



University of Mumbai

NIRMALA COLLEGE OF COMMERCE

Municipal School Bldg., Rani Sati Marg, Malad (East), Mumbai - 400 097. • Tel.: 2844 1083

Criteria 5.1.4



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Index of Criteria 5.1.4

The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases.

UGC Guidelines
Composition of CGRC
Minutes of Meeting and Notices
Photos of Poster in Campus



Gadev

I/C Principal

Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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1. Implementation of guidelines of secretary / regulatory bodies
 - a. HEI has constituted grievance committee it is constituted of principal Dr. Umeshchandra Yadav as chairman of committee the in charge and members of committee are:
 - Ms. Neeta Singh
 - Ms. Reena Shukla
 - Mr. Hamza Usmani
 - Ms. Shivani Yadav
 - b. The committee looks after into:
 - Student grievances
 - Sexual harassment
 - Ragging
 - c. Statutory Guidelines for institute Grievances is given below
 - d. Organisation Organizes wide awareness and undertaking on policies with zero tolerance:-
 - Poster for students grievances and ragging are flashed in college premises
2. Mechanism for submission of offline students grievances. HEI has grievance format for offline submission of grievance the grievance redressal committee provided wide awareness and undertakings on policies with zero tolerance it has got guidelines of statutory / regulatory bodies. Offline form are joined herewith.
3. Timely redressal of the grievances through appropriate committees:-

Sr. No	Student Name	Class	Complaint Date	Grievance Redressal Date
1	Shruti Shyam Latankar	S.Y.B.Com Roll no -18	8/9/2020	12/9/2020
2	Sayali Telap	S.Y.B.Com C – 60	18/9/2020	19/9/2020
3	Mihir Vinod Rajput	T.Y.B.Com B-86	24/9/2020	1/10/2020
4	Sahil Dixit	T.Y.B.Com Roll no - 114	5/2/2021	9/2/2021

It shows that timely redressal at the grievances through appropriate committees.




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UGC Guidelines



Dr. Yadev

VC Principal

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**INFORMATION EDUCATION COMMUNICATION (IEC)
GUIDELINES FOR COUNCILS, UNIVERSITIES & COLLEGES**
Curbing the Menace of Ragging



[Signature]

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Ministry of Education
Government of India



विश्वविद्यालय अनुदान आयोग
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quality higher education for all



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GUIDELINES FOR COUNCILS, UNIVERSITIES & COLLEGES**

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www.ugc.ac.in

www.antiragging.in and www.c4yindia.org



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ABBREVIATIONS

ACP	Assistant Commissioner of Police	INC	Indian Nursing Council
AICTE	All India Council of Technical Education	IT	Information Technology
ARC	Anti-Ragging Committee	MCI	Medical Council of India
ASP	Assistant Superintendent of Police	NCRI	National Council for Rural Institutes
BCI	Bar Council of India	NCTE	National Council for Teacher Education
C4Y	Centre for Youth	PCI	Pharmacy Council of India
CCH	Central Council of Homeopathy	RCI	Rehabilitation Council of India
CCIM	Central Council for Indian Medicine	SCHE	State Councils of Higher Education
COA	Council of Architecture	SHO	Station House Officer
DCI	Dental Council of India	SP	Superintendent of Police
DGP	Deputy Commissioner of Police	SPC	Statutory Professional Councils
FAQ	Frequently Asked Question	SSP	Senior Superintendent of Police
ICAR	Indian Council for Agricultural Research	UGC	University Grants Commission
IEC	Information Education Communication		



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RAGGING MENACE

Ragging is a disturbing reality in the higher education system of our country. Despite the fact that over the years, ragging has claimed hundreds of innocent lives and has ruined the careers of thousands of bright students, the practice is still perceived by many as a way of 'familiarisation' and an 'initiation into the real world' for young college-going students.

