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# SHANTI DEVI ARYA MAHILA COLLEGE

DINANAGAR (Gurdaspur) - 143531

Affiliated to GNDU, Amritsar | A Multi-Faculty Post-Graduate Women College

Re-Accredited by NAAC with "A" Grade | College with "Potential for Excellence" Conferred by UGC | Green Champion Award by MGNCRE



Ref. No. 5998.52/Gen

S.D.A.M College, Dinanagar

Dated 09/06/2023

## STUDENTS GRIEVANCES REDRESSAL POLICY

S.D.A.M College Dinanagar is committed to delivering quality education and empowering the students community. Towards this end, the College has constituted the Students Grievances Redressal Committee for fair and timely redressal of any students' grievances.

**Our aim:** The main objective is to develop a transparent, responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and pleasant educational ambience in the institute. The main aim is to promote cordial student-student, student-teacher relationship and to maintain respect, right and dignity of all the stake-holders.

### **Our policy:**

In accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, dated 11<sup>th</sup> April 2023, F.1-13/2022 (CPP-II) - In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the institution prescribes for a well defined system for redressal of grievances. Ragging in any form is strictly prohibited inside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

- As per the regulations, Students Grievances Redressal Committee (SGRC) is constituted in the college to take care of complaints of the students, parents, teachers and non-teaching staff so that teaching-learning experience in the institution is not only hassle-free but also *par excellence*.
- A complaint from an aggrieved student relating to the college shall be addressed to the Grievance Redressal Committee, with the following composition, namely:
  - Principal of the college – Chairperson
  - Dean, Academics
  - IQAC Coordinator
  - Coordinator, Grievances Redressal Committee
  - Coordinator, Discipline
  - Coordinator, Students Council
  - Head of the concerned Department
  - Any other faculty member, as per need
  - Hostel Coordinator, if required
  - Head Girl and class representative/s of the concerned class/hostel, if required
  - Office/Hostel Supdt., as the case may be



01875-220344, 221382



sdamcollegednn1968@gmail.com



shantidevicollege.org



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- For convenience of the students, The phone numbers of Students Grievance Redressal Committee members are also notified on the college website.
- Recently, the institute has created an online portal for grievance redressal for immediate report of any grievance or safety issue. The complaint may also be sent in writing through members of the Grievance redressal Committee or Grievance Redress Complaint boxes placed at various places in the institution.
- On receipt of the complaint, the Grievance Redressal Committee, as the case may be, within three days of receipt, fixes a date for hearing the complaint which shall be communicated to the complainant.
- On receipt of an online/ written complaint, the Student Grievance Redressal Committee shall resolve the grievance within 15 days of receipt of complaint.
- Grievances are resolved with immediate effect and satisfactory report is obtained from the aggrieved party.
- Grievances which can not be resolved by the College, shall be referred to the Ombudsman (appellate authority) appointed by the GNDU, within the time period provided in these regulations.
- The appellate authority shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the appellate authority and the institution shall place it for general information on its website.
- The appellate authority may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- For false or frivolous grievances, action will be taken against the complainant as per the decision of the Student Grievance Redressal Committee or the Appellate Authority.

*Keens Talwar*  
Principal  
Shanti Devi Arya Mahila College  
Dinanagar (GSP.)

## STUDENTS GRIEVANCES REDRESSAL CELL (SGRC)

### S.D.A.M COLLEGE, DINANAGAR

Acc. to UGC (REDRESSAL OF GRIEVANCES OF STUDENTS) Regulations: office letter no. F1-13/2022(CPP-II) dated 11th April 2023, the following are the members of SGRC.

