



# **Nirmala Memorial Foundation College of Commerce & Science**

**(Permanently Affiliated to University of Mumbai)**

**(Accredited by NAAC with B++ (1<sup>st</sup> Cycle))**

D.S. Road, Asha Nagar, Thakur Complex, Kandivali (East), Mumbai - 400 101. • Tel.: 022-2854 3234

## **Annual Report of College Grievance Redressal Cell**

The function of the College Grievance Redressal Cell (CGRC) is to look into the complaints lodged by any student, and judge its merit. The Grievance cell also has the authority to look into matters of harassment. Anyone with a genuine grievance may approach the cell members in person. In case the person is unwilling to appear in person, grievances may be dropped in writing at the complaint box / suggestion box of the Grievance Cell.

### **Policies:**

- The institution's vision and mission are closely tied to robust principles and ethics.
- The college administration ensures a reliable system for addressing student complaints.
- The college's code of conduct applies to all students.
- Any offence discovered through CCTV surveillance is punishable.
- Students who violate the code of conduct will be given a fair hearing.
- The institution does not tolerate ragging or sexual harassment.

### **Objectives:**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To develop an organizational framework to resolve grievances of students and stakeholders.
- To encourage the Students to express their grievances / problems freely, without any fear of being victimized.
- To identify systematic flaws in the design and administration of college routine process and to seek solutions thereon.
- To uphold the dignity of the College by ensuring a stress-free atmosphere in the College through promoting cordial student-student relationship and student-teacher relationship etc.





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## Organisations wide awareness and undertaking on policies with zero tolerance:

- Students were introduced to all the statutory bodies of the college and their rules through the college prospectus, which the students accessed at the time of admission.
- The college website offers information about the committee members.
- Class teachers acquainted students with the presence and operation of the grievance redressal committee, covering concerns such as ragging and sexual harassment.
- During the first-year students' orientation program, the coordinators discussed the statutory committees and explained the filing of complaints and the redressal mechanism.
- Notice boards and posters giving information about the statutory bodies, awareness and the contact details of committee members are displayed around the campus.

## Different methods for registering of Grievances:

- The online grievance redressal form, accessible on the college website, provides a user-friendly platform for students and stakeholders to report any concerns or grievances they may have. This digital tool streamlines the process, ensuring prompt and efficient resolution of issues. Website Link: [https://nmfdegree.edu.in/grievance\\_cell.php](https://nmfdegree.edu.in/grievance_cell.php)
- The offline grievance redressal form is physically available at designated College offices and the Grievance Redressal Cell. This traditional method allows individuals to submit their concerns in a written format, providing an alternative to the online platform.
- The college has strategically placed a total of five suggestion boxes on different floors (8th, 5th, 4th, 3rd, and 1st) to facilitate the submission of complaints and suggestions from students. It is well maintained and monitored throughout the year. This approach aims to create an accessible and confidential channel for students to voice their concerns and provide valuable feedback on various aspects of college.

It is noteworthy to mention that no cases were registered with the Grievance Cell academic year 2018-19. While this is a positive indicator of the overall satisfaction and smooth functioning of college activities, it is also a testament to the effectiveness of our grievance redressal mechanism.

  
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