



Anjuman-i-Islam's

Akbar Peerbhoy College of Commerce and Economics

(NAAC Accredited College)

MS Ali Road, Two Tank Grant(E), Mumbai - 08

5.1.4: The institution adopts the following for redressal of student grievances

3. Mechanisms for submission of Online / Offline students' grievances:

Online Grievances: There is a transparent mechanism for submission of 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 content 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 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.

Mahila Takrar Redressal Box- Is also fixed in the Foyer Area 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. On the box helpline number as well as nearby police control room no. is mentioned in case of emergency situation .

Sakhi Box-A separate box is fixed up in ladies common room to provide exclusively facility to female students where they can drop their complaints or problems or suggestions related with their concerns and the same is opened up by lady teaching staff and accordingly actions are taken or recommended.

1. Proof for Implementation of guidelines of statutory / regulatory bodies

<https://www.apcollege.in/grievance-cell/>

<https://www.apcollege.in/wp-content/uploads/2022/04/ICC-form Complaint-Form.pdf>

Prof.Dr. shaukat Ali