

About Grievance Redressal Committee

On imparting professional education, it is our foremost care to consider comfort of all stakeholders to keep amicable environment in the campus. We, AGC (Amritsar Group of Colleges) take practice of transparency, justice, and professional ethics in all happenings so that stakeholders are not grieved. Grievance redressal committee (GRC) is to deal with the discontent, dissatisfaction expressed in person or through formal letter complaint.

Generally Grievant means faculty and staff member, group of students or staff members or combination of any of these stakeholders of the institution.

1. Objective

To establish a transparent and fair mechanism for addressing grievances of faculty members related to their professional, academic, or administrative matters and ensuring a positive and supportive working environment.

2. Scope

This policy applies to all full-time, part-time, and contract faculty members of the institution.

3. Constitution of the Faculty Grievance Redressal Committee

The Faculty Grievance Redressal Committee (GRC) will comprise:

Chairperson: A senior faculty member or Dean.

Members:

Senior faculty members from different departments.

One administrative representative. (Optional)

Co Convenor: Appointed by the Chairperson to manage proceedings and maintain records.

Diversity Consideration: Gender representation and departmental diversity will be considered in committee composition.

4. Types of Grievances

The GRC will address grievances related to:

- Interpersonal Conflicts:
 - Harassment, discrimination, or bullying by peers, management, or students.
 - Disputes with colleagues or administrative staff.

➤ Infrastructure and Facilities:

- Lack of adequate facilities or resources for teaching and research.

5. Grievance Redressal Procedure

1. Submission:

- Faculty members must submit grievances in writing through the concerned head of the department or directly to the committee.
- The grievance must include detailed information along with supporting documents.

2. Preliminary Assessment:

- The GRC will assess whether the grievance is within its jurisdiction and valid.

3. Acknowledgment:

- The committee will acknowledge receipt of the grievance within 3 working days.

4. Investigation:

- The committee will conduct an impartial inquiry, involving discussions with the complainant and other relevant parties.
- Evidence, documents, or witnesses may be requested as needed.

5. Resolution:

- The committee will recommend appropriate solutions to the grievance within 10 working days from receipt.
- The resolution will be communicated to the complainant and other involved parties.

6. Appeals:

- Faculty members dissatisfied with the committee's decision may appeal to the Principal or Governing Body within 10 working days of receiving the resolution.

6. Principles of the Redressal Process

- Fairness: Ensuring impartiality and objectivity in decision-making.
- Confidentiality: Maintaining strict confidentiality of all grievance-related information.
- Protection: Prohibiting retaliation against any faculty member filing a grievance in good faith.

- **Transparent Process:** Conduct a thorough, unbiased investigation to gather evidence.
- **Opportunity for Defence:** Allow the accused to present their side.
- **Proportional Response:** Ensure the action is appropriate to the severity of the infraction.

7. Record-Keeping and Monitoring

- The committee will maintain a confidential grievance file to record all complaints and their resolutions.
- A summary report of grievances and actions taken will be submitted to the Principal.

8. Periodic Review

- This policy will be reviewed every two years to ensure alignment with institutional goals and evolving faculty needs.
- This faculty-focused policy encourages open communication, protects faculty rights, and promotes a harmonious working environment.

Guidelines for Disciplinary Action and Resolution Policy

The type of disciplinary action taken against a defaulter in a faculty grievance cell should be fair, proportionate, and in alignment with institutional policies and legal standards. The goal is to maintain professionalism, resolve the issue, and deter future misconduct. Actions can include:

Mild Infractions: Warnings and Training

1. **Verbal Warning:** An informal yet documented warning addressing the issue.
2. **Written Warning:** A formal notice emphasizing the breach and its potential consequences.
3. **Counselling or Mediation:** Arranging sessions to resolve misunderstandings or interpersonal conflicts.
4. **Mandatory Training:** Requiring participation in workshops on professional ethics, communication, or sensitivity.

 AMRITSAR GROUP OF COLLEGES <small>NAAC Grade "A" 3rd Cycle Autonomous College Under All-India-University Category NAAC 2014 Accredited by NAAC</small>	Grievance Redressal Policy for Faculty and Staff	Grievance Redressal Committee
---	---	--------------------------------------

Moderate Infractions: Corrective Measures

- Probation:** Monitoring performance and behavior for a specified period.
- Duties Reassignment:** Temporarily or permanently modifying roles or responsibilities.
- Suspension of Privileges:** Restricting access to certain resources or facilities.