The Ragging is defined as any disorderly conduct, whether by words spoken or written or by an act, has the effect of teasing, treating, or handling with rudeness a fresher or a junior student. Indulging in a rowdy or undisciplined activity that causes or is likely to cause annoyance, hardship, or psychological harm or to raise fear or apprehension thereof in a fresher or junior student. Asking the students to do any act or perform something that such students will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or junior student. This can lead to adverse effects such as depression, anxiety, and sometimes even suicide.

Punishment Provisions

Any student or group of students found guilty of ragging on campus or off campus shall be liable to one or more of the following punishments:

- Debarring from appearing in any sessional test/ university examination or withholding results
- Suspension from attending classes and academic privileges
- Withdrawing scholarships and other benefits
- Suspension from the college for a period of one month
- Cancellation of admission
- Debarring from representing the institution in any national or international meet, tournament, youth festival, etc
- Suspension/expulsion from the hostel
- Rustication from the institution for periods varying from 1 to 4 semesters or equivalent period
- Expulsion from the institution and consequent debarring from admission to any other institution
- Fine up to twenty five thousand rupees
- Imprisonment for a term which may extend to two years or with fine which may extend to ten thousand rupees or with both
- Collective punishment - When the students committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential ragers.

Any institution that fails to take adequate steps to prevent ragging or fails to act in accordance with the Regulations or fails to punish perpetrators or incidents of ragging suitably is liable to the penalties and punishments as per the provisions of the Regulations.

www.antiragging.in/assets/pdf/information/english/what_constitutes_ragging.pdf

www.c4yindia.org/Home/AntiRagging



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ZERO TOLERANCE POLICY IN INDIA

No act of ragging, major or minor, shall go unnoticed. No ragger, male or female, student or non-student, shall go unpunished. No institution that fails to take action against ragging shall be allowed to operate.

The Supreme Court, in its judgement dated 08 May 2009 ordered the implementation of a ragging prevention programme comprising, inter alia, setting up a toll-free anti-ragging helpline/ call center, a database of institutions/ students, and engaging an independent non-government agency as the monitoring agency.

Regulatory provisions and the appropriate law are in force to eliminate ragging in all its forms from the universities, deemed universities and other higher educational institutions in the country by prohibiting, preventing its occurrence and punishing those who indulge in ragging.

UGC Regulations on curbing the menace of Ragging in Higher Educational Institutions, 2009

Ragging is a criminal offense and UGC has framed regulations on curbing the menace of ragging in higher educational institutions in order to prohibit, prevent and eliminate the scourge of ragging. In pursuance to the judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, in exercise of the powers conferred by clause (g) of sub-section (1) of section 26 of the University Grants Commission Act, 1956, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". These regulations are mandatory for all universities/ institutions.



Notices @ UGC
www.ugc.ac.in/ugc_notices.aspx



UGC Regulations
www.antragging.in/assets/pdf/annexure/Annexure-I.pdf



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ANTI-RAGGING REGULATORY FRAMEWORK IN INDIA

▶ Anti-Ragging Monitoring Committee, Ministry of Education, Government of India

The Anti-Ragging Committee for monitoring measures to prevent ragging in higher educational institutions is constituted in the Ministry of Education, Government of India.

▶ University Grant Commission (UGC)

As per the directions of the Government of India, the UGC established the following regulatory framework mechanism to curb the menace of ragging in the country.



▶ UGC Anti-Ragging Cell

The Anti-Ragging Cell within UGC is an instructional mechanism to provide secretarial support for the collection of information, monitoring and to coordinate with the State Level Monitoring Cell and Universities Level Committees for effective implementation of anti-ragging measures. The Cell also coordinates with the Monitoring Agency.

▶ Inter Council Committee, UGC

The UGC has constituted an Inter-Council Committee, consisting of representatives of the various Councils and the Monitoring Agency. Such bodies in higher education are to coordinate and monitor the anti-ragging measures in institution across the country and to make recommendations from time to time.

▶ The National Anti-Ragging Helpline

The National Anti-Ragging Help Line 24x7 Toll Free number is 1800-180-5522. The support is provided for queries related to ragging, compliant registration, among others.

