



**PONDICHERRY UNIVERSITY**  
**PUDUCHERRY**  
**INTERNAL QUALITY ASSURANCE CELL**

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**Action taken Report on Feedback Survey among Various Stakeholders  
of Pondicherry University**

Sl. No.	Feedback items	Action Taken
01	Campus amenities such as Staff quarters, Daycare centre, Health centre, Cafeteria, Gymnasium	The constituted committees are looking after the allotment of staff quarters and also doing timely review of performance / maintenance of amenities inside the University.
02	Grievance redressal mechanism for Civil / Electrical and Services	<ul style="list-style-type: none"><li>• For reducing the time taken for grievance redressal, the root cause of the delay was examined and found that the non-availability of consumables/materials for required maintenance in time.</li><li>• Hence, a store for maintenance of materials was created and now time taken for redressing the grievances is considerably reduced.</li><li>• To facilitate the users of our University an online grievance portal has been initiated.</li></ul>
03	Internet and Wifi facilities	<ul style="list-style-type: none"><li>• The old wifi access points were replaced with new access points in the Narmadha and Madam Curie hostels.</li><li>• Proposal for new wifi access points for Madam Curie hostel annex is approved. The installation of new wifi access points will be completed before March 2024.</li><li>• Additional access points were fixed in Kalpana Shawla, Subramniya Bharathi and Bharathidasan Hostels. The works are in progress for the Installation of additional access points in Kaveri, Ganga, Mega Mess, Yamuna and Saraswati Hostels.</li><li>• A proposal to improve mobile signal strength in the campus was initiated. Approval has been given to host an Expression of Interest notification in the University website. This work may be completed before June 2024.</li></ul>
04	Career counselling and placements	Besides the activities taken care by the University Placement Officer, placement coordinators at the department levels are also making their efforts to invite alumni / industry experts to provide avenues / awareness for their better career. In addition to these activities some departments are actively engaged industry institute interface programmes to

		cater the needs and requirements of industry from academia. A special cell is also in place wherein our faculty members give coaching for various national level competitive examinations.
05	Students employment services	The placement cell established a dynamic webpage where students can input their academic details, projects, skills etc., Industries and institutions are being invited to the University in the capacity of University Placement Cell as well as at the department levels for providing better internship / placement opportunities to the students.
06	Basic health services	Health centre is in place with medical support to the stakeholders of Pondicherry University. Hence, University strives to maintain the well-being of stakeholders and hence health camps are also being organized on regular basis.
07	Cafeteria	6 Cafeterias are in common areas to facilitate the basic needs of the students, faculty and staff. 2 more cafeteria are in progress to meet the stakeholder's requirements and will be opened shortly.
08	Support for professional upgradation by providing financial assistance to participate in conferences/symposia/workshops or for paying the membership fees of the academic bodies	The Planning and Development section of University acts on the requests received by the faculty members to represent in National / International platforms with a proper financial aid and administrative support.
09	Grievance redressal mechanism	<p>For Students and Research Scholars of University has various core committees and a dedicated Students Welfare office.</p> <p>The Core Committees includes:</p> <ol style="list-style-type: none"> <li>1). Students Grievances Redressal Committee, 2). HEPSN, 2). Women's Cell, 3). SHPC, 4). Equal opportunity Cell, 5). Reservation Cell, 6). Anti-ragging Committee etc.,</li> </ol> <p>Accordingly, based on suggestion given by a student on appreciation certificate has been given "Electric Charging Station".</p> <p>Besides these, in the recent times an initiative has been taken to place suggestion / grievances box. This is to facilitate the stakeholders of the University to present their grievances. This initiation was well received by the students, faculty and staff. The grievances have been addressed by constituting committee separately for students, faculty and staff.</p>

10	Conduct of students' council elections	Steps are being taken to initiate the student elections.
11	Mental health support services	University constituted two core committees. 1. Counsellor's Panel of 6 members from other reputed institutions in and around Puducherry. 2. Health and well-being Centre at Pondicherry University is being taken care by Dept. of Applied Psychology. 3. Department of Social Work regularly conducts awareness programme on issues related to Drug Abuse and addition to the stakeholders of University.
12	Transcript request process	<ul style="list-style-type: none"> <li>Original certificates for which transcripts has been submitted along with the application for verification is processed and returned after affixing Assistant Registrar's signature within <b>one hour</b> to the candidate in sealed cover.</li> <li>The candidate who has not submitted the originals for verification, the transcript application will be sent to the concerned Examination Unit for verification and the same will be returned within the 3 to 4 days to the applicant in sealed cover. The Academic Section is in the process of making the issue of transcript through online mode for the benefit of the students.</li> </ul>
13	Curricular design	Every Department will design the Curriculum and Course Structure for the courses offered by them and placed before the Board of Studies for its recommendations and thereafter placed in the School Board for its revisions / recommendations. Finally, the Curriculum and course structure shall be placed before the Academic Council for its approval / implementation.
14	Academic flexibility w.r.t. exercising of CBCS	Under CBCS regulations, students are given flexibility to choose the courses from any department in the University that can benefit them in upskilling, better communication etc. This is offered under head of "Softcore". This gives freedom, flexibility and facilitate the students to hassle free academic environment and thus enable them to complete their course at ease.
15	Teaching-Learning experience and methodology	Choice Based Credit System (CBCS) at Post Graduate programme, is aimed at Offering Courses on Credit modes and enrich the quality of Teaching – Learning at Higher Education level and improves

		<p>the learning skills of students. This enables the students to enrich and expand their academic horizon.</p> <p>Engagement of the Teachers and Institutional leaders in National and International level training programmes in the areas of ICT enabled teaching learning/ Online learning, etc. is also the part of the Teaching – Learning outcome.</p>
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