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Mahila Mahavidyalaya, Jhojhu Kalan (Ch. Dadri)
Affiliated to Ch. Bansi Lal University, Bhiwani
NAAC Accredited 'B' Grade

Grievance Redressal Cell

The Grievance Redressal Cell of Mahila Mahavidyalaya, Jhojhu Kalan was formally constituted with four members to probe into the student grievances. It redresses the grievances at Class Teacher Level and grievances of common interest will be forwarded to the Grievance Redressal Cell. The Cell maintains a conducive and unprejudiced educational environment. Complaints of students and parents are redressed as soon as they are received. All complaints are scrutinized by the Grievance Redressal Cell and the resolutions are recorded.

Objectives:

1. CGRC provides platform to all the students for their grievances
2. Identify the weaknesses and address them in a positive and structured manner.
3. Bridging the gap between college management, teachers and students

Grievance Handling Levels

- Grievance Redressal Cell
- Anti Ragging Cell
- Cell to Prevent Sexual Harassment of Women

Grievance Handling Mechanism

- The College Grievance Redressal Cell (CGRC) shall follow the principles of natural justice while considering the grievances.
- Student aggrieved can send their grievance through suggestion boxes which are placed at different locations of the College building, through Personal Contact to the Grievance Redressal Cell or Online method.
- All complaints are collected, analyzed, scrutinized and handled by the College Grievance Redressal Cell.
- After scrutinize the complaints, General in nature (Teacher, Facilities and Examination) complaints are addressed by College Grievance Redressal Cell and other complaints are send to respective Cells/Committees as per it's nature to 'Anti Ragging Cell' (physical and psychological harm) and 'Cell to Prevent Sexual Harassment of Women' (discrimination, harassment, retaliation or sexual assault at all levels)

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- The CGRC shall resolve the grievance within period of 10 days of receiving the complaint
- The CGRC shall provide a copy of the order to the aggrieved person(s).
- After receiving the complaint, the concerned parties are called and give equal opportunities to put their point of views. This process makes it more transparent and unbiased.
- If required CGRC will forward grievances to management on the basis of severity of the issue.

Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents and faculty. The collective efforts of the management, class teachers, various staff coordinators of Committees and associations and the Grievance Redressal Cell resolve the complaints promptly and efficiently. The effective complaint management mechanism improves better stakeholder relationship and contentment.

Due to existence of CGRC the students, teachers and non-teaching staff get a functional platform to share their issues and grievances. The judicious resolution and vigorous engagement of CGRC has resulted in creation of faith and belief in the system. This has resulted in the development of vibrant, friendly and conducive environment in the institution.

Grievance Redressal Cell Members

S. No.	Name	Designation	Position	Contact & E-mail
1	Dr. Anup Sangwan	Principal	Patron	9416524844 mmjhojhu@gmail.com
2	Dr. Reena Devi	Asstt. Prof.	Convenor	9992328473 mmjhojhu@gmail.com
3	Dr. Manju Sangwan	Asso. Prof.	Member	9416157361 mmjhojhu@gmail.com
4	Dr. Sharmila Kumari	Asstt. Prof.	Member	8053894458 mmjhojhu@gmail.com
5	Ms. Vandana Beniwal	Asstt. Prof	Member	9253111969 mmjhojhu@gmail.com
6	Dr. Tamanna	Asstt. Prof.	Member	8708788167 mmjhojhu@gmail.com
7	Ms. Monika (B.A. III)	Student	Member	9416524348 mmjhojhu@gmail.com

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Format of Grievance

Select the Type of Stakeholder:

A. Student B. Parents C. Faculty Member

Name: _____

Department: _____

Class: _____

Roll No. (if Applicable): _____

Mobile No.: _____

Email ID: _____

Nature of Grievance: Academic/Library/Examination & Result/Sexual
Harassment/Ragging/Any other

Brief about complaint: _____

Signature:

Student

HOD

Principal

