



Criterion 7 - Institutional Values and Best Practices

Key Indicator - 7.2 Best Practices

7.2.1: Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.

Best Practice I

1. Title of the Practice: ISO AS A QUALITY MANAGEMENT SYSTEM

2. Objectives of the Practice:

Consistent Protocols: To define standards and benchmarks for quality in the protocols and guidelines of the college.

Regular Audits: To guarantee adherence to established standards, conduct evaluations and quality checks on a regular basis.

Continuous Improvement: To put feedback systems in the college to find areas that could be improved and regularly update procedures.

Training and Development: Fund training initiatives to provide staff members and the faculty of the college with all the knowledge needed to both achieve and surpass quality standards.

Documentation: To promote consistency and to keep thorough records of all processes of the institution, best practices, and quality control techniques.

Automation Integration: Use automation technologies to get rid of manual labour and cut down on mistakes in the streamlined flow of work.

Clarity in Communication: To prevent misunderstandings or confusion throughout procedures, make sure that there are clear and concise communication channels.

Standard Operating Procedures (SOPs): Create and publish SOPs to offer clear, step-by-step guidance for every process.


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Centralised Data Repositories: Provide a centralised system that makes it simple for authorised staff to access and save and use the data as and when required.

Guidelines for Accessibility: Ensure that everyone is trained on how to use and access data repositories so that they can obtain the necessary information.

3. The Context:

Stakeholder Focus: Through ISO, the stakeholders for TRCL have been identified, including students, parents, society, suppliers, industry, statutory and regulatory body, staff and alumni, at the primary focus. The programs and practices implemented revolve around them.

Leadership: A robust framework for effective leadership is defined, paving the direction for the institution.

Engagement: Build value for stakeholders by laying guidelines for having capable, empowered staff members who are prepared to fulfil all the required conditions.

Process Approach: See activities as interconnected processes. This aids in achieving consistent outcomes for the entire team and the organisation.

Improvement: To promote continuous improvement by responding to changes both internally and externally within the organisation.

Evidence-Based Decisions: Regularised internal and external audits help determine the next course of action and areas of improvement.

4. The Practice:

It is an organised documented process in which the concerned process owner keeps all the required paperwork in the appropriate files with the correct names. It assists in gathering and retrieving the necessary papers and records for prompt verification and confirmation making it easier to collect and get the required documentation and records

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for quick verification and validation in order to show its worth to all pertinent parties when and when they request it. Its application can also be seen from the perspective of future possibilities in order to reduce any faults and blunders that might arise from human error. Therefore, maintaining a standard of quality, making data easily accessible, and enabling numerous procedures to be executed in compliance with standards are all significant aspects of this technique respectively.

5. Evidence of Success:

It was discovered that the institution's QMS, which was used during the audit program, was 90% successful with minor NCs and OFIs. By comparing with other institutions where the QMS is not followed, the institution was able to determine its own level. The institution's staff was also observed to be constantly alert and knowledgeable because they had undergone adequate ISO training from accredited training facilities making the officials sufficient enough.

6. Problems Encountered and Resources Required:

The Manual is extensive. More training sessions can be incorporated to make implementation and compliance more efficient.

7. Notes:

Efforts are being made to achieve the standards of ISO, which will be a continuous process.


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Best Practice II

1. Title of the Practice: SERVICE TO THE SOCIETY THROUGH LEGAL AID CELL

2. Objectives of the Practice:

Continued Education: Initiatives for training students providing Legal Aid to the deprived, and programs for personal enrichment.

Community Engagement: Arrange outreach and awareness initiatives, workshops, seminars, and field visits to strengthen ties between the educational institution and the local community. These programs seek to improve social welfare, improve legal education and awareness and also meet community needs. Its main goal is to serve as a hub for creativity and experimentation in the creation of efficient methods for providing Legal services and Legal education.

Encouraging the concept of Legal Aid for students: The goal is to reduce the gap and make legal services available to every group in our society. Through Legal Aid, a step toward empowering our nation's weaker populations to grow strong and live confident lives knowing their legal rights. TRCL has aimed to make the students in the Legal community responsive and socially relevant for the benefit of the underprivileged.

Enhancement of Skills: Provide workshops, conduct Legal awareness Drives and courses to students aimed at improving particular skills or competencies, meeting the needs of students wishing to enter different organisations for higher and professional studies.

Social Inclusion: To establish a welcoming environment from a range of age groups, skill levels, and socioeconomic backgrounds ensuring that everyone has an opportunity to utilise the opportunities and resources.

Community Empowerment: Assist in the advancement of society by providing students with the information, abilities, and tools needed for their own growth as a responsible citizen.

Therefore, the Legal Aid Cell seeks to give and make justice accessible to everyone. The Cell tries and is very successful in giving, resolving and assisting the weaker section of the society.

