

## Online Awareness Program on Grievance Redress Mechanism (GRM)

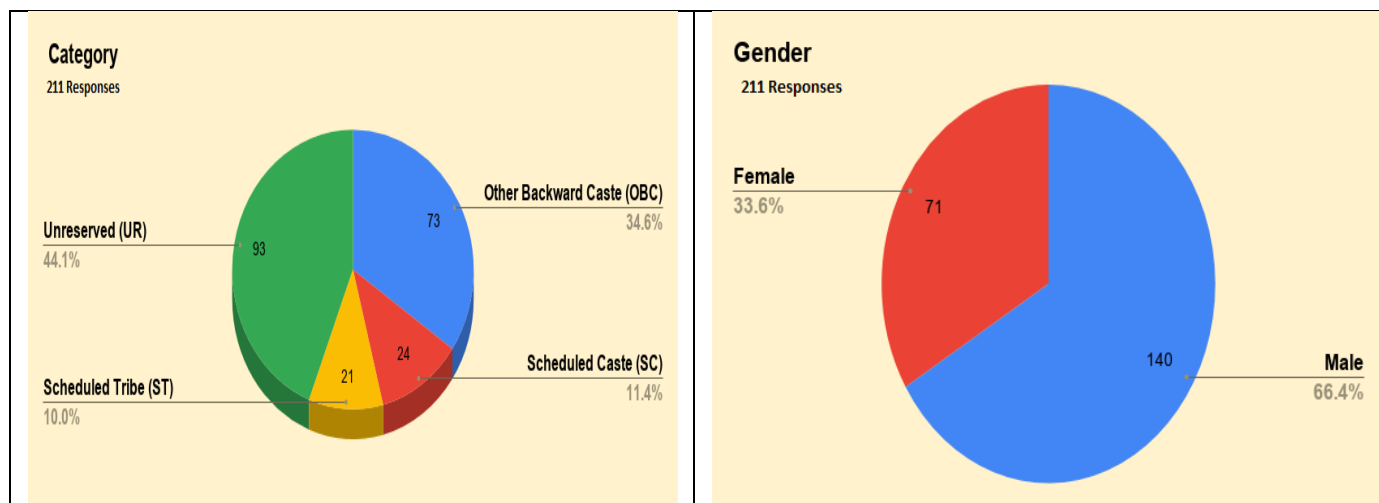
Online awareness program was organized on 05<sup>th</sup> February 2021 of Cisco Webex was used for registering students and faculties interested in the program, 211 students and faculties registered for program out of which 66.4% were male and 33.6% were female. They belongs to UR (44.1%), OBC (34.6), SC (11.4%) and ST (10.0%) categories.

The students and faculties from almost all the stream and degree program registered for this event. Out of 211 registered participants Undergraduate were found to be 38.4% followed by post graduate (32.2%), Ph. D. (21.3%), Higher Secondary (5.7%) and High School (1.4%).

Out of 211 registered candidates 55 attended the awareness program. Participants were made aware about the grievance redressal mechanism. They were informed the type of grievance which may come across during implementation of the project and their redressal mechanism in detail the grievance redressal cell has been constituted for this purpose the complete address, mobile number and email address of cell member was displayed during the presentation participants.

### Distribution of Participants

Awareness Program on Grievance Redress Mechanism (GRM)									
Number of Participation					Percentage of participation of Category				
Gender	UR	SC	ST	OBC	Total	UR	SC	ST	OBC
Male	53	16	11	60	140	37.9	11.4	7.9	42.9
Female	40	8	10	13	71	56.3	11.3	14.1	18.3
	93	24	21	73	211	44.1	11.4	10.0	34.6



### Qualification

211 Responses

High School

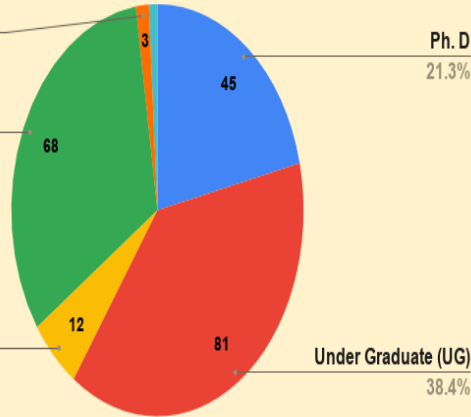
1.4%

Post Graduate (PG)

