



# 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



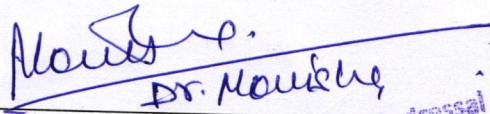
W

## COMPLAINT FORM FOR GRIEVANCES

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

COMPLAINANT DETAILS - RECORD & RECEIVE	
COMPLAINANT NAME	Archit 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 RECEIVED 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	 <u>Dr. Mousumi</u>	

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



# 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



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

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