



TECNIA INSTITUTE OF ADVANCED STUDIES

GRADE "A" INSTITUTE

Approved by AICTE, Ministry of HRD, Govt. of India, Affiliated to GGSIP University
Recognized Under Sec. 2(f) of UGC Act 1956

INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085

Tel: 91-11-27555121-24, E-Mail : directortias@tecnia.in, Website: www.tiaspg.tecnia.in



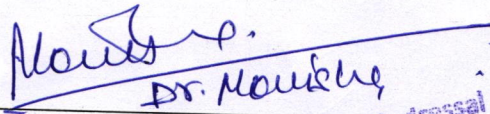
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COMPLAINT FORM FOR GRIEVANCES

(EXCEPT RAGGING , SEXUAL HARRASSMENT , INDISCIPLINE & MISCONDUCT RELATED ISSUES)

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Archid Luthra
DETAILS OF COMPLAINANT	MBA, 1st year
PHONE NUMBER OF COMPLAINANT	9818056526
ADDRESS OF COMPLAINANT	Noida, U.P
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Please improve the interrupting services of internet connection in the TIAS, Campus.
SIGNATURE OF COMPLAINANT	Luthra
COMPLAINT RECIEVED BY INCHARGE (SIGNATURE WITH DATE)	Dr. Monisha 12/9/23

TO BE FILLED BY GRIEVANCE REDRESSAL COMMITTEE INCHARGE ONLY		
GRIEVANCE TYPE	1. EXAMINATION & RESULTS RELATED 2. INFRASTRUCTURE RELATED ✓ 3. CANTEEN RELATED 4. ACADEMIC ACTIVITIES RELATED 5. SPORTS, CULTURAL AND OTHER ACTIVITIES RELATED 6. OTHERS _____	
FORWARDED TO CONCERNED STAKEHOLDER WITH NAME & DESIGNATION	Dr. Monisha	
VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES ✓	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES ✓	NO

OBSERVATION REPORT WITH DATE	Students are facing the internet Connection problem in campus.	
FEEDBACK TO COMPLAINANT GIVEN	YES ✓	NO
ESCALATION REQUEST		
REQUEST RECEIVED	YES ✓	NO
REQUEST RECEIVED FROM	STAKEHOLDER INCHARGE	COMPLAINANT
ESCALATED TO		
OBSERVATION REPORT FROM ESCALATED LEVEL		
ACTION TAKEN		
SUMMARY OF ACTION TAKEN WITH DATE / TIME (IN CONSENSUS WITH GRC)	ITC Head appraised in the meeting that the stringent firewall application was introduced for open surfing for security concern & certain Chinese origin websites and other non-appropriate sites are blocked as per the directions.	
SIGNATURE OF INCHARGE	 Dr. Moukesh	

Grievance Redressal Committee
Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi - 85



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21001:2018
Management Systems for
Education Organizations



51001:2018
Energy Management Systems

Students' Grievance Redressal Feedback Form

Dear Student,

We, the TIAS- Students' Grievance Redressal Committee shall very much appreciate and be grateful to you if you initiate the effort to fill up this feedback form. It will help us understand the TIAS-students' grievances and improve the TIAS- Students' Grievance Redressal Mechanism.

Against each statement a five-point scale is given. The five points are:

5- *Strongly Agree* (SA), 4- *Agree* (A), 3- *Neutral* (N), 2- *Disagree* (D) and 1- *Strongly Disagree* (SD).

Please choose any one of these options for each statement that best describes your response.

