



Shiv Chhatrapati Shikshan Sanstha's  
**Rajarshi Shahu Mahavidyalaya, Latur**  
(Autonomous)

Kaku Seth Ukka Marg, Chandra Nagar, Latur – 413512 (Maharashtra)

(Affiliated to Swami Ramanand Teerth Marathwada University, Nanded)

NAAC Accredited Grade B++ (Cycle 3) with CGPA 2.99, UGC-CPE (Phase-III) ISO: 9001:2015

**Criterion V - Student Support and Progression**

**Key Indicator – 5.1 Student Support**

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

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

**Proof related to Mechanisms for submission of online-offline students' grievances**

**A) Mechanisms for submission of online-offline students' grievances:**

- The aggrieved person shall submit a grievance in a sealed envelope marked "confidential" or through email to the Chairperson of the Grievance Redressal Committee.
- The member secretary shall call the meeting of the committee. Based on nature of grievance, the committee shall decide whether to enquire the grievance or not.
- If the name of any member of Grievance Redressal Committee appears in the grievance, the member shall not be permitted to participate in the proceedings of associated with the particular grievance.
- If the committee decides to enquire the grievance, then the enquiry shall be completed within a month.
- The committee shall submit the enquiry report to the Principal.
- The Principal shall convey the decision on grievance based on enquiry report to the aggrieved person and respondent.
- The review petition shall be filed to the Principal within 05 working days.
- If necessary, the Grievance Redressal Committee may mediate between the aggrieved person and respondent.
- If the grievance proves to be false or frivolous, then the committee shall recommend disciplinary action against complainant.
- Major grievances such as problem involving legal matters are referred to the managing body of the institution.
- The grievances involving external agencies shall be referred to competent authorities.



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**B) Suggestions/Complaints for overall development of the Teaching Learning Process, infrastructure and other suggestions:**

- The student can provide the feedback on teaching learning process to the coordinators.
- The Open forum is arranged on Every Tuesday at 11.00 AM near Library, the students can submit the suggestions to the Principal.
- The suggestion boxes are kept at prominent locations; student can submit the complaints/ suggestions through Suggestion Box also.
- The suggestion box will be opened last working day of the month in front of administrative officers.





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Date: 18/01/2024

Principal

NAAC SSR Cycle-IV