

### Standard Operating Procedures [SOPs]

Regular meetings of the feedback committee are conducted to discuss various issues related with feedback collection process, evaluation of feedback responses, preparation of analysis reports etc.

Areas of feedback collection in institutional functioning include following:

- I. Academic Curriculum
- II. Mentor – Mentee Programs
- III. Courses/ Workshops/ Conferences/ CDE Programs
- IV. Parent-Teacher Meetings
- V. Hospital Treatment Services
- VI. Grievance Redressal Cell

Structured Feedback forms are prepared by respective officer in-charges or coordinators and these are circulated among the concerned stakeholders through online google forms after validation of the questionnaires by the designated officers.

Institution has a specially dedicated email address for the creation of google forms and collection of its responses, which is as follows-  
feedback@gdcnagpur.edu.in

An analysis report of the collected responses is then submitted to the feedback committee for its perusal.

Feedback committee, after thorough scrutiny and deliberation, further sends the final stakeholders report to the College Council/ IQAC/ Academic Curriculum Committee.

Actions that need to be taken based on the feedbacks received from stakeholders are decided and conceptualized by the College Council/IQAC/ Academic Curriculum Committee members in the respective meetings. Necessary changes are implemented in the next academic sessions and action taken report [ATR] along with recommended suggestions are further forwarded to the governing bodies like DMER, MUHS and DCI.