Please provide your feedback on our students work performance		SA 5	A 4	N 3	D 2	SD 1
1.	The grievance was redressed properly.	✓				
2.	The grievance filing process is convenient.	✓				
3.	Communication and reachability to the committee is easy.	✓				
4.	The attitude and behaviour of the SGRC is warm.	✓				
5.	My grievance was redressed in time.	✓				
6.	Grievance Redressal Mechanism is effective.	✓				
7.	GRC uses ICT Tools effectively.	✓				
8.	GRC is proactive towards its responsibility.	✓				
9.	SGRC is open for suggestions and innovations..	✓				
10.	SGRC's conduct is just, ethical with strong moral values.	✓				

Name of the Student	:	Ancint Luthra
Program/ Class/ Section/ Shift	:	MBA, 1st year.
Address	:	Noida, UP
Contact Number	:	9818056526
Signature of the Student with date:	:	Ancint
Name, Designation and Signature of the SGRC Member	:	Dr. Monisha, Head SGRC, Monisha

Student Grievance Redressal Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi -85



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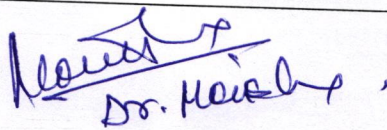


COMPLAINT FORM FOR GRIEVANCES

(EXCEPT RAGGING, SEXUAL HARRASSMENT, INDISCIPLINE & MISCONDUCT RELATED ISSUES)

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Divya
DETAILS OF COMPLAINANT	BBA, 4MC (2nd yr)
PHONE NUMBER OF COMPLAINANT	8377913134
ADDRESS OF COMPLAINANT	New Delhi
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Kindly provide more books, e-books, journals and e-journals.
SIGNATURE OF COMPLAINANT	Divya
COMPLAINT RECEIVED BY INCHARGE (SIGNATURE WITH DATE)	Dr. Navish 12/10/24

TO BE FILLED BY GRIEVANCE REDRESSAL COMMITTEE INCHARGE ONLY		
GRIEVANCE TYPE	1. EXAMINATION & RESULTS RELATED 2. INFRASTRUCTURE RELATED 3. CANTEEN RELATED 4. ACADEMIC ACTIVITIES RELATED 5. SPORTS, CULTURAL AND OTHER ACTIVITIES RELATED 6. OTHERS <u>Library</u>	
FORWARDED TO CONCERNED STAKEHOLDER WITH NAME & DESIGNATION	Dr. Navish Student Grievance Redressal Committee Tecnia Institute of Advanced Studies Madhuban Chowk, Rohini, Delhi - 85	
VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES ☒	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES ☒	NO

OBSERVATION REPORT WITH DATE	Students are looking for more books, e-books, journals and e-journals for references	
FEEDBACK TO COMPLAINANT GIVEN	YES ☒	NO
ESCALATION REQUEST		
REQUEST RECEIVED	YES ☒	NO
REQUEST RECEIVED FROM	STAKEHOLDER INCHARGE	COMPLAINANT
ESCALATED TO		
OBSERVATION REPORT FROM ESCALATED LEVEL		
ACTION TAKEN		
SUMMARY OF ACTION TAKEN WITH DATE / TIME (IN CONSENSUS WITH GRC)	SGRC discussed the matter with the library Deptt. of TIAS & suggested to arrange and submit the details of existing and new addition of books, e-books, journals and e-journals.	
SIGNATURE OF INCHARGE	 Dr. Harish	

Student Grievance Redressal Committee
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Please choose any one of these options for each statement that best describes your response.

Please provide your feedback on our students work performance		SA 5	A 4	N 3	D 2	SD 1
1.	The grievance was redressed properly.	✓				
2.	The grievance filing process is convenient.	✓				
3.	Communication and reachability to the committee is easy.	✓				
4.	The attitude and behaviour of the SGRC is warm.	✓				
5.	My grievance was redressed in time.	✓				
6.	Grievance Redressal Mechanism is effective.	✓				
7.	GRC uses ICT Tools effectively.	✓				
8.	GRC is proactive towards its responsibility.	✓				
9.	SGRC is open for suggestions and innovations..	✓				
10.	SGRC's conduct is just, ethical with strong moral values.	✓				

Name of the Student	:	Divya
Program/ Class/ Section/ Shift	:	BBA, UMC (2nd year)
Address	:	New Delhi
Contact Number	:	8377913134
Signature of the Student with date:	:	Divya
Name, Designation and Signature of the SGRC Member	:	Dr. Manisha, Head SGR.

Student Grievance Redressal Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi -85