

Shaheed Smriti Multiple Campus

Ratnannagar -3, Chitwan, Nepal

Grievance Redress Guideline 2025

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Acronyms

GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committee
SSMC	Shaheed Smriti Multiple Campus
MoHE	Ministry of Higher Education
QAA	Quality Assurance & Accreditation
TOR	Term of Reference
QE	Quality Enhancement

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1. Introduction

This Manual introduces the Grievance Redress Mechanism (GRM) that SSMC is doing its best with contribution of social safeguard of the institution. The GRM manual ensures transparency and accountability in the implementation of all the activities of campus. Similarly, it is used to address all complaints/ grievances related to any components of SSMC and all the beneficiaries of the institution. Moreover, this manual will explain a set of procedures for receiving, recording, and handling of complaints.

2. Grievance Redress Mechanism

Grievance redress mechanisms (GRMs) are institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided. To ensure transparency and accountability, SSMC will establish a grievance redress committee (GRC) with a clear set of goals and objectives and a well-defined scope for its interventions and a set of procedures for receiving, recording, and handling complaints during implementation of any activity under SSMC.

3. Objective of the Grievance Redress Mechanism (GRM)

The objective of the Grievance Redress Mechanism (GRM) /complaint handling system is to ensure that the views and concerns of SSMC beneficiaries and of those affected by the construction and function of the college activities are heard and acted upon in a timely, effective and transparent manner.



4. Types of Grievances

It will clearly not be possible, through the proposed grievance handling system, to address each and every grievance or dispute that may afflict a group of people whose divisions or disagreements may not only pre-date campus activities, but lie beyond their scope or the competence of campus staff to resolve. For this reason, the grievance system as proposed, will primarily handle issues that emerge from the construction of campus activities, or can be plausibly described because of these or to include any complaint related to one of SSMC's components (Scholarships, Research grants, Library, QAA). The grievance system will continue to function in order to receive grievances with regards to the functioning of the campus including regular campus related grievances raised by local communities and any beneficiary.

Thus, any grievances arising from the implementation of campus could be inevitable.

Grievances might include the following:

- a) Grievances related to academic activities
- b) Grievances related to administrative activities
- c) Grievances related to research activities
- d) Grievances arising from construction work
- e) Grievances arising from gender issues
- f) Grievances related to scholarship distribution
- g) Grievances related to physical facilities (Class room, computer lab, science lab, canteen, toilet, drinking water).
- h) Procurement issues especially local one: implementation procedures provide for contracting of private construction companies through a process of competitive bidding. This may result in grievances about selection and management of contracts, the quality of materials delivered or the works undertaken on site.

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- i) Process delays: There may be some delays in various processes implementation of social development campus and they may frustrate the local people.
- j) Grievance due to presence of security forces
- k) Service delivery grievances
- l) Grievances related to QAA and QE

5. Process of Grievance

The GRM for SSMC campus will cover the following process:

