



INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE

Bengaluru

Student Grievance Committee

Summary Sheet

2018-2019			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical	21	2
	Plumbing	13	2
	Laundry	-	-
	Maintenance	3	2

The following report outlines the resolution of complaints raised by hostel students regarding various issues including electricity, and plumbing. The complaints were addressed within a week's time frame to ensure the well-being and satisfaction of the hostel residents.

1. **Electricity:** Instances of power outages and electrical faults within hostel rooms were reported, posing safety concerns and inconvenience to the residents.
2. **Plumbing:** Students reported plumbing issues such as leaky pipes, clogged drains, and malfunctioning toilets in various hostel facilities.

Actions Taken:

1. **Electricity:**
 - o Maintenance teams conducted thorough inspections of electrical systems and rectified identified faults to prevent further outages.
 - o Emergency backup systems were tested and ensured operational readiness to mitigate the impact of power interruptions.
2. **Plumbing:**
 - o Plumbing experts were engaged to address reported issues promptly, including repairing leaks and clearing blockages.
 - o Preventive maintenance schedules were established to proactively identify and resolve plumbing issues before they escalate.

Head

Student Grievance Committee

Mr Krishnan R





Student Grievance Committee Summary Sheet

2019-2020			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical	14	1
	Plumbing	6	1
	Laundry	8	3
	Maintenance	6	1
	Food	3	1

The following report outlines the resolution of complaints raised by hostel students regarding various issues including food, laundry, electricity, and plumbing. The complaints were addressed within a week's time frame to ensure the well-being and satisfaction of the hostel residents.

Complaints Received:

- Food:** Several complaints were registered regarding the quality of food served in the hostel mess. Students reported issues such as stale food, inadequate portions, and lack of variety.
- Laundry:** Complaints were raised regarding malfunctioning laundry machines, resulting in delays and inconvenience in accessing clean laundry.
- Electricity:** Instances of power outages and electrical faults within hostel rooms were reported, posing safety concerns and inconvenience to the residents.
- Plumbing:** Students reported plumbing issues such as leaky pipes, clogged drains, and malfunctioning toilets in various hostel facilities.

Actions Taken:

- Food:**
 - Immediate meetings were held with the mess management team to address the quality and variety of food.
 - Menu enhancements were implemented to cater to diverse dietary preferences and ensure the freshness of meals.



- c. Regular feedback sessions were initiated to monitor the satisfaction levels of hostel residents regarding food services.
2. **Laundry:**
 - a. Technical teams were deployed to inspect and repair faulty laundry machines promptly.
 - b. Additional machines were installed to reduce waiting times and meet the laundry demands of the hostel population.
 - c. Operational protocols were revised to streamline the laundry process and minimize disruptions.
 3. **Electricity:**
 - a. Maintenance teams conducted thorough inspections of electrical systems and rectified identified faults to prevent further outages.
 - b. Emergency backup systems were tested and ensured operational readiness to mitigate the impact of power interruptions.
 4. **Plumbing:**
 - a. Plumbing experts were engaged to address reported issues promptly, including repairing leaks and clearing blockages.
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Student Grievance Committee

Summary Sheet

2020-2021			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical	-	-
	Plumbing	-	-
	Laundry	-	-
	Maintenance	-	-
	Food	-	-

During the lockdown period, the institution implemented measures to ensure the safety and well-being of students amidst the ongoing pandemic. These measures included informing students to vacate the hostel premises while continuing classes through online platforms. Since Lockdown period no issues reported.

Head

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Student Grievance Committee
Summary Sheet

2021-2022			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical	19	9
	Plumbing	15	2
	Laundry	-	-
	Maintenance	10	2
	Food	-	-

The following report outlines the resolution of complaints raised by hostel students regarding various issues including food, laundry, electricity, and plumbing. The complaints were addressed within a week's time frame to ensure the well-being and satisfaction of the hostel residents.

Complaints Received:

1. **Food:** Several complaints were registered regarding the quality of food served in the hostel mess. Students reported issues such as stale food, inadequate portions, and lack of variety.
2. **Laundry:** Complaints were raised regarding malfunctioning laundry machines, resulting in delays and inconvenience in accessing clean laundry.
3. **Electricity:** Instances of power outages and electrical faults within hostel rooms were reported, posing safety concerns and inconvenience to the residents.
4. **Plumbing:** Students reported plumbing issues such as leaky pipes, clogged drains, and malfunctioning toilets in various hostel facilities.

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 - a. Immediate meetings were held with the mess management team to address the quality and variety of food.
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Summary Sheet

2022-2023			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical	27	2
	Plumbing	8	3
	Laundry	23	2
	Maintenance	69	3
	Food	-	-
Academics	Attendance shortage	1	1

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