



Jagan Institute of Management Studies

3, Institutional Area, Sector-5, Rohini, Delhi-110085

**5(f). Feedback by students towards
satisfaction with the effectiveness of
the SGRC**

Annexure VI-F



Jagan Institute of Management Studies

3, Institutional Area, Sector-5, Rohini, Delhi-110085

Students Grievance Redressal Feedback Form

1. Student name : Manish Garg
2. Enrolment NO : 02650401700
3. Program of Study : BBA
4. Mobile : 8178304673
5. Area of Grievance (Academic /Non Academic) : Academic
6. Description of Grievance :
Merit - cum - mean Financial Assistance
scheme
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Yes (Received)
10. Grievance satisfied if not, then cause of dissatisfaction
.....
.....
.....

Manish

Signature of the student

Name : Manish Garg

Date : 17/3/23



Jagan Institute of Management Studies

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Students Grievance Redressal Feedback Form

1. Student name : ABHISMEK
2. Enrolment NO : 00450401720
3. Program of Study : BBA
4. Mobile : 9654296802
5. Area of Grievance (Academic /Non Academic) : Academic
6. Description of Grievance :
Merit - cum mean financial assistance
~~Scholarship~~ Scholarship
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Yes
10. Grievance satisfied if not, then cause of dissatisfaction

Abhishek
Signature of the student

Name : Abhishek
Date : 17.3.22



Jagan Institute of Management Studies

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Students Grievance Redressal Feedback Form

1. Student name : MUSKAN JUNEJA
2. Enrolment NO : 02750402020
3. Program of Study : BCA - 2nd Shift
4. Mobile : 9971085890
5. Area of Grievance (Academic / Non Academic) : Academic
6. Description of Grievance :
To organize workshop on Machine Learning.
7. Whether the problem has been reported : Yes
8. Action taken (Yes / No) : Yes
9. Outcome of the report : Yes
10. Grievance satisfied if not, then cause of dissatisfaction

N/A



Signature of the student

Name : MUSKAN JUNEJA

Date : 13th January, 23



Jagan Institute of Management Studies

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Students Grievance Redressal Feedback Form

1. Student name : Nishant Chaturvedi
2. Enrolment NO : 02814002020
3. Program of Study : BBA
4. Mobile : 9873830368
5. Area of Grievance (Academic /Non Academic) : Non receipt of Financial Assistance from District Postal
6. Description of Grievance :
My grievance was related to non-receipt of Scholarship assistance from DTE (e-district Postal)
7. Whether the problem has been reported : Yes.
8. Action taken (Yes /No) : Yes.
9. Outcome of the report : I have received 100% scholarship (category-F).
10. Grievance satisfied if not, then cause of dissatisfaction : NA.

Signature of the student

Name : Nishant
Date : 27/03/23.



Jagan Institute of Management Studies

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Students Grievance Redressal Feedback Form

1. Student name : Yash Verma
2. Enrolment NO : 05314002020
3. Program of Study : BCA
4. Mobile : 9971104827
5. Area of Grievance (Academic /Non Academic) : Non receipt of financial assistance from e-District Portal
6. Description of Grievance :
My grievance was related to non receipt of scholarship assistance from DHE (e-district portal)
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : I have received 100% scholarship (Category I)
10. Grievance satisfied if not, then cause of dissatisfaction :
N/A

Yash

Signature of the student

Name : Yash

Date : 27/03/23



Jagan Institute of Management Studies

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Students Grievance Redressal Feedback Form

1. Student name : Apshita Gera
2. Enrolment NO : 04714001721
3. Program of Study : BBA 2nd Year
4. Mobile : 7983561138
5. Area of Grievance (Academic /Non Academic) : Non-Academic
6. Description of Grievance :
Microwave utensils were not provided in
hostel
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Microwave utensils were
provided last week
10. Grievance satisfied if not, then cause of dissatisfaction
Yes

Signature of the student

Name : Apshita Gera

Date : 25 Nov. 2022



Jagan Institute of Management Studies

3, Institutional Area, Sector-5, Rohini, Delhi-110085

Students Grievance Redressal Feedback Form

1. Student name : Chhavi Nathurvedi
2. Enrolment NO : 00814002020
3. Program of Study : BCA
4. Mobile : 8619066625
5. Area of Grievance (Academic /Non Academic) : Non - Academic
6. Description of Grievance :
Poor food quality served in the institute's
canteen
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Good quality food is served now
10. Grievance satisfied if not, then cause of dissatisfaction
NA

Chhavi
Signature of the student
Name : Chhavi Nathurvedi
Date : 12/08/2022



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Students Grievance Redressal Feedback Form

1. Student name : Diksha Singhal
2. Enrolment NO : 04150401719
3. Program of Study : BBA
4. Mobile : 9717079632
5. Area of Grievance (Academic / Non Academic) : To arrange get together & small parties
6. Description of Grievance :
To arrange get together & small parties.
.....
.....
7. Whether the problem has been reported : yes
8. Action taken (Yes / No) : yes
9. Outcome of the report : yes
10. Grievance satisfied if not, then cause of dissatisfaction :
NA
.....
.....

Signature of the student : *Diksha Singhal*
Name : Diksha Singhal
Date : 13.7.2022



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Students Grievance Redressal Feedback Form

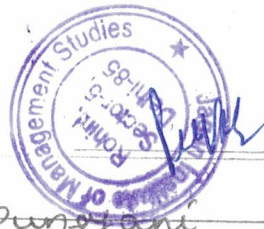
1. Student name : Sahil Shukla
2. Enrolment NO : 03614002020
3. Program of Study : BCA
4. Mobile : 9289297817
5. Area of Grievance (Academic /Non Academic) : Academic
6. Description of Grievance :
..... The Sanction of Scholarship of merit cum
financial assistance.
.....
.....
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Received Scholarship
10. Grievance satisfied if not, then cause of dissatisfaction
.....
.....
.....

