



KHALSA COLLEGE OF EDUCATION

Ranjit Avenue, Amritsar (Punjab)

Re-accredited 'A' Grade by NAAC *Recognized by NCTE & UGC under Section 2(F) and 12(B)

→Internal Quality Assurance Cell.→

Grievance & Redressal Cell

Report-2024-2025

Student Grievances

During the academic year 2024–2025, the Grievance and Redressal Cell received feedback from students across multiple meetings held on 7 September 2024, 7 December 2024, 22 March 2025, 9 August 2025, and November 2025. The concerns raised reflected a commitment to academic improvement and better campus facilities. Students sought guidance on writing research papers, hands-on demonstrations for greater ICT device usage in classes, rescheduling of internships to the 4th semester to avoid exam overlaps, better lighting in washrooms, increased library books, time-table adjustments to reduce vacant periods, improved cleanliness across campus, enhanced canteen facilities, and resolution of poor Wi-Fi connectivity in the library along with technical ICT issues during discussions.

Actions Taken and Resolutions

The Cell responded promptly and positively to each grievance. Research paper writing workshops and ICT demonstration sessions were organised; internships were shifted to the 4th semester; washroom lighting was upgraded with LED fixtures; library stock was expanded with new titles; the time-table was revised for optimal scheduling; housekeeping was strengthened with daily checks; canteen seating and menu options were improved; and Wi-Fi routers were upgraded with a dedicated IT helpdesk for seamless technical support. All resolutions were communicated through notices, mentor meetings, and the college website, ensuring transparency and fostering a culture of collaborative improvement.