



## Feedback and Grievance System

Feedback is an opportunity to know the potential areas for improvement. With this, following are the major ongoing feedbacks concerned with various stake-holders which are conducted time-to-time :

### 1. General Feedbacks

| S. No. | Feedback Title                                | Concerned With                                  | Respondent        | Frequency                  | Process / Purpose (To be used for)                                                                                                |
|--------|-----------------------------------------------|-------------------------------------------------|-------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 1      | Students Feedback on Teaching and Learning    | Teaching and Learning                           | Students          | Twice through ERP and Open | To improve the teaching and learning practices at department level.                                                               |
| 2      | Students Feedback on Facilities               | Facilities                                      | Students          | Once through ERP and Open  | To improve smooth functioning of facilities (Central Level)                                                                       |
| 3      | Students Feedback on Syllabus and Transaction | Syllabus                                        | Students          | Open                       | For Identification of Curriculum Gap / Measures to be Taken at department level                                                   |
| 4      | Faculty Feedback on Facilities                | Facilities                                      | Faculty and Staff | Once through ERP and Open  | To improve smooth functioning of facilities (Central Level)                                                                       |
| 5      | Faculty Feedback on Syllabus and Transaction  | Syllabus, Gap, and Transaction                  | Faculty           | Open                       | For Identification of Curriculum Gap / Measures to be Taken at department level                                                   |
| 6      | Alumni Feedback                               | Syllabus, Gap, Overall, Attainment of PO / PSOs | Alumni            | Open                       | For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment etc. at department level                          |
| 7      | Employer Feedback                             | Syllabus, Gap, Overall, Attainment of PO / PSOs | Employers         | Open                       | For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment at department level / Central Level (both levels) |
| 8      | Parents Feedback                              | Syllabus, Gap, Overall, Attainment of PO / PSOs | Parents           | Open                       | For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment at department level                               |

- All these feedbacks are collected through prescribed questionnaire.
- In addition to this, few feedbacks (Students Feedback on Teaching and Learning, Facilities; and Faculty Feedback on Facilities) are also conducted through ERP.
- The working and monitoring authorities of various feedbacks are :
  - Students Feedback on Teaching and Learning : Respective Dept and Dean-Academics
  - Feedback on Syllabus and Transaction (Students and Faculty) : Respective Dept
  - Feedback on Facilities (Students and Faculty/Staff) : IQAC
  - Employers Feedback : Placement Cell
  - Alumni Feedback : Respective Department
  - Parents Feedback : Respective Department



## 2. OBE Related Feedback

### a. Feedback for Framing / Updating / Reviewing of (Institute Level)

| S. No. | Feedback Title                    | Respondent                         | Frequency                   |
|--------|-----------------------------------|------------------------------------|-----------------------------|
| 1      | Vision and Mission (of Institute) | Faculty, Employer, Alumni, Parents | Open / As and when required |

### b. Feedback for Framing / Updating / Reviewing of (Program / Department Level)

| S. No. | Feedback Title                            | Respondent                         | Frequency                   |
|--------|-------------------------------------------|------------------------------------|-----------------------------|
| 1      | Vision and Mission (of Dept / Program)    | Faculty, Employer, Alumni, Parents | Open / As and when required |
| 2      | PEOs (of Dept / Program)                  |                                    |                             |
| 3      | PSOs (of Dept / Program)                  |                                    |                             |
| 4      | POs (if applicable) - (of Dept / Program) |                                    |                             |

### c. Computation of Attainment related

| S. No. | Feedback Title                 | Respondent           | Frequency                                                        |
|--------|--------------------------------|----------------------|------------------------------------------------------------------|
| 1      | Course End Survey              | Students concerned   | Once, By the Course Teacher / Subject Head at the end of classes |
| 2      | Graduate / Program Exit Survey | Passing-out Students | Once, at the end of classes, dept level                          |

## 3. Grievance

The grievance related to following can be submitted online (accessing the institute's website / QR code available at issued notice etc.) :

- Discipline Related Grievance
- Exam related Grievance
- Women Cell / ICC
- Anti-ragging Committee
- SC/ST related Grievance
- Any other Grievance / Problem / Complaint

## 4. Open Feedback

- ❖ Feedback on any topic which is not covered above (e.g. Feedback on Innovative Teaching and Learning Practices etc.) can be submitted online by accessing institute website. The approved feedbacks are being displayed in this section.