Signature of the student

Name : Sahil Shukla

Date : 17-03-2023





22 Date - 8/6/2022
Name - Surbhi Punjani
Enroll - 0014007119
Prog. BBA

Grievance - Guidance for competitive examination and career counseling.

Action Taken - The institute is conducting lot of many activities like mock session, aptitude session, online assessment test are conducted for competitive examination. and moreover senior faculty are involved as a resource person.

23 Date - 01/07/2022
Name of student - Diksha singhal
Rahul Arora,
Program - BBA

Grievance - Canteen area is not hygienic

Action Taken - Forwarded to Canteen Committee and was resolved.

24 Date - 05/09/2022
Name - Sharad Jain, 094004421, BCA
Aparajita Sahan, 01214004421, MCA
Ashutosh Dongi, 01314004421, MCA
Adarsh Tiwari, 01414004421, MCA

Grievance - Allow 05 minutes relaxation time to enter into the classroom.

Action - It was decided in the meeting and decided not to allow.



25) Date - 29/09/2022

Prog. BCA

Name - Karan chattwal

Grievance - Discrepancy in the internal Result of student elective paper code (BCA 301) and BCA (313)

Action taken - Institute had made correspondence to Incharge, Controller of examination regarding issuance for updation in Grade sheet of Karan chhatwal.

26) Date - 29/09/2022

Name - Chhavi chaturvedi

Enroll - 00814002020

Prog - BCA

Grievance - The student is complaining that Poor food quality is served in the institute's canteen.

Action Taken - matter was taken up and Good quality food is served in the hostel now,

27) Date - 05/10/2022

Name - Unvashi Sapra

Diksha malhotra

Enroll - 00414004421

00314004421

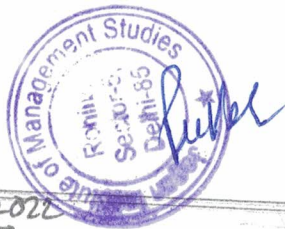
Prog. BCA

BCA

Grievance - Request to provide more chairs in the classroom

Action Taken

It was decided in the minute of meeting 22-10-2022 and administrative officer has been informed to make available more chairs in the class room.



28

Date - 19/10/2022

Name - Mohit

Grievance - Father name is not written in 1st & 2nd Semester marksheet.

Action Taken Institute has made correspondence to university for adding mohit's father name

29

Date 25/11/2022

Name - Akshita Gera

Enroll - 04714001721

prog - BBA

Grievance - Microwave utensils were not provided in hostel.

Action Taken Microwave utensils were provided in last week.

30

Date - 25.11.2022

Name - Pulkit Mahajan

Enrollment - ~~01850401716~~ 01850401716

Prog - BBA

Grievance - Student is saying wrong photo is pasted in his Degree.

ATR - we have forwarded the correct photograph of the student to exam dept.

31

Date - 13/11/2022

Enrollment - 02750402020

Name - Muskan Juneja

Prog - BBA

Grievance TO organise workshop on machine Learning.

Action Taken - Resolved

32

15/03/2023

Name - Yashica

Enrollment - 06250401722

Prog - BBA

Grievance - Quality of food served in hostel is very poor.Action Taken - The matter was put off and Resolved.

33

Date - 17/03/2023

Name - Sahil Shukla

Enroll - 03614002020

Prog. BCA

Grievance. The student has not received financial assistance from e-District portal (Ment cum means FA)Action Taken - The student has received scholarship.

34

Date - 17/03/2023

Name - Karan Jain

enrollNo - 01614002021

prog - BCA

Grievance - Food is tasteless.Action Taken - Catering has been changed,



35 Date 17/03/2023

Name - Manish Garg; 02650401720, BBA
- Abhishek; 00450401720, BBA

Grievance - These students have not received merit-cum-means financial assistance from DHB & district postal.

Action taken - Students have received financial assistance.

36 Date - 27/03/2023

Name - Nishant Chaturvedi	Yash Verma
Enroll - 02814002020	05314002020
Prog. - BBA	BBA

Grievance The student grievance was related to non-receipt of financial assistance from DHB.

37 Date - 22/04/2023

Name - Arjay Khan
Enroll - 00150404420
Prog. - MCA

Grievance - Student photo is missing in the marksheet and consolidated grade sheet

Action taken - We have forwarded the application to controller of examination for correction

38 Date 10/08/2023

Name - Arjun Sharma
enroll 0750402017

38) Date, 24/05/2023

Name - Deep Saxena

Prog - ~~BEA~~ MCA

Enroll - 00514004420

Grievance - photo of student is missing in provisioned Certificate and Grade sheet

Action Taken, we have forwarded to Controller of examination for correction.

39) 05/09/2023

Name - Ajush Jagga

Enroll - 35514004422

Prog - MCA

Grievance - Rechecking of paper MCA.102 CD data and file structure.

Action Taken - Institute has forwarded request letter for correction vide letter no JIMS/R/2023-24/015 dated 31/09/2023.

40) Date, 11-09-2023

Name - Shivam Bharadwaj

Enroll - 01450404422

Prog - MCA

Grievance - Marks awarded to him in MCA-102 data and files structure is very less, so please recheck.

Action Taken - Institute has forwarded request letter

Date - 12/09/2023

Name - Arjun M. Enroll - 026504022

Prog - B.E.

Grievance - Not satisfied with marks granted him in Applied mathematics, so he want to recheck paper