



## Office-Principal

# Govt. Jagannath Munnalal Choudhary Mahila Mahavidyalaya, Mandla, Madhya Pradesh



Towards Excellence...

Phone/Fax: 07642-252536

Website: <http://www.gjmcgirlscollegemandla.in>

AISHE Code: C-33429

Email: [hegjcgcman@mp.gov.in](mailto:hegjcgcman@mp.gov.in)

College Code: 3502

## Annual Report for the Grievance Redressal Cell 2020-2021

### Introduction:

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 2020-2021. 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:

- Received and addressed 02 grievances through CM Helpline portal
- Conducted regular virtual meetings to discuss and resolve grievances
- Collaborated with college authorities to implement corrective actions
- Organized online awareness programs on grievance redressal procedures

### Outcomes:

- 100% of grievances resolved within the stipulated timeframe
- 100% of complainants expressed satisfaction with the resolution
- Improved communication and transparency between stakeholders
- Enhanced sense of trust and confidence in the GRC

### Challenges:

- Adapting to virtual mode of operation due to pandemic
- Increased workload due to rising number of grievances
- Limited resources and infrastructure

### Recommendations:

- Increase committee membership and resources
- Establish a dedicated online grievance portal
- 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, despite the challenges posed by the pandemic. By addressing the challenges and implementing the recommendations, the committee aims to further enhance its effectiveness and ensure timely redressal of grievances.