Chairperson: Dr. Reena Talwar: Principal: M.No. 9463171685

Co-ordinator – Ms. Sunita Verma: Assoc. Prof. in Zoology: M. No. 9915613204

Member:

- Dr. Sushma Gupta: Assoc. Prof. in Botany: M.No. 9465471182
- Dr. Kulwinder Kaur: Assoc. Prof. in Punjabi: M.No. 9915113142
- Ms. Sangeeta Malhotra: Asstt. Prof. in Home Sci.: M.No. 9855247298
- Ms. Randeep Dhoot: Assoc. Prof. in Pol Sci.: M. No. 9465071447
- Dr. Deepak Jyoti: Asstt. Prof. in Comp.Sci.: M.No. 8427201501
- Dr. Anjna Malhotra: Asstt. Prof. in pol. Sci. : M.No. 9915953888
- Dr. Neenu Sharma: Asstt. Prof. in Comm.: M.No. 9217868070
- Dr. Sonam Gupta: Asstt. Prof. in Psychology: M. No. 9780527457
- Ms. Taljinder Kaur: Asstt. Prof. in Physical Edu.: M.No. 8872003174
- Ms. Chetna ( Head Girl)

DUTIES:

- To ensure the student's physical, psychological and emotional well being by making Students Services Centre (SSC) under UGC guidelines that ensures protection to students from any threat and assault, physical, social, discriminatory, cultural and linguistic causing psychological distress among students.
- To provide protection to ensure the well being of students to work and study in a friendly environment.
- To attend the general grievances of the students both online and offline and suggest redressal measures within the framework of College / University / Government rules.
- To instruct the official/s concerned to attend to the grievances.
- To recommend suitable redressal measures of the Grievances at appropriate time.
- To organize several programmes to enhance the confidence level of girl students for their empowerment in the society.

**To Redress Students Grievances, various committees have been made in the college for the welfare of students.**

*Reena Talwar*  
Principal  
Shanti Devi Arya Mahila College  
Dinanagar (GSP.)

### **1. ADMISSION / COLLEGE PROSPECTUS/ANNUAL PLAN COMMITTEE:**

Co-ordinator: Dr. Sushma Gupta

Members:

- Dr. Kulwinder Kaur
- Ms. Randeep Dhoot
- Ms. Sunita Verma
- Ms. Sangeeta Malhotra
- Dr. Deepak Jyoti
- Ms. Parveen Saini
- Dr. Neenu Sharma
- Ms. Meenal Gupta

DUTIES:

- To draft the Annual Plan of activities for the year 2022-23 and to incorporate the same in the Prospectus.
- To finalize College Prospectus & Admission Form for the year 2023-24.
- To assist the students and to interact with the parents during admissions.
- To provide proper College Identity Cards to the students after the reopening of the College.
- To file and maintain the records of the admissions and Annual Plan.
- To submit the enrollment records to the IQAC Committee.

### **2. TIME TABLE COMMITTEE:**

Co-ordinator – Dr. Sushma Gupta

Members:

- Ms. Randeep Dhoot
- Dr. Deepak Jyoti
- Dr. Neenu Sharma
- Ms. Jyoti Saini

DUTIES :

- To frame a suitable, clash free time-table for conducting Theory/Practical classes as per University rules.
- To attend to various complaints of clashes in the time-table and make necessary adjustments.
- To maintain the records of the Time-Table framed and submit the same to the IQAC Committee.

### **3. SC HELPDESK/ SCHOLARSHIPS/FEE CONCESSION COMMITTEE:**

Co-ordinator – Ms. Sunita Verma

Members:

- Ms. Randeep Dhoot

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Principal  
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Dinanagar (GSP.)

- Dr. Sushma Gupta
- Dr. Anjna Malhotra
- Dr. Sonam Gupta

**DUTIES:**

- To guide SC students as well as other students with regard to scholarship Schemes and help if there is any problem encountered while applying for scholarship online .
- To give concessions to the needy, deserving, meritorious, fatherless students.

**4. SPORTS COMMITTEE:**

Coordinator: Ms. Taljinder Kaur

**DUTIES:**

- conducts sports events, facilitating student participation in other institutions at state/interstate level.
- Arrange sports day in the Institute.

**5. ATTENDANCE COMMITTEE:**

Co-ordinator – Dr. Sushma Gupta

**Members:**

- Ms. Sangeeta Malhotra
- Dr. Deepak Jyoti
- Ms. Sunita Verma
- Dr. Neenu Sharma
- Dr. Poonam Mahajan (Hindi)

**DUTIES:**

- To ensure that daily attendance is recorded by the Lecturers in the prescribed Attendance registers
- To ensure timely compilation of attendance record by the dealing clerks.
- To ensure periodic display of attendance on the Notice Boards.
- To keep track of regular absentees and counsel them, if required, along with their parents.
- To maintain the records of the attendance compiled and submit the same to the IQAC Committee.

