



Maitrey Educational Society's

# Nagarjuna

Institute of Engineering, Technology & Management

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

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## DVV Clarifications

5.1.4 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

HEI Input:

A. All of the above

DVV Clarifications	HEI Response
<p>1. DVV's observation: HEI has hoisted code of conduct on its website. Separate committees have also been formed. An active link has been provided for submitting complaint. This observation may add-on to the e governance implementation for providing students support along with the current sub-metric —Mechanisms for submission of online/offline students' grievances  vis-à-vis —Mechanisms for submission of online students' grievances.</p> <p>2. HEI has not provided any sample grievances registered during the assessment period. But, it's likely that students might have other grievances, such as hostel-related issues or general concerns. Therefore, HEI should furnish: i. Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23, and 2021-22, and their subsequent resolutions. ii. Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the aforementioned grievances.</p> <p>3. In support of 4th sub-metric HEI has to provide AY-wise and committee-wise record(s) which show(s) only the number of teaching or non teaching staff /students grievances, first, received, and then forwarded to the concerning committee, and then resolved or pending.</p>	<p>As per the 2<sup>nd</sup> and 3<sup>rd</sup> point raised by dvv, This is to clarify that some complaints are received and then forwarded to concerning committee, and then resolved has been recorded under the MoM of IQAC as well Example GRC meeting held on 02 Dec 2022.</p> <p>The links for the support documents for the assessment year is given in the preceding table for kind approval.</p>

## List of Documents Uploaded



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DVV Clarifications	Link for the supporting documents
i. Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23, and 2021-22, and their subsequent resolutions. ii. Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the aforementioned grievances.	<a href="#">View</a>
Grievances, first, received, and then forwarded to the concerning committee, and then resolved or pending. GRC Meeting Held on 02 Dec 2022 recorded complaint.	<a href="#">View</a>
Details of statutory/regulatory Committees (to be notified in institutional website also)	<a href="#">View</a>
<ol style="list-style-type: none"><li>1. Implementation of guidelines of statutory/regulatory bodies</li><li>2. Organisation wide awareness and undertakings on policies with zero tolerance</li><li>3. Mechanisms for submission of online/offline students' grievances</li><li>4. Timely redressal of the grievances through appropriate committees</li></ol>	<a href="#">View</a>