



Jagan Institute of Management Studies



NAAC A++ Grade & NBA Accredited MCA Program
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 : Tanya Gupta
2. Enrolment No : 03114001722
3. Program of Study : BBA - Ist shift
4. Mobile : 9891363133
5. Area of Grievance (Academic /Non Academic) : Non-Academic
6. Description of Grievance :
lift of c. Building is not working.
.....
.....
7. Whether the problem has been reported : yes
8. Action taken (Yes /No) : yes
9. Outcome of the report : Resolved
10. Grievance satisfied if not, then cause of dissatisfaction
.....
.....
.....

Signature of the student
Name : Tanya Gupta
Date : 3/01/2024

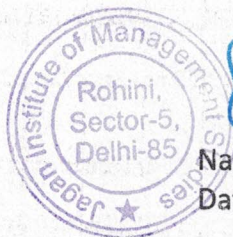


Jagan Institute of Management Studies

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

Students Grievance Redressal Feedback Form

1. Student name : Pratham Goel
2. Enrolment No : 0014001722
3. Program of Study : BBA 1st Shift
4. Mobile :
5. Area of Grievance (Academic /Non Academic) : Non Academic
6. Description of Grievance :
Lift of C Building is not working
.....
.....
7. Whether the problem has been reported : yes
8. Action taken (Yes /No) : yes
9. Outcome of the report : Resolved
10. Grievance satisfied if not, then cause of dissatisfaction
.....
.....
.....



Signature of the student : Pratham Goel
Name : Pratham Goel
Date : 3/01/2024

Jagan Institute of Management Studies

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

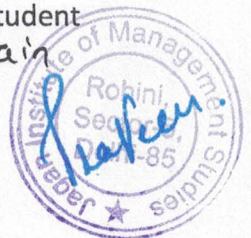
Students Grievance Redressal Feedback Form

1. Student name : Vatsal Jain
2. Enrolment No : 02714001722
3. Program of Study : BBA 1st shift
4. Mobile :
5. Area of Grievance (Academic /Non Academic) : Non-Academic
6. Description of Grievance :
Lift of C Building is not working
please do the needful
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Complaint Resolved
10. Grievance satisfied if not, then cause of dissatisfaction

Signature of the student

Name : Vatsal Jain

Date : 3/1/24



Jagan Institute of Management Studies

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

Students Grievance Redressal Feedback Form

1. Student name : Sparsh Srivastava
2. Enrolment No : 02314501719
3. Program of Study : BBA
4. Mobile : -
5. Area of Grievance (Academic /Non Academic) : Academic
6. Description of Grievance :
My title name in Hindi version is not correct
in the provisional degree issued by university.
7. Whether the problem has been reported : Yes
8. Action taken (Yes /No) : Yes
9. Outcome of the report : Letter sent to university for
correction.
10. Grievance satisfied if not, then cause of dissatisfaction



Sparsh

Signature of the student

Name : Sparsh Srivastava

Date : 5/12/2023

Jagan Institute of Management Studies

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

Students Grievance Redressal Feedback Form

1. Student name : Vivek Singh
2. Enrolment No : 04914001721
3. Program of Study : BBA
4. Mobile :
5. Area of Grievance (Academic /Non Academic) : Academic
6. Description of Grievance :
Madam, my name is not written in 1st and 2nd
Semester Grade sheet issued to me. please
update.
7. Whether the problem has been reported : yes
8. Action taken (Yes /No) : yes
9. Outcome of the report : Letter from Institute sent to
University for needed action
10. Grievance satisfied if not, then cause of dissatisfaction



Signature

Signature of the student

Name : Vivek Singh

Date : 20/09/2023

Jagan Institute of Management Studies

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

Students Grievance Redressal Feedback Form

1. Student name : Uday Bhanu Garg
2. Enrolment No : 0321400172
3. Program of Study : BBA
4. Mobile :
5. Area of Grievance (Academic / Non Academic) : Academic
6. Description of Grievance :
The I am not satisfied with the Mark awarded
in BBA 204 (Financial Management) by the
University. So, I want to do paper rechecking.
7. Whether the problem has been reported : Yes
8. Action taken (Yes / No) : Yes
9. Outcome of the report : Letter Sent to the
University.
10. Grievance satisfied if not, then cause of dissatisfaction



