TECNIA INSTITUTE OF ADVANCED STUDIES
GRADE "A" INSTITUTE
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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

EGAC Accredited QMS & EMS Certification ISO 9001:2015 ISO 14001:2015 CAB #118005
ISO 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 :	Nishita Dhingra
Program/ Class/ Section/ Shift :	BBA Ist year, Sec A, Eve. Shift
Address :	Majlis Park, Delhi
Contact Number :	7428034228
Signature of the Student with date:	Nishita
Name, Designation and Signature of the SGRC Member :	Dr. Manish

STUDENTS' WELFARE
TECNIA INSTITUTE OF ADVANCED STUDIES
MADHUBAN CHOWK, ROHINI, NEW DELHI-85

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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 :	Harshita Sethi
Program/ Class/ Section/ Shift :	BCA / 3rd Year / Evening / A
Address :	# H-23 Sikka Colony, Sonipat
Contact Number :	07988137077
Signature of the Student with date:	Harshita
Name, Designation and Signature of the SGRC Member :	Dr. Manisha. In/c Student Welfare

STUDENTS' WELFARE
TECNIA INSTITUTE OF ADVANCED STUDIES
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Students' Grievance Redressal Feedback Form

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	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 :	Sampan Bhatia.
Program/ Class/ Section/ Shift :	BBA 3 MA.
Address :	824, Rani Bagh, Delhi
Contact Number :	9310417434.
Signature of the Student with date:	Sampan.
Name, Designation and Signature of the SGRC Member :	Dr. Monisha 12/2/25

STUDENTS' WELFARE
TECNIA INSTITUTE OF ADVANCED STUDIES
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COMPLAINT FORM FOR GRIEVANCES

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

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Nishita Dhingra
DETAILS OF COMPLAINANT	BBA Ist year
PHONE NUMBER OF COMPLAINANT	7428034228
ADDRESS OF COMPLAINANT	Majlis Park, Delhi
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Trash bins bags are missing in washroom of 4th floor, PG Building
SIGNATURE OF COMPLAINANT	Nishita
COMPLAINT RECIEVED BY INCHARGE (SIGNATURE WITH DATE)	Dr. Manisha. STUDENTS' WELFARE TECNIA INSTITUTE OF ADVANCED STUDIES MADHUBAN CHOWK, ROHINI, NEW DELHI-85

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	Admin officer, Mr Shekhar

VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES	NO

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OBSERVATION REPORT WITH DATE	Trash bin bags in waste bins must be properly restocked.	
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)	Mr. Chander Shekhar was instructed to do the needful by instructing housekeeping staff.	
SIGNATURE OF INCHARGE	Dr Monisha.	

Dr Monisha.
STUDENTS' WELFARE
TECNIA INSTITUTE OF ADVANCED STUDIES
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COMPLAINT FORM FOR GRIEVANCES

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

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Harshita Setia.
DETAILS OF COMPLAINANT	BCA – 3rd Year.
PHONE NUMBER OF COMPLAINANT	07988137077
ADDRESS OF COMPLAINANT	H-23. SIKKA COLONY SONIPAT.
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	There should be sanitary pads available, One Vending Machine is not sufficient.
SIGNATURE OF COMPLAINANT	Harshita
COMPLAINT RECIEVED BY INCHARGE (SIGNATURE WITH DATE)	Dr. Manisha 28/1/26

STUDENTS' WELFARE
TECNIA INSTITUTE OF ADVANCED STUDIES
MADHUBAN CHOWK, ROHINI, NEW DELHI-85

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	Mrs. Preeti Batra.

VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES ✓	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES ✓	NO

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OBSERVATION REPORT WITH DATE	More vending machine is required. in girls washrooms	
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)	Ms. Preeti Batra, PRO was requested to install more vending machine in girls washroom.	
SIGNATURE OF INCHARGE	Dr. Monisha.	

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COMPLAINT FORM FOR GRIEVANCES

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

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Sampan Bhatia
DETAILS OF COMPLAINANT	BBA 3rd year.
PHONE NUMBER OF COMPLAINANT	9310417434
ADDRESS OF COMPLAINANT	824, Rani Bagh, Delhi
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Seminars must be increased in number.
SIGNATURE OF COMPLAINANT	Sampan.
COMPLAINT RECIEVED BY INCHARGE (SIGNATURE WITH DATE)	Dr. Mayank 21/9/25 STUDENTS' WELFARE TECNIA INSTITUTE OF ADVANCED STUDIES MADHUBAN CHOWK, ROHINI, NEW DELHI-85

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	HOD of DMS.	
VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES ✓	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES ✓	NO

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OBSERVATION REPORT WITH DATE	HOD AMS was informed regarding the issue. She ensured to increase the number of seminars & other activities.	
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)	Seminars were conducted in every class. Every teacher increased the number of online & offline seminars/webinars.	
SIGNATURE OF INCHARGE	Dr. Monisha 12/12/25	

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