



LIONS CLUB OF MALAD BORIVLI COLLEGE CHARITY TRUST  
**Prahladrai Dalmia Lions College  
of Commerce & Economics**

(Affiliated to University of Mumbai)  
ISO 9001 : 2015 Certified

Ref. No. : \_\_\_\_\_

Date : \_\_\_\_\_

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

**1. Implementation of guidelines of statutory/ regulatory bodies**

The guidelines received from statutory/regulatory bodies are implemented strictly by reading the circulars in regular meetings. The rules and instructions received from statutory/regulatory bodies are displayed on notice boards and are informed to the students by circulating notices in the classes. The students are made aware about seriousness and the punishments against act. The notice board is displayed in the corridor showing the act and punishment against inactivity done by the student. The constitution of the grievances and redressal committee including sexual harassment and ragging cases is displayed in the corridor for further immediate contact. The contact number and e-mail ID of chairman is displayed as per the guidelines of regulatory bodies.

**2. Organization wide awareness and undertaking policies with zero tolerance**

The awareness about sexual harassment and ragging cases is done by arranging lectures of the experts in respective field. The students are made aware about prohibition of sexual harassment and ragging activities. The college always tries to provide fearless atmosphere to girl students. The letter is issued to the Police Department to visit in the College and on the roads at the entry time of girl students.

**3. Mechanism for submission of online/offline students' grievances**

**Online Grievances:** There is a transparent mechanism for submission for online students' grievances. If any student could not submit his/her grievance offline, in such cases the College has mechanism. In case of online students' grievances, the mobile number and email ID of the Chairman of Grievance Redressal Committee and email ID of the College are displayed in the corridor. The notice is displayed on notice board indicating online submission of any grievances on the said mobile number and email IDs.

**Offline Grievances:** In this context the respective student submits his/her grievance in writing to the Principal/ Chairman of Grievance Redressal Committee. If the student submits his/her application of grievance to the Principal, then same application is forwarded towards Grievance Redressal Committee. The Committee members act on the grievance by finding the facts. If the matter is not serious then undertaking application is

M M Nighoskar  
Coordinator  
Grievances Redressal  
Committee



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taken from the said student. In case of serious matter legal action is taken against criminals by forwarding the application to the Police station along with cover letter.

Grievance box is also fixed in the corridor for the students who are not able to make grievance online or offline. The box is opened twice in a week. In case if the student intimated about grievance then the box is opened immediately. If any case is found then above same action is taken against the application.

**4. Timely redressal of the grievances through appropriate committee.**

The College has formed Grievances Redressal Committee, Ladies Grievances Committee and Anti Ragging Committee for prohibition of grievances. The Chairman and all Committee members act to reduce and not to happen any kind of grievances. All the members take care to maintain fearless atmosphere by frequent visits to students gathering places like Library, Corridor, laboratories and on playground.

The grievance received from any student/Faculty/Administrative staff, immediate action taken against that issue. Every member tries to resolve the issue/case in College by taking undertaking from criminal. In case of serious matter Police constables are called immediately on telephonic talk. In problematic cases, letter is issued on same time and day to Police Department by mentioning the incidence.

MM Nighoskar  
Coordinator  
Grievances Redressal  
Committee



*SHANU*  
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