



**Post Graduate Government College for Girls,
Sector 42, Chandigarh**

Affiliated to Panjab University, Chandigarh



NAAC Accredited 'A' Grade (CGPA – 3.21)

AISHE Code : C-29391

Internal Quality Assurance Cell (IQAC)



Prof. Lakhvir Singh
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**Post Graduate Government College for Girls
Sector 42-C, Chandigarh**

5.1.5: The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

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Students Grievances Feedback Report (2020-2021)

In the feedback survey rolled out to the students to express their feedback/ suggestions on teaching-learning process, perception of the institution and college experience, numerous responses have been received. Mostly, the students are satisfied with the teaching-methodologies adopted by the teachers and have put up the positive feedback for the efforts made by the staff members to teach the students in such a difficult situation of COVID-19 Pandemic. Over all the students are contented with their experience of the college.

After the analysis of the feedback responses received from the students, the following points have been inferred which are to be focused:

1. Students face the network issue during online classes. Although it may happen due to the poor network connectivity at both sides, student as well as teacher.
2. The Time-Table should be followed by all the teachers for online classes to avoid any clash of the timing of the classes as the fluctuation in the timings will cause inconvenience to the students.
3. The time for a class should not exceed the time limit given as per the Time- Table.
4. Students feel over burdened with the assignments or they don't get enough time to submit them. Assignments submitted by the students should be evaluated on time.
5. Students want the online classes to be more interactive.
6. The pace of teaching should be tuned with the grasping power of the students.
7. The voice of the teacher should be clear and loud enough to be audible to all the students in online as well as off line classes.
8. The classes should be in bilingual mode as some students find it difficult to understand the whole lecture in English.

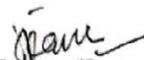
Jareet Kaur
Hanyal

Nisha Jood
Principal
P.G. Govt. College for Girls
Sector-42, Chandigarh

Anti-Sexual Harassment Committee

To Whomsoever It May Concern

This is to certify that Post Graduate Government College for Girls, Sector-42, Chandigarh has a transparent mechanism for timely redressal of student grievances including Anti sexual Harassment. During the session 2020-2021, classes were held online in the odd semester and in the hybrid mode in the even semester, no case was registered regarding the same.


Ms. Jasreet Kaur
(Convener)




Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh




SESSION 2019-20

SUGGESTIONS AND COMPLAINTS RECEIVED: -

INFRASTRUCTURE / COLLEGE CAMPUS:

- Cleanliness of washrooms.
- Teaching in both languages (Hindi & English).
- Request should be made to the authorities for a bus stop near the college- students cannot reach classes on time.
- Any change in the conduct of event be informed via notice board.
- Proper arrangement for physically challenged students.
- Students to be allowed to sit in their respective class rooms where they have to attend classes.
- Request to shorten the periods for the students have to reach distant villages and attend coaching classes.
- Good quality of books should be available at the book shop.
- Reduce the operation time for pool filter.
- GYM machines not working properly.

FOR CANTEEN:

- i. Fresh food in food court.
- ii. Cleanliness should be there in the canteen.
- iii. Maggie as quick meal at affordable price.

ACTION TAKEN

- The care taker has been talked to by the Principal Ma'am that all the problems regarding washrooms are taken care of and reported to the office.
- Good suggestions are always welcome- the suggestions to conserve energy are very useful.
- The IT Block will soon be equipped with lift hence making it physically challenged Friendly.
- Canteen committee is asked to monitor the quality of food and the contract committee has asked the book shop person to give a valid bill to every client.

Ms. Monica Singh

Ms. Jasreet Kaur

(session 2019-20)

Jasreet Kaur

Hayat

Nishe Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

ACTION TAKEN:

- Your suggestions about environment friendly behaviour are highly appreciated. Such suggestions are always welcome. Your concerns are noted and the suggestions will be implemented in the college.
- Canteen committee is asked to monitor the quality of food and the contract committee has asked the book shop person to give a valid bill to every client.
 - Library:
 - Librarian is asked to do the needful.
 - Photocopy facility is provided to the students
 - The donation of books and writing material is a welcome step. The students and teachers together can make a difference in the lives of under privileged ones.
 - Infrastructure enhancement is an ongoing process and the care taker is apprised of the current issues.
 - The teaching staff is informed about the problems of the students. And asked to address the issues at their level.
 - Stray Dogs in college; the municipal committee is informed about the menace of stray dogs.
 - The students and the staff is forbidden to feed the dogs in college campus.

Dr. Jyoti Seth

Dr. Rewa Rishi

(session 2018-19)

Jarreet.

