

## Minutes of Meeting (IQAC)

A Meeting was held on 28/08/2019 at 01 pm. under the Chairmanship of the Principal to layout the formal functioning of the **Grievances Redressal Cell (GRC)**. Following IQAC Members were present:

1. Mrs. Varinderjeet Kaur
2. Mrs. Maninder Kaur
3. Prof. (Dr.) Rakesh Kumar
4. Dr. Harinder Kaur
5. Dr. Rajiv Sehgal
6. Dr. Pritam Kaur
7. Dr. Jaspreet Kaur

**Committee was constituted with following members:**

1. **Mrs. Varinderjeet Kaur**
2. **Mrs. Maninder Kaur**
3. **Dr. Harinder Kaur**
4. **Dr. Gurpreet Kaur**
5. **Dr. Shjaraanjeet Kaur Parmar**

### Proceedings

**Mission-** To increase the level of satisfaction among the college students.

**Responsibilities-** Grievance Redressal Cell will act as an active and autonomous unit of the college. The function of the cell will be to look into the complaints lodged by all stake holders and judge its merit. This cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the members of this cell in person or the grievances may be dropped in writing at the suggestion box installed near auditorium, library and canteen. Grievances can be of academic, financial and infrastructural matters.

**Objectives-** The objectives of the Grievance Redressal Cell will be

- 1 To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious atmosphere in the college.
- 2 To encourage the students to express their grievances/ problems freely and frankly without any fear of being victimized.
- 3 To instill confidence amongst stake holders through empathetic & unbiased listening and timely redressal.

**Functions-**

- 1 To keep the record of all activities of the cell and grievances received along with proof of action taken.

2 To maintain the yearly Action Taken Report.

3 To solve the Grievances in a stipulated time limit as decided by the Cell.

**Mandatory submission of progress reports-**

The GRC will have to submit trimonthly and annual report of its activities to the IQAC in the following format

Sr no.	Grievances received	Date/Month/Year	Action Taken	Time Consumed	Result

**Status of pending Grievances-**

Sr No	Grievance received	Date/Month/Year	Reason of pending status	Tentative date for redressal	Remarks

**Tri-monthly Report timeline-**

July-September

October-January

February-April

May-July

**Annual Report timeline-**

1 July- 30 June of every session.

**IQAC Members:**

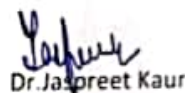
  
Mrs. Varinderjeet Kaur

  
Mrs. Maninder Kaur

  
Dr. Harinder Kaur

  
Dr. Gurpreet Kaur

  
Dr. Rajiv Sehgal

  
Dr. Jaspreet Kaur

**Committee Members:**


  
Mrs. Varinderjeet Kaur

  
Mrs. Maninder Kaur

  
Dr. Harinder Kaur

  
Dr. Gurpreet Kaur

  
Dr. Sharanjit Kaur Parmar

  
Dr. Pritam Kaur  
Coordinator

  
Dr. Manju Sahni  
Chairperson & Principal