



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

CRITERION - V	
KEY INDICATOR	<i>5.1 Student Support</i>
METRIC No.	<i>5.1.4</i>

- The institute has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases.

Annual Report of Student Grievance Redressal Committee

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

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Principal
Syon College
Abohar



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Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Annual Report of the Student Grievance Redressal Committee

INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE & REDRESSAL COMMITTEE

The College has a Students' Grievance Redressal Cell. This cell aims to look into the complaints lodged by any student redress it as per requirement. The Cell intends to find solutions for problems like any kind of physical or mental harassment, complaints regarding class room teaching, classroom management, completion of syllabus, teaching methods etc. The cell also enables the students to express their feelings by personally initiating or by following another member. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Cell. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Objectives: - The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college. A Grievance Redressal Cell has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To support Students who have deprived of the services offered by the College, for which s/he is entitled.
- To ensure effective solution to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- Staff relationship etc.
- Suggestion / complaint box has been installed in the college in which the Students, who want to remain anonymous, 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 staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- There is also provision of Dastak Hour when students can directly meet the principal between 1P.M-2P.M daily.

Functions of the Cell:

- The Cell shall process all the individual complaints and take suitable action thereon in the manner and mode as per the college norms.
- The Cell may form / review the guidelines / policy for redressal of the grievance as required from time to time, which may be in accordance with those issued by NCTE.
- To conduct meeting whenever required discussing relevant issues, in consultation with the Principal seeking his approval. Mechanism for lodging complaint:
- The students may feel free to put up a grievance in writing/or Email to the respective department cell coordinators.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.


Principal

Syon College

Abohar



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K.M.-7, Hanumangarh Road, Abohar

- Organization wide awareness among stakeholders is created by organizing awareness programmes, displaying the grievance registration mechanism on Web site

The Grievance Redressal Cell shall not entertain the following issues:

- The decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the College.
- The decisions with regard to award of scholarship, fee concessions, medals, etc.
- The decisions made by the college with regard to disciplinary matters and misconduct.
- The decisions of the college about admissions in any courses offered by the college.
- The decisions by competent authority on assessment and examination result.

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Academic Year 2018-19

The Student Grievance Redressal Committee is formed and the members of the Committee are as follows:-

Sr. No.	Name	Designation
1.	Dr. G.L Sharma	Chairperson/ Principal
2.	Dr. Mamta Rani	Incharge
3.	Ms. Seema	Incharge
4.	Ms. Anamika Watts	Representative/ IQAC
5.	Ms. Sunita Rani	Student Representative
6.	Mr. Maninder Kumar	Student Representative
7.	Mr. Varun Chillana	Office Superintendent

The following grievance has been received from the students and staff for the year 2018-2019. The grievances received and analyzed. The reports were forwarded to the principal for further action. The grievance has been resolved.

- Fans are not working in the room no. 21 & 22.

Action taken Report (2018-19)

- IT is resolved to repair the fans in the class rooms.