Severe Infractions: Disciplinary Actions

- Suspension:** Temporarily relieving the individual from their duties while investigating or as a penalty.
- Salary Deductions:** Imposing financial penalties if permissible.
- Demotion:** Reducing rank or responsibilities for a period or permanently.
- Termination:** In extreme cases of serious violations, dismissal may be warranted.



AMRITSAR GROUP OF COLLEGES

Autonomous Status Conferred by UGC | Grade "A" by NAAC | NBA Accredited Courses

(2009-2012 & 2016-2019)

Formerly known as
Amritsar College of Engineering & Technology | Amritsar Pharmacy College

Ref. No. AGC/DCA/2653

SUSPENSION ORDER

Date: 5/9/23

Ms. Mandeep Kaur D/O Mr. Anoop Singh Roll No. 2233977 a student of BCA 3rd sem(A1) has been suspended from college with immediate effect due to indiscipline conducted by her with Department Faculty members on 4/9/23.

She is not allowed to enter College premises.

SK
SK
HOD 5/9/23

Head,
Dept. of Computer Applications,
Amritsar Group of Colleges,
Amritsar.

Cc:

1. PA to principal sir(For kind Information)
2. Registrar office
3. Concerned student file

Act on date
(14/9/2023)



Action Taken Report

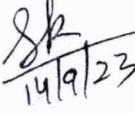
Dated: 14.09.2023

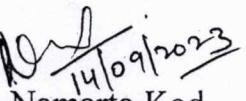
Grievance Committee For Women Cum Anti Sexual Harassment

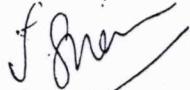
1. The standing committee talked separately to Ms. Komal Purba (AP, DCA), Ms. Saloni Verma (AP, DCA) & Student Mandeep Kaur (BCA- 3rd Sem) to investigate the matter.
2. After investigation, student Mandeep Kaur (BCA- 3rd Sem) was found to be guilty and She was suspended from the college till further order.
3. An undertaking affidavit from both the parents and the students were taken stating that such behavior will not be repeated in future.

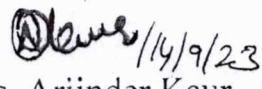

Mr. Amit Singh
(DSA)


Dr. Pooja Puri
(Chairperson, GRCWASH)


Dr. Sachin Khurana
HOD (DCA)


Dr. Namrata Kad
(Convener, GRCWASH)


Ms. Tejinder Sharma
(Member, GRCWASH)


Ms. Arjinder Kaur
(Member, GRCWASH)



Proceeding of the Meeting

Dated: 14.09.2023

Grid
Committee For
Women Cum Anti
Sexual Harassment

Ref. No. AGC/GRCWASH/2023/001

Complaint: Ms. Komal Purba (AP, DCA), Ms. Saloni Verma (AP, DCA) VS. Ms. Mandeep Kaur (BCA 3rd Semester Roll No. 2233977)

Upon receiving the complaint from the Ms. Komal Purba (Asstt. Prof., DCA) and Ms. Saloni Verma (Asstt. Prof., DCA) on 4th September, 2023 regarding act of Mental harassment by the student Mandeep Kaur (Roll No. 2233977 of BCA 3rd Sem - A1 group) D/O S. Anop Singh.

A meeting in this regard was called by Dr. Pooja Puri (Chairman, Grievance Redressal Committee for Women) and Mr. Amit Singh (DSA) on 6th September, 2023 in the HOD office, of DMS, where the following members were present

1. Dr. Namarta Kad (Convener, GRCWASH)
2. Dr. Sachin Khurana (HOD, DCA)
3. Ms. Tejinder Sharma (Member, CSE)
4. Ms. Arjinder Kaur (Member, DMS)
5. Ms. Komal Purba (Asstt. Prof., DCA)
6. Ms. Saloni Verma (Asstt. Prof., DCA)

Dr. Pooja Puri (Chairperson, GRCWASH) brief all the members about the case wherein the teachers received threatening whatsapp message from the student which were extremely hurtful for them.

