



Grievance Redressal Cell

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



Kishor
Shankar
Nikam

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Kishor Shankar Nikam
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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.

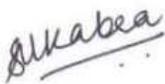


Grievance redressal mechanism

1. The grievances are primarily resolved by the coordinators / Head of the Department. In case if the grievances require higher authority intervention then the committee is assigned the responsibility.
2. The Complaint/Grievance Box will be checked every Saturday.
3. Aggrieved person can approach the Grievance redressal Cell if he is not satisfied with the grievances resolved by the class coordinator/HOD.
4. 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.
5. The GRC will resolve the grievance within 15 working days of the receipt of the complaint.
6. The decision of the GRC shall be communicated in writing to the applicant immediately after the conclusion of the meeting.

The GRC aims to look into the complaints lodged by any student or staff and redress it as per requirement. The institution aims at solving the grievances of the students within stipulated time.

Prepared by:



Dr. Shilpa Kabra
Criteria V In-Charge

Verified by:



Dr. Swapna Kolhatkar
IQAC Coordinator

Approved by:



Dr. Devidas Golhar
Principal





“येथे बहुतांचे हित”

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principal@mmcc.edu.in, enquiry@mmcc.edu.in, www.mmcc.edu.in

The screenshot shows the 'Grievance Redressal Cell - Main' page. The header includes the college logo and name, along with navigation links for NAAC, IQAC, Newsletter, Feedback, Alumni, Journal, and Contact Us. A table lists the members of the GRC:

4.	Mrs. Shubhangi Mishra	Member
5.	Mr. Dhruv Kulkarni	Member
6.	Mr. S. N. Kadam	Management Representative
7.	Mrs. Harshada S. Wadkar	Non-Teaching Member
8.	Mr. Jitendra Maniyar	Students Representative (Girls)
9.	Mr. Aditya Parbhari	Students Representative (Boys)

Below the table, there is a paragraph explaining the GRC's purpose and a list of three modes for reporting a grievance:

- Approach to the Class teacher / Coordinator / HOD before registering the grievance to discuss the grievance and seek solution.
- 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."
- Alternatively, you may send an email to grievance@mmcc.edu.in.

At the bottom, there are links for 'UOC regulations student grievance policy' and 'Grievance Redressal Cell policy'. A sidebar on the right contains buttons for 'Grievances', 'Study in India', and 'Online Admission'. The Windows taskbar at the bottom shows the date as 21/02/2024 and time as 08:01:30 AM.

The screenshot shows the 'Grievance' form page. The header is identical to the previous screenshot. The form contains the following fields:

- Name (with a person icon)
- Contact No.
- Email (with an envelope icon)
- Address
- Phone
- Message / Query (with a speech bubble icon)

A large blue 'SUBMIT' button is located at the bottom of the form. The sidebar on the right contains buttons for 'Grievances', 'Study in India', and 'Online Admission'. The Windows taskbar at the bottom shows the date as 21/02/2024 and time as 08:01:30 AM.



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Online Grievance Redressal Mechanism available on College Website

The screenshot shows the 'Grievance Redressal Cell' page. At the top, there is a navigation menu with links for NAAC, IQAC, NEWSLETTER, FEEDBACK, ALUMNI, JOURNAL, and CONTACT US. Below the menu is a table listing the members of the Grievance Redressal Cell:

1.	Dr. Devidas Colhar	Chairperson
2.	Dr. Shilpa Khatra	Coordinator
3.	Mr. Santosh Shende	Member
4.	Mrs. Shubhangi Mathe	Member
5.	Mr. Pravin Kad	Member
6.	Mr. S. N. Kadam	Management Representative
7.	Mrs. Harshala S. Wadkar	Non-Teaching Member
8.	Mr. Dhanraj Manjhar	Student Representative (Girls)
9.	Ms. Ashwarya Pardeshi	Student Representative (Boys)

Below the table, there is a paragraph explaining the purpose of the cell and a list of instructions for students or staff to lodge a complaint. The instructions are:

1. Approach to the Class teacher / Coordinator / HOD before registering the grievance to discuss the grievance and seek solution.
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.

The cell aims to look into the complaints lodged by any students or staff and redress it as per requirements. The institution aims at solving the grievances of the students within stipulated time.

On the right side of the page, there are three red buttons: 'Grievances', 'StudyIndia', and 'Online Admission'.

The screenshot shows the 'Grievance' form. The form has the following fields:

- Name
- Contact No.
- Email
- Address
- Course
- Message / Query

At the bottom of the form, there is a blue 'SUBMIT' button. On the right side of the page, there are three red buttons: 'Grievances', 'StudyIndia', and 'Online Admission'.