**6. LIBRARY COMMITTEE:**

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Dinanagar (GSP)

- Co-ordinator – Dr. Anjna Malhotra

Members:

- Ms. Neha Saini
- Ms. Dilpreet

DUTIES:

- To take stock of the existing, newly added and total number of books.
- To arrange talks for students to motivate them to cultivate reading habits.
- To provide digital library facilities with National and International online journals.
- To see that Library building is enabled with Wi-fi facility.
- To see that library issue/ return of books are maintained through software.
- To acquire books for the book bank and distribute to the deserving students.
- To maintain the sanctity of the Library.
- To maintain a record of the services rendered/ activities conducted and submit the same to the IQAC Committee.

#### **7. N.S.S. DEPARTMENT AND RED RIBBON CLUB:**

Co-ordinator – Mrs. Sangeeta Malhotra

Programme Officers:

- Dr. Sushma Gupta
- Ms. Sunita Verma
- Dr. Deepak Jyoti
- Ms. Jyoti Saini

DUTIES:

- To plan and execute N.S.S. Programmes for the year.
- To conduct Special N.S.S. camp
- To Organize and celebrate important days of the year
- To distribute the work for the NSS volunteers for maintenance of cleanliness in and around the College.
- To take care of campus beautification and gardening.
- To maintain the records of the activities conducted and submit the same to the IQAC Committee.

#### **8. CAREER GUIDANCE/ PLACEMENT / ENTREPRENEUR DEVELOPMENT CELL:**

Co-ordinator – Dr. Deepak Jyoti

Members:

- Ms. Parveen Saini
- Ms. Sunita Verma
- Dr. Neenu Sharma

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Principal  
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- Mr. Mohit Aggarwal
- Ms. Neha Saini

**DUTIES:**

- To organise career oriented workshops for the outgoing students.
- To organise coaching classes for competitive exams by inviting experts.
- To conduct awareness programmes on entrepreneurship skills for students.
- To invite experienced academicians, leading professionals with extensive corporate experience to address the students and thereby facilitate practical learning.
- To file and submit the records to the IQAC .

**9. TRANSPORT COMMITTEE:**

Co-ordinator – Mrs. Parveen Saini

**Members:**

- Ms. Jyoti Saini
- Ms. Meenu Gupta
- Ms. Rama Kapoor
- Ms. Taljinder Kaur

**DUTIES:**

- To maintain record of Bus Service, maintain a list of bus drivers and track the appropriate fare to be charged for the information of the students,
- To help the SC and various societies with their transport requirements, and perform any such duties/functions as may be set out for them.
- To coordinate the Educational Trips and field visits conducted by different Departments.
- To maintain the records of the Study Visits/ Educational Trips conducted and submit the same to the IQAC Committee.

**10. FIRST AID AND RED CROSS / HEALTH CENTER SUPPORT COMMITTEE:**

Co-ordinator – Mrs. Randeep Dhoot

**Members:**

- Ms. Sangeeta Malhotra
- Dr. Anjna Malhotra

**DUTIES:**

- To organize programmes for students related to Health and First Aid.
- To see that there is a First Aid Room with all the basic facilities in case of emergency.
- To conduct activities under the Red Ribbon Club.

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Dinanagar (GSP)

- To organize Community Welfare programmes. i.e. to involve their participation in Yoga camps etc.
- To guide and help students to develop study habits, resolving personal and emotional difficulties & interpersonal relationships.
- To maintain the records of the activities conducted and submit the same to the IQAC Committee.

#### 11. CANTEEN COMMITTEE:

Co-ordinator – Mrs. Sangeeta Malhotra

Members:

- Dr. Kulwinder Kaur
- Dr. Anjna Kapoor

DUTIES:

- To see that the Canteen services to students are good.
- To fix the rates for the items served in the Canteen and to maintain cleanliness in the Canteen.
- To check the quality of eatables being served to the students in the canteen.

