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Annual Report for the Grievance Redressal Cell 2019-2020

The Grievance Redressal Committee (GRC) continued to play a vital role in addressing concerns and grievances of students, faculty, and staff during the academic year 2019-2020. This report highlights the committee's activities, outcomes, and recommendations for improvement.

Objectives:

- Ensure timely and effective redressal of grievances
- Maintain a conducive and supportive environment
- Promote transparency and accountability

Activities:

- No grievance has been registered during the academic session
- Collaborated with college authorities to implement corrective actions
- Organized awareness programs on grievance redressal procedures

Outcomes:

- Improved communication and transparency between stakeholders
- Enhanced sense of trust and confidence in the GRC

Challenges:

- Increased workload due to rising number of grievances
- Limited resources and infrastructure
- Need for more proactive measures to prevent grievances

Recommendations:

- Increase committee membership and resources
- Establish an online grievance redressal system
- Conduct regular training and capacity-building programs for committee members
- Enhance awareness campaigns on grievance redressal procedures

Best Practices:

- Regular follow-up with complainants to ensure resolution

- Collaboration with other college committees to address grievances
- Maintenance of a grievance database for tracking and analysis

Conclusion:

The Grievance Redressal Committee has continued to make significant progress in addressing grievances and promoting a supportive environment. By addressing the challenges and implementing the recommendations, the committee aims to further enhance its effectiveness and ensure timely redressal of grievances.

