



R. C. Patel Educational Trust's  
**R. C. Patel Arts, Commerce and Science College**  
Shirpur-425405, Karvand Naka, Dist.- Dhule (Maharashtra)  
E-mail - principal@rcpasc.ac.in

**Affiliated to: K. B. C. North Maharashtra University, Jalgaon-425001**

## Self Study Report (SSR): 2024 (4<sup>th</sup> Cycle)



### Criteria - 5 Student Support and Progression

#### Key Indicator - 5.1 Student Support

##### Metric No. - 5.1.4 (QnM)

The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Submitted to  
**National Assessment and Accreditation Council, Bangalore**



R. C. Patel Educational Trust's

**R. C. Patel Arts, Commerce and Science College**

Karvand Naka, Shirpur 425405, Dist - Dhule, Maharashtra

☎: (02563) 299328

E-mail: principal@rcpasc.ac.in

**President**

Hon. Bhupeshbhai Patel

**Principal**

Dr. D. R. Patil

**Date:** 15/06/2024

## Declaration

This is to declare that, the information, reports, true copies of the supporting documents, numerical data etc. submitted in these files is verified by Internal Quality Assurance Cell (IQAC) and it is correct as per the office record.

This declaration is for the purpose of NAAC accreditation of the HEI for the 4<sup>th</sup> cycle assessment period 2018-19 to 2022-23.

**Place:** Shirpur

**Date:** 15/06/2024

**Dr. Sandip P. Patil**

**IQAC Co-ordinator**

**IQAC Coordinator**

R. C. Patel Educational Trust's

R. C. Patel Arts, Commerce and Science College

Shirpur, Dist.-Dhule (M.S.) 425405



**Dr. D. R. Patil**

**IQAC Chairman & Principal**

**PRINCIPAL**

R. C. Patel Educational Trust's

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Shirpur, Dist.-Dhule (M.S.) 425405

# Criteria V Student Support and Progression

## Key Indicator: 5.1.4

Redressal of Student Grievances:

Mechanisms for submission of online/offline student's grievances

# Mechanism of Grievance

R. C. Patel Arts, Commerce and Science College, Shirpur follow the below guidelines for student redressal of grievances in online as well as off line mode.

For off line grievances, the mechanism is,

## 1. Redressal of Grievances of Students Regulations, 2023 (Government of India):

The Ministry of Education (MoE) in India has established regulations for addressing student grievances<sup>1</sup>. These regulations ensure timely redressal of both academic and non-academic issues faced by students.

## 2. Direct Approach to Principal or IQAC:

Students can submit their grievances directly to the college Principal or the Internal Quality Assurance Cell (IQAC). College has complaint and suggestion boxes placed in academic blocks (Library and office) where students can drop their grievances

## 3. Student Grievance Redressal Cell (SGRC):

Our College set up an SGRC accessible to all students. This committee registers, documents, and addresses grievances promptly. A senior faculty member typically heads the committee.

## 4. Transparent Mechanism with Zero Tolerance:

College maintain a transparent mechanism for redressal, including cases related to sexual harassment and ragging. Students can submit grievances through online or offline modes.

## 5. University Guidelines:

Universities also have robust mechanisms for addressing student grievances. These guidelines cover academic matters (e.g., assessment, attendance, fees) and non-academic issues (e.g., harassment) to ensure timely resolution

## **Offline Mechanism for submission of Grievance:**

### **Stage I: Grievance Cell Committee**

- Students can address their grievances to the Grievance Cell Committee of the college
- The committee reviews the complaint and attempts to resolve it at this stage



### **Stage II: Vice Principal Intervention**

- If the grievance remains unresolved at Stage I, it is escalated to the Vice Principal
- The Vice Principal investigates further and takes necessary action



### **Stage III: Principal Decision**


- If the grievance persists even after Stage II, the final decision rests with the Principal of the college

# Online Mechanism for submission of Grievance:

Link for online Grievance:

<https://www.rcpasc.ac.in/grievance>

- Students can address their grievances on the website of our college in online mode.



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NAAC Re-accredited with Grade B++ (CGPA 2.94)

CALL US  
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4-25 - Click to Register Now

## Grievance

Home ► Grievance

### Grievance

**For \***

Student ▾

**Name \***

A

**Mobile No. \***

Enter Mobile No.

**Email \***

Enter Email

**Grievance Type \***

Other ▾

**Grievance Details \***

Enter Grievance Details