▶ Monitoring Agency

The Centre for Youth (C4Y) is the Monitoring Agency from April 01, 2022 (www.c4yindia.org) to support the National Ragging Prevention Programme in the country. The monitoring agency is working towards:

1. Establishing the National 24x7 Anti-Ragging Helpline
2. Software development (IT) for the operation of the national anti-ragging helpline
3. Development and updating the anti-ragging website (www.antiragging.in) and monitoring agency website (www.c4yindia.org)
4. Building an online reporting mechanism for UGC, councils, universities and colleges
5. Conducting trainings of helpline executives
6. Supervising the performance of the helpline and executives
7. Ensuring efficiency and ease of operations for the national helpline, UGC, colleges, universities, and the students
8. Creating awareness to demote ragging in universities, colleges across India
9. Monitoring of the databases maintained by the commission



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▶ The Councils, Regulatory Bodies

The 15 councils in India are making collaborative efforts with UGC to address the menace of ragging. They have been issuing directions and monitoring the affiliated universities and colleges for adhering to the regulatory provisions and compliances. They participate in UGC Inter-Council meetings and the Anti-Ragging Monitoring Committee meetings of the Ministry of Education, Government of India for updates and strategies. The councils are:

1. All India Council of Technical Education (AICTE)
2. Bar Council of India (BCI)
3. Council of Architecture (COA)
4. Dental Council of India (DCI)
5. Indian Council for Agricultural Research (ICAR)
6. Indian Council of Medical Research (ICMR)
7. Indian Nursing Council (INC)
8. Mahatma Gandhi National Council of Rural Education (MGNCRE)
9. National Commission for Homoeopathy (NCH)
10. National Commission for Indian System of Medicine (NCISM)
11. National Council for Hotel Management & Catering Technology (NCHMCT)
12. National Council for Teacher Education (NCTE)
13. National Medical Commission (NMC)
14. Pharmacy Council of India (PCI)
15. Rehabilitation Council of India (RCI)
16. Sports Authority of India (SAI)
17. Veterinary Council of India (VCI)

▶ The Anti-Ragging Committee (ARC), Universities and Colleges

The Anti-Ragging Committee is instituted at each college or university to ensure compliance with the provisions of the regulations as well as the provisions of any law for the time being in force concerning ragging; investigate complaints and also, monitor and oversee the performance of the Anti-Ragging Squad in prevention of ragging in the institution. The Anti-Ragging Committee is responsible for inculcating a culture of Ragging Free Environment on Campus. The Anti-Ragging Committee is involved in designing strategies and action plan for curbing the menace of ragging in the college by adopting an array of activities. The committee is also responsible for conducting awareness programmes from time-to-time on campus.

▶ Anti-Ragging Squads, Universities and Colleges

The Anti-Ragging Squad office bearers work under the supervision and guidance of the Anti-Ragging Committee and engage in checking places like hostels, buses, canteens, grounds, classrooms and other places of student congregation to keep a vigil and stop the incidences of ragging, if any, and report them if they happen. The squad role is also to educate the students at large by adopting various means about the menace of ragging and related punishments there to.



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▶ Transparent Complaint Process

Specifically, after registering the complaint, the helpline executives forward it to four Higher Authorities:

University Vice-Chancellor | College Principal | SHO | City SP/SSP/DCP/ASP/ACP | Council

The team at the national helpline undertakes follow-up with the college's Anti-Ragging Committee (ARC) for investigation and ARC report till the satisfaction of the victim/ complainant. The complaint remains active in the helpline until the victim/ complainant is satisfied with the action taken by the authorities. The consent in writing for closing the complaint is taken from the victim/ complainant.

If the case is not resolved to the satisfaction of the victim/ complainant, the national helpline escalates the case to the Monitoring Agency for further action in terms of advice, second opinion, or follow-up by the Monitoring agency itself.

If the complainant is not satisfied with the action taken by the college or the college authorities are not cooperating with the helpline centre, such cases are escalated to the University Grants Commission and the respective council for intervention.