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These goals seek to establish a vibrant, welcoming learning environment for the students and the faculty of the college that goes beyond conventional college walls, meeting the various needs of students while encouraging them social and lifetime learning making them grow as a better individual.

3. The Context:

Within the Educational Institute like Thakur Ramnarayan College of Law, the Legal Aid Cell which is led by one of the faculty members with the help of Principal employs a multimodal approach to engage students outside the traditional classroom and encourage them to promote Legal education and its awareness. Fundamentally, this department offers a variety of outreach and educational initiatives with the goal of bridging the gap between society and academics. Our Legal Aid Cell serves students of all ages, backgrounds and skill levels with a wide variety of courses, workshops, and programs. Social groups, social workers, school managements and others assist with the implementation of legal literacy initiatives at the grassroots level. These programs cover everything from developing abilities and career training to individual development activities, making sure that people have access to learning opportunities that suit their needs and interests all throughout their lives. Participation in the various outside classroom events is the main essential aspect of this Legal cell. Through the planning of outreach initiatives, events conducted in the college which try to address societal issues, promote social welfare, impart Legal knowledge and Legal rights and make them aware of their rights which directly activates and engages students in adopting a participatory approach which helps them improve their overall well-being as a responsible individual and a citizen respectively.

4. The Practice:

The Cell prioritises innovation and research in education exploring adult learning strategies and pedagogical approaches with the goal of making creative solutions that accommodate a range of learning preferences and change with the times in the educational environment outside the classroom with a number of activities conducted which are useful for the students overall growth. One of the main ideas that directs the department's activities is social inclusion. The cell puts forth great effort to make students establish and inculcate a mentality helping to create a


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welcoming atmosphere outside the college that accepts people of all ages, abilities, and socioeconomic backgrounds. By guaranteeing that educational opportunities and resources can be accessed, this practice reduces barriers and promotes a fantastic learning experience for the students outside the classroom. This entails setting up workshops or lectures for skill development, outreach initiatives for the community, internships, and industrial partnerships. The Cell tries to establish a dynamic learning environment where kids may acquire the practical skills necessary for their future occupations in addition to the theoretical knowledge they gain during their academic year. In addition, the department encourages students to pursue lifetime learning and skill development as a means of promoting a culture of lifelong learning. It promotes self-directed learning by putting an emphasis on customised learning pathways made to fit each person's requirements and interests.

Working together with professionals and experts enhances the practical relevance of education by offering beneficial insights, networking opportunities, and mentorship.

PROGRAMS FOR LEGAL LITERACY

The college conducts Legal Literacy drives for the people in which slum residents, women, schoolchildren, social workers, labourers, etc. are the target group. Programs are typically need-based, and target groups receive legal knowledge that is most pertinent to them. After receiving answers to their questions, clients are asked to get in touch with the centre if they need any assistance or advice.

Communication techniques include talks, posters and also provide them street performances, lectures, and conversations. The most efficient form of communication is street play. It is a real-life legal experience that is valued by all. Presentations by instructors and students on pertinent topics, such as Property related matters, dowry prohibition, domestic violence, and will writing, basic constitutional provisions were held during the camps. The meetings are designed to be engaging and responsive to the needs of the locals. Both the pupils and the attending villagers have reported that the experience has been rewarding.

CLINIC FOR LEGAL AID:


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This initiative of the Legal Cell deals with a wide range of Legal complaints, including those involving distribution of food items to the needy, poverty, cruelty, property matters, divorce, domestic abuse, Dowries and other related matters. The Clinic is operated by a pair of faculties and student volunteers work together to run the clinic. The disputed matter is resolved and settled without charge.

TRAINING FOR PARALEGAL: These are the volunteers who receive training in fieldwork and fundamental legal matters. However, the arrangement of paralegal training for these selected volunteers guarantees a long-lasting effect in the community. The college has organised sessions on Para- Legal Training and their duties involve researching a topic, creating legal paperwork, locating precedents, or supporting attorneys.

5. Evidence of Success:

A high participation from our students is the evidence of our success. It is due to this active participation that a survey conducted during our 15 Days Door-to-Door Campaign sought the recognition of the Supreme Court.

6. Problems Encountered and Resources Required

Despite extensive attempts, a taboo still exists around seeking legal help. A clinic inside gated educational premises is formidable for people from marginalised sections.

Limited professional resources is a hurdle. Regular access to advocates is sought.

7. Notes

Despite these limitations, TRCL has on-boarded the Global Care Foundation (an NGO working with District Legal Services Authority) and has been collaborating in other activities such as awareness camps, street plays, PLV trainings, etc.

Our primary stakeholders, our students, are the heart of this initiative. Apart from the noble objective, our students push themselves out of their comfort zone.


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