32.2%

Secondary

5.7%



### Office Address

211 Responses

CoA Pawarkheda

1.4%

CoA Ganj Basoda

2.8%

CoH, Chhindwara

3.8%

Dean Faculty of Agriculture

0.9%

Business Planning &

0.9%

CoA Tikamgarh

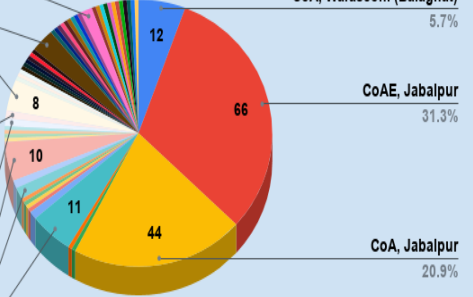
4.7%

CoH, Rehli

1.4%

CoA, Rewa

5.2%



### Designation

211 Responses

Associate Professor

0.9%

Scientist

3.8%

Research Scholar

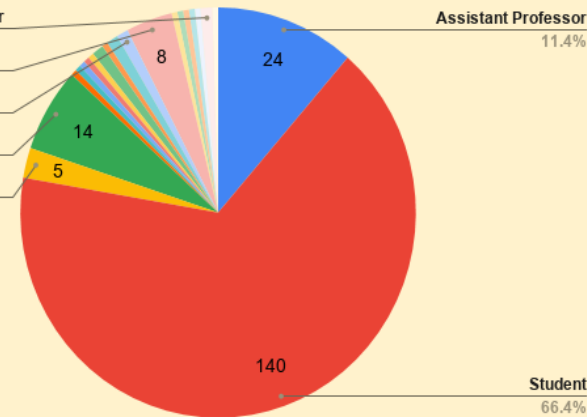
0.9%

RA/SRFYP

6.6%

Engineer

2.4%



**Nodal Officers for GRM for CAAST, JNKVV, Jabalpur**

<b>S. No.</b>	<b>University</b>	<b>Nodal Officer (GRM)</b>	<b>Postal Address</b>	<b>Contact Phone No.</b>	<b>Email ID</b>
<b>1)</b>	<b>Jawaharlal Nehru Krishi Vishwa Vidyalaya, JNKVV, Jabalpur M.P.</b>	<b>Dr. Abhishek Shukla</b>	<b>Director, Instructions JNKVV Jabalpur</b>	<b>9827607257</b>	<a href="mailto:Abhisheks hukla64@yahoo.com"><u>Abhisheks hukla64@yahoo.com</u></a>
<b>Constituent / Affiliated College Nodal Officer (GRM) Details</b>					
<b>a)</b>	<b>College of Agriculture JNKVV Jabalpur</b>	<b>Dr. (smt.) Anita Babbar</b>	<b>Principal Scientist Department of Plant Breeding CoA, JNKVV Jabalpur</b>	<b>9893278445</b>	<a href="mailto:anitababb arjnkvv@gmail.com"><u>anitababb arjnkvv@gmail.com</u></a>
<b>b)</b>	<b>College of Agricultural Engineering JNKVV Jabalpur</b>	<b>Dr. Atul Kumar Shrivastava</b>	<b>Professor and Head, Farm Machinery and Power JNKVV Jabalpur</b>	<b>9424308109</b>	<a href="mailto:atuljnkvv@yahoo.com"><u>atuljnkvv@yahoo.com</u></a>
<b>c)</b>	<b>College of Agricultural Engineering JNKVV Jabalpur</b>	<b>Dr. Mohan Singh</b>	<b>Professor and Head, Process and Food Engineering JNKVV Jabalpur</b>	<b>9424308322</b>	<a href="mailto:mohansingh65@gmail.com"><u>mohansingh65@gmail.com</u></a>
<b>d)</b>	<b>College of Agriculture JNKVV Jabalpur</b>	<b>Dr. Rakesh Bajpai</b>	<b>Professor and Head, Agricultural Forestry JNKVV Jabalpur</b>	<b>9827534661</b>	<a href="mailto:bajpairakesh14@gmail.com"><u>bajpairakesh14@gmail.com</u></a>

Date	Attendance
05 <sup>st</sup> Feb 2021	55

**ICAR - CENTRE FOR ADVANCED AGRICULTURAL SCIENCE AND TECHNOLOGY (CAAST)**

**GRIEVANCES REDRESSAL MECHANISM**

Dr. Abhishek Shukla  
Nodal Officer (GRM)  
JNKVV, Jabalpur (M.P.)

Participants (39)

**Equity Action Plan**

- Identifying means to attract students to higher agricultural education.
- Identifying weaknesses in students and take remedial steps.
- Improving the language competency, soft skills and confidence levels.
- Providing opportunity to upgrade domain knowledge, specially in young faculty.
- Training of faculty in subject matter and pedagogy for improving the performance of weak students.