There is an online management system set up in the UGC premises for UGC to act on the complaints that have been escalated to UGC. Any actions in terms of writing a letter, email, phone calls etc. are being logged into the case file of the respective complaint. The case file is also visible to the victim/ complainant - www.ugc.ac.in

The status of the complaint with complete follow-up can be accessed at the link below with specific complaint number:

Enter Complaint Number To Check Status

<p style="font-size: 8px; color: red;">Complaint registered Before April 2020</p> <p style="font-size: 8px;">Complaint Number <input style="width: 80%;" type="text"/></p> <p style="text-align: right; color: red; font-weight: bold;">Submit</p>	<p style="font-size: 8px; color: red;">Complaint registered From April 2020</p> <p style="font-size: 8px;">Complaint Number <input style="width: 80%;" type="text"/></p> <p style="text-align: right; color: red; font-weight: bold;">Submit</p>
--	--

www.antiragging.in

Note: The helpline NEVER discloses the identity of the victim without their permission and consent.

Ragging Complaints Registration

The students in distress due to ragging-related incidents can contact National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail to helpline@antiragging.in.

Or

They may also contact UGC Monitoring Agency i.e. Centre for Youth (C4Y) at antiragging@c4yindia.org or 011-41619005 or 98180 44577 (only in case of emergency).



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IMPORTANT LINKS FOR THE STUDENTS, COLLEGES, UNIVERSITIES AND COUNCILS

▶ Students and Parents Undertaking Affidavit

In compliance of the second amendment in UGC Regulations, it is compulsory for each student and every parent to submit an online Anti-Ragging undertaking affidavit every academic year. The universities and colleges are also requested to implement the revised procedure for students to file online Anti-Ragging affidavits. The student will receive an e-mail with her/ his registration number. The student will forward that e-mail to the Nodal officer in her/ his university/college e-mail. (Please note that the student will not receive pdf affidavits and she/ he is not required to print & sign it as it used to be in the earlier case).

Link to fill out the online undertaking affidavit by students and parents:

www.antiragging.in/affidavit_registration_disclaimer.html | www.c4yindia.org/Home/Undertaking

▶ Ragging Complaints Registration

The complaints of ragging are being registered through the following means:

1. Via e-mail: helpline@antiragging.in
2. National Anti-Ragging Help Line: 1800-180-5522. 24x7 Toll Free Number
3. Suo Motto via Social Media platforms, news, reporters, influencers, social workers among others

Links for filling out ragging complaints:

The National Anti-Ragging Helpline website - www.antiragging.in

The Monitoring Agency website - www.c4yindia.org

▶ Universities and Colleges Compliance

The UGC regulation has made it mandatory for the universities and colleges to demote ragging in their campuses and follow the compliances to achieve these objectives. The universities are requested to fill online compliance and also immediately instruct all the colleges under their purview to follow it.

Link for 'confirmation on compliance being followed':

www.antiragging.in/compliance_disclaimer.html | www.c4yindia.org/Home/CollegeCompliance

▶ Colleges and Universities Contact Details

As per the order of the Hon'ble Supreme Court, it is mandatory for the college and university authorities to update their details each year, so that college students can navigate the college or university details while filing the undertaking affidavit.

Link to update college or university details:

www.antiragging.in/compliance_disclaimer.html | <https://www.c4yindia.org/Home/UpdateCollCont>

▶ Councils Reporting

The various councils in India are the statutory bodies for regulating universities and colleges. The measures undertaken by them to curb the menace of ragging in their respected affiliated universities and colleges are to be mandatorily reported.

Link to upload the council's reports:

www.antiragging.in/admin/login.php



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HIGHER EDUCATION INSTITUTIONS IN INDIA (HEIs)

UGC Regulations on 'Curbing the Menace of Ragging in Higher Educational Institutions, 2009' are mandatory and all higher education institutions are required to take necessary steps for its implementation including the monitoring mechanism. Any violation of these regulations will be viewed seriously. If any institution fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish perpetrators of incidents of ragging suitably, it will attract punitive action against itself by the UGC.

