



PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

ISO 9001 : 2015 Certified

GRIEVANCE REDRESSAL REPORT 2017-18

The college has constituted a grievance cell to create a healthy & friendly environment among the students & staff of the college. The college website also displays the objective of the cell with a motto that if any student or staff has a problem they can approach the concerned committee members & inform them.

A meeting of the grievance cell was conducted twice in the academic year 2017-2018, once in each semester. The first meeting was held on 11th August 2017 & second meeting on 20th April 2018. All the members were present for both the meetings.

Following steps were undertaken by the Grievance Redressal cell:

- 1) The class mentors informed the students about the grievance cell & the procedures to be followed if they have any grievance.
- 2) Steps were undertaken by teaching faculties to discuss with the students the importance of ethics, discipline & values .
- 3) All the students interacted well during the activities conducted throughout the year & an overall positive environment was observed.
- 4) There were two grievances of the students which were looked into & resolved by the committee.
 - a) Subsidising the Food items in the canteen
 - b) Washroom Cleanliness

Action Taken :

- a) Canteen committee members meeting was called & were asked to look into the pricing of the food items available in the canteen.
- b) Housekeeping incharge was instructed to allot a person exclusively for the washroom.

The meeting ended with a vote of thanks to the chair.

MM Nighoskar
Prof. Madhavi Nighoskar
(Convenor)



N.N. Randey
Dr. N. N. Randey
Principal
PRAHLADRAI DALMIA LIONS COLLEGE OF
COMMERCE AND ECONOMICS
SUNDER NAGAR, MALAD (W),
MUMBAI 400 031



PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

ISO 9001 : 2015 Certified

GRIEVANCE REDRESSAL REPORT 2018-19

The college has constituted a grievance cell to create a healthy & friendly environment among the students & staff of the college. The college website also displays the objective of the cell with a motto that if any student or staff has a problem they can approach the concerned committee members & inform them.

A meeting of the grievance cell was conducted twice in the academic year 2018-2019, one in each semester. The first meeting was held on 22nd August 2018 & second meeting on 25th April 2019. All the members were present for both the meetings.

Following steps were undertaken by the Grievance Redressal cell:

- 1) The class mentors informed the students about the grievance cell & the procedures to be followed if they have any grievance.
- 2) Steps were undertaken by teaching faculties to discuss with the students the importance of ethics, discipline & values .
- 3) All the students interacted well during the activities conducted throughout the year & an overall positive environment was observed.
- 4) There were two grievances of the students which were looked into & resolved by the committee.
 - a) Sanitary Vending Machine
 - b) Hygiene in girls washroom

Action Taken :

- a) Sanitary vending machine was installed in girls wash room.
- b) Sessions were conducted by class mentors about maintaining hygiene.

The meeting ended with a vote of thanks to the chair.

MM Nighoskar
Ms. Madhavi Nighoskar
(Convenor)



N.N.P.
Dr. N. N. Pandey
Principal
PRINCIPAL
PRAHLADRAI DALMIA LIONS COLLEGE OF
COMMERCE AND ECONOMICS
SUNDER NAGAR, MALAD (W),
MUMBAI - 400 064.



PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

ISO 9001 : 2015 Certified

GRIEVANCE REDRESSAL REPORT 2019-20

The college has constituted a grievance cell to create a healthy & friendly environment among the students & staff of the college. The college website also displays the objective of the cell with a motto that if any student or staff has a problem they can approach the concerned committee members & inform them.

A meeting of the grievance cell was conducted twice in the academic year 2019-2020, one in each semester. The first meeting was held on 23rd August 2019 & second meeting on 23rd April 2020. All the members were present for both the meetings.

Following steps were undertaken by the Grievance Redressal cell:

- 1) The class mentors informed the students about the grievance cell & the procedures to be followed if they have any grievance.
- 2) Steps were undertaken by teaching faculties to discuss with the students the importance of ethics, discipline & values .
- 3) All the students interacted well during the activities conducted throughout the year & an overall positive environment was observed.
- 4) There were two grievances of the students which were looked into & resolved by the committee.
 - a) Cleanliness in the canteen
 - b) Sanitary pad disposable machine
 - c) Reading room facility in the evening.

Action Taken :

- a) Canteen committee members meeting was called & were asked to look into the hygiene of the food items available in the canteen.
- b) Sanitary pad disposable bin was installed in the girls & lady teachers washrooms.
- c) Reading room facility was made available in the evening on the ground floor.

The meeting ended with a vote of thanks to the chair.

MM Nighoskar
Prof. Madhavi Nighoskar
(Convenor)

N.N.P.
Dr. N. N. Pandey
Principal
PRAHLADRAI DALMIA LIONS COLLEGE OF
COMMERCE AND ECONOMICS
SUNDER NAGAR, MALAD (W),
MUMBAI - 400 064.



PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

ISO 9001 : 2015 Certified

GRIEVANCE REDRESSAL REPORT 2020-21

The college has constituted a grievance cell to create a healthy & friendly environment among the students & staff of the college. The college website also displays the objective of the cell with a motto that if any student or staff has a problem they can approach the concerned committee members & inform them.

A meeting of the grievance cell was conducted twice in the academic year 2020-2021, one in each semester. The first meeting was held on 6th August 2020 & second meeting on 22nd April 2021. All the members were present for both the meetings.

Following steps were undertaken by the Grievance Redressal cell:

- 1) The class mentors informed the students about the grievance cell & the procedures to be followed if they have any grievance.
- 2) Steps were undertaken by teaching faculties to discuss with the students the importance of ethics, discipline & values .
- 3) All the students interacted well during the activities conducted throughout the year & an overall positive environment was observed.
- 4) There were grievances of the students which were looked into & resolved by the committee.
 - a) Technical glitches during the online exams.

Action Taken :

- a) The technical glitches were shared with the exam committee & the issues were sorted.

The meeting ended with a vote of thanks to the chair.

MM Nighoskar
Prof. Madhavi Nighoskar
(Convenor)



Dr. Kiran Mane
I/C - PRINCIPAL
PRAHLADRAI DALMIA LIONS COLLEGE OF
COMMERCE AND ECONOMICS
SUNDER NAGAR, MALAD (W),
MUMBAI - 40J 004



PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

ISO 9001 : 2015 Certified

GRIEVANCE REDRESSAL REPORT 2021-22

The college has constituted a grievance cell to create a healthy & friendly environment among the students & staff of the college. The college website also displays the objective of the cell with a motto that if any student or staff has a problem they can approach the concerned committee members & inform them.

A meeting of the grievance cell was conducted twice in the academic year 2021-2022, one in each semester. The first meeting was held on 24th August 2021 & second meeting on 23rd April 2022. All the members were present for both the meetings.

Following steps were undertaken by the Grievance Redressal cell:

- 1) The class mentors informed the students about the grievance cell & the procedures to be followed if they have any grievance.
- 2) Steps were undertaken by teaching faculties to discuss with the students the importance of ethics, discipline & values .
- 3) All the students interacted well during the activities conducted throughout the year & an overall positive environment was observed.
- 4) There were grievances of the students which were looked into & resolved by the committee.
 - a) Technical glitches during the online exams.

Action Taken :

- b) The technical glitches were shared with the exam committee & the issues were sorted.

The meeting ended with a vote of thanks to the chair.

MM Nighoskar
Prof. Madhavi Nighoskar
(Convenor)



Dr. Kiran Mane
Dr. Kiran Mane
I/C - PRINCIPAL
PRAHLADRAI DALMIA LIONS COLLEGE OF
COMMERCE AND ECONOMICS
SUNDER NAGAR, MALAD (W),
MUMBAI - 400 084