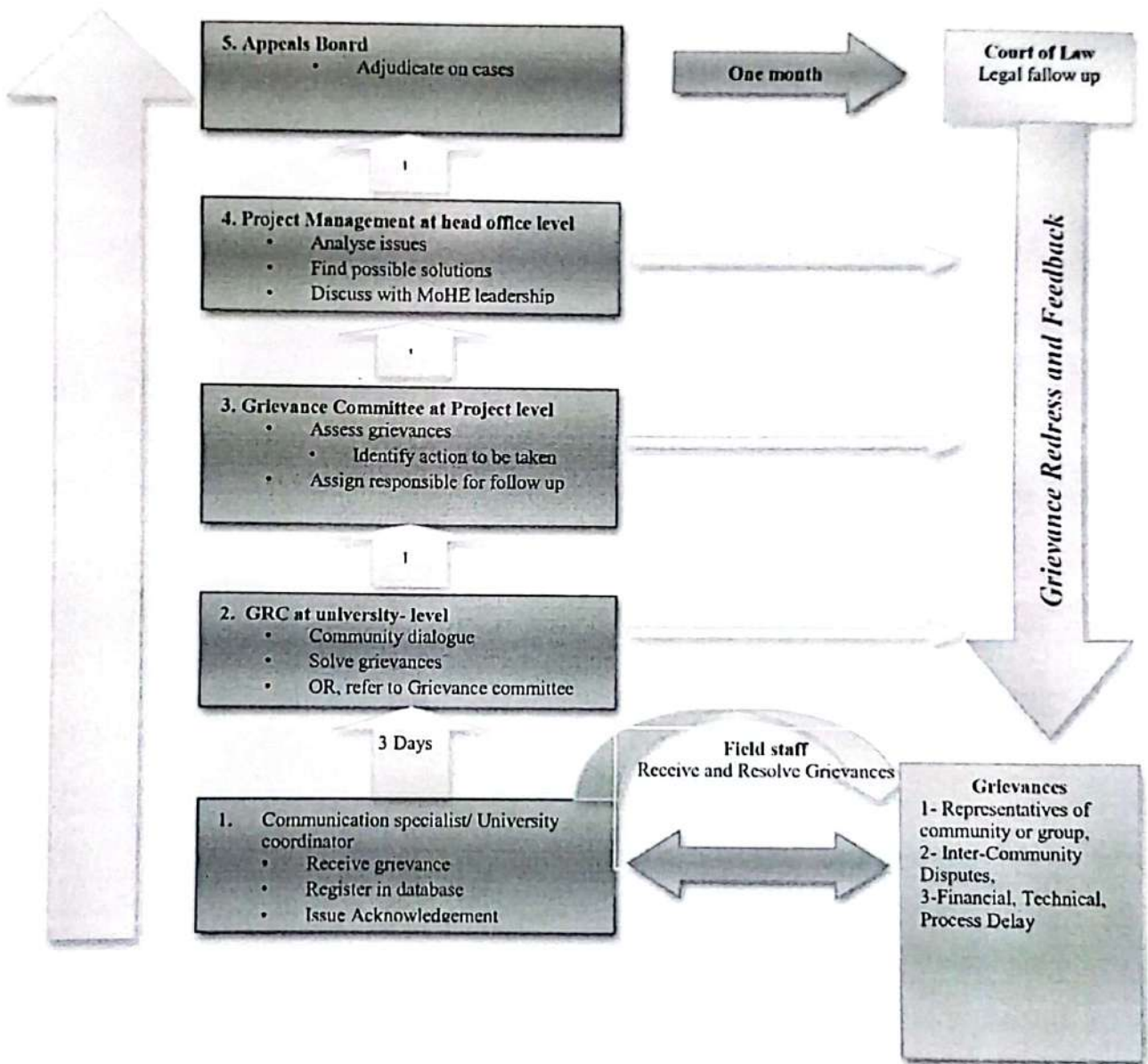
- Receipt of Grievance
- Redress of Grievance

5.1 Receipt of Grievance

The grievances/ complaints mainly could be received through suggestion box of college, SSMC website, email, call or text ,offline through filling forms or verbal communication with GRM Focal Point in SSMC main office or campus coordinators. All the complaints would be recorded to the GRM database by SSMC GRM Focal Point with respect to the confidentiality of the issue.

5.2 Process of Redressing of Grievance

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Handwritten signature and date

Grievance Redress Committee

To ensure transparency and liability in the institution, SSMC formulate 5 members grievance redress committee (GRC) .

The Grievance Redress Committee (GRC) at SSMC will comprise:

- Focal Person
- Member from faculty of management
- Member from faculty of science
- Member from faculty of education
- Member from faculty of humanities

The committee at the SSMC Level reviews and addresses those grievances which were not resolved at department level. The problem would then be referred to IQAC from site committee through GRC Focal Point at campus to be either redressed or referred to the next referral points for the follow up.

TOR- GRM Focal Point

- Receiving, recording and sorting of grievances

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- Conducting an initial assessment of grievances
- Referring grievances to appropriate units or persons;
- Tracking, monitoring, documentation, evaluation and reporting

TOR- Committee Members

- Determining the resolution process;
- Making decisions, including parameters and standards for accurate and consistent decision making;
- Directing relevant agencies responsible for implementing decisions;
- Notifying complainants and other affected parties of eligibility of the complaint, the resolution process, and outcomes; &
- Field visits (if needed)
- Complainants visit (if needed)

Approach

Email: The official email for GRM for receiving the grievances is shaheedsmrcticampus@yahoo.com

Verbal/ Personal Visit: For in person submissions, the person can visit GRM Focal Point in his/her office on any of the working days from 6:00 am- 11:00 am.

SSMC Web-Site: Those who are interested, they can submit their complaints online through SSMC Web-Site. www.ssmcchitwan.edu.np

Boxes: The suggestion boxes is available on the first floor of the main building . Any complainant can send their complaint through the boxes and the boxes would be opened by GRM Focal Points (campus coordinators) weekly.





ANNEX 1: Complaints Record Form/ Logbook

Date of Complaint:

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Complaint Received by:

Name:.....Position.....

Complaint made via:

- Telephone
- Text
- In person
- E-mail
- Web-site
- Complaint Box

Subject of Complaint

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Name of Complainant (Optional):

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Address (Optional):

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Phone number (Optional):

Detail of Complaint:

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Comments:

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Action to be Taken:

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Outcome:

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Signed by: (GRM Focal Point)

Date:/...../.....

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