

General Shivdev Singh Diwan Gurbachan Singh
Khalsa College Patiala



GRIEVANCE REDRESSAL POLICY

Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs and secure civil liberties for students and staff members. A Grievance Redressal Policy exists in the college framed according to the guidelines of State Government.

General Shivdev Singh Diwan Gurbachan Singh Khalsa College, Patiala has created a mechanism for redressal of students' grievances related to their academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by peers or teachers etc.

Objectives of Grievance Redressal Committee:

The purpose of the grievance redressal committee is to ensure a speedy response and accountability of all concerned to the students of the institution. The objectives of the Grievance Redressal Committee are as under:-

1. Maintaining harmonious Student – Student and Faculty –Student relationship
2. Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
3. Counseling students to refrain from provoking their fellow students against faculty and staff of the institution.

Jurisdiction of the Committee

The committee shall deal grievances received in offline or online mode about any of the following: -

- Academic Matters – Issues related to marks, grade cards and other examination related matter, etc.
- Financial Matters – Issues related to dues and payments



- Administration Matters – Issues related to Infrastructure, hostel, cafeteria services, food quality, sanitation, transport or victimization of the student/students.
- Other matters such as sexual harassment, ragging etc.

The Grievance Cell convenes meetings periodically and takes steps to redress the reported grievance if any. The function of the cell is to look into the complaints lodged by any student of college and judge its merit. The Grievance Cell is also empowered to look into matters of any forms of harassment. Anyone with a genuine grievance may approach the cell members in person, or in consultation with the convener Grievance Cell. In case the person is unwilling to appear in self, then grievances in written form may be dropped in the suggestion box or through submission on the website of the college. Grievances may also be sent through e-mail to the member/convener of Grievance Cell.

If the student is not satisfied with the decision of the redressal offered by the Grievance Redressal Cell, he /she can submit an appeal to the Principal of the institution. The Principal shall review the decision and pass an appropriate order and if needed may recommend, necessary corrective action as he/she may deem fit, to ensure avoidance of recurrence of similar grievance in the institution. The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. If any interpretation of rules is involved, the Principal shall be the competent authority and his decision will be final and binding upon the parties.



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