During meeting, the concerned student was called for the preliminary investigation for the complaint received as mentioned above.

It was decided to inform the matter to parents of above mentioned students. The student was suspended with immediate effect and the parents were also called on 8th September, 2023 and complete information was shared with them. The parents apologized for their daughter behavior and gave written apologies for this act. The student also gave the written apology for her act.



सत्यमव जयते

INDIA NON JUDICIAL

Government of Punjab

E-Stamp

(8/9/2023)

e-Stamp

Certificate No. : IN-PB41119577096404V
 Certificate Issued Date : 18-Sep-2023 12:45 PM
 Certificate Issued By : pbnihakuu
 Account Reference : NEWIMPACC (SV)/ pb7040604/ BABA BAKALA/ PB-AS
 Unique Doc. Reference : SUBIN-PB704060483727846052603V
 Purchased by : Anoop Singh
 Description of Document : Article 4 Affidavit
 Property Description : Not Applicable
 Area of Property : Not Applicable
 Consideration Price (Rs.) : 0
 (Zero)
 First Party : Anoop Singh
 Second Party : Not Applicable
 Stamp Duty Paid By : Anoop Singh
 Stamp Duty Amount(Rs.) : 50
 (Fifty only)
 Social Infrastructure Cess(Rs.) : 0
 (Zero)
 Total Stamp Duty Amount(Rs.) : 50
 (Fifty only)



Please write or type below this line



RD 0006750530

Statutory Alert:

1. The authenticity of this Stamp certificate can be verified on www.samsastra.com using e-Stamp Mobile App or Stock holding Any discrepancy in the details on this Certificate and as available on the website / mobile app renders it invalid.
2. The onus of checking the legitimacy is on the users of the certificate.
3. In case of any discrepancy please inform the Competent Authority.

18 SEP 2023

E-STAMP

CERTIFICATE NO. IN - PB41119577096404V

STAMP AMOUNT RS. 50/- PURCHASED ON DATED - 18-09-2023

ਹਲਫੀਆ ਬਿਆਨ

ਮੈਂ ਅਨੁਪ ਸਿੰਘ ਪੁੱਤਰ ਮੀਦਾ ਸਿੰਘ, ਵਾਸੀ ਪਿੰਡ ਜੱਬੋਵਾਲ, ਪੱਤੀ ਚੜ੍ਹਦੀ, ਤਹਿਸੀਲ ਬਾਬਾ ਬਕਾਲਾ ਸਾਹਿਬ,
ਜ਼ਿਲ੍ਹਾ ਅੰਮ੍ਰਿਤਸਰ ਦਾ ਰਹਿਣ ਵਾਲਾ ਹਾਂ ਅਤੇ ਹੇਠ ਲਿਖਿਆ ਹਲਫੀਆ ਬਿਆਨ ਕਰਦਾ ਹਾਂ ਕਿ :-