Hay
B

Nishe Jyoti
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

SESSION 2018-19

SUGGESTIONS AND COMPLAINTS RECEIVED: -

8. FOR CANTEEN:

- i. Lays and Kurkure packets for Rs.10/- (not big packet).
- ii. Fresh food in food court.
- iii. Maggie as quick meal at affordable price.
- iv. Coolers in canteen.

9. PHOTOSHOP:

- i. Photoshop in the college should display the price list.

10. REGARDING ENVIRONMENT:

- i. Burning of leaves and grass around college campus be discouraged and reported.
- ii. To stop use of plastic and hazardous material in the college campus.
- iii. Self help in canteen be made mandatory for students as well as teachers.
- iv. Promote cycling
- v. No plastic.

11. REGARDING FUNCTIONS ORGANISED AT COLLEGE:

- i. All students should be allowed to attend necessary / important lectures / seminars organised in the college.
- ii. There should be interactive session with students to boost up their confidence.
- iii. Teachers should discuss other relevant issues with the students (not only related to curriculum).
- iv. More time should be allowed to students to finish their practical work in the labs.
- v. Teachers should be the role models in behaviour.
- vi. Office staff to be more helpful and polite.
- vii. Home Science practical (attendance should be compulsory for all students).
- viii. Collar mike for teachers in large classes.

12. LIBRARY:

- i. To issue more books for more time.
- ii. Students can donate old books to be used by needy.
- iii. Writing material can also be donated.
- iv. No. of books increased for more books can be issued to the students.

13. INFRASTRUCTURE:

- i. Fans not ~~working~~ working.
- ii. Fine to be imposed on students for dirtying the college campus.
- iii. Washrooms not clean.
- iv. Water supply not adequate.
- v. No proper lights in washrooms.

Jarjeet Kaur
Hary B

Nishu Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

ACTION TAKEN:

- Your suggestions about environment friendly behaviour are highly appreciated. Such suggestions are always welcome. Your concerns are noted and the suggestions will be implemented in the college.
- Canteen committee is asked to monitor the quality of food and the contract committee has asked the book shop person to give a valid bill to every client.
 - Library:
 - Librarian is asked to do the needful.
 - Photocopy facility is provided to the students
 - The donation of books and writing material is a welcome step. The students and teachers together can make a difference in the lives of under privileged ones.
- Infrastructure enhancement is an ongoing process and the care taker is apprised of the current issues.
- The teaching staff is informed about the problems of the students. And asked to address the issues at their level.
- Stray Dogs in college; the municipal committee is informed about the menace of stray dogs.
- The students and the staff is forbidden to feed the dogs in college campus.

Dr. Jyoti Seth
Dr. Rewa Rishi

(session 2018-19)

Jareet.
Hayu
B

Nisha Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

SESSION 2017-18

SUGGESTIONS AND COMPLAINTS RECEIVED: -

LIBRARY

1. To issue more books to the students- new editions to include in the library.
2. Photocopy facility in the library to be made more student friendly.

CANTEEN/ FOOD COURT

3. Quality of canteen food to be monitored. There should be more variety.
4. Book-shop Bill should be provided and the requisite students discount be given.

HOSTEL

5. Installation of coolers in the hostel.
6. Cleanliness / hygiene in Mess.

INFRASTRUCTURE

7. Smart class-rooms / smart board not working properly.
8. GYM machines not working properly.
9. To create more counters for fee submission and the students to be informed about fee submission at last a week in advance. Update the Teachers' Absent Board on regular basis.
10. More dustbins to be installed in the college campus. Sanitary winding machines to be repaired. Cleanliness of washrooms.

EXAM BRANCH

11. Examination sheets / more space between the lines.

FOR TEACHING STAFF

12. Students who get late in the 1st period should be allowed to enter the class.
13. Time-Table suggestions lectures to be made short by 10 minutes as the student who come from distant villages faces problem on their way back.
14. Lectures for participation in Annual Athletic Meet.
15. The students to be allowed to go home when they are free (there should be no restrictions of time till 12:30PM).
16. Access to IT Lab in free time.

Jarreet Kaur
Harsh

Nishe Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

17. Lunch Break for students.

ACTION TAKEN:

- Librarian is asked to do the needful.
Photocopy facility is provided to the students
- Canteen committee is asked to monitor the quality of food and the contract committee has asked the book shop person to give a valid bill to every client.
- The common room 'reading room and mess has coolers.
- The cleanliness committee will ensure the cleanliness.
- Infrastructure enhancement is an ongoing process and the care taker is apprised of the current issues.
- There will be more Fee counters during admissions and when the semester fee is to be submitted.
- Exam sheets, when printed next time, will be made student friendly. (matter discussed with the registrar, exams)
- The teaching staff is informed about the problems of the students. And asked to address the issues at their level.

