



Institute of Technology & Science  
Murad Nagar, Ghaziabad  
Record-Wise Feedback Report

Department All Departments  
Date 29-04-2023

Duration 22-04-2023 To 29-04-2023

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem ?	Was your query/issue resolved ?	Were you informed after your problem was resolved?	How many times you had to come for your concern /Issue? /Issue?	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	Was our staff helpful to you?	How was the behaviour of the person attending the problem ?	Were You directed to the right person for resolving your problem ?	Are you satisfied with the quality of our service?.	Please mention the reason.	Would you like to share your experien
1	28-04-2023	APO/Registrar Office	tiya	8826318014		work load is too much they dont give us time to complete our work assignment work is useless please give us time to study and spend some time with family and friends.....	No		More Than Thrice	More Than One Hour	No	Not Satisfactory	No	Yes		no

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The issue was discussed with Dean UG (1<sup>st</sup> & 2<sup>nd</sup> year) and the class representatives. It was decided to distribute the assignments evenly throughout the week and reduce the no. of assignments as suggested by the class representatives.

*[Signature]*  
18/5/23

*[Signature]*  
Shivani  
18/5/23

*[Signature]*  
**Dr. Devi Charan Shetty**  
Director-Principal  
I.T.S Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206

# Institute of Technology & Science Murad Nagar, Ghaziabad

Record-Wise Feedback Report



Department All Departments  
Date 18-03-2023  
Duration 11-03-2023 To 18-03-2023

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem?	Was your query/issue resolved?	Were you informed after your problem was resolved?	How many times you had to come for concern? /Issue? (Time /Duration)	How long you had to wait for your concern /issue to be addressed? (Time /Duration)	Was our staff helpful to you?	How was the behaviour of the person attending the problem?	Were You directed to the right person for resolving your problem?	Are you satisfied with the quality of our service?	Please mention the reason. experience?.	Would you like to share your experience?.	Any suggestions for improvement of the grievance redressal System.
1	17-03-2023	Mess/Canteen	Maastha raghav	9812044562	aastharaghav76@gmail.com	canteen should be open on sundays also. there should be more varieties of food items in canteen. mess timings should be from 11.30 to 12 pm.	No		More Than Thrice	15 Minutes	Yes	Average	Yes	No		no	
2	17-03-2023	Mess/Canteen	anishmalik	9996388892	anishvikasmalik@gmail.com	mess food should be changed timely the food should be healthy the timings should	No		More Than Thrice	More Than One Hour	No	Poor	No	No	it should be quite fast	no	more effectiveness

*Issue has been discussed with the students & mess in charges. Menu would be changed w.e.f. 18 April '23.*  
Ginrani 25/3/23

*Dr. Devi Prasad Srivastava*  
Director-Principal  
I.T.S. Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206



# Institute of Technology & Science Murad Nagar, Ghaziabad

Record-Wise Feedback Report

Department All Departments

Duration 20-05-2023 To 27-05-2023

Date 29-05-2023

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem ?.	Was your query/issue resolved ?.	Were you informed after your problem was resolved?.	How many times you had to come for your concern /Issue?.	How long you had to wait for your concern /Issue to be addressed ?. (Time Duration)	Was our staff helpful to you?.	How was the behaviour of the person attending the problem ?.	Were You directed to the right person for resolving your problem ?.	Are you satisfied with the quality of our service?.	Please mention the reason.	Would you like to share your experience?.	Any suggestions for improvement of the grievance redressal System.
1	22-05-2023	Mess/Canteen	zadeno	8837027525	zadenogreen_kithan@yahoo.in	mess in mess	No		Once	15 Minutes	Yes	Good	No	Yes			
2	22-05-2023	Mess/Canteen	zadeno	8837027525	zadenogreen_kithan@yahoo.in	late serving of snacks. have to wait for more than half an hour for fruits. Closes the counter at the exact time after serving food 10-15 minutes late. Doesnt wait for even 5 minutes past the allotted time even if they have served 10-15 minutes	No		Twice	15 Minutes	Yes	Average	No	No	mess complain		

