



Complaint and action taken detail report 2016-2021

Year	No. of Grievances Appealed	No. of Grievances Redressed	Average time for Grievance redressed in number of days
2016-17	09	09	3 Days
2017-18	05	05	3 Days
2018-19	05	05	3 Days
2019-20	07	07	4 Days
2020-21	06	06	4 Days


Prof. D K Das

(Chairman Grievance Committee)



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STUDENT GRIEVANCE REDRESSAL COMMITTEE

These cases were registered during the year 2016-17. The details are given below.

S. No.	Name of student	Date	Grievance	Action taken
1	Richa Sharma	05-08-2016	Luggage missing	During vacation proper documentation of luggage is done by concern hostel warden.
2	Geetanjali Sharma	25-08-2016	Undesirable activity of hostel inmates wing 4&5 hostel	Urgent meeting is conducted and defaulter shall have to face administrative action.
3.	Vaibhav Goyal	07-09-2016	Food quality and Asst. warden behavior	Surprise checking of food quality was done by committee member, counseled and instructed to asst warden to behave politely to the students.
4	Nikhil Agrawal	28-09-2016	Internet speed	Informed to IT head Binod Bihari and depute the suitable IT technicians to check internet services at regular basis.
5	Anshul Jain/Anurag Jain	08-01-2017	Civil(Washbasin)	Visited the hostel and problem is solved within 24 hour.


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Student Grievance Redressal Committee

These cases were registered during the year 2017-18. The details are given below.

S. No.	Name of student	Date	Grievance	Action taken
1	Sonu Singh	15-07-18	Water chiller is not working	Inform to Electric department resolve this problem
2	Yash Pratap Singh	25-01-2018	Room seater issue	Case is handled by Mr. Umesh Sharma and student room seater changed double to single seater.
3	Shivam Maurya	17-01-2018	Internet issue	Informed to IT head Binod Bihari and depute the suitable IT technicians to check internet services at regular basis.

D K Das

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Student Grievance Redressal Committee

The following cases were registered during the year 2018-19 The details are given below.

S.NO	Name of student	Date	Grievance	Actiontaken
1	Santosh Kumar	20-08-2018	Food quality	Informed to catering manager and mess supervisor about this and regularly food is tested by mess committee member.
2	Sumit Kumar	15-08-2018	Internet	Informed to IT head Binod Bihari and depute the suitable IT technicians to check internet services at regular basis
3	Basil Baig	15-04-2019	Mosquito problem in toilet	Informed to Housekeeping manager to cleaning and spraying in the toilet at regular basis.
4	Himanshu Goud	27-04-2019	Food	Meeting is conducted with catering and hostel staff to take case these issue seriously and situation is improved



B K Das
 (Chairman Grievance Committee)

STUDENT GRIEVANCE REDRESSAL COMMITTEE

The following cases were registered during the year 2019-20. The details are given below.

S. NO	Name of student	Date	Grievance	Action taken
1	Piyush Mishra	01-08-2019	Asst. warden Behavior	Meeting of inmates and Asst. warden was taken by Vipin Chandra dubey. Advised to Asst warden to take students problem seriously and solve the problem in shortest time period.
2	Anurag Mittal	21-08-2019	Food Quality	Meeting of mess committee members along with shantanu mittal was held and issue is resolved
3	Deepesh Srivastava	20-09-2019	Civil Related	This issue is immediately sent to civil supervisor and housekeeping supervisor for corrective action and problem were resolved
4	Sankalp Dixit	16-11-2019	Housekeeping	Housekeeping supervisor Mr.Surendra Singh was called and instructed for proper cleaning of toilet, wash basin and urinal pots with harpic and also advised to put nepthalene balls in the urinal pots regularly.



D K Das

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STUDENT GRIEVANCE REDRESSAL COMMITTEE

The following cases were registered during the year 2020-21 The details are given below.

S. No.	Name of student	Date	Grievance	Action taken
1	Aditya Upadhyay	09-11-2020	Food Quality	Meeting of mess committee members along with Aditya Upadhyay was held and issue is resolved
2	Tushar Rathi	15-12-2020	Housekeeping	Informed to Housekeeping manager to cleaning and spraying in the toilet at regular basis.
3	Prabhakar singh	14-01-2021	Drinking water issue	RO water issue resolved by testing TDS.
4	Ritik Agrawal	11-02-2021	Internet Issue	Informed to IT head Binod Bihari and depute the suitable IT technicians to check internet services at regular basis


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