



NAAC-Criterion 5: Student Support and Progression

HEI CLAIM SHEET

Details		Weightage
Criterion	5 - Student Support and Progression	100
Key Indicator	5.1 Student Support	30
Metric Number	5.1.4: The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases <ul style="list-style-type: none">• Implementation of guidelines of statutory/regulatory bodies• Organisation-wide awareness and undertakings on policies with zero tolerance• Mechanisms for submission of online/offline students' grievances• Timely redressal of the grievances through appropriate committees	5
Response	A.All of the Above	

HEI Claim for Metric 5.1.4

M.S. Ramaiah University of Applied Sciences (MSRUAS) has a Student Welfare Policy which includes Offline and Online Grievance Redressal Mechanisms. MSRUAS adopts zero tolerance towards sexual harassment, casteism and ragging incidents. To ensure timely redressal of grievances, In accordance with the statutory requirements, MSRUAS has constituted the Student Grievance Committee, Anti Ragging Committee, Internal Complaints Committee, Minority Committee, OBC Committee and SC/ ST Committee. The grievances are addressed according to the standard operating procedure as illustrated in the figure given-

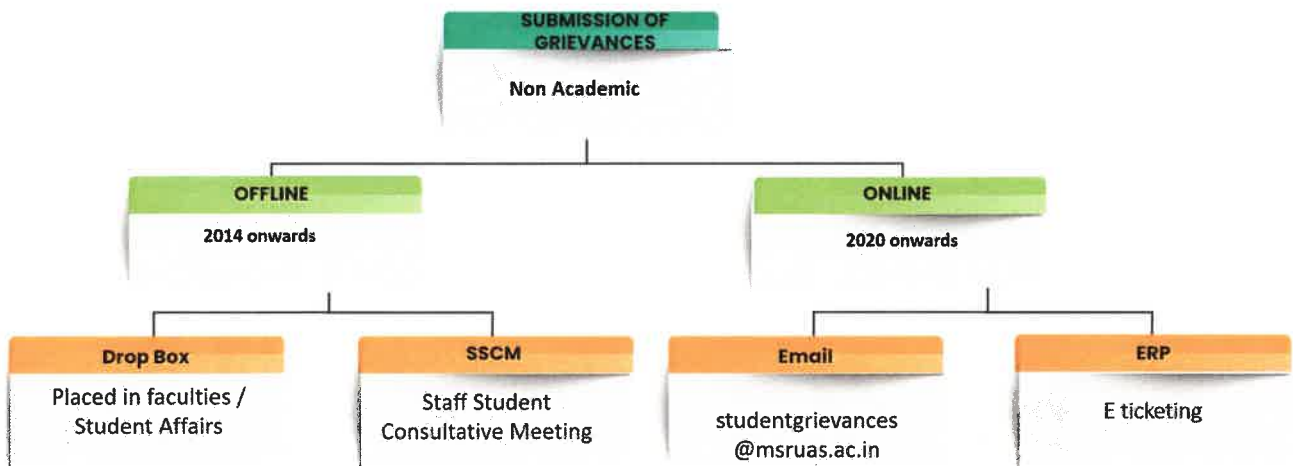


Fig : Submission of grievances

Students are given the option to submit their grievances either in drop boxes placed in every faculty and in the Student Affairs Office or they can email their grievances to the id provided on the website. Students with complaints about non-academic issues like any instances of ragging or problems with accommodation, health insurance, scholarship and cultural and sports events approach the Directorate of Student Affairs for redressal. In addition, the Deans and Directors of the 13 faculties/ colleges /schools organized Staff Students Grievance Committee during which the class representatives voice their concerns regarding extracurricular activities, infrastructure and any other matters. The Deans notify the concerned departments, and the issues are resolved. The student grievance committee is notified regarding the action taken. Systematic process of submission of grievances and the action taken been documented in the last five years.

Presently an Online Ticketing Portal Grievances has been introduced on the ERP. . Students can submit their grievances and the concerned departments will be notified immediately . The problems are resolved between 0-7 days depending upon the nature of the complaint .

The university organizes awareness programmes like seminars, workshops, street plays and flash mobs on Anti Ragging and Gender Sensitization. The UGC Helpline number as well as faculty helpline numbers are displayed in prominent places in hostels, faculties, schools and colleges of MSRUAAS. The squad conducts surprise visits in hostels and sensitive areas, which are under CCTV surveillance.

PA
Director
Directorate of Student Affairs
Dir. – Student Affairs
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G...
Registrar
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List of Documents and links as per HEI response for Metric 5.1.4

Sr. No	Name of the Document	Weblink
1.	Organisation wide awareness and undertakings on policies(Anti Ragging , Gender Sensitisation and Prevention of Sexual Harassment)	View Link
2.	Proof related to Mechanisms for submission of online/offline students' grievances(Mechanisms, Consolidated SSCCM reports, Screenshot of Grievance Form & Mail ID on website, Screenshot of grievance lodging on ERP)	View Link
3.	Proof for Implementation of guidelines of statutory/regulatory bodies(Guidelines for filling anti-ragging affidavit, Compliance proof, Banners, posters, Screenshots from website, Student information guide,Photos of banners, posters)	View Link
4.	Details of Statutory Regulatory Committees	View Link
5.	Annual report of the committee monitoring the activities and number of grievances- (Consolidated SSCCM reports)	View Link
6.	Student Welfare Policy- extract of Student Grievance Redressal Policy	View Link