#### 12. EXAMINATION COMMITTEE:

Co-ordinator – Dr. Sushma Gupta

Members:

- Dr. Deepak Jyoti
- Ms. Randeep Dhoot
- Dr. Neenu Sharma
- Ms. Sunita Verma

DUTIES:

- To successfully conduct the house Examinations and prepare the Results.
- To ensure that the mark lists are submitted by the lecturers to the Examination Section by due dates and the Statement of Marks are given to the Students / Parents within the stipulated time.
- To make inventory of the required Stationery well in advance and put up the requisition for required items
- To prepare course/programme wise distribution of pass percentage and submit the same to the IQAC Committee.

#### 13. DISCIPLINE COMMITTEE:

Co-ordinator – Dr. Anjna Malhotra

Members:

- Ms. Parveen Saini
- Ms. Dilpreet Kaur
- Dr. Sonam Gupta

*Keena Talwar*

Principal  
Shanti Devi Arya Mahila College  
Dinanagar (GSP.)



**DUTIES:**

- To initiate timely action against erring students.
- To ensure an overall disciplined environment in the College.
- To sensitize students about the evils of ragging and its prevention in the College Campus by organizing talks/ programmes etc.
- To address complaints about ragging as per the Govt. and University procedures.
- To maintain records of the cases investigated and submit the same to the IQAC Committee.

**14. SEXUAL HARASSMENT ELIMINATION COMMITTEE:**

Co-ordinator – Dr. Kulwinder Kaur

**Members:**

- Dr. Sushma Gupta
- Mrs. Sunita Verma
- Ms. Sangeeta Malhotra
- Ms. Randeep Dhoot
- Dr. Deepak Jyoti
- Dr. Anjna Malhotra
- Dr. Neenu Sharma
- Dr. Sonam Gupta

**DUTIES:**

- The Committee is responsible to initiate timely action for all complaints of sexual harassment made: irrespective of whether the harassment is alleged to have taken place within or outside the campus.

**15. ANTI-RAGGING COMMITTEE:**

Co-ordinator – Mrs. Sunita Verma

**Members:**

- Dr. Sushma Gupta
- Ms. Sangeeta Malhotra
- Ms. Randeep Dhoot
- Dr. Deepak Jyoti
- Dr. Anjna Malhotra
- Dr. Neenu Sharma
- Dr. Sonam Gupta
- Police Inspector, Dinanagar

**DUTIES:**

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- To educate the students on the ill-effects of ragging and the consequences, including legal consequences of indulging in ragging.
- To conduct awareness programmes on the menace of ragging, its impact, consequences and redressal mechanism available.
- Students to take the pledge not to involve themselves in ragging of any form and also to make the Institution Ragging free.

#### 16. INFRASTRUCTURE MAINTENANCE COMMITTEE:

Co-ordinator :Mrs. Sangeeta Malhotra

Members:

- Ms. Deepak Jyoti
- Ms. Shalika Aggarwal
- Ms. Randeep Dhoot
- Dr. Poonam Mahajan

DUTIES:

- To ensure the resolution of problems related to Fans, classroom facilities, Lights, water provisions, computers etc. in a timely manner.
- To scrutinize the indents put forth by the Depts./ Labs. /Committees/and various sections of the College from time to time.
- To suggest measures for the safety, development and maintenance of Old College building infrastructure.
- To ensure optimal use of the College resources, get defective gadgets repaired.
- To suggest measures to dispose of outdated and unusable items.
- To be in charge of the AV systems, LCD, Copier Machines, Laptops etc.
- To ensure Computerization /Automation of Library and Administration/Technology upgradation (overall)
- To provide internet facility with Wi-Fi connectivity.

#### 17. HOSTEL AND MESS COMMITTEE:

Co-ordinator: Mrs Sangeeta Malhotra

Members:

- Dr. Kulwinder Kaur
- Ms. Shalika Aggarwal
- Ms. Parveen Saini

DUTIES:

- Shall work towards the improvement of the food and mess services provided on campus. Such improvement shall be achieved by conducting surveys about food services offered and collate the results of such survey, inspection of the cooking areas of each food outlet to ensure hygiene following laid down procedure, coordinating with other Committees of the SGRC as and when required.

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- Act as a bridge between the administration, caterers, hostel authorities on one side and the students on the other.
- Facilitate the addressing of issues that the students have and communicate the same to the concerned authorities
- Keeps a check on the daily issues regarding the hostel infrastructure, the housekeeping issues etc.