1. ਇਹ ਕਿ ਮੈਂ ਉਪਰੋਕਤ ਪਤੇ ਦਾ ਪੱਕਾ ਵਸਨੀਕ ਹਾਂ ਅਤੇ ਮੇਰਾ ਅਪਾਰ ਕਾਰਡ ਨੰਬਰ 9104 7087 3031 ਹੈ।
2. ਇਹ ਕਿ ਮਨਦੀਪ ਕੌਰ ਮੇਰੀ ਹਕੀਕੀ ਪੁੱਤਰੀ ਹੈ ਜੋ ਕਿ ਅੰਮ੍ਰਿਤਸਰ ਗਰੁੱਪ ਆਫ ਕਾਲਜ ਵਿੱਚ BCA 3rd ਸੈਸਟਰ ਦੀ ਵਿਦਿਆਰਥਣ ਹੈ।
3. ਇਹ ਕਿ ਮੇਰੀ ਪੁੱਤਰੀ ਮਨਦੀਪ ਕੌਰ ਕੋਲੋ ਉਪਰੋਕਤ ਕਾਲਜ ਦੇ ਅਧਿਆਪਕ ਨਾਲ ਗਲਤ ਵਿਵਹਾਰ ਹੋ ਗਿਆ ਸੀ ਜੋ ਕਿ ਮੇਰੀ ਪੁੱਤਰੀ ਮਨਦੀਪ ਕੌਰ ਦੀ ਗਲਤੀ ਸੀ।
4. ਇਹ ਕਿ ਅੱਗੇ ਤੋਂ ਮੇਰੀ ਪੁੱਤਰੀ ਮਨਦੀਪ ਕੌਰ ਉਪਰੋਕਤ ਕਾਲਜ ਦੇ ਸਟਾਫ ਨਾਲ ਇੰਦਾ ਦੀ ਗਲਤੀ ਨਹੀਂ ਕਰੇਗੀ ਅਗਰ ਫਿਰ ਮੇਰੀ ਪੁੱਤਰੀ ਮਨਦੀਪ ਕੌਰ ਕੋਲੋ ਇੰਦਾ ਦੀ ਗਲਤੀ ਹੋਵੇਗੀ ਤਾਂ ਕਾਲਜ ਜੋ ਵੀ ਫੈਸਲਾ ਲਵੇਗਾ, ਉਹ ਸਾਨੂੰ ਮਨਜ਼ੂਰ ਹੋਵੇਗਾ।



ਬਿਆਨਕਰਤਾ

Amoof. Bhatia

ਮੇਰਾ ਉਪਰੋਕਤ ਹਲਫੀਆ ਬਿਆਨ ਬਿਲਕੁਲ ਸਹੀ ਤੇ ਦਰਸਤ ਹੈ, ਇਸ ਵਿੱਚ ਕੁਝ ਵੀ ਲੁਕਾ ਜਾਂ ਛੁਪਾ ਕੇ
ਨਹੀਂ ਰੱਖਿਆ ਗਿਆ।

 <p>AMRITSAR GROUP OF COLLEGES</p> <p>Autonomous status conferred by UGC under UGC act-1956, (2f), NAAC-A Grade</p>	<p>Warning Letter</p> <p>Date: 21-09-2023</p>	<p>Grievance Redressal Committee for Women Cum Anti Sexual Harassment Cell</p>
--	---	--

Ref. No. AGC/GRCWASH/2023/002

Ms. Mandeep Kaur D/o Mr. Annop Singh Roll No: 2233977 a student of BCA 3rd Semester (A1) has created an indiscipline in the college by misbehaving with Department Faculty members on 4/9/2023.

The aforesaid student is therefore warned against such an indiscipline in future.

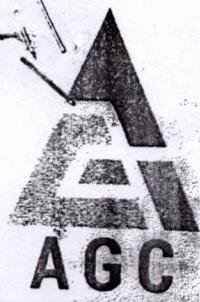
If any such incident is noticed in the campus again, a strict disciplinary action will be taken against her.


Dr. Pooja Puri
Chairperson (GRCWASH)

Cc:

1. PA to Principal (For kind information)
2. Registrar office
3. Head (DCA)
4. DSA
5. Concerned student file *Received*

Mandeep Kaur 21-9-2023



AMRITSAR GROUP OF COLLEGES

Approved by All India Council for Technical Education, New Delhi, Accredited by NAAC, Affiliated to Panjab University, AICTE Approved College
(2009-2012 & 2016-2018)

Formerly known as
Amritsar College of Engineering & Technology | Amritsar Pharmacy College

Ref. No. AGC/DCA/2655

Date: 21/9/23

REVOKING OF SUSPENSION ORDER

Suspension of Ms. Mandeep Kaur D/O Mr. Anoop Singh Roll No. 2233977 a student of BCA 3rd sem(A1) is revoked w.e.f from 21/9/23. Student has apologized and also submitted undertaking that she will not commit such mistake in future.

She is allowed to attend classes from 21/9/23 onwards.

HOD

Sachin

Cc:

1. PA to principal sir(For kind information)
2. Registrar office
3. Concerned student file





AMRITSAR GROUP OF COLLEGES

Autonomous Status Conferred by UGC | Grade "A" by NAAC | NBA Accredited Courses
(2009-2012 & 2016-2018)

Formerly known as
Amritsar College of Engineering & Technology | Amritsar Pharmacy College

Ref. No. AGC/PO/2024/0054

Date: 17 May 2024

Ms. Divya Sharma,
Assistant Professor.
Department of HMCT.

