

KHALSA COLLEGE, AMRITSAR

STUDENTS GRIEVANCE REDRESSAL CELL (SGRC)

Students Grievance Redressal Cell has been established in the college in pursuance with the University Grants Commission Regulations. The aim is to provide a mechanism for redressal of students' grievances and ensure the transparency in admission and prevention of unfair practices etc. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of SGRC. In case the person is unwilling to appear in self, grievances may be dropped in writing at the Complaint/Suggestion box placed at different locations in the college. Grievances may also be sent through e-mail to the officer in- charge of SGRC.

Objectives:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all stakeholders in order to maintain a harmonious educational atmosphere in the college. Specifically, the SGRC is functioning with the following objectives:

- Ensuring cordial atmosphere in the College through promoting healthy Student-Student and Student-teacher relationship etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without the fear of being victimized.
- Suggestion /Complaint Box have been placed at various locations of the college for dropping the complaints in case of the persons who are unwilling to appear in self.

Student Grievances Redressal Mechanism

For promoting cordial atmosphere for all Student-Student and Student-teacher relationships; **anyone with a genuine grievance may approach the department members in person, or in consultation with the Convener/members of the Students Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion/complaint box of the SGRC placed at various locations of the college. Grievances may also be sent through e-mail khalsacollege@khalsacollege.edu.in to the officer in- charge of SGRC.** Grievance Redressal Cell shall ensure the redressal of the complaint within the requested time (maximum 10 days). Depending up on the gravity of grievance, the Grievance Redressal Cell will pursue and follow them up regularly till their final disposal. However, the SGRC shall not entertain the issues pertaining to the decisions of the Academic Council/Board of studies and other academic/administrative committees constituted by the college respectively. Further, the decisions with regard to award of scholarships/fee concessions/awards/medals/assessment and examination results will also be excluded from the scope of SGRC.

The following are the members of SGRC.

1. S. Devender Singh, Registrar. Convener
2. Dr. Swaraj Kaur, (DSW, Girls)
3. Dr. Daljit Singh, (DSW, Boys)
4. Dr. Gurbax Singh (Warden, Boys Hostel)
5. Mrs. Supninderjit Kaur (Warden. Girls Hostel)