*M. A.*  
**Dr. Devi Charan Shetty**  
Director-Principal  
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Ghaziabad-201206

3	23-05-2023	Mess/Canteen hariom 9897897654	late. Food gets over especially rice and waiting time takes 15 minutes food quality not good	No	Twice	More Than One Hour	No	Good	No	No	no	no
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Complaint for mess  
 noted and is  
 recorded.  
 Dr. V. Shetty  
 12/11/23

*(Signature)*  
 Shetty  
 20/5

*(Signature)*  
 Dr. V. Shetty

*(Signature)*

Dr. Devi Charan Shetty  
 Director-Principal  
 I.T.S Centre for Dental Studies & Research  
 Delhi-Meerut Road, Meerut  
 Ghaziabad-201206



Institute of Technology & Science  
Murad Nagar, Ghaziabad  
Record-Wise Feedback Report

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Department All Departments  
Date 10-09-2022

Duration 03-09-2022 To 10-09-2022

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem ?	Was your query/issue resolved ?	Were you informed after your problem was resolved?	How many times you had to come for your concern /Issue?	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	Was our staff helpful to you?.	How was the behaviour of the person attending the problem ?.	Were You directed to the right person for resolving your problem ?.	Are you satisfied with the quality of our service?.	Please mention the reason.	Would you like to share your experience?.	Any suggestions for improvement of the grievances redressal System.
1	09-09-2022	Hostel-Boys	mamun rashid	6299876177	mmrashid1699@gmail.com	THANK YOU SIR for looking this matter basketball ring has been change thank you for solve my problem	Yes	Yes	Once	15 Minutes	Yes	Excellent	Yes	Yes		i like very much and very helpfull	no
2	09-09-2022	Hostel-Boys	mamun rashid	6299876177	mmrashid1699@gmail.com	sir plz change basketball ring	No		Once	15 Minutes	Yes	Excellent	Yes	Yes		good	basketball court

Dr. Devicharan Shetty  
Principal  
ITS Centre for Development & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206

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Librarian  
10/09/2022

*[Handwritten signatures and initials]*

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**Institute of Technology & Science**  
**Murad Nagar, Ghaziabad**  
 Record-Wise Feedback Report

Department All Departments  
 Date 03-09-2022

Duration 27-08-2022 To 03-09-2022

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem ?	Was your query/issue resolved ?	Were you informed after your problem was resolved?	How many times you had to come for your concern/Issue?	How long you had to wait for your concern/Issue to be addressed ? . (Time Duration)	Was our staff helpful to you?	How was the behaviour of the person attending the problem ?	Were You directed to the right person for resolving your problem ?.	Are you satisfied with the quality of our service?.	Please mention the reason.	Would you like to share your experience?.	Any suggestions for improvement of the grievances redressal System.
1	29-08-2022	Hostel-Girls	vijayata kapil	9675342777	kapilvijayata27@gmail.com	behaviour of staff is very rude and bad. bad behaviour with family members too.	No	No	1	15 Minutes	Not Satisfactory	No	No	No	noone helps the students here. everyone is rude to me.	bad	no because anyways no one helps here
2	30-08-2022	Library	ankita singh	9716121604	naina.ankisingh@gmail.com	bags should be allowed to carry inside the seating area as it gets difficult to carry multiple books/items inside without	No	No	1	Once	Good	Good	No	No			

*Handwritten notes:*  
 talked to Student/Parents, regarding the bags matter, I visited the hostel when the students were at 8:05 PM. She told them to wait outside in room. Parents allowed in room in late hour. Parents also agreed that they made a folder for this. But they didn't follow it. Matter resolved.

