NTERNATIONAL 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.

- 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:

1. Electricity:

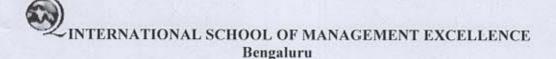
- Maintenance teams conducted thorough inspections of electrical systems and rectified identified faults to prevent further outages.
- Emergency backup systems were tested and ensured operational readiness to mitigate the impact of power interruptions.

2. Plumbing:

- Plumbing experts were engaged to address reported issues promptly, including repairing leaks and clearing blockages.
- Preventive maintenance schedules were established to proactively identify and resolve plumbing issues before they escalate.

Head

Student Grievance Committee



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.
- 4. Plumbing: Students reported plumbing issues such as leaky pipes, clogged drains, and malfunctioning toilets in various hostel facilities.

Actions Taken:

1. Food:

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

 Regular feedback sessions were initiated to monitor the satisfaction levels of hostel residents regarding food services.

2. Laundry:

- Technical teams were deployed to inspect and repair faulty laundry machines promptly.
- Additional machines were installed to reduce waiting times and meet the laundry demands of the hostel population.
- Operational protocols were revised to streamline the laundry process and minimize disruptions.

3. Electricity:

- Maintenance teams conducted thorough inspections of electrical systems and rectified identified faults to prevent further outages.
- Emergency backup systems were tested and ensured operational readiness to mitigate the impact of power interruptions.

4. Plumbing:

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Student Grievance Committee

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Student Grievance Committee

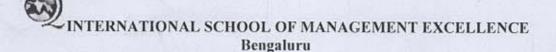
Summary Sheet

2020-2021			
Grievance	Type of Grievance	No of Grievance	Average No of Days to solve
Infrastructure	Electrical		
	Plumbing		
	Laundry		
	Maintenance		
	Food	12	

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

Student Grievance Committee Gallord



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	-	CAN HERE A
	Maintenance	10	2
	Food		

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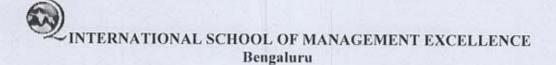
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Student Grievance Committee

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Student Grievance Committee

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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