Dr. Jyoti Seth

Dr. Rewa Rishi

(session 2017-18)

Jarret Kaur

Maya

Nishej
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

SESSION 2016-17

SUGGESTIONS AND COMPLAINTS RECEIVED: -

1. LIBRARY:

- i. Should be open for longer hours- students can study after college.
- ii. Proper security of the bags of the students as they have to leave their bags outside the library.
- iii. More books on Punjabi language and literature.
- iv. Staff should treat us like mature adults.

2. OFFICE STAFF:

- i. To be more helpful, compassionate and polite.
- ii. Should provide proper information.
- iii. Should be allowed to meet the principal.
- iv. Staff should be approachable.

3. FEE CONCESSION / FINANCIAL HELP:

- i. Request for financial help for needy students / single girl child etc.
- ii. Fee concession to Bright / Financially weaker students.

4. ATM facility in the college

- i. (phone recharge facility.)
- ii. ATM facility made available in the campus.

5. INFRASTRUCTURE:

- i. Light issue in B. Com dept.
- ii. Fans at top floor.
- iii. Washrooms.
- iv. Water supply (not adequate)
- v. Large classrooms for bigger classes.

Jasmeet Kaur

Harpreet
Arora

Nishe Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

ACTION TAKEN:

1: librarian, Ms. Anita Mahajan has been given the issues.

She assures that

- all the matters will be taken care of
- one of the staff members is put on duty to see to the security issue.

2: issue is taken up with the superintendent of the office, and

- she has advised the staff to be politer in their dealings.
- The information is always provided.
- Principal ma'am is always ready to help the students and always approachable to the students.
- The students can give application for financial help. Some of the staff members also donate funds to help the needy.
- The Bank (SBI) has been asked to give ATM facility in the Campus. Hopefully there will be one very soon.
- Infrastructure issues are also resolved.

Dr. Jyoti Seth

Dr. Rewa Rishi

(Session 2016-17)

Jasreet Kaur

Hay
A

Nisheeta
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

Send on 7th Feb

Year wise list (S.1.4) Recd. 10/10.
reported and resolved
(Sexual harassment Cases only)

Dr. Lalchvir Singh

Dr. Jyoti Seth
Principal
11/2/19

316
11/2/19

The Public Information Officer/SPIO
Government College for girls, Sec-42

U.T. Administration
Chandigarh

Subject: Request for information under section 6 of Right to Information Act, 2005 (22 of 2005)

- a. Name of Applicant: Amrita Rathi
- b. Address, where information is to be sent: #1457 Progressive Enclave, sector 50 B, Chandigarh 160047
- c. Particulars of information required: (Attached)

Janeel Kaur

May 1
A

Nishe Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

1. Whether Internal Complaint Committee (ICC) has been constituted in your department in relation to Sexual Harassment of Women at Workplace? if yes, when it was constituted first. *Yes, (2013-14)*
2. What is the composition and constitution (chairman and members) of ICC for year of 2013 to 2018 in relation to Sexual Harassment of Women at Workplace? *Attached (Annexure:1)*
3. Details of Nodde officers of different Blocks/Tehsils/Talukas and Municipal Corporation in relation to Sexual Harassment of Women at Workplace. *NA*
4. Whether the copy of annual report by ICC is available on online portal/website in relation to Sexual Harassment of Women at Workplace? if yes, kindly give the link. *Sent to DHE office.*
5. Whether your department has appellat body of ICC in relation to Sexual Harassment of Women at Workplace? if yes, what is the composition and constitution of that since 2013 to till date. *DHE office.*
6. How many complaints of Sexual Harassment of Women at Workplace have been reported from:

2013-2014	<i>None</i>
2014-2015	<i>"</i>
2015-2016	<i>"</i>
2016-2017	<i>"</i>
2017-2018	<i>"</i>
2018-2019	<i>"</i>

7. Out of reported complaints how many complaints has been decided in year:

2013-2014	<i>NA</i>
2014-2015	<i>NA</i>
2015-2016	<i>NA</i>
2016-2017	<i>"</i>
2017-2018	<i>"</i>
2018-2019	<i>"</i>

