



## **Grievance Redressal Cell**

Marathwada Mitra Mandal's College of Commerce  
(MMCC) 202/A Deccan Gymkhana, Pune 411004

### **What do you mean by Grievance?**

Grievance means an official statement of a complaint over something believed to be wrong or unfair.

A complaint or a strong feeling that you have been treated unfairly.

### **Grievance Redressal Cell**

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student or staff and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

**Grievance Redressal Committee/Cell (GRC) is constituted for the redressal of the complaints reported by the student/parent/employee of the college with the following objectives:**

1. To uphold the dignity of the college by promoting cordial Student-Student/ Student-Teacher/Teacher-Teacher relationship.
2. To ensure that the views of grievance and respondent are respected and that any party to a grievance is not discriminated against or victimized.
3. To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders.
4. To provide the students access to immediate, hassle free resources to have their grievances redressed.
5. The objective of GRC is to develop a harmonious educational environment in the institute.

### **Grievance receiving mechanisms/ How to register the Grievance**

Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

1. Approach to the Class teacher/Coordinator/HOD before registering the grievance.
2. Anyone having grievance can drop their grievance in the complaint box outside the college office addressed to "The Chairman, Grievance Redressal Cell ,MMCC,Pune-04.
3. Alternatively, you may send an email to [grievance@mmcc.edu.in](mailto:grievance@mmcc.edu.in).

### Grievance redressal mechanism

1. The grievances are primarily resolved by the coordinators / Head of the Department .  
incase if the grievances require higher authority intervention then the committee is assigned the responsibility
2. After the receipt of the application from the aggrieved, the chairman/co-ordinator of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
3. The GRC will resolve the grievance in a time bound manner.
4. The decision of the GRC shall be communicated in writing to the applicant at the earliest.

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