

#### 4. Action Taken Report of 29 Dec 2020 meeting (Agenda Item #4)

- 6 actionable items were minuted belonging to 4 agenda items.

i) Agenda #7: Grievance Redressal System of the Institute

**Action to be taken:** It was decided that Dean (AP) and IQAC Director will submit a process on how to make GRS effective.

**Responsibility:** Dean (AP)

**Action Status:** Dean (AP) informed the IQAC members that a comprehensive document describing process and execution was under development. This document was being made keeping SBG in active loop. SBG was asked to bring up all sorts of situations which students perceived as grievances so that the first redressal point of all such complaint sources could be identified.

Similarly this system also intended to cover any grievance of faculty and staff.

Dean (AP) informed that due to the quantum of task, it was taking longer than expected, but certainly institute was committed to put a transparent and effective Grievance Redressal System in place.

Meanwhile, for the external stakeholders, such as parents, alumni and even visitors, an option of sending feedback through the website was also under development. Right now it is under test and may be accessed at <https://www.daiict.ac.in/feedback>.

Member of IQAC were satisfied with the development and therefore this point was recommended to be closed. The Dean (AP) promised that the implementation of the portal of the Grievance Redressal System would formally be announced to all.

CLOSED.



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