

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

