



CLARIFICATION ON DVV METRIC LEVEL DEVIATIONS			
<b>Criteria</b>	5. Student Support and Progression		
<b>Key Indicator</b>	5.1. Student Support		
<b>Metric</b>	5.1.4: The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases. 1. Implementation of guidelines of statutory/regulatory bodies 2. Organization wide awareness and undertakings on policies with zero tolerance 3. Mechanisms for submission of online/offline students' grievances 4. Timely redressal of the grievances through appropriate committees		
<b>DVV Findings</b>	HEI to provide the evidences of both online / offline grievance submission (not exam related as provided by HEI); a copy of grievance received and its resolution through appropriate committee for the metric 5.1.4.		
<b>HEI Response</b>	HEI implements all the four mechanisms as per the SSR.  HEI provided the evidence of both online/offline grievance submission, a copy of grievance received and its resolution through appropriate committee is also included.		
<b>Links to Relevant Documents</b>	Institute online Grivence Portal		<a href="#">Weblink</a>
	Evidence of both online / offline grievance submission		<a href="#">View Document</a>
	Copy of grievance received and its resolution through appropriate committee.	Grievance Received	<a href="#">View Document</a>
		Resolution through the appropriate committees	<a href="#">View Document</a>