*Signature*



## 5. Grievance Redressal Mechanism # Students / Faculty and Staff Members

- a. Grievance, if any, should be reported to the concerned authority / committee either through email or through written application in an earliest possible manner. Refer GCET website (Feedback and Grievance) for details of committees / authorities / online reporting of grievance.

| S. No. | Grievance Area ( <b>Students</b> )                                                                   | Concerned Committee / Authority                                                                                                     |
|--------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Academics related                                                                                    | Mentor > HOD > Dean – Academics > Director                                                                                          |
| 2      | Exam related                                                                                         | COE > Dean – Academics > Director                                                                                                   |
| 3      | AKTU / Government related                                                                            | Registrar > Director                                                                                                                |
| 4      | All Other – Specific Nature<br>(E.g. : Ragging / Discipline / SC/ST / Harassment / Counselling etc.) | Member of Concerned Committee<br>> Convener of Concerned Committee<br>> Chief Proctor (as applicable) > Dean (concerned) > Director |
| 5      | Library                                                                                              | Librarian > Dean – Academics > Director                                                                                             |
| 6      | Hostel / Mess related                                                                                | Warden (concerned) > Chief Warden > Dean – SW > Director                                                                            |
| 7      | Admin / Amenities / Facilities                                                                       | Admin Officer > Dean – SW > Director                                                                                                |
| 8      | Fee / Fine related                                                                                   | Registrar > Account Section > Director                                                                                              |
| 9      | Staff related                                                                                        | HOD > Dean – Academics > Director                                                                                                   |
| 10     | Faculty related                                                                                      | HOD > Dean – Academics > Director                                                                                                   |
| 11     | HOD related                                                                                          | Dean-Academics > Director                                                                                                           |
| 12     | Dean(s)                                                                                              | Director / Governing Council / Management                                                                                           |
| 13     | Director related                                                                                     | Director / Governing Council / Management                                                                                           |
| S. No. | Grievance Area ( <b>Faculty / Staff</b> )                                                            | Concerned Committee / Authority                                                                                                     |
| 1      | Staff Members                                                                                        | HOD > Dean-Academics > Director                                                                                                     |
| 2      | Faculty Members                                                                                      | HOD > Dean-Academics > Director                                                                                                     |
| 3      | HODs                                                                                                 | Dean-Academics > Director > Governing Council / Management                                                                          |

- b. Concerned authorities / committees are requested to address and resolve the reported issue on a priority basis (preferably within a week), considering the rules of the College / AKTU / in a lawful manner. Its redressal must be informed to all the concerned ones (maintaining the secrecy of the act, as deemed).
- c. In case, grievance raised by student / employee could not be resolved within a week or not satisfied with its redressal, he / can further report his / her grievance to the Director (through written application / email / website etc.) at the earliest.

## 6. Data Collection and Analysis

- a. Feedback data collected through ERP is to be emailed to respective HODs by IQAC in due course of time.
- b. Feedback data obtained through Website is emailed to respective HODs / Section-head / Convener of the Cell or Committee concerned by IQAC. Some-times, the data is being send by auto-triggered emails.
- c. Feedback data obtained in hard-copy is being submitted at respective department / committee / cell / section level.
- d. Entire collected data is compiled / presented in prescribed format and its mathematical analysis is being done.
- e. The collected responses are to be analyzed and based on this, measures / actions to be taken are being finalized.



## 7. Measures / Actions Taken

### 7.1 Actions to be taken by HODs on the basis of Students' Feedback on Teaching and Learning

- a. The data pertaining to students' feedback on Teaching and Learning (on a scale of 5, for Turn-1) has been analysed by respective HODs and faculty members receiving less than 70% feedback are to be counselled by respective HOD for further improvement.
- b. Further, the data pertaining to students' feedback on Teaching and Learning (on a scale of 5, average value of Turn-1 and Turn-2) has been analysed by respective HODs and faculty members receiving less than 70% feedback are to be given a formal warning letter by respective HOD (for further improvement). However, appreciation letters are issued to faculty members if average feedback is above 90%.

### 7.2 Actions to be taken for all other Feedbacks

- a. Based on result obtained after the analysis, suitable measures are suggested at respective department level. For central level measures, HOD communicate these to IQAC.
- b. Further, concerned feedbacks are to be used for :
  - i. PO-PSO Attainment (Indirect).
  - ii. Curriculum Gap / Curriculum Planning
  - iii. Measures for Continuous Improvement
- c. These measures taken / to be taken are also notified at institute website (under the Feedback and Grievance tab).

  
(Dr. Brijesh Singh) 20/4/2026  
Director (Officiating)

#### **Copy for information and necessary action to :**

1. Hon'ble Chairman and CEO sir
2. All the Deans and HODs, COE
3. IQAC, Registrar, ERP, Accounts, Library