



Amar Sewa Mandal's
GOVINDRAO WANJARI COLLEGE OF ENGINEERING & TECHNOLOGY
148/149, Salai Godhani, Near Chikna Village, Hudkeshwar Road, Nagpur – 441204
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NAAC ACCREDITED

AN ISO 9001-2015 & ISO 14001-2015 CERTIFIED INSTITUTE

Email – gwcet@rediffmail.com Website: www.gwcet.ac.in

President **Secretary** **Treasurer** **Principal**
Dr. (Smt.) Suhasini Wanjari **Adv. Abhijit G. Wanjarri** **Dr. Smeeta Wanjarri** **Dr. Salim Chavan**

Table of Contents

Sr. No.	Content	Page No
1	Purpose of Policy	1
2	Scope of Policy	1
3	Definition	2
4	Policy principles	2
5	Policy Statement	2
6	Monitoring and Reporting	3
7	Feedback Handling	4



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Feedback Policy

1. Purpose of Policy

Govindrao Wanjari College of Engineering & Technology mandates all stakeholders to provide feedback covering aspects like new ideas, improvement suggestion, infrastructure, behavior and teaching- learning experiences. Ensuring a safe and cooperative environment, it prioritizes an efficient feedback handling system. Recognizing feedback's significance in delivering quality service, it integrates feedback management within its quality framework. This approach underscores the institute's commitment to enhancing stakeholder experience and fostering continuous improvement in its operations.

The feedback collected from stakeholder (students, teachers, alumni, and employers) within the institute's quality framework primarily serves the following purpose:

Improvement: Identifying area for enhancement in teaching methods, curriculum, facilities and overall educational experience.

Accountability: Holding stakeholders accountable for their roles and responsibilities in maintaining quality standards.

Evaluation: Assessing the effectiveness of policies, programs and initiative implemented by the institute.

Engagement: Fostering active involvement and participation of stakeholder in decision-making processes and institutional development.

Alignment: Ensuring that institutional practices and policies align with stakeholder needs, expectation and organizational goals.

Continuous Improvement: Facilitating a culture of contentious improvement by incorporating feedback into strategic planning and decision- making process.

2. Scope of Policy

This Policy applies universally to all stakeholders associated with the institute, including students, teachers, alumni, employers, and any other relevant parties. It ensures that feedback collection and utilization processes encompass a board spectrum of perspectives, thereby promoting inclusivity, transparency and accountability within the institution.



3. Definition

Word/Term	Definition
Feedback	All opinions, whether positive or negative, along with suggestions for improvement and identification of opportunities, are welcome and encouraged under this policy. The institute values diverse perspectives and recognizes that constructive feedback is essential for continuous improvement, enhancement and capitalize on opportunities and further enhance its objectives.
Stakeholders	Any individual providing feedback linked with the institute which includes students, teachers, alumni, and employers. This inclusive approach fosters collaboration and insures that the feedback process is comprehensive and representative of the institute community.

4. Policy Principles

The institute's feedback policy principles:

1. Emphasize fairness and impartiality in addressing feedback, ensuring respect for all stakeholders.
2. Feedback is collected with the aim of continuous improvement and enhancing curriculum quality for teaching and learning, reflecting a commitment to responsiveness and excellence in educational delivery.

5. Policy Statement

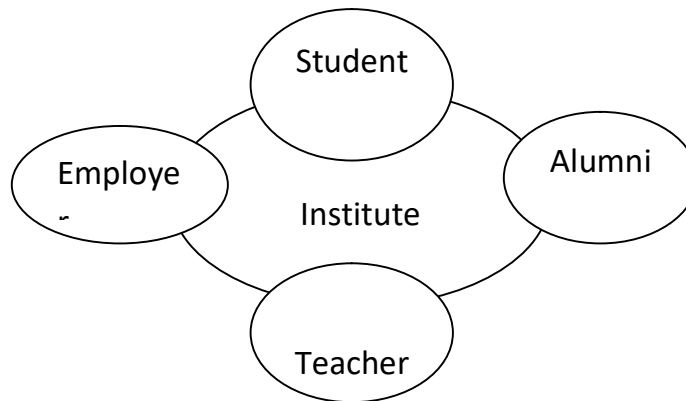
The institute encourages teachers, students, and all other stakeholders to approach to address feedback promptly. The institute commits to acknowledge and respond promptly to feedback, suggesting authorities take appropriate action as required. This approach fosters open communication channels and ensures a proactive stance towards resolving concerns and queries raised by members of the institute community, prompting a culture of responsiveness and collaboration.



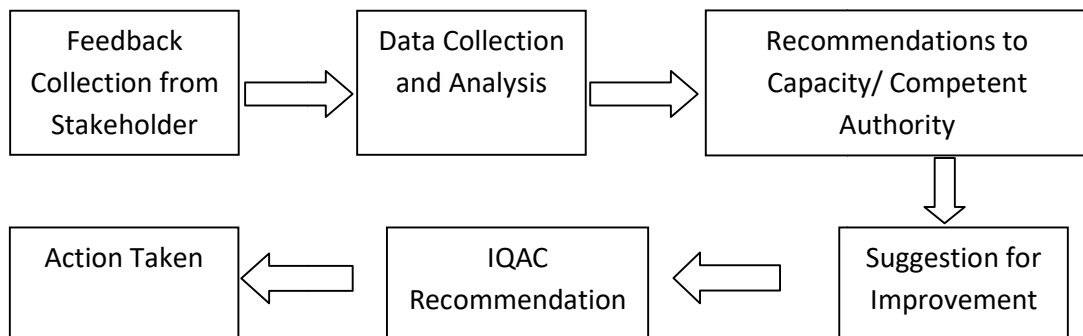
6. Monitoring and Reporting

Feedback collected by head of the department branch-wise, records, monitors, and addresses feedback from all stakeholders on various issues. Tasked with administering an effective feedback handling process, the department heads ensure that concerns and suggestions are duly acknowledged and addressed within the institution.

Stakeholders



Feedback Handling Process Chart





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7. Feedback Handling

Feedback forms are distributed via HOD's to students, parents, alumni and stakeholders for comprehensive feedback collection. Feedback forms analyzed, recommendations sent to principal, approved by IQAC, and acted upon for institution, wide improvements based on relevant suggestion and feedback.