**Dr. Devicharan Shetty**

Principal  
 ITS Centre for Dental Studies & Research  
 Delhi-Meerut Road, Muradnagar  
 Ghaziabad-201206

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**Institute of Technology & Science**  
**Murad Nagar, Ghaziabad**  
Record-Wise Feedback Report

Department All Departments  
Date 03-09-2022

Duration 27-08-2022 To 03-09-2022

S.No.	Feedback Date	Department	Name	Mobile No.	E-Mail	What was your Problem ?	Was your query/issue resolved ?	Were you informed after your problem was resolved?	How many times you had to come for your concern /Issue?	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	Was our staff helpful to you?	How was the behaviour of the person attending the problem ?.	Were You directed to the right person for resolving your problem ?.	Are you satisfied with the quality of our service?.	Please mention the reason.	Would you like to share your experience?.	Any suggestions for improvement of the grievances redressal System.
1	29-08-2022	Hostel-Girls	vijayata kapil	9675342777	kapilvijayata27@gmail.com	behaviour of staff is very rude and bad. bad behaviour with family members too.	No	Once	15 Minutes	No	Not Satisfactory	No	No	noone helps the students here. everyone is rude to me.	bad	no because anyways no one helps here	
2	30-08-2022	Library	ankita singh	9716121604	naina.ankisingh@gmail.com	bags should be allowed to carry inside the seating area as it gets difficult to carry multiple books/items inside without bags	No	Once	15 Minutes	No	Good	No	No				

**Dr. Devicharan Shetty**  
Principal  
ITS Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
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*Devicharan Shetty*

*1/08*

## PROCEEDINGS OF THE COMMITTEE

Regarding the complaint from Ms. Shruti Priya Ral and Ms. Samiksha Subham against Ms. Shama Perveen, Ms. Kartiki Gupta, Ms. Aarcha Kakkar and Ms. Divya Garg.

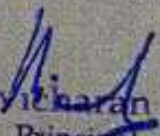
Both the complainants and against whom complaint was put forth were asked to report separately to the Women Cell committee. They were asked in detail regarding the concerns. The four students against whom the complaint was recorded were warned to refrain from any misconduct and verbal abuse. The students gave in writing that they won't be involved in any such activity in future.

Further, the committee, in the presence of the hostel warden, Ms. Dolly, met with all students of "Durga Hostel" and warned the students regarding any kind of mischief. There were further explained the importance of maintain congeniality in the hostel and have a conducive environment to henceforth. All the interns, final year and second year BDS students of the hostel were present during the communication.

Dr. Shivani Mathur (Chairperson)

Dr. Divya Shetty (Member)

Dr. Ritu Gupta (Member)

  
Dr. Devikaran Shetty  
Principal  
ITS Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206



**PROCEEDINGS OF THE COMMITTEE**

Regarding the complaint from Ms. Navmi Kumari against Patient Lakshit Tyagi

Ms. Navmi Kumari was asked regarding her concerns in detail. The concerned patient was contacted and was intimated to refrain from any such activity in future. Also, Ms. Mani Mittal and her team was asked to be careful and not to share any student's personal phone number with any patient for all future references. The number has already been blocked by the student and the authorities have been intimated in case of any further visits of the patient concerned to the college.

Dr. Shivani Mathur (Chairperson)

Dr. Divya Shetty (Member)

Dr. Ritu Gupta ( Member)

**Dr. Dev Charan Shetty**  
Principal  
I.T.S Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206

To,  
The Women cell  
ITS CDS R  
Muradnagar  
Ghaziabad

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Date - 27<sup>th</sup> Sept. 2022

Subject : complaint application.

Respected Ma'am,

I, Navmi Kumari, BDS IV yr (2018-22) would like to give a written complaint against administrative staff member Manni Mittal Ma'am as she gave my contact number to a patient (Lakshit Tyagi, [20220911425]) in respect of my consent and that patient visited thrice during my PHD posting and after that trying to contact ~~with~~ me on phone from 17<sup>th</sup> Sept 2022. Despite not responding to the messages and calls and also blocking the number Patient is calling at any time of the day.

This is hampering my studies and daily activities and parents are getting worried and insisting on coming to college. Hence forth, I kindly request you to look

into this matter, so that the patient stops exasperating and troubling me, kindly take strict action against Manni Mittal Ma'am.

I am attaching the screenshot document regarding the same.

Yours faithfully  
Navmi Kumari  
BDS IV yr (2018-22)

Dr. Devcharan Shetty  
Principal  
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