The requisite mandatory action for curbing the menace of ragging in all Higher Educational Institutions in India:

- Strengthen and augment anti-ragging mechanism by way of adequate publicity through various mediums
- Constitution of Anti-Ragging committee and Anti-Ragging squad
- Establish Anti-Ragging Cell
- Install CCTV cameras at vital points
- Organise anti-ragging interaction, workshops and seminars for the freshers and the senior students
- After the commencement of the academic year organised professional counselling of the students
- Ensure identification of trouble triggers and take appropriate action
- Mention of Anti-Ragging warnings in the institution's E-prospectus and E-information booklets/ brochures
- Conduct surprise inspections of hostels, students, accommodation, canteens, rest cum recreational rooms, toilets, bus stands, and all other strategic locations
- Undertake all other measures that would augur well in preventing/ quelling ragging and any uncalled-for behaviour and the incident.

Website with nodal officers' complete details

Universities/ colleges have to display the email address and contact number of the Nodal Officer of the Anti-Ragging Committee of their university/ college on their website and campus areas like Admission Centre, Departments, Library, Canteen, Hostel, Common facilities, etc.

Admission Form

Universities and colleges are requested to insert a mandatory column in their university/ colleges admission form as per the given format:

Anti-Ragging Undertaking Reference no:




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AWARENESS MEASURES FOR RAGGING FREE CAMPUSES

- Every public declaration of intent by any institution in electronic, audio-visual, online, social media, print, website, admission prospectus/ booklet or any other media should expressly mention that ragging is totally prohibited in the institution at the time of admission of students in any course.
- The brochure of admission/ instruction booklet or prospectus, whether in print or electronic format, shall prominently print these regulations in full.
- Institutions should display posters in all prominent locations showcasing the provisions of penal law applicable to incidents of ragging.
- At the end of each academic year, the institution should send a letter to the parents/ guardians informing them about the Regulations and any law for the time being enforced prohibiting ragging and its punishments.
- Institutions can issue public notices in the newspapers, update their websites with the nodal officer's complete details.
- Every fresher should be provided with a printed leaflet with all the information to seek help and guidance from all authorities and agencies, and a calendar of events and activities laid down by the institution to facilitate and complement the familiarisation of freshers with the academic environment of the institution.
- Institutions should conduct joint sensitisation and orientation programmes for both freshers and senior students.
- Institutions should constitute Anti-Ragging Committee and Anti-Ragging Squad which will be responsible for spreading awareness and preventing the occurrence of ragging.
- Meeting of all staff, functionaries and agencies before the commencement of the academic session.
- Institutions should launch a publicity campaign against ragging before the commencement of the academic year.
- After the commencement of the academic year, the batch of freshers should be divided into small groups and assigned to the faculty for difficulties and guidance.
- Random anonymous survey should be done among students about ragging, and it should be a regular practice in the institution.

In Nutshell

- Brochure of admission/instruction booklet or the prospectus
- Leaflets
- Posters
- Institution website
- Meetings
- Publicity campaign
- Seminars and workshops
- Professional counselling
- Orientation programmes
- Large scale cultural, sports and other activities

▶ UGC designed and distributed four types of posters amongst Universities/ Regulatory Authorities/ Councils/ IITs/ NITs/ other educational institutions for their prominent display. These anti-ragging posters must be displayed at all prominent places like the Admission centre, Departments, Library, canteen, Hostel, Common facilities, etc. These posters are available on UGC website. The size of the posters should be 8x6 feet.

