

**A Report**  
**On**  
**Grievance Redressal Mechanism Activities**

**Prepared**  
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**2024**

  
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## **Background**

J S Murarka Multiple Campus Lahan, Siraha is a public (community) campus established in 2044 BS with the mandates of producing qualified manpower on different areas, carrying out research and other qualitative activities and is endowed with well qualified, competent and committed faculty members. With the increasing number of enrollment, graduates, their concerns of quality and relevance of higher education programs, this Institution has been one of the pioneer higher institutions addressing the enrolled and graduated by keeping in the view of employability of the graduates and/or their capacity for self initiatives/entrepreneurships to generate employment.

The Institution has developed its own GRM policy having the purposes for the grievance redressal mechanism to establish a fair, independent and consistent system for redressal of various issues faced by the stakeholders; and to develop a responsive attitude among all those stakeholders that nurture the harmonious atmosphere for better performances. The major objectives for grievance redressal mechanism are as follows:

- To develop and maintain a sustainable harmonious atmosphere in the Institution;
- To provide a convenient platform to raise the issues/complaints for the students, faculty members, and the non-teaching staff that are perceived to be affecting negatively to them.
- To provide a transparent and uniform mechanism for the redressal of the grievances in the defined time period.

Although the Institution did not have the practice for reporting all the activities carried out during the academic years in the past, it has been now in practice well as the GRM has been taken with due interest herein. Thus, the report aims at presenting and discussing all the meetings and actions taken for addressing the grievances by the authorized body.

## **Objectives**

This report *GRM 2080-81* has been prepared to show all the meetings organized by GRM and analyze their agenda and decisions as well as the actions for addressing them.

## **Activities**

In this section all the meetings that were organized in the academic year 2080/81 and their decisions as well as recommendations are presented and analysed.

### ***Meeting of 2080/08/10***

In the year 2080/81, the first meeting was held on 2080/08/10 under the chairmanship of the GRM coordinator, Mr. Sanjay Kumar Chaudhary along with the presence of all of its members for discussing two agenda; Class conducting and miscellaneous. As it was raised by the students for their timely beginning of their classes of their second-year class of the academic year 2079/80, it was decided that the related classes will be conducted three days per weeks because the old second year (2078/79) was still going on and the classes will be as per the previous schedules; three-three days for both batches. Based on the decision made regarding the classes, it was conducted from 2080/08/17. The classes were managed as per the decision for a month, i.e., till the old batch courses were completed.

### ***Meeting of 2080/10/09***

The second meeting was conducted on 2080/10/09 again under the chairmanship of the GRM coordinator Mr. Sanjay Kumar Chaudhary with the presence of all members on the agenda; to open the grievance boxes for the purpose of addressing them if any. As the boxes were opened, there was not any grievance inside it.

### ***Meeting of 2080/12/23***

Regarding the third meeting of that year, it was managed on 2080/12/09 under the same members for discussing the agenda; washroom maintenance and sanitary pads and others. The complaints were by the SQC as they observed that some of the washrooms were not being maintained regularly well. As the meeting decided, the team visited the related washrooms and primary health care centre and pointed down all the problems of such rooms/problems. Then, immediately the action was taken and the campus chief managed for buying more sanitary pads in the care centre and also told the sweepers to clean every washroom twice daily.

### ***Meeting of 2081/02/25***

Similarly, the grievance was again there about the sanitary pads from the girl students and for that the fourth time GRM meeting was called on 2081/02/25. The decision was made that the store keeper and the assigned health assistant should inform the administration on advance about the pads in the health care. Finally, it was decided that the required quantity of the sanitary pads should be immediately there for the students.



## **Conclusion**

The GRM of this Institution was not so active in the past years but now it is functional and there were grievances from the students, staffs and parents related to different issues. The committee did not record well in its register even there were many activities and grievances it managed. However, this report has only included the description of the four meetings of the academic year 208/81 and now the Institution has realized and understood the roles and entire mechanism of the GRM.