Incharges

Principal

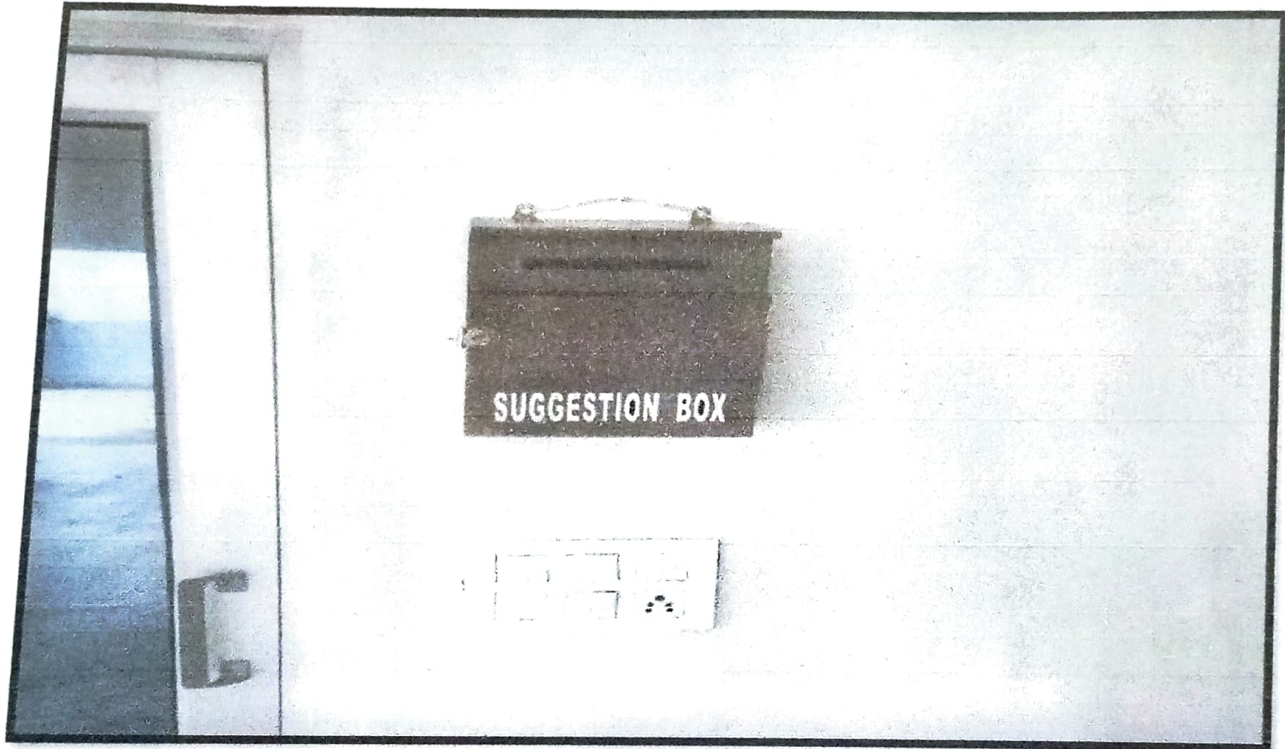
Principal
Syon College
Abohar



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K.M.-7, Hanumangarh Road, Abohar

Suggestion Box placed in the College Campus



G. S.

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: SADAN

Mobile Number: 8872611515

Address for Communication: P.O. Hanumangarh Abohar

Roll Number Course Semester: 2007 B.A. 3rd Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste Community Gender Based discrimination related
- Other


Grievance Description:

Food, Accommodation, library, etc. in the hostel. 21 and 22

Attached Document (If Any):

Declaration: I hereby declare that the information - document provided above is correct. I shall be responsible for any wrong information document.


(Signature of the Complainant)


Principal
Syon College



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Academic Year 2019-20

The Student Grievance Redressal Committee is formed and the members of the Committee are as follows:-

Sr. No.	Name	Designation
1.	Dr. G.L Sharma	Chairperson/ Principal
2.	Dr. Mamta Rani.	Incharge
3.	Ms. Seema	Incharge
4.	Mr. Gursewak Singh	Representative/ IQAC
5.	Mr. Neeraj	Student Representative
6.	Ms. Sonia	Student Representative
7.	Mr. Varun Chillana	Office Superintendent

The following grievance has been received from the students and staff for the year 2019-2020. The grievances received and analyzed. The reports were forwarded to the principal for further action. The grievance has been resolved.

- A blockage in the girls' washroom.
- A malfunctioning water filter.
- The need for dustbins in the girls' toilets for sanitary napkins.
- The placement of naphthalene balls in both the men's and women's toilets.

Action taken Report (2019-20)

- The issue was resolved after contacting the concerned committee.
- The issue was resolved after service of water filter.
- The grievance was resolved by keeping dustbins and naphthalene balls at girls and gents toilet.


Incharges


Principal
Syon College
Abohar


Principal



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: ...Navdeep.....

Mobile Number: ...9646366112.....

Address for Communication: ...St. No. 4, Dhanam Nagar.....

Roll Number/ Course/Semester: ...3005 B.A. IIIrd Year
(Applicable to students)

Section (Tick✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

.....Blockage in the girls washroom.....
.....
.....