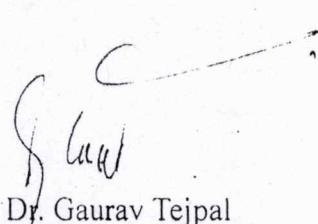
Subject: Acknowledgement of Your Concerns & Advisory Regarding Professional Conduct

Dear Ms. Divya,

I acknowledge your email through your head of department regarding your concerns about Mr. Gautam Sodhi's behaviour. Your concerns have been heard, but at the same time it has come to our notice that you were also involved in arguments with your colleague.

The issue arose from a simple conversation which resulted in heated arguments with personal attacks. The issue could have been handled maturely avoiding such complaints. While it is natural for differences of opinion to arise in a collaborative environment, it is important to address them respectfully and professionally. The tensions can sometimes escalate, but it is crucial to keep composed and approach the conflicts with a constructive mindset. Maintaining a respectful and supportive environment is crucial for work ethics.

I advise you to foster professionalism in department and be in line with institute's code of conduct.


Dr. Gaurav Tejpal
Principal



AMRITSAR GROUP OF COLLEGES

Autonomous Status Conferred by UGC | Grade "A" by NAAC | NBA Accredited Courses
(2009-2012 & 2016-2018)

Formerly known as
Amritsar College of Engineering & Technology | Amritsar Pharmacy College

Ref. No. AGC/PO/2024/0055

Date: 17 May 2024

Mr. Gautam Sodhi,
Assistant Professor,
Department of HMCT.

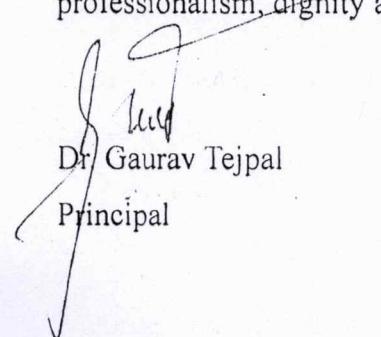
Subject: Advisory on Conduct

Dear Mr. Gautam Sodhi,

This note is in reference to the complaint against you filed by Ms. Divya Sharma, Assistant Professor and forwarded to Principal office by your head of the department. The complaint expresses concerns about your behaviour during a conversation about sharing a template for the MST exam with new faculty.

The issue arose from a simple conversation which resulted in heated arguments with personal attacks. The issue could have been handled maturely. Discussion was done with your head and other colleagues and they also have raised similar concern about your behaviour. Such behaviour is not in line with our institution's code of conduct. It is imperative to foster a culture of respect and understanding among all members. Disagreements and conflicts are natural in any workplace, but they must be resolved through constructive dialogue and mutual respect.

I advise you to reflect on your behaviour and consider the impact it may have on your colleagues and the overall work environment. It is crucial to treat all colleagues with professionalism, dignity and respect at all times.


Dr. Gaurav Tejpal
Principal

Fwd: Rude & Inappropriate behavior.

1 message

Sargunpreet Kaur <sargunpreet.kaur@acetedu.in>

To: "Dr.Upain Bhatia" <hodme@acetedu.in>, "Dr. Upain Kumar Bhatia" <deanacademics@acetedu.in>

Fri, Apr 5, 2024 at 9:30 AM

----- Forwarded message -----

From: Purshotam Kainth <hod.hmct@acetedu.in>

Date: Wed, Feb 28, 2024 at 11:19 AM

Subject: Fwd: Rude & Inappropriate behavior.

To: Sargunpreet Kaur <sargunpreet.kaur@acetedu.in>

Dear Ma'am

Please consider this matter as important.

