



## CRITERION5-STUDENT SUPPORT AND PROGRESSION

### Key Indicator-5.1 Student Support

### NAAC DVV CLARIFICATIONS

| Metric ID | Particulars   |
|-----------|---|
| 5.1.4     | <p>The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases</p> <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> |

HEI INPUT: A. All of the above

| Sl. no | DVV Clarifications   | HEI Response   |
|--------|--|--|
| 1      | HEI to provide the evidences of grievance mechanism redressal both online( whatsapp , QR code , email ) / offline ,list of activities for awareness of grievance redressal mechanism existing in the institution and three filled-in grievances both offline and online and its resolution by appropriate committee for the metric 5.1.4 | Relevant supporting documents of the particular metric is provided |



## LIST OF DOCUMENTS UPLOADED

| Sl. no | Particulars of documents uploaded  | Link  |
|--------|--|---|
| 1      | Grievance Mechanism Redressal both online / offline  | <a href="#">View Document</a>   |
| 2      | list of activities for awareness of grievance redressal mechanism existing in the institution and three filled-in grievances both offline and online and its resolution by appropriate committee | <a href="#">View Document</a>   |
| 3      | Web Link   | <a href="https://shrigpmcollegevileparle.org/wp-content/uploads/2021/11/Grievance-and-Counselling-Cell...pdf">https://shrigpmcollegevileparle.org/wp-content/uploads/2021/11/Grievance-and-Counselling-Cell...pdf</a> |