



**Council of Education's
DESHBHAKTA RATNAPPA KUMBHAR COLLEGE OF COMMERCE, KOLHAPUR
(AN AUTONOMOUS COLLEGE)**

Address- 649, C Ward, Raviwar Peth, Azad Chowk, Kolhapur – 416 002



STUDENT CHARTER OF COLLEGIATE EDUCATION

OBJECTIVE: THE PURPOSE OF THIS CHARTER IS TO PROVIDE QUALITY SERVICES AND MAKE THE STUDENTS/PARENTS AWARE ABOUT THE SERVICES PROVIDED BY THE COLLEGE.

SERVICES PROVIDED BY THE COLLEGE:

Sr. No.	Name Of the Service	Standard Time Limit for Service Delivery	Contact Person	Whom to Approach:
1.	Admission: (a) Admission procedures and timeframe for admission. (b) Grievance Redressal (Excluding Fee)	As per the guidelines of the college & parent university 15 DAYS	Dr. Mrs. V. V. Maindargi Principal	<p>Whom to Approach:</p> <ul style="list-style-type: none"> Principal shall be contacted when the grievance is not redressed within the stipulated timeframe. Contact positions of the concerned are mentioned in the table. <p>Public Participation: It is ensured through various Statutory Bodies, Alumni Association and Parent-Teacher Association.</p> <p>Helpline: Students & parents can approach to the staff members, class teachers or class mentors, heads/coordinators of the departments and also to the principal for any kind of help. Contact numbers for 24/7 help for girl students are also given under the contact tab on the college website.</p> <p>What we expect from you:</p> <p>Students:</p> <ul style="list-style-type: none"> Come regularly and punctually to the college. Attend all classes without exception. Be sincere and honest in all activities and dealings. Participate in curricular/extra-curricular activities with zeal and enthusiasm. Appear for all examination compulsorily. Be courteous and polite to all. Use proper methods while seeking grievance redressal. <p>Parents:</p> <ul style="list-style-type: none"> Ensure and check the regular attendance of his ward. Attend all parents-teacher meeting compulsorily. Participate actively in developmental activities of the college. Give immediate response to the progress reports/letters. Extend active cooperation, guidance and feedback.
2.	Fees: (a) The Course/Programme Fees (b) Grievance Redressal (Fee Related)	As given in the prospectus 7 DAYS	Finance and Accounts Officer	
3.	Library and ICT Facilities:	7 DAYS	1. Librarian 2. Head, IT Department	
4.	Extra-Curricular and Co-Curricular Activities: (a) NCC, NSS, Cultural and Sports (b) RDC, Red Ribbon Club, Consumer Club (c) Women Empowerment Cell – Ratnmanch (d) Training and Placement	As given in the prospectus 7 DAYS	<ul style="list-style-type: none"> NCC Officer Programme Officer of NSS Head, Cultural Department Director of Physical Education and Sports Head, Ratnmanch Training and Placement Officer 	
5.	Issue of Certificates: (a) Transfer Certificate (b) Bonafide Certificates (c) Migration Certificate (If issued at the college level) (d) Other relevant certificates	3-5 Days 2-3 Days 3-5 Days 3-5 Days (After submission of proper application)	Registrar/ Office Superintendent	
6.	Scholarships: (a) Monitoring of Online Submission of Scholarship Applications and relevant facilities	As given in the prospectus 7 Days	Nodal Officer, Registrar/ Office Superintendent, Clerk	
7.	Examination and Evaluation:	45 Days (After completion of the examination)	1. Controller of Examinations 2. Dy. Controllers of Examinations	