



# 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 2022-2023

### 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 2022-2023. 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 from students through CM Helpline Portal
- 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 and mental health

### 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:

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

### **Recommendations:**

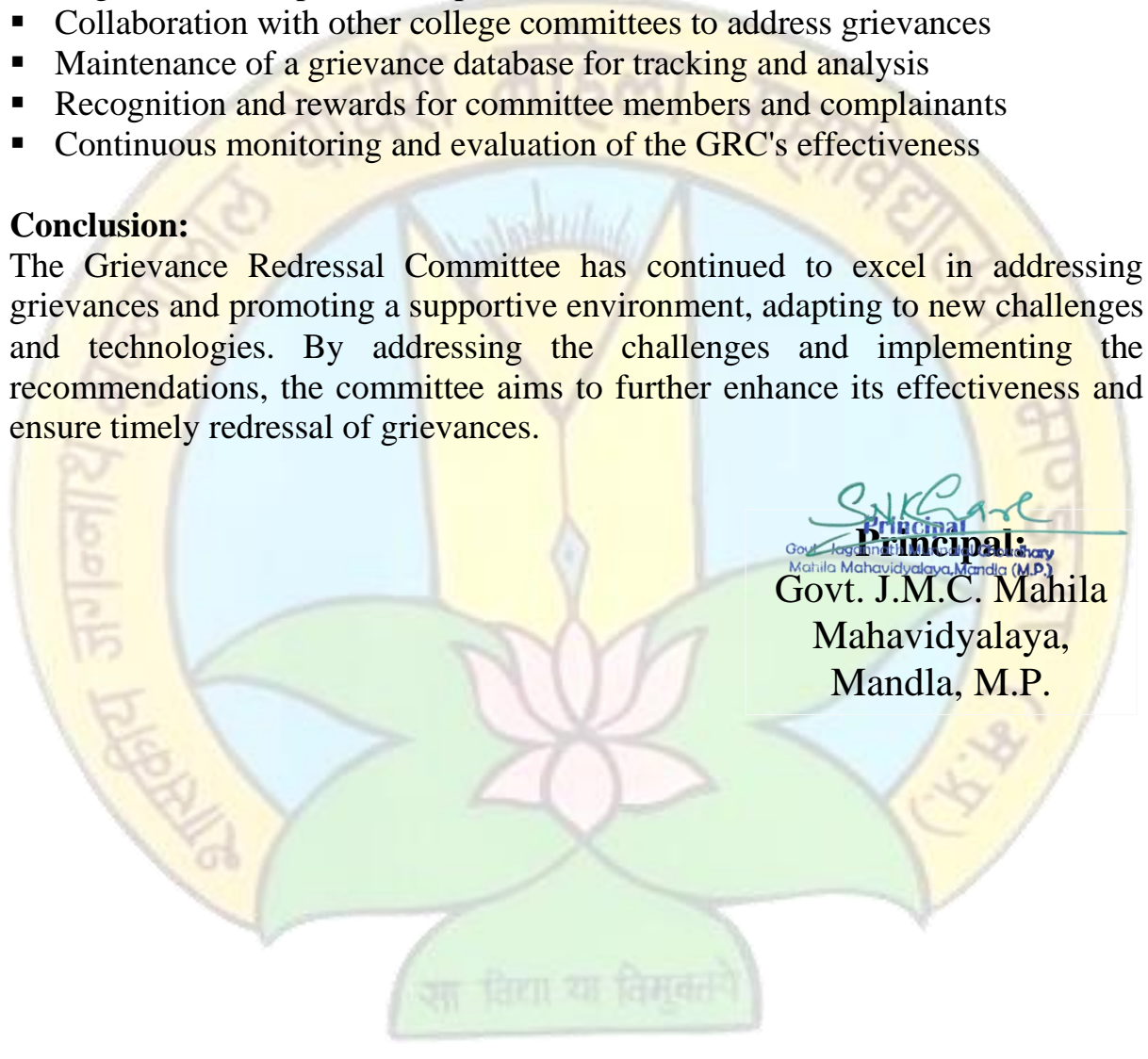
- Increase committee membership and resources
- Establish a dedicated mental health support system
- Conduct regular training and capacity-building programs for committee members
- Enhance awareness campaigns on grievance redressal procedures, mental health, and digital literacy

### **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
- Continuous monitoring and evaluation of the GRC's effectiveness

### **Conclusion:**

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



*S.K. Garg*  
**Principal:**  
Govt. J.M.C. Mahila Mahavidyalaya, Mandla (M.P.)  
Govt. J.M.C. Mahila  
Mahavidyalaya,  
Mandla, M.P.