8. Out of reported complaints how many complaints has been disposed off as false/frivolous in year:

2013-2014	<i>NA</i>
2014-2015	<i>"</i>
2015-2016	<i>"</i>
2016-2017	<i>"</i>
2017-2018	<i>"</i>

Nisha Jost
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

2018-2019 NA

9. Out of reported complaints how many complaints has been pending in year:

2013-2014 NA

2014-2015 "

2015-2016 "

2016-2017 "

2017-2018 "

2018-2019 "

10. What is the status of pending complaints in U.T. Chandigarh in relation to Sexual Harassment of Women at Workplace? NA

11. What are the actions taken on reported complaints of Sexual Harassment of Women at Workplace? NA

12. Kindly provide the no. of employers who punished with fine and imprisonment who found guilty in case of Sexual Harassment of Women at Workplace. NA

13. What means/measures are carried out in your department /institution to sensitize/publicize the

a. The Sexual Harassment of Women at Workplace Law (SHWP) attached Annexure 2.

b. Committee Against Sexual Harassment (CASH) attached (Annexure 1)

14. Is there any panel in your department for organizing training programme/workshops for awareness in relation to Sexual Harassment of Women at Workplace? if yes, give details of total programmes organized from 2013 to till date. Yes, Women cell.

15. Whether victim compensation fund exist in your department in relation to Sexual Harassment of Women at Workplace? NA

16. Kindly provide me no. of cases in which compensation was granted along with the amount of compensation from: NA

2013-2014 -

2014-2015 -

2015-2016 -

2016-2017 -

2017-2018 -

2018-2019 -

Nisha Jassi
Principal
P.G. Govt. College for Girls
Sector 42, Chandigarh

Janeet Kaur

Harpreet

Annexure - 1

POST GRADUATE GOVERNMENT COLLEGE FOR GIRLS, SECTOR 42, CHANDIGARH

Composition and Constitution of ICC -2013-2018

Year	Chairperson	Members
2013-14	Dr. Jyoti Seth (Faculty)	<ul style="list-style-type: none">• Ms. Shubhpreet (Faculty)• Ms. Monica Singh (Faculty)• Ms. Jasreet Kaur (Faculty)• Ms. Santosh Singh (NGO)• Student Council representative
2014-15	Dr. Jyoti Seth (Faculty)	<ul style="list-style-type: none">• Ms. Shubhpreet (Faculty)• Ms. Monica Singh (Faculty)• Ms. Jasreet Kaur (Faculty)• Ms. Santosh Singh (NGO)• Student Council representative
2015-16	Dr. Jyoti Seth (Faculty)	<ul style="list-style-type: none">• Ms. Shubhpreet (Faculty)• Ms. Monica Singh (Faculty)• Ms. Jasreet Kaur (Faculty)• Ms. Santosh Singh (NGO)• Student Council representative
2016-17	Dr. Jyoti Seth (Faculty)	<ul style="list-style-type: none">• Ms. Shubhpreet (Faculty)• Ms. Monica Singh (Faculty)• Ms. Jasreet Kaur (Faculty)• Ms. Santosh Singh (NGO)• Student Council representative
2017-18	Dr. Jyoti Seth (Faculty)	<ul style="list-style-type: none">• Ms. Shubhpreet (Faculty)• Ms. Monica Singh (Faculty)• Ms. Jasreet Kaur (Faculty)• Ms. Santosh Singh (NGO)• Student Council representative

Nisha
Principal
P.G. Govt.
Sector 42,

Annexure - 2

13. What means/ measures are carried out in your department /institution to sensitize/publicize the Act

- There is an established and functional Women Cell where the copy of the Sexual Harassment of Women at Workplace Act is available for the students and the staff of the college.
- An abridged version of the Act is also displayed on the notice board of the college.
- The Names, Phone numbers and E-mail id's of the members of ICC are displayed on All the notice boards of the college.
- A meeting of the Committee members is held regularly.

Awareness Activities

- Workshops by Legal experts from Chandigarh and Delhi are periodically conducted to make the students aware of the various dimensions of the Act as well as their Rights as women and girls.
- Lectures followed by interactive sessions are a continuous process
- Movies relevant to the issues are also screened and followed by discussions
- There is a Legal literacy cell in the college which also undertakes similar sensitizing activities.
- Youth Adalat - an open forum for students is conducted on a weekly basis where they voice their concerns and personal angst. The faculty interventions bring in the legal and social dimensions for possible solutions.
- Poster Making, Story writing, Poetry writing on women based issues are regularly carried out.

Nisha Joss
Principal
P.G. Govt. Coll.
Sector 42, C.A.