



Institute of Technology & Science

Murad Nagar, Ghaziabad
Comprehensive Feedback Report

Duration 11-05-2024 To 15-05-2024

Department All Departments

Date 15-05-2024

S.No.	Questions	Responses
1	Was your query/issue resolved ?.	Yes: 0 No: 2
2	Were you informed after your problem was resolved?.	Yes: 0 No: 0
3	How many times you had to come for your concern /Issue?.	Once: 1 Twice: 0 Thrice: 0 More Than Thrice: 1
4	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	15 Minutes: 0 30 Minutes: 1 1 Hour: 0 More Than One Hour: 1
5	Was our staff helpful to you?.	Yes: 0 No: 2
6	How was the behaviour of the person attending the problem ?.	Excellent: 0 Good: 1 Average: 0 Poor: 1 Not Satisfactory: 0
7	Were You directed to the right person for resolving your problem ?.	Yes: 0 No: 2
8	Are you satisfied with the quality of our service?.	Yes: 0 No: 2
	Responses for total quesitons : 8	
	Total Responses 2	

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M. Jang
Librarian
I.T.S. CDSR



Institute of Technology & Science

Murad Nagar, Chaziabad

Record-Wise Feedback Report

Department All Departments
 Date 15-05-2024
 Duration 12-05-2024 To 15-05-2024

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	13-05-2024	Hostel-Boys	Subham das	8697239933	subhamdas_mds23_26@its.edu.in	Room was not painted since I have joined. The warden at that time promised that filed application for room painting. But still it was not done. I request that my room no 202 PG boys Hostel should be painted as soon as possible.	No	No	More Than Thrice	More Than One Hour	No	Poor	No	No	It was not resolved since the beginning. And Room is still in very bad condition. Room No 202 PG boys Hostel. Please Paint it as soon as possible Thank You	NO	No	you are not informing by whatsapp or any other way matter will be taken care of
2	13-05-2024	OPD-Patient related/Material Equipment related	MUSKAN	7319777317	MUSKANSHIVRAJ@GMAIL.COM	PATIENT COUNT IS VERY LESS IN DEPARTMENT DUE TO WHICH WE ARE NOT EVEN ABLE TO START DOING PATIENTS AND THE QUEUES ALSO TOO MUCH BUT	No	Once	30 Minutes	No	Good	No	No	PLEASE LOOK INTO MY MATTER				

The matter has been detailed & discussed with specific conclusions:-

- 1) 3-10-23
- 2) Since shift will get come in very early this so are treated early from camps of these changes

are expected to get queues come to clinics overall pt doing in 30-45 min total is highly significant

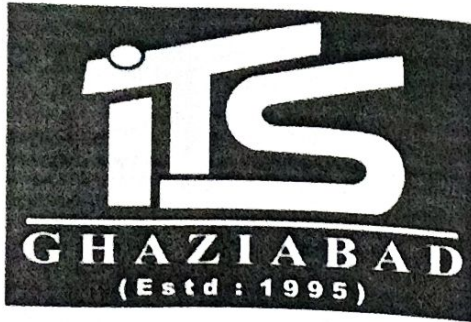
THERE ARE VERY FEW PATIENTS WHO ARE ALSO TAKEN BY OUR SENIORS IN THE CLINICS.

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Conclusion :- Besides changes on discom-
with 3rd yr we shall ~~part~~ part students for Camps
To complete quota. 15/5/24

M. S. Dibrantar
M.S. CDSR

15/5/24



Institute of Technology & Science

Murad Nagar, Ghaziabad
Comprehensive Feedback Report

Duration 15-07-2023 To 22-07-2023

Department All Departments

Date 22-07-2023

S.No.	Questions	Responses
1	Was your query/issue resolved ?.	Yes: 0 No: 2
2	Were you informed after your problem was resolved?.	Yes: 0 No: 0
3	How many times you had to come for your concern /Issue?.	Once: 2 Twice: 0 Thrice: 0 More Than Thrice: 0
4	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	15 Minutes: 1 30 Minutes: 1 1 Hour: 0 More Than One Hour: 0
5	Was our staff helpful to you?.	Yes: 2 No: 0
6	How was the behaviour of the person attending the problem ?.	Excellent: 0 Good: 2 Average: 0 Poor: 0 Not Satisfactory: 0
7	Were You directed to the right person for resolving your problem ?.	Yes: 2 No: 0
8	Are you satisfied with the quality of our service?.	Yes: 2 No: 0
	Responses for total quesitons : 8	
	Total Responses 2	

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Institute of Technology & Science

Murad Nagar, Ghaziabad

Record-Wise Feedback Report

Department All Departments

Duration 15-07-2023 To 22-07-2023

Date 22-07-2023

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)	Yes	Good	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 redressal System.
1	21-07-2023	Library	saarvik garg	9643914124	saarvikgarg_mds21_24@its.edu.in	The fine for referencing book is RS 100. I request you to please reduce this fine as we are students we wont be able to pay this much because books can be issued for only 3 days. And i also request you to please increase the time	No		Once	30 Minutes	Yes	Good	Yes	Yes		

duration of book issue.	Respected sir the booke in the library are issued for only 3 days so kindly request you to please extend the days to at least 5 so that we gets more time to study as it is not possible to complete a topic in 3 days	No	Once	15 Minutes	Yes	Good	Yes	Yes
21-07-2023	Library	Nitin Kaushtik	7011684480 nitinkaushtik_mds21_24@iis.edu.in					

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To Librarian.
 To consider books based on availability & importance of use to be issued for 5 days with no penalty -
 Prof. Shetty



Institute of Technology & Science

Murad Nagar, Ghaziabad

Comprehensive Feedback Report

Duration 17-06-2023 To 20-06-2023

Department All Departments

Date 20-06-2023

S.No.	Questions	Responses
1	Was your query/issue resolved ?.	Yes: 0 No: 2
2	Were you informed after your problem was resolved?.	Yes: 0 No: 0
3	How many times you had to come for your concern /Issue?.	Once: 0 Twice: 0 Thrice: 0 More Than Thrice: 2
4	How long you had to wait for your concern /Issue to be addressed ? . (Time Duration)	15 Minutes: 0 30 Minutes: 0 1 Hour: 0 More Than One Hour: 2
5	Was our staff helpful to you?.	Yes: 0 No: 2
6	How was the behaviour of the person attending the problem ?.	Excellent: 0 Good: 0 Average: 0 Poor: 1 Not Satisfactory: 1
7	Were You directed to the right person for resolving your problem ?.	Yes: 0 No: 2
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M. Singh
M. Singh



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Murad Nagar, Ghaziabad

Record-Wise Feedback Report

Department All Departments
 Date 20-06-2023
 Duration 17-06-2023 To 20-06-2023

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 experience?.	Any suggestions for improvement of the grievances redressal System.
1	19-06-2023	Hostel-Girls	abcd	9999172255	this is on behalf of all the hostel girls this is happening for past two months and last year also that on every sunday there is electricity shutdown stating there is fault from the electricity house or the transformer without any prior information regularly on every sunday(9.30 am to 6.30) and now for past three weeks on Saturdays as	No	More Than Three	More