Thanks & Regards,

Yadwinder Kaur

(Head of Department)

Hotel Management and Catering Technology

7973110213

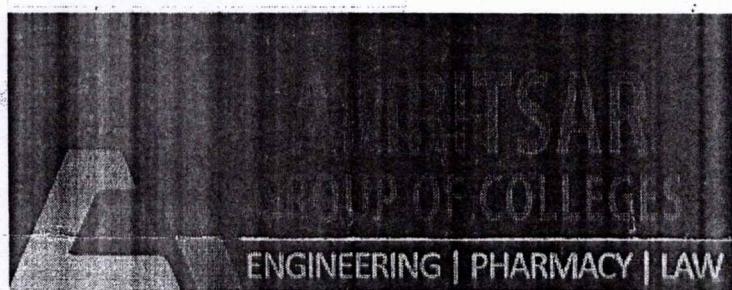
(Confidential)

Head (HMCT) to comment as per
attached statement form.
& return.

Upin
10/04/2024

forwarded to Proctology officer
(Internal Complaining Committee)

Upin
27/04/24
29/04/24



A "UGC" Autonomous Engineering College
NBA Accredited (Twice) & NAAC (Grade "A") Accredited

----- Forwarded message -----

From: divya sharma <sharma.div92@gmail.com>

Date: Tue, 27 Feb 2024 at 7:24 PM

Subject: Rude & Inappropriate behavior.

To: Purshotam Kainth <hod.hmct@acetedu.in>

Greetings of the day!

Respected Mam,

I hope this email finds you well. This is to inform you that I Divya Sharma working as Assistant Professor in Hotel Management department in Amritsar Group of Colleges. I am writing to express my concern regarding the rude and

Appropriate behaviour of my colleague Mr. Gautam Sodhi. This happened when I asked him about the format's regarding the coming MST's on 27/02/2024.

He was very rude and disrespectful towards me. As his behaviour highly affected me and this behaviour is completely unacceptable and has created an uncomfortable situation for me.

I have tried to address this issue with Mr. Gautam Sodhi directly, but unfortunately, he hasn't responded appropriately and started misbehaving with me.

I urge you to take immediate action to address this issue as soon as possible and prevent similar incidents from occurring in the future.

Thank you for your attention in this important matter.

Yours Sincerely

Divya Sharma
Assistant Professor

Name: Ms. Yadwinder Kaur

Designation: Head of Department

Q1. What action you have taken so far regarding the complaint by Ms Divya Sharma (dated 27.02.2024) against Mr. Gautam Sodhi.

→ Several times counseled by myself and Mr. Manbir but same things repeated with another female faculty members & students as well.

Q2. What are your views and recommendations regarding this case?

→ Advisory letter issued by department due to negligence in work and he did not give the receiving of the letter.
 → According to me, his behaviour towards the departmental tasks is unsupportable.
 → we are planning not to continue with him in the upcoming semesters.
 → During the events, he never report on time which were allotted by the department.

Q3. Do you think this complaint should be forwarded to Women Grievance and Anti-sexual Harassment Cell?

(Yes/No) No

Signatures : Yadwinder Kaur 16/04/2024
 Name : Yadwinder Kaur
 Date : 16/04/2024

Name: Mr. Gautam Sodhi

Designation: Assistant Professor HMCT

Q1. What incident has triggered the complaint against you by Ms Divya Sharma (dated 27.02.2024)?

On 27th February, during an exchange of messages in the office group regarding Academic Question papers, Ms. Divya Sharma responded, to which I replied indicating that I would provide them. Subsequently, Ms. Sharma requested to give me time to which I agreed. However, I also mentioned a concern about class timing and she replied back. Following this message, after Ms. Sharma came to my office and initiated a heated confrontation, where Ms. Sharma raised her voice, I responded to her with respect, while my tone may have been assertive, I maintained professionalism. While I was sitting on chair and she was standing at counter, then Mr. Monbir intervened in favour of Ms. Sharma and they both left. I was not informed of the outcome? (Yes/No) No.

- Ms. Sharma Email Complaint until it was circulated

Outcome:

me on
April

Q3. What are your views regarding this case?

I believe that the incident arose from a misunderstanding and escalation due to heightened emotions. While I acknowledge that the exchange was tense, I maintained that I addressed Ms. Sharma's concerns professionally. As being an Academic coordinator, it's my duty to keep an eye on our communication and ensure effective communication within the office. Moving forward, I am committed to resolving any misunderstandings and fostering a positive work environment.

Signatures :



Name :

Gautam Sodhi

Date :

18.04.2024