITTEE**

Year	Complaints Received	Average time for Grievances Redressed(In Days)
2022-2023	NIL	-
2021-2022	NIL	-
2020-2021	<ul style="list-style-type: none"><li>Anonymous participants joined the online class and tried to create nuisance during the Online Session</li></ul>	1-2 Days
2019-2020	NIL	-
2018-2019	NIL	-

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