Participants (45)

- Making the campuses physically and socially gender friendly, specially providing adequate and suitable facilities to women students and faculty.
- Holding the innovative and knowledge sharing workshops yearly.
- Formation of peer learning groups of students, appointing student mentors and faculty advisors for students and implementing labour management plan.

➤ **Environmental sustainability Plan**

Participants (50)

**Grievances Redressal Mechanism (GRM) at JNKVV**

- Communicate to nodal officer concerned for redressal.
- Communicate the redressal to complainant within 10 days.
- Display of GRM on display board in GRM cell as below

Participants (50)

Meeting in progress...

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### Nodal Officers for GRM under CAAST, JNKVV, Jabalpur

S.No.	University	Nodal Officer (GRM)	Postal Address	Contact Phone No.	Email ID
	Jawaharlal Nehru Krishi Vishwa Vidyalaya, JNKVV, Jabalpur M.P.	Dr. Abhishek Shukla	Director Instruction JNKVV Jabalpur	9827607257	abhishek.shukla64@yahoo.com
<b>Constituent / Affiliated College Nodal Officer (GRM) Details</b>					
	College of Agricultural Engineering JNKVV Jabalpur	Dr. Anil Kumar Shrivastava	Professor and Head, Farm Machinery and Power JNKVV Jabalpur	9424308109	anujnkvv@yahoo.com
	College of Agricultural Engineering JNKVV Jabalpur	Dr. Mohan Singh	Professor and Head, Process and Food Engineering JNKVV Jabalpur	9424308322	mohansingh04@gmail.com
	College of Agriculture JNKVV Jabalpur	Dr. Rakesh Bajpai	Professor and Head, Agricultural Forestry JNKVV Jabalpur	9827534661	bajpairakesh4@gmail.com
	College of Agriculture JNKVV Jabalpur	Dr. (Smt.) Anita Bahbar	Principal Scientist Department of Plant Breeding	9893278445	anitabahbar13v@gmail.com

Participants (52)

Rajendra Kumar N... Host, me

AS Abhishek Shukla

AM Aarti Mehra

AR Abhishek Raghuv...

A akraji jrau

AS Abhishek Shukla

Mute All Unmute All

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Meeting in progress...

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### Display of GRM on display board in GRM cell

#### Grievance Redressal Mechanism (GRM) NHEP

Viewing Abhishek Shukla's screen

**Complainant**

Name: Dr. Dip. Raj, Under Secretary  
Address: Room No. 102, Kishu Bhawan, Bhanu, New Jab-10002  
Phone: +91-9886829575  
Email: ucshg@icar.gov.in

**Complaint**

Complaint can be lodged in several ways: written/Oral/Help Desk through  

- Instant
- Drop Box
- Registration of complaints presented by AAs as appeal directly related in particular category
- Acknowledgment of the complaint within 24 hrs
- Reducted complaints directly related to the AAs concerned through respective Nodal Officer
- Communication to the matter to the Nodal Officer concerned
- Get it redressed by the Nodal Officer
- Communicate to the complainant within 30 days
- Get redressed by the Nodal Officer
- Communicate to the complainant within 10 days about the redressal
- Complainant gets satisfied, the complaint is resolved. If not, it passes on to the next stage as an appeal.

**Project Implementation Unit (PIU)**

Name: Dr. C. P. Aravind, National Director  
Address: Room No. 102, Kishu Bhawan, Bhanu, New Jab-10002  
Phone: +91-888008583  
Email: nicshg@icar.gov.in

**Registration of complaints presented by AAs as appeal directly related in particular category**

**Registration of unresolved complaints by PIU as an appeal / directly received**

**Registration of unresolved complaints by PIU as an appeal / directly received**

**Complaints get satisfied, the complaint is resolved. If not, the complainant can go the legal way.**

<http://nahep.icar.gov.in>

AS Abhishek Shukla

Participants (5)

Rajendra Kumar N... Host, me

AS Abhishek Shukla

AM Aarti Mehra

AR Abhishek Raghuv...

A akraji jrau

Mute All Unmute All

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Meeting in progress...

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Handling of grievances will be done in a culturally appropriate manner and be discreet, objective, sensitive, and responsive to the needs and concerns of the project-affected parties. The mechanism will also allow for anonymous complaints to be raised and addressed.

Participants (52)

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- > Transparency about the grievance procedure, governing structure, and decision maker
- > An appeal process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved.
- > The Borrower may provide mediation as an option where users are not satisfied with the proposed resolution

Participants (49)

Rajendra Kumar N... Host, me

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A akraji jrau

Mute All Unmute All

12:34 PM 2/5/2021