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

(Signature of the Complainant)

Navdeep

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: ਰਮਨ ਸ਼ਰਮਾ

Mobile Number: 86 72 000001

Address for Communication: Thule Lal Colony

Roll Number/ Course/Semester: 2016 B.A. Third Year

(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

..... ਪਾਠੀ ਦੇ ਡਿਸਟਰੈਕਸ਼ਨ ਨਾਲ ਸਬੰਧਤ

..... ਮਸ਼ਿਕਾ। ਸਭ ਪਾਠੀ ਨੂੰ ਆ ਰਿਹਾ।

.....

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

ਰਮਨ
(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name:Rishi.....

Mobile Number:9530818368.....

Address for Communication: ..Street no. 2.. Anya Nagar

Roll Number/ Course/Semester:3101B, Com/ IInd Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

.....Request from girls Students for the arrange-
ments of dust bin to keep sanitary dia
plains girls toilets.....

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

(Signature of the Complainant)

Rishi

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: Anamika Watts

Mobile Number: 8837652097

Address for Communication: Abohar

Roll Number/ Course/Semester: Faculty

(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

..... Request to keep naphthalene balls at gents and ladies toilets

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Academic Year 2020-21

The Student Grievance Redressal Committee is formed and the members of the Committee are as follows:-


Sr. No.	Name	Designation
1.	Dr. G.L Sharma	Chairperson/ Principal
2.	Dr. Rajinder	Incharge
3.	Ms. Nisha	Incharge
4.	Ms. Anamika Watts	Representative/ IQAC
5.	Mr. Sanjay	Student Representative
6.	Ms. Neetu Bala	Student Representative
7.	Mr. Varun Chillana	Office Superintendent

The following grievance has been received from the students and staff for the year 2020-2021. The grievances received and analyzed. The reports were forwarded to the principal for further action. The grievance has been resolved.

- Providing links to e-content and PDFs of study materials in WhatsApp groups.
- To sanitizing classrooms due to the COVID-19 crisis.
- Improving paper-writing strategies for better exam performance.

Action taken Report (2020-21)

- The committee decided and recommended all subject teachers to provide link of e-content and PDF's of study material in Whatapp groups for the preparation of final examination.
- The committee decided and recommended sanitization of classrooms, library, halls and labs and sanitization dispensers are installed in different areas of campus and also instruct the students to follow rules and regulations during Covid 19.
- Faculty of respective subjects are suggested to provide guidelines for exams.


Incharges




Principal

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: *Prisankha Rani*
Mobile Number: *95081 27 495*
Address for Communication: *Street no-18, Nai Abadi, Abohar*
Roll Number/ Course/Semester: *1003 I.B.A 1st Year*
(Applicable to students)
Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

..... *To provide link of e-content*
..... *and pdfs of study materials*
..... *in whatsapp group*

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

Prisankha Rani
(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: ਰੁਜ਼ੀਆ

Mobile Number: 62832-55902

Address for Communication: ਕਿੰਗ ਮੰਗਲ

Roll Number Course/Semester: 1092 LBA Ist. Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

ਬੇਪਰ ਹੱਕ ਕਰਨ ਦੀ ਰਿਪੋਰਟ ਦਿੱਤੀ ਜਾਵੇ, ਤਾਂ ਮੈਂ
ਕੋਈ ਕਮ ਦੇ ਰੁਜ਼ੀਆ ਲਿਖਣ ਆ ਗਏ।

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

ਰੁਜ਼ੀਆ

(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

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K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: Deepak

Mobile Number: 9872236435

Address for Communication: M.P.O. Anandpur

Roll Number/ Course/Semester: 1034 B.A. 1st Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

To sanitize classrooms due to Covid-19 cases

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

Deepak
(Signature of the Complainant)