#### 18. ANNOUNCEMENTS/ PRAYER/HAWAN COMMITTEE:

Co-ordinator: Dr. Dinesh Kumar

##### MEMBERS:

- Ms. Dilpreet
- Ms. Shalika Aggarwal
- Dr. Deepak Jyoti
- Ms. Meenal Gupta
- Dr. Neenu Sharma
- Mrs. Sunita Verma

##### DUTIES:

- To make important announcements in the morning assembly.
- To conduct morning assembly to seek blessings of Almighty.
- To conduct "havan" on every fourth Saturday to purify the air and sanctify the college.

#### 19. SUBJECT CHANGE COMMITTEE:

Co-ordinator: Dr. Deepak Jyoti

##### Members:

- Dr. Sushma Gupta
- Ms. Sunita Verma
- Dr. Neenu Sharma
- Ms. Dilpreet

#### 20. NCC:

Co-ordinator: ANO: Dr. Anjna Malhotra

##### DUTIES:

- To provide exposure to the cadets in a wide range of activities with a distinct emphasis on Social Services, Discipline and Adventure Training.

#### 21. EVENTS ORGANIZING COMMITTEE/ YOUTH WELFARE DEPARTMENT:

Dean: Dr. Kulwinder Kaur

Co-ordinator: Dr. Deepak Jyoti

##### Members:

- Ms. Randeep Dhoot

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- Mrs. Sunita Verma
- Dr. Anjna Malhotra
- Ms. Sangeeta Malhotra
- Ms. Meenu Gupta
- Dr. Poonam Mahajan
- Ms. Jyoti Saini
- Ms. Dilpreet

#### DUTIES

- The Committee works closely with Youth welfare department, Cultural Secretary of the Student Council for the organization and management of any social or academic events on campus, including but not limited to socials, parties, open houses and convocations.
- To Prepare the students for youth festivals, Inter-college, Intra-College Competitions.

#### 22. RESEARCH & DEVELOPMENT CELL

- Dr. Kulwinder Kaur
  - Dr. Sushma Gupta
  - Mrs. Sunita Verma
  - Dr. Anjna Malhotra
  - Ms. Randeep Dhoot
  - Dr. Neenu Sharma
  - Ms. Parveen Saini
  - Dr. Deepak Jyoti
- To enable attainment of targets of Atma-Nirbhar Bharat and is expected to play a pivotal role in catalyzing multidisciplinary/transdisciplinary research culture mandated in NEP-2020.
  - To organize events like capacity-building programs and specific research theme-based workshops that will motivate the students.

#### 23. STUDENT WELFARE COMMITTEE/STUDENTS COUNCIL COMMITTEE:

- Dr. Kulwinder Kaur (Convener)
- Ms. Randeep Dhoot
- Dr. Sushma Gupta
- Ms. Sunita Verma
- Dr. Deepak Jyoti
- Dr. Anjna Malhotra
- Dr. Neenu Sharma
- Mrs. Parveen Saini
- Mrs. Jyoti Saini

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**DUTIES:**

- To encompass facilities that promote the physical, mental and social well being of students.

**24. IT COMMITTEE :**

Co-ordinators: • Dr. Deepak Jyoti

**MEMBERS:**

- Ms. Neha Saini
- Ms. Priyanka
- Ms. Keerti

**DUTIES:**

- Shall conduct regular surveys with regard to any IT issues that may be faced by the students and ensure that these issues are addressed in a timely manner by the IT department.

**25. NEP-ABC ID CREATION COMMITTEE:**

Co-ordinators: Ms. Sunita Verma

**Member:**

- Dr. Kulwinder Kaur
- Ms. Sangeeta Malhotra
- Ms. Randeep Dhoot
- Dr. Deepak Jyoti
- Ms. Parveen Saini
- Dr. Anjna Malhotra
- Dr. Neenu Sharma
- Dr. Sonam Gupta

**DUTIES:**

- To Guide the Students for registration on ABC portal ; abc.gov.in as per new guidelines of UGC
- To help in creating an ABC ID under the new education policy.

Principal *Keena Talwar*  
Shanti Devi Arya Mahila College  
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