

CITIZEN'S CHARTER of Rajendra Mane College of Engineering and Technology

1. The main objective of this charter is to provide better quality service to students and stakeholders.
2. We deliver the following services to students:

- Admission to Under Graduate and Post Graduate Courses in following branches:

Sr. No.	Name of the Course	Intake	UG/PG	Duration
1	Computer Engineering	60	UG	4 Years
2	Electronics & Telecommunication	30	UG	4 Years
3	Mechanical Engineering	60	UG	4 Years
4	Automobile Engineering	30	UG	4 Years
5	Master of Management Studies	60	PG	2 Years

- Bonafide Certificate
- Fees Structure Certificate for Loan or Scholarship purpose
- Character Certificate
- Hostel Accommodation Certificate
- Leaving Certificate
- Transference Certificate
- Language Certificate
- Transcripts

3. Our aim is to achieve the following service delivery

Sr. No.	Name of the Service	Service delivery standards (Days)
1.	Bonafide Certificate	Half Day
2	Fees Structure Certificate for Loan or Scholarship purpose	Half Day
3	Character Certificate	Half Day
4	Hostel Accommodation Certificate	Half Day
5	Leaving Certificate	2 Days
6	Transference Certificate	Half Day
7	Language Certificate	Half Day
8	Transcripts	2 Days

4. Availability of Information:

Information on the following subjects can be obtained from our officers listed below:

Sr. No.	Information relating to	Name of the Officer	Designation & Location	Telephone / E-mail
1.	Admission	Mr. Padmanabh Shelar	Office Superintendent	9359220807 info@rmcet.com
2.	Bonafide Certificate	Mr. Atul Shirke / Mr. Pranil Anerao	Clerk	9359220807 info@rmcet.com
3.	Fees Structure Certificate for Loan or Scholarship purpose	Mr. Atul Shirke / Mr. Pranil Anerao	Clerk	9359220807 info@rmcet.com
4.	Character Certificate	Mr. Padmanabh Shelar	Office Superintendent	9359220807 info@rmcet.com
5.	Hostel Accommodation Certificate	Mr. Atul Shirke / Mr. Pranil Anerao	Clerk	9359220807 info@rmcet.com
6.	Leaving Certificate	Mr. Pranil Anerao / Mr. Atul Shirke	Clerk	9359220807 info@rmcet.com
7.	Transference Certificate	Mr. Padmanabh Shelar	Office Superintendent	9359220807 info@rmcet.com
8.	Language Certificate	Mr. Padmanabh Shelar	Office Superintendent	9359220807 info@rmcet.com
9.	Transcripts	Mr. Padmanabh Shelar / Mr. Atul Shirke	Office Superintendent	9359220807 info@rmcet.com

5. For information outside Office hours, please contact. Mr. Padmanabh Shelar, Office Superintendent–
Cell No. 9421440640

Availability of prescribed forms:

Title of the Form	Fee to be paid	Whom to contact
Admission form with Prospectus	Rs.200/-	Mr. Padmanabh Shelar Office Superintendent Phone: 9421440640 info@rmcet.com
Bonafide Certificate / Fees Structure / Character Certificate / Hostel Cert.	No Fees	Mr. Atul Shirke / Mr. Pranil Anerao, Clerk Phone: 9359220807
Language Certificate	No Fees	Mr. Padmanabh Shelar Office Superintendent Phone: 9421440640
Leaving Certificate	No Fees	Mr. Pranil Anerao / Mr. Atul Shirke, Clerk Phone: 9359220807
Transference Certificate	No Fees	Mr. Padmanabh Shelar Office Superintendent Phone: 9421440640
Transcripts	Rs. 500/- and extra copy Rs. 100/- each	Mr. Padmanabh Shelar Office Superintendent Phone: 9421440640 info@rmcet.com

Forms are also available in the web at www.rmctet.com and can be downloaded.

6. Complaint redressal systems:

Courteous and helpful service will be extended by all the staff members. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers:

Name	Designation	Telephone / Fax / E-mail
Dr. M. M. Bhagwat	Principal	9359220807 principal@rmcet.com
Mr. V. S. Joshi	Assistant Professor (Head Grievance Redressal Cell)	9421229574 Exam@rmcet.com

7. We will acknowledge all complaints within 2 days and final reply on the action taken will be communicated within 7 days.

9. Consultation with our users / stakeholders

We welcome suggestions from our students and stakeholders.

10. We seek your co-operation on the following:

- Citizens' Charter is a joint effort between us to improve the quality of service provided and we request you to help us in the following way
- Furnish all relevant information enlisted in the Application Form.

We are committed to constantly revise and improve the services being offered under the Charter.