

Standard Operating Procedure (SoP) For Conduct of Mentor–Mentee and Students’ Council Meetings

1. Objectives

- To provide a structured three-tier mechanism for identifying, discussing, and resolving student issues.
 - To ensure that concerns are first addressed at the mentor–mentee level, escalated to departmental student councils, and finally consolidated at the university level.
 - To preserve and digitize all records on the **Samarth Portal** for transparency, accountability, and audits.
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2. Meeting Structure

Level 1: Mentor–Mentee Meeting (Department Level)

- **Frequency:** Once every month.
 - **Convener:** Faculty Mentor(s) / HoD.
 - **Participants:** Mentor with assigned mentees.
 - **Agenda:**
 - Academic guidance, personal counseling, performance review.
 - Recording of grievances and suggestions.
 - Forwarding unresolved matters to the Department Students’ Council.
 - **Documentation:**
 - Attendance sheet.
 - Notes of discussions/issues.
 - Photographs.
 - **Digital Upload:** All records uploaded on **Samarth Portal** → **Mentor–Mentee Section** within 48 hours.
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Level 2: Students’ Council Meeting (Department Level)

- **Frequency:** Once every month.
 - **Convener:** HoD / Departmental Council Coordinator.
 - **Participants:** Departmental Student Council representatives, faculty advisors, HoD.
 - **Agenda:**
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- Consolidation of issues from mentor–mentee meetings.
 - Department-level activities, events, and academic improvements.
 - Escalation of unresolved issues to University Council.
 - **Documentation:**
 - Attendance sheet.
 - Minutes of Meeting (MoM).
 - Photographs.
 - **Digital Upload:** Records uploaded on **Samarth Portal → Department Students’ Council Section** within 48 hours.
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Level 3: Students’ Council Meeting (University Level)

- **Frequency:** Once every month (last week of the month).
 - **Convener:** Dean Students’ Welfare / Registrar.
 - **Participants:** President and office bearers of the University Students’ Council, departmental council representatives, faculty coordinators.
 - **Agenda:**
 - Consolidated issues from all departments.
 - University-level student welfare, policies, and events.
 - Review of Action Taken Reports from earlier meetings.
 - **Documentation:**
 - Attendance sheet.
 - Minutes of Meeting (MoM).
 - Action Taken Report (ATR).
 - Photographs.
 - **Digital Upload:** All records uploaded on **Samarth Portal → University Students’ Council Section** within 48 hours.
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3. Reporting & Documentation Protocol

1. **Attendance Sheets:** Compulsory at all three levels; scanned and uploaded on Samarth Portal.
 2. **Photographs:** Minimum 2–3 per meeting, uploaded.
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3. Notes / MoM:

- Mentor–Mentee: Notes of issues.
- Department & University Council: Formal MoM within 24 hours, approved within 48 hours.
- Uploaded on Samarth Portal.

4. Action Taken Report (ATR):

- Mandatory at Department & University Council levels.
- Prepared within 48 hours, circulated to stakeholders, and uploaded.

4. Workflow of Issues Raised

- **Stage 1 (Mentor–Mentee):** Issues identified and recorded.
- **Stage 2 (Department Students’ Council):** Issues consolidated; some resolved, others escalated.
- **Stage 3 (University Students’ Council):** Final consolidation and resolution; ATR prepared.
- **Stage 4 (Feedback):** Resolutions communicated back through departmental councils and mentors.

5. Preservation & Archival

- **Physical Records:** Kept at department offices (Levels 1 & 2) and DSW office (Level 3).
- **Digital Records:** All mandatory documents uploaded on Samarth Portal.
- **Retention Period:** Minimum 5 years.

6. Responsibilities

- **Mentors:** Conduct Level 1 meetings, record issues, upload records.
- **Department Coordinator / HoD:** Convene Level 2 meetings, consolidate issues, ensure uploads.
- **Dean Students’ Welfare / Registrar:** Convene Level 3 meetings, prepare ATR, ensure uploads.
- **Student Representatives:** Assist in MoM preparation and uploading.
- **IQAC:** Monitor compliance and review records on Samarth Portal.

7. Monitoring & Compliance

- **IQAC:** Semester-wise audit of uploaded records on Samarth Portal.

- **Random Audits:** Conducted by Registrar/DSW to ensure authenticity.
- **Non-Compliance:** Reported to the Vice Chancellor's office.