

**MANOHAR MEMORIAL COLLEGE OF EDUCATION, FATEHABAD**  
**Grievance and Redressal Cell**

**Guideline Regarding Redressal Mechanism**

Grievance Redressal Cell means a Cell constituted by the procuring agency to address objection / Complaints lodged by any students. It seeks to provide an organizational framework to resolve grievance of students.

**Objective of Grievance and Redressal Cell**

1. To encourage consistency, transparency and fairness in the handling of workplace Problems or Complaints.
2. Encouraging the students to express their Grievances freely and frankly without any fear of being victimized.
3. The main objective of cell is to look into the genuine grievance, if any of the students and address the same to their entire satisfaction. Suggestion boxes are kept for this purpose at various locations.

**Functions of Grievance Redressal Cell**

1. Receive Students grievances/problems
2. Discuss grievances with the students
3. Provides solution and guidance to the student teachers regarding their grievances and problems.

**Mechanism**

1. To open suggestion box once in a month.
2. To handover the problem to the concerned person and make in minute form.
3. Call a meeting between different parties in presence of higher authorities and solve the problem in a pleasant manner.