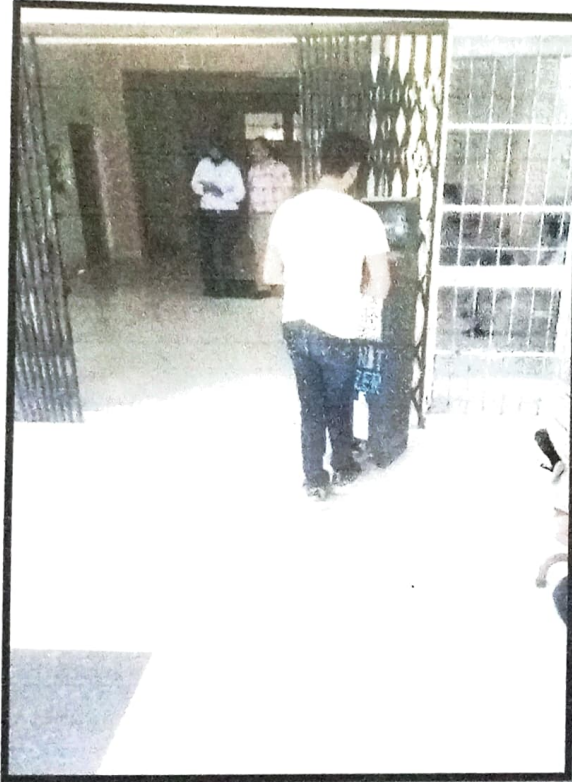
Principal
Syon College
Abohar



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K.M.-7, Hanumangarh Road, Abohar

Sanitization Dispenser



G.S.

Principal
Syon College
Abohar



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K.M.-7, Hanumangarh Road, Abohar

Academic Year 2021-22

The Student Grievance Redressal Committee is formed and the members of the Committee are as follows:-

Sr. No.	Name	Designation
1.	Dr. G.L Sharma	Chairperson/ Principal
2.	Dr. Rajinder	Incharge
3.	Ms. Salma Rani	Incharge
4.	Ms. Anamika Watts	Representative/ IQAC
5.	Mr. Vikas Kumar	Student Representative
6.	Ms. Rajni Bala	Student Representative
7.	Mr. Varun Chillana	Office Superintendent

The following grievance has been received from the students and staff for the year 2021-2022. The grievances received and analyzed. The reports were forwarded to the principal for further action. The grievance has been resolved.

- The issues included arranging a stock of sanitary napkins.
- Installing charging points for electric vehicles.

Action taken Report (2021-22)

- The committee suggested arranging new stock and it was decided to install Sanitary Napkin Vending and Incinerator Machine with the start of new session.
- The committee suggested installing of charging points for electric vehicles.

Incharges

Principal
Syon College
Abohar

Principal



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name

(13)

Mobile Number

9187813193

Address for Communication

M. K. S. (2001) 1st year

Roll Number Course/Semester
(Applicable to students)

9229 B.A 1st Year

Section (Tick the relevant box) Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

.....
.....
.....

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

(Signature of the Complainant)

Principal
Syon College
Abohar

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: Monika

Mobile Number: 7889231681

Address for Communication: Kashi Ram Colony ST No 2

Roll Number/ Course Semester: 1179 B.A. 1st Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

To change stock of sanitary Napkin

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

Monika
(Signature of the Complainant)