▶ UGC developed 05 TVCs of 30 seconds each with different perspectives i.e. Parents, victims, and Offenders



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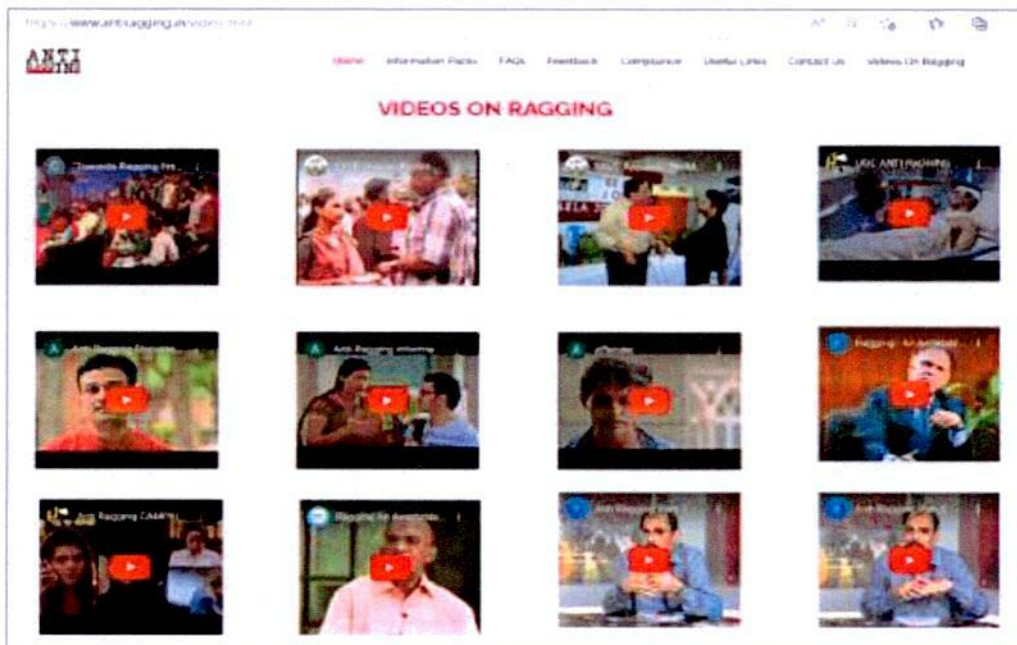
AWARENESS COLLATERALS

▶ Posters



Download: www.ugc.ac.in/pdf/news/4957638_poster-ragging.pdf

▶ Videos



www.antiragging.in/video.html

▶ Frequently Asked Questions (FAQ)

www.antiragging.in/faqs.html | www.c4yindia.org/Home/AntiRagging

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REACH OUT

University Grant Commission (UGC)

Bahadur Shah Zafar Marg
New Delhi 110 002
P: 91 11 2360 4446; 2360 4200
E: contact.ugc@nic.in

UGC Anti-Ragging Cell (ARC)

NET Bureau, South Campus of Delhi University,
Benito Jhuarez Marg, New Delhi 110 021
P: 91 11 2411 2087
E: raggingcell@yahoo.in

Monitoring Agency

Centre for Youth (C4Y)
New Delhi 110 068
P: 91 11 4161 9005
E: antiragging@c4yindia.org

National Anti-Ragging Helpline

New Delhi 110 007
P: 1800 180 5522
E: helpline@antiragging.in

NATIONAL RAGGING PREVENTION PROGRAMME

www.ugc.ac.in

www.antiragging.in and www.c4yindia.org

Guidelines Content and Design by Centre for Youth (C4Y), Monitoring Agency



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Composition of College Grievance Redressal Cell



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COMPOSITION

The Grievance Redressal Cell of the College is having the provision of members as follows:

- Three senior member of the teaching faculty to be nominated by principal.
- The principal will act as a chairperson.
- A representative among the students of the college to be nominated by the principal based on the academic merit/excellence in sports/performance in co-curricular activities.

