



Maitrey Educational Society's

**Nagarjuna**

**Institute of Engineering, Technology & Management**

**College Address : Village Satnavari, Amravati Road, NAGPUR - 440 023**

**Mobile No. : 9579850361, 362, 363**

**E-mail : maitrey.ngp@gmail.com Website : www.nietm.in**

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**Certificate of Head of the Institution**



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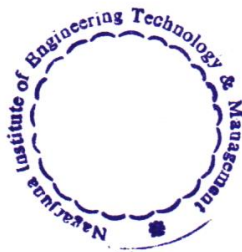
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### To Whomsoever It May Concern

This is to certify that Nagarjuna Institute of Engineering, Technology and Management is affiliated to Rashtrasant Tukdoji Maharaj Nagpur University, Nagpur has adopted a feedback system for the enhancement of academic performance and ambiance of the institute by taking suggestions from stakeholders of each programme. The feedback taken from the following stakeholders:

1. Students
2. Teachers
3. Alumni
4. Employers

Based on the Feedback Analysis, an Action taken Report is prepared, and corrective measures have been implemented. This eventually helps to fine-tune.



Principal  
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## **Feedback Policy**

**Effective from January 01, 2021 (Revised)**



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### Feedback Policy

#### 1. Purpose of Policy

Nagarjuna Institute of Engineering, Technology and Management mandates all stakeholders to provide feedback covering aspects like new ideas, improvement suggestions, infrastructure, behaviour and teaching-learning experiences. Ensuring a safe and cooperative environment, it prioritizes an efficient feedback handling system. Recognizing feedback's significance in delivering quality service, it integrates feedback management within its quality framework. This approach underscores the institute's commitment to enhancing stakeholder experience and fostering continuous improvement in its operations.

The feedback collected from stakeholders (students, teachers, alumni, employers) within the institute's quality framework primarily serves the following purposes:

**Improvement:** Identifying areas for enhancement in teaching methods, curriculum, facilities and overall educational experience.

**Accountability:** Holding stakeholders accountable for their roles and responsibilities in maintaining quality standards.

**Evaluation:** Assessing the effectiveness of policies, programs, and initiatives implemented by the institute.

**Engagement:** Fostering active involvement and participation of stakeholders in decision-making processes and institutional development.

**Alignment:** Ensuring that institutional practices and policies align with stakeholder needs, expectations, and organizational goals.

**Continuous Improvement:** Facilitating a culture of continuous improvement by incorporating feedback into strategic planning and decision-making processes.

#### 2. Scope of Policy

This policy applies universally to all stakeholders associated with the institute, including students, teachers, alumni, employer, parents and any other relevant parties. It ensures that feedback collection and utilization processes encompass a broad spectrum of perspectives, thereby promoting inclusivity, transparency and accountability within the institution.

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**3. Definition**

Word/Term	Definition
Feedback	All opinions, whether positive or negative, along with suggestions for improvement and identification of opportunities, are welcome and encouraged under this policy. The institute values diverse perspectives and recognizes that constructive feedback is essential for continuous improvement, enhancement and capitalize on opportunities, and further enhance its objectives.
Stakeholders	Any individual providing feedback linked with the institute which include students, teachers, alumni, parents and employers. This inclusive approach fosters collaboration and insures that the feedback process is comprehensive and representative of the institute community.

**4. Policy Principles**

The institute's feedback policy principles:

1. Emphasize fairness and impartiality in addressing feedback, ensuring respect for all stakeholders.
2. Feedback is collected with the aim of continual improvement and enhancing curriculum quality for teaching and learning, reflecting a commitment to responsiveness and excellence in educational delivery.

**5. Policy Statement**

The institute encourages teachers, students, and stakeholders to approach to address feedback promptly. The institute commits to acknowledging and responding promptly to feedback, suggesting authorities take appropriate action as required. This approach fosters open open communication channels and ensures a proactive stance towards resolving concerns and queries raised by members of the institute community, prompting a culture of responsiveness and collaboration.

**6. Monitoring and Reporting**

Feedback collected by Head of the Department branch wise, records, monitors, and addresses feedback from all stakeholders on various issues. Tasked with administering an effective feedback handling process, the department heads ensure that concerns and suggestions are duly acknowledged and addressed within the institution

  
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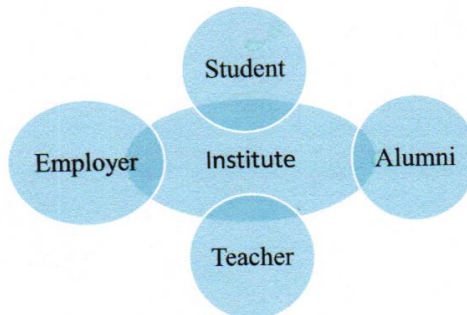


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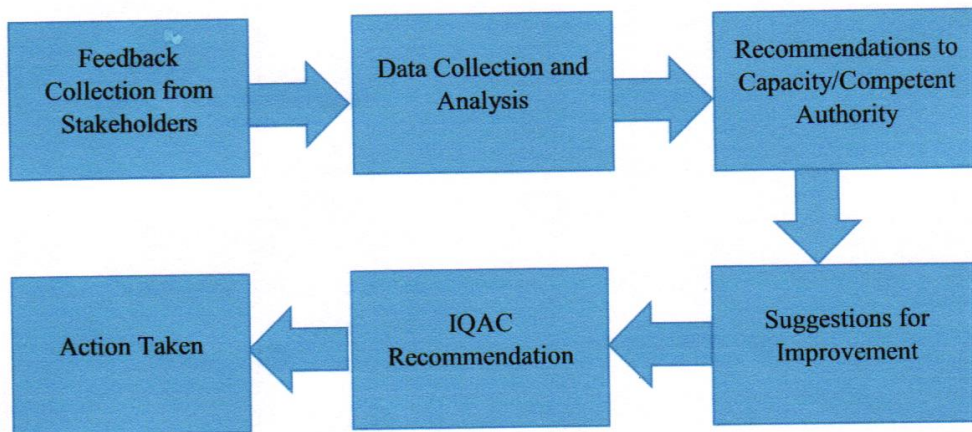
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**Stakeholders**



**Feedback Handling Process Chart**



**7 Feedback Handling**

Feedback forms are distributed via HOD's to students, parents, alumni and stakeholders for comprehensive feedback collection. Feedback forms analysed, recommendations sent to Principal, approved by IQAC, and acted upon for institution- wide improvements based on relevant suggestions and feedback.

  
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