Signature of the student

Name : Uday Bhanu Garg
Date : 13th September, 2023

IP STATUTOR Y
JIMS/IPSTAT/2024/145



STUDENTS GRIEVANCE
REDRESSAL Comm
REGISTER

SUMMARY QUARTER 3

No. of grievance received = 9

Action Taken by College. = 9

Action by university = 7

~~Pending~~ Pending - 1 University level
~~Deepak~~

~~Mr. Bhatia~~

SUMMARY (ANNUAL)

No. of grievance received = 16

NO-Action taken by College = 16

No-Action taken by univ : 10

~~Pending~~ Pending - 1 University level
~~Deepak~~

~~Mr. Bhatia~~

(44)

05/09/2023

Name - Ajush Tagga

Enroll - 35514004422

prog - MCA

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

Action Taken - Institute has forwarded request letter to university for correction vide letter no. JMSR/2023-24/615 dated 05/09/2023

Action taken by univ (Pending)

~~Deepak~~

(45)

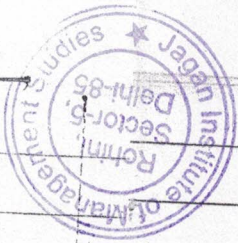
Date - 11/09/2023

Name - Shivam Bhardway

Enroll - 01450404422

Prog - MCA





Grievance marks awarded to him in MCA-102 Data and File Structure is very less. So requested to recheck.

Action Taken The application is received to COE, GIMS, and the same was forwarded to University for consideration.

Action taken by unit

(46)

Date - 12/9/2023

Name - Arjun Vij.

Enroll - 026504022

Prog - BCA

Grievance - Not Satisfied with the marks given to him in applied mathematics, so he want to recheck the paper.

Action taken A request letter by COE of the institute was forwarded to the University for rechecking.

Action Taken by University - The student was called by the university for rechecking and resolved.

Arjun

(47)

Date - 13/09/2023

Name - Uday Bhanu. Garg

Prog - BBA

Enroll - 03214501721

Rakshit Gupta

BBA

02950401722



Complaincy = The student is not satisfied with paper BBA 204. Financial mgmt. so he want to do rechecking.

Action Taken by college - Institute has forwarded the application to University along with requisite fees by COE, Jims.

Action by University -

(B) Complaincy - He want to recheck BBA 108
E-commerce

Action taken - COE Jims forwarded the student application to GGSIPU.

Action by Univ. -

Full

48

Date - 20/9/2023

Name - Vivek Singh

prog - BBA

Enroll - 04914001721

Complaincy - His name is not written in 1st & 2nd Semester grade sheet

Action taken by college - COE, Jims

forwarded the application of Vivek Singh for correction in name from Vivek to Vivek Singh.

Action taken by University -

Full



(49)

Date: 5/12/2022

Name - Sparsh Srivastava

Prog - BBA 1st shift

Batch 2019-22

Enrollment No - 02314001719

Grievance - Correction reqd. in Title of the name. (Hindi version)

Action Taken - by Ho College - COE put letter to Principal & Principal made forwarded a letter to University for correction of the same.

Handwritten signature

(50)

Date: 3/01/2024

Name: Pratham Jindal, Kanishk Aggarwal

Vatsal Jain, /

Tanya Gupta

Prog - BBA 1st shift

Batch 2022-25

Enrollment No - 00114001722, 01014001722

02714001722, 03114001722

Grievance - Lift of 'C' Building not working.

Action Taken - The same was forwarded to the Admin. Officer and was resolved. (i.e. The lift was under maintenance.)

Handwritten signature

(51)





Ref. No: JIMSR/2023-24/049

Date: 15.02.2024

NOTICE

This is in continuation to our earlier notice JIMSR/2023-24/043 dated 05.01.2024 we have shared the google form to all the aggrieved students to submit their feedback (on the scale of 3,2,1) on effectiveness of SGRC and accordingly we have received 15 responses of the same

Compilation details is as under

Scale satisfaction level	No of responses
3 (High)	13
2 (Moderate)	02
1 (Low)	Nil

Dr. Praveen Arora
Principal & Dean



Cc: To All Program coordinators to upload on students' notice board