The following members are in-charge of the cell for the academic year 2021-2022:

1.	I/C Principal of the College	Dr. Umeshchandra Yadav	Chairperson
2.	Senior member of the teaching faculty to be nominated by principal.	Prof. Neeta Singh	Member
3.	Senior member of the teaching faculty to be nominated by principal.	Prof. Reena Shukla	Member
4.	Senior member of the teaching faculty to be nominated by principal.	Prof. Hamza Usmani	Member
5.	Representative among the students of the college to be nominated by the principal based on the academic merit	Yadav Shivani Rajbahadur.	Member



Umeshchandra Yadav

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Minutes of Meeting and Notices



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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:

1	First Name of the student	
2	Middle Name of the student	
3	Last Name of the student	
4	Department	B.Com
5	Residential Address of the student	
6	Permanent Address of the student	
7	Email of the student	
8	Mobile no of the student	
9	Whats App no of the student	
10	Faculty	Commerce



G. Patel

I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)



University of Mumbai

NIRMALA COLLEGE OF COMMERCE

Municipal School Bldg., Rani Sati Marg, Malad (East), Mumbai - 400 097. • Tel.: 2844 1083

11	Programme of Study	B.Com
12	Year of Study	
13	Semester	
14	Roll No.	
15	PRN No.	
16	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 am/are personally responsible for the punishment.

Date: _____
Place: _____

Signature of the Student



U. Gadev

I/C Principal

Nirmala College of Commerce

Rani Sati Marg, Mun. School Bldg.,
Malad (E)



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NIRMALA COLLEGE OF COMMERCE

MALAD- (EAST)

2021-2022

Date: 01/09/2021


NOTICE

All the members of Student Grievance Redressal Cell are hereby informed that a meeting is scheduled on, Tuesday 07/09/2021 at 10.30 am in Block no 2.

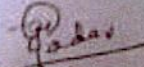
Agenda of the Meeting:

- 1) To discuss about the delegation and the responsibility of the member during the first semester of academic year 2021-2022.
- 2) To inform the committee members about the objectives of the Student Grievance Redressal Cell.
- 3) To discuss on how to look into the complaints lodged by any student, and judge its merit.
- 4) To assign the duty of checking the google form link and excel sheet regularly for the academic year 2021-22.

All are requested to be presented for same.



Prof. Neeta Singh

(Co-Ordinator)


Dr. Umeshchandra Yadav

I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)




I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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NIRMALA COLLEGE OF COMMERCE

MALAD- (EAST)

2021-2022

Date:13/09/2021

MINUTES

On Tuesday, 7th September 2021 at 10:30 am in Block no :02, meeting was held by Grievance Redressal Cell. All members were present for the meeting.

Member present for the meeting:-

FACULTY NAME	SIGNATURE
Prof. Neeta Singh	
Prof. Reena Shukla	
Prof. Hamza Usmani	

The meeting commenced in the presence of the principal and the coordinator.

At the first objectives of creating Grievance Redressal Cell was discussed.

- 1) The Grievance Cell will act upon cases which have been forwarded along with the necessary documents. Important matters will be given priority.
- 2) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- 3) Decided to Encourage the Students to express their grievances / problems freely and frankly, without any fear of being victimized through the medium of Google Form link, which will be provided to the students by class teachers. It which will be regularly checked by Mr. Hamza Usmani.



I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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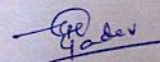
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As there was no other matter for discussion, meeting was concluded with vote of thanks to Chairperson.


Prof. Neela Singh
(Co-Ordinator)


Dr. Umeshchandra Yadav
IC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)




IC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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Date:- 16-2-2022

Nirmala College of Commerce,
Malad East,
Mumbai

To,
Principal.

Subject:- Request to Clean college premise.

I Suhana Shaikh, a student of Nirmala College of Commerce from F.Y Bcom, Div- B, Roll No:- 33. Would like to inform you that college premises of our college is unclean, which may affect student's health.

So, I would like to request you, to Clean the premises, as soon as possible.

