

**GOVERNMENT M.H. HOME SCIENCE AND SCIENCE COLLEGE (AUTONOMOUS)
JABALPUR**

GRIEVANCE REDRESSAL CELL

Govt. M. H. College of Home Science & Science for Women has evolved a fruitful and useful mechanism to find out solutions for the day-to-day problems and grievances of the students. A Grievance Redressal Cell has been constituted in Govt. M. H. College of Home Science in accordance with the regulations of University Grants Commission.

OBJECTIVES

- To maintain a fair, unbiased, and consistent system for redressal of various issues faced by the students.
- To ensure strict confidentiality so that students approach the Grievance Redressal Cell without the fear of any vindictive activity.
- To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them that may arise because of certain simple misunderstandings.
- To ascertain that immediate suitable actions are taken by addressing the faculty or by requesting the management depending upon the nature of the grievance.

MECHANISM OF GRIEVANCES AND REDRESSAL CELL

- The Grievance Redressal Cell has been formed solely to provide solutions for the grievances of the students which arise then and there.
- The students drop their grievance letters in the suggestion boxes provided in our campus or send online to the email principal@gmhcollege.nic.in
- The grievances dropped in the suggestion boxes are collected periodically and they are analysed by the committee and forwarded to the concerned department for remarks. After receiving the remarks, the committee discusses about them, takes suitable actions to solve the grievances if found genuine.

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-On receipt of the grievances the Grievance Redressal Cell scrutinizes, analyzes carefully and discusses with the concerned person to find out on amicable solution without affecting the interests of both the parties.

-The students are fully free to submit their grievances regarding academic or personal matters in the meeting. A formal review meeting will be convened to deliberate the proceedings of the grievance received from the student.

-If the grievances are pertaining to the decision of the management, the committee will submit a report to the management with its remarks or recommendations.

-If the grievances are found to be not reasonable, the students are explained about the impossibilities to implement them. In all cases maintaining strict confidentiality is ensured by the Grievance Redressal Cell.

Harshu