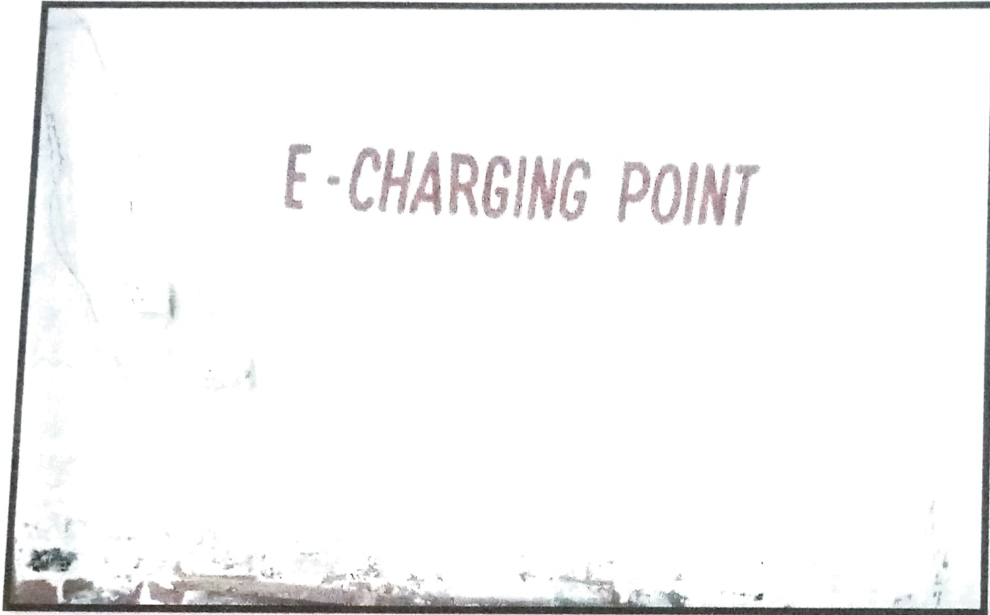
Principal
Syon College
Abohar



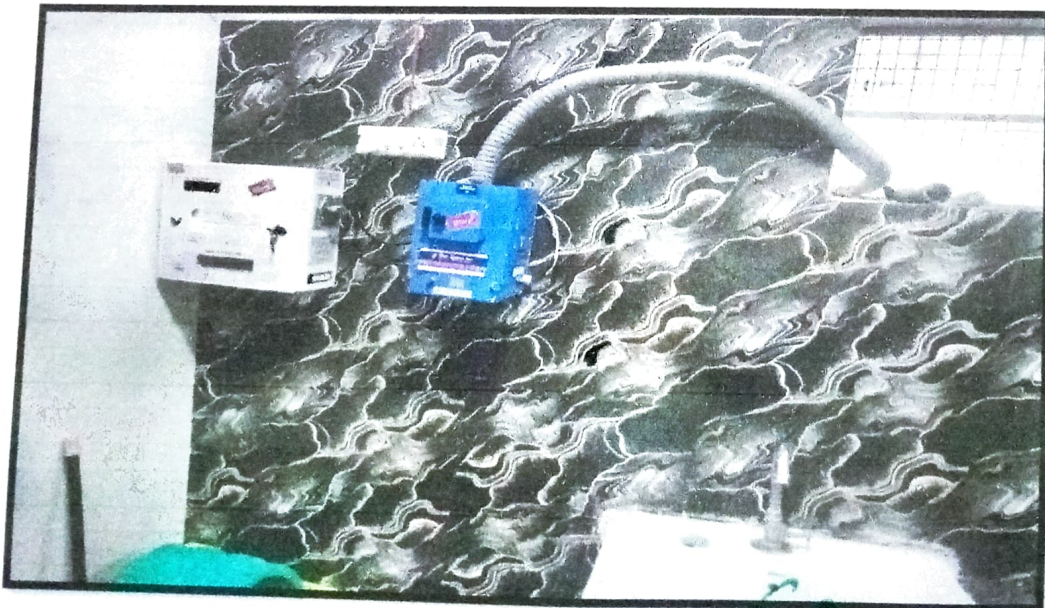
Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Charging Points for E-Vehicle



Vending Machine



Principal
Syon College
Abohar



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K.M.-7, Hanumangarh Road, Abohar

Academic Year 2022-23

The Student Grievance Redressal Committee is formed and the members of the Committee are as follows:-

Sr. No.	Name	Designation
1.	Dr. G.L Sharma	Chairperson/ Principal
2.	Ms. Divya	Incharge
3.	Mr. Arish	Incharge
4.	Mr. Gursewak Singh	Representative/ IQAC
5.	Ms. Komal Rani	Student Representative
6.	Mr. Paras	Student Representative
7.	Mr. Varun Chillana	Office Superintendent


The following grievance has been received from the students and staff for the year 2022-2023. The grievances received and analyzed. The reports were forwarded to the principal for further action. The grievance has been resolved.

- To arrange more number of books of latest edition in English medium in library.
- To arrange water pot near main gate and parking area.
- Lack of proper hygiene in the canteen.

