



# Nirmala Memorial Foundation College of Commerce & Science

Permanently Affiliated to University of Mumbai  
Accredited by NAAC with B<sup>++</sup> CGPA: 2.80 (First Cycle)

ISO 9001-2015 Certified

Recognised under section 2(f) & 12(B) of the UGC Act, 1956

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D.S. Road, Asha Nagar, Thakur Complex, Kandivali (East), Mumbai – 400 101. Tel.: 022 69436400

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## Annual Report of College Grievance Redressal Cell

The Grievance Redressal Cell was formed with the goal of resolving student grievances.

### **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 students and parents were informed about the UGC anti-ragging guidelines, and students were required to submit an undertaking to adhere to these UGC-provided guidelines for anti-ragging.
- 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







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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.

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## GRIEVANCE REDRESSAL FORM

To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance/s

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

Full Name of the Student	
Class	
Division	
Seat No.	
Roll No.	
E-mail of the Student	
Residential Address of the Student	
Contact no of the Student	1. _____ 2. _____
Write the Nature of Your Grievance	

### Declaration from the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false, I/We are solely responsible for the act.

Date:  
Place:

Signature of the Student:





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In the academic year 2022-23, the college Grievance Redressal Cell received four cases.

Sr. No.	Mode of Complaint	Nature of complaint	Date of complaint	Date of settlement of complaint	Case	Action Taken
1	Verbal	Discipline	6th October, 2022	6th October, 2022	S.Y.B. Com Students V/S F.Y.B. Com Students	Police Complaint and Guilty students suspended from attending college
2	Verbal	Eve-teasing	19th September, 2022	19th September, 2022	Karishma Tanchak V/S Deepesh Kahar	Police Complaint
3	Written (Online)	Violence	14th December, 2022	20th December 2022	Arin Kadam V/S Aditya Sadanshiv	Police Complaint







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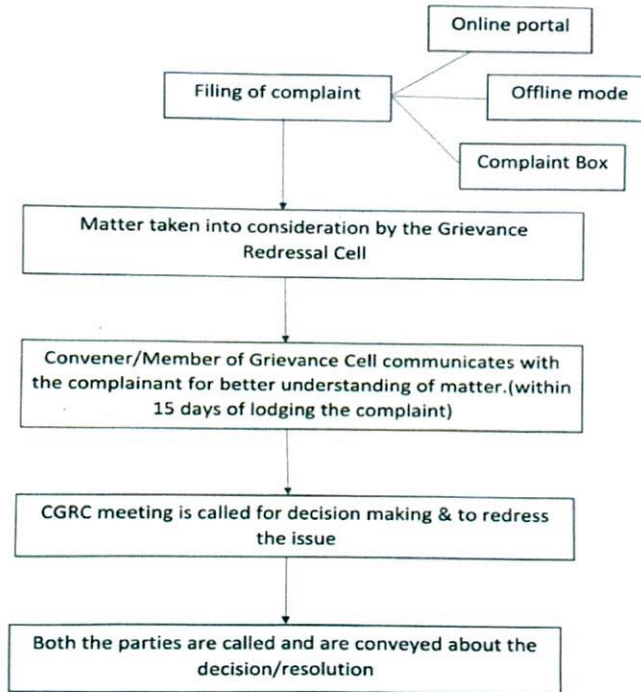
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4	Written (Offline)	Theft	27th March, 2023	29th March, 2023	Harshali Raul V/S Gracy Asir	Police Complaint and Apology letter from students
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### Grievance Redressal Mechanism Process:

#### GRIEVANCE REDRESSAL MECHANISM PROCESS



I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF COMMERCE & SCIENCE  
KANDIVALI (EAST), MUMBAI - 400 101.

