



Nirmala Memorial Foundation College of Commerce & Science

(Permanently Affiliated to University of Mumbai)

(Accredited by NAAC with B++ (1st 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 Grievance Redressal Cell has remained unwavering in its dedication to establishing an accessible and effective platform for the resolution of concerns and grievances even in online mode.

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:

- The college website offers information about the committee members.
- Class teachers acquaint 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 discuss the statutory committees and explain about filing of complaints and the redressal mechanism.

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 streamlined the process, ensuring prompt and efficient resolution of issues. Website Link: https://nmfdegree.edu.in/grievance_cell.php
- The offline grievance redressal form was not made available to students due to Covid 19 pandemic.

In the academic year 2020-21, the college Grievance Redressal Cell received one case.

Sr. No.	Mode of Complaint	Case	Date of complaint	Date of settlement of complaint	Action Taken
1	Written (Online)	Exclusion from NSS Diary filling	25th May, 2021	27th May, 2021	Complaint was invalid

I/C PRINCIPAL
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