



# TECNIA INSTITUTE OF ADVANCED STUDIES

NAAC GRADE "A" INSTITUTE (CYCLE-2)

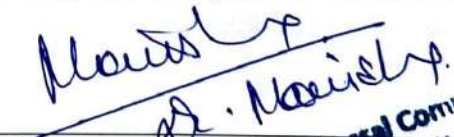
Approved by AICTE, Ministry of Education Govt. of India,  
Affiliated to G.G.S.I.P University & Recognized Under Sec. 2(f) of UGC Act 1956.  
**INSTITUTIONAL AREA, MADHUBAN CHOWK, ROHINI, DELHI-110085**

## COMPLAINT FORM FOR GRIEVANCES

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

COMPLAINANT DETAILS - RECORD & RECEIVE	
COMPLAINANT NAME	Aditya Kaushik
DETAILS OF COMPLAINANT	BBA (MA) 3 <sup>rd</sup> year.
PHONE NUMBER OF COMPLAINANT	9354387031
ADDRESS OF COMPLAINANT	New Delhi.
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Complaint on behalf of Students, as Non-functioning of (PG building) lift; as this has caused significant inconvenience to students.
SIGNATURE OF COMPLAINANT	<i>Aditya</i>
COMPLAINT RECEIVED BY INCHARGE (SIGNATURE WITH DATE)	<i>Dr. Manish</i> Student Grievance Redressal Committee TECNIA Institute of Advanced Studies Madhuban Chowk, Rohini, Delhi - 85

TO BE FILLED BY GRIEVANCE REDRESSAL COMMITTEE INCHARGE ONLY		
GRIEVANCE TYPE	1. EXAMINATION & RESULTS RELATED <input checked="" type="checkbox"/> 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	<i>Dr. Manish / Ms. Preeti Ratra</i> Admin. officer	
VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES <input checked="" type="checkbox"/>	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES <input checked="" type="checkbox"/>	NO

OBSERVATION REPORT WITH DATE	Students are complaining regarding front lift of PG building.	
FEEDBACK TO COMPLAINANT GIVEN	YES <input checked="" type="checkbox"/>	NO
ESCALATION REQUEST		
REQUEST RECEIVED	YES <input checked="" type="checkbox"/>	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 )	Admin officer appraised in the meeting to fasten up maintenance work. Back two lifts are properly functional.	
SIGNATURE OF INCHARGE	 <b>A. Naishy</b> Student Grievance Redressal Committee Technia Institute of Advanced Studies Madhuban Chowk, Rohini, Delhi 110	

**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 :	Aditya Kaushik
Program/ Class/ Section/ Shift :	BBA (MA) 3rd year
Address :	New Delhi
Contact Number :	9354987031
Signature of the Student with date:	Aditya
Name, Designation and Signature of the SGRC Member :	Dr. Manish, Head SGRC Manish

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