



A PROJECT REPORT ON

“Grievance Handling and Grievance Handling Procedure”

SUBMITTED TO

St. Mira's College for Girls, Pune

Autonomous (Affiliated to Savitribai Phule Pune University)

UNDER THE GUIDANCE OF

PROF. ABHRADITA CHATTERJEE NAHVI

FOR THE PARTIAL FULFILLMENT OF

BACHELOR OF BUSINESS ADMINISTRATION (T.Y.B.B.A 2021-22)
SEMESTER - VI

BY:

BHAWANA KUMARI (21978 / B191045)



Course Coordinator





SADHU VASWANI MISSION'S
St. Mira's College for Girls, Pune
Autonomous (Affiliated to Savitribai Phule Pune University)
Reaccredited by NAAC- A Grade, cycle 3
[ARTS, COMMERCE, SCIENCE, BSc (Computer Science), BBA, BBA(CA)]
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CERTIFICATE

This is to certify that Ms. Bhawana Kumari (Roll no: 21978 / Seat no: B191045) has successfully completed in Project titled "Grievance Handling and Grievance Handling Procedure" in specialization - Human Resource Management. The same constitutes a part of T.Y.B.B.A curriculum for the academic year 2021-22.


Project Guide
(Mrs. Abhradita
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Student Signature