Thanking you in anticipation,

Shaikh
Yours abedentilly
Suhana Shaikh
F.Y. Bcom B-33



Q. J. Jadhav

IC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)



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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:

1	First Name of the student	Suhana
2	Middle Name of the student	Asif
3	Last Name of the student	Shaikh
4	Department	B.Com
5	Residential Address of the student	10 / BMC colony Santosh Nagar, Goregaon (E) Mumbai - MH-65
6	Permanent Address of the student	6/13 RN-10 BMC colony Santosh nagar goregaon (E) Mumbai MH-65
7	Email of the student	Suhanashaikh108 @gmail.com.
8	Mobile no of the student	8356888687 / 932053- 9629
9	WhatsApp no of the student	8356888687
10	Faculty	Commerce




VC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)



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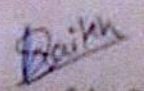
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11	Programme of Study	B.Com
12	Year of study	1 st year
13	Semester	II
14	Roll No.	33
15	PHN No.	2021016400309204
16	Write the Nature of your Grievance	Request to clean college premise.

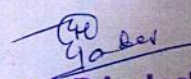
Declaration from the student/s

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 am/are personally responsible for the punishment.

Date: _____
Place: Mumbai


Signature of the Student




I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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NIRMALA COLLEGE OF COMMERCE
MALAD- (EAST)
2021-2022

Date: 18/02/2022

NOTICE

All the members of Grievance Redressal Cell are hereby informed that a meeting is scheduled on Saturday, 19/02/2022 at 11.30 am in Principal's Office.

Agenda of the Meeting:

1) To discuss on the application No. 1 received from Suhana Asif Sheikh of F.Y.B.Com B-33 in the Complain Box/Suggestion Box on 16th February, 2022.

Member present for the meeting:-

FACULTY NAME	SIGNATURE
Prof. Neeta Singh	
Prof. Reena Shukla	
Prof. Hamza Usmani	

Prof. Neeta Singh
(Co-Ordinator)

Dr. Umeshchandra Yadav
VC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)



VC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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NIRMALA COLLEGE OF COMMERCE

MALAD- (EAST)

2021-2022

Date: 21/02/2022

MINUTES

On Saturday, 19/02/2022 at 11.00 am in Principal's Office, meeting was held by Grievance Redressal Cell. All members were present for the meeting.

Member present for the meeting:-

FACULTY NAME	SIGNATURE
Prof. Neeta Singh	
Prof. Reena Shukla	
Prof. Hamza Usmani	

The meeting commenced in the presence of the principal and the coordinator. Afterwards the business of meeting started by taking the agenda for consideration.

Name	STD/ Div/ Roll No.	Application No.	Grievance
Suhana Asif Sheikh	F.Y.B.Com B-33	1	Request to clean College Premises.

Points of discussion are as follows:

- Chairperson initiated the discussion on the above mentioned Grievance.



IC Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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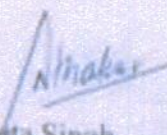
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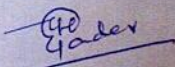
- Chairperson suggested that immediate action must be taken regarding cleaning of the premises.
- Chairperson came to the conclusion that Cleaning staff will ensure and maintain necessary hygiene in the college premises.

As there was no other matter for discussion, meeting was concluded with vote of thanks to Chairperson.


Prof. Neeta Singh
(Co-Ordinator)


Dr. Umeshchandra Yadav
I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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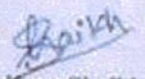
NIRMALA COLLEGE OF COMMERCE

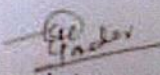
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ACTION TAKEN REPORT

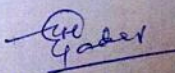
Action Taken Report: Meeting by the Grievance Redressal Cell was conducted on 19/02/2022 for discussion of the application by Suhana Asif Sheikh of F.Y.B.Com Division B - 33. Action of cleaning the college premises was taken and the cleaning staff would ensure hygiene will maintained in college premises in future. Her complain was resolved.


Prof. Neeta Singh
(Co-Ordinator)


Suhana Sheikh
(Student)


Dr. Umeshchandra Yadav
I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
Malad (E)




I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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Photos of Poster in Campus



U. G. Gade

I/C Principal
Nirmala College of Commerce
Rani Sati Marg, Mun. School Bldg.,
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(Signature)

I/C Principal
Nirmala College of Commerce
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Go Gadev
I/C Principal
Nirmala College of Commerce
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