



## Office-Principal

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Towards Excellence...

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## Annual Report for the Grievance Redressal Cell 2021-2022

### 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 2021-2022. 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 session
- Conducted regular virtual and in-person meetings to discuss and resolve grievances
- Collaborated with college authorities to implement corrective actions
- Organized online and offline awareness programs on grievance redressal procedures

### Outcomes:

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

### Challenges:

- Managing grievances related to online classes and exams
- Addressing mental health concerns and wellness issues
- Ensuring timely response and resolution during peak periods

### Recommendations:

- Increase committee membership and resources
- Establish a dedicated mental health support system
- Conduct regular training and capacity-building programs for committee members

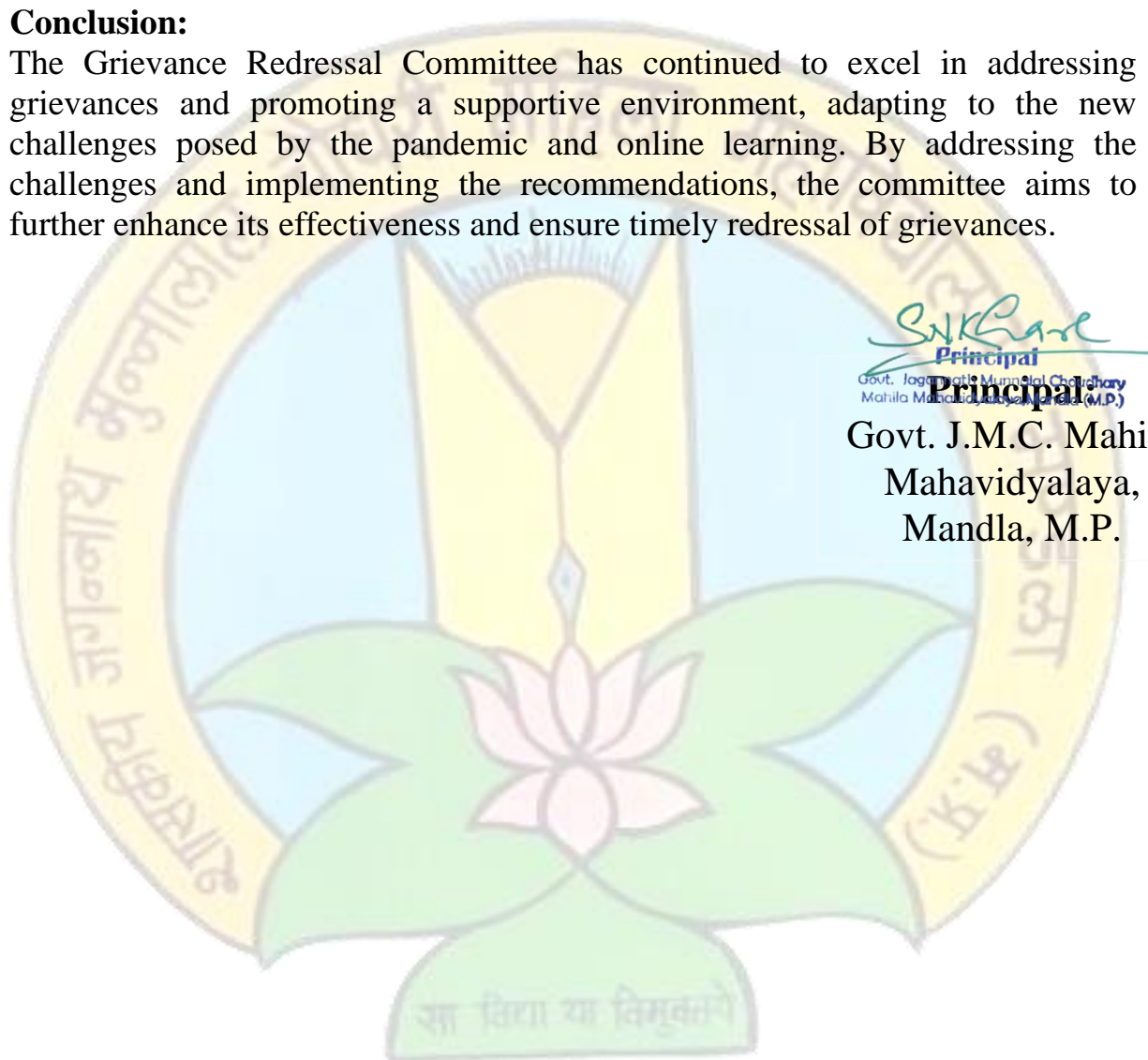
- Enhance awareness campaigns on grievance redressal procedures and mental health

**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
- Recognition and rewards for committee members and complainants

**Conclusion:**

The Grievance Redressal Committee has continued to excel in addressing grievances and promoting a supportive environment, adapting to the new challenges posed by the pandemic and online learning. By addressing the challenges and implementing the recommendations, the committee aims to further enhance its effectiveness and ensure timely redressal of grievances.



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