Action taken Report (2022-23)

- Latest edition books were purchased within a week.
- Water pots were arranged at the main gate and parking area.
- Canteen contractor of the college was advised to ensure proper hygiene and Committee has decided to do regular checks for the same.


Incharge


Principal
Syon College
Abohar


Principal



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: ਮੈਰੀ

Mobile Number: 97888 35051

Address for Communication: Ranajpur

Roll Number / Course / Semester: 1041 / B.A. / 1st Year
(Applicable to students)

Section (Tick ✓ the relevant box):
 Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

ਮੈਰੀ ਨੇ ਆਪਣੀ ਆਗਿਆਕਾਰੀ ਅਤੇ ਸ਼ਿਕਾਇਤਾਂ ਬਾਰੇ ਸੂਚਨਾ ਦਿੱਤੀ ਹੈ।
ਉਹ ਆਪਣੀ ਸ਼ਿਕਾਇਤਾਂ ਬਾਰੇ ਸੂਚਨਾ ਦਿੱਤੀ ਹੈ।

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

ਮੈਰੀ
(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name

ਮਨੀ

Mobile Number:

98778 28302

Address for Communication:

ਮੋਹਾਲੀ

Roll Number/ Course Semester:
(Applicable to students)

2146 B.A./IInd Year

Section (Tick ✓ the relevant box) Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste-Community/Gender Based discrimination related
- Other

Grievance Description:

ਕਾਲਜ ਦੇ ਮੈਨ ਗੇਟ ਸਮੇਤ ਲਾਗੂ ਕਰਮਚਾਰੀਆਂ ਦੇ
ਨੇਕ ਆਈ ਏਜਿੰਟਸ ਨੀਤਾ ਆਏ।

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

ਮਨੀ
(Signature of the Complainant)

Principal
Syon College
Abohar



Syon College

Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Syon College, Abohar

Application Form for Grievance

Personal Details:

Full Name: Naveel

Mobile Number: 783723319

Address for Communication: Amanpura

Roll Number/ Course Semester: 1013 / B.A. Ist Year
(Applicable to students)

Section (Tick ✓ the relevant box): Faculty Administration Library
 Accounts Others

Grievance Details

Category of Grievance: (Tick ✓ the relevant box)

- Admission related
- Academics related
- Ragging related
- Caste/Community/Gender Based discrimination related
- Other

Grievance Description:

Lack of proper hygiene in the
canteen

Attached Document (If Any):

Declaration: I hereby declare that the information /document provided above is correct. I shall be responsible for any wrong information/document.

Naveel
(Signature of the Complainant)

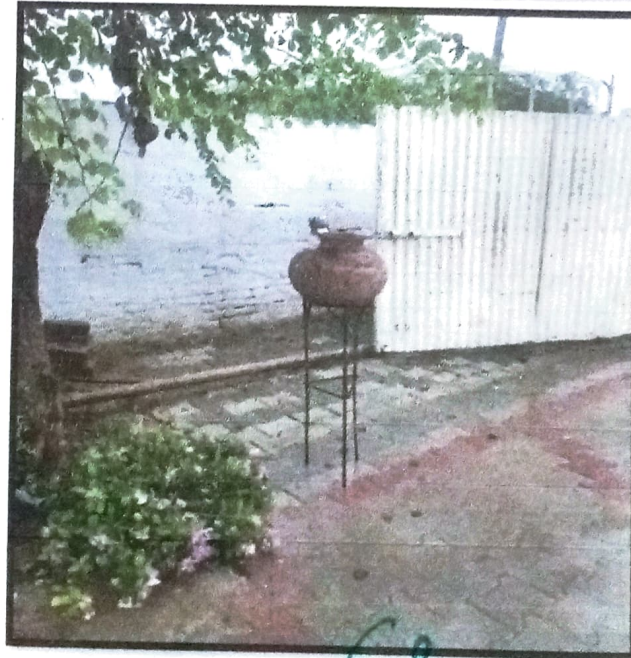
Syon College
Abohar



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Affiliated to Panjab University Chandigarh
K.M.-7, Hanumangarh Road, Abohar

Water pots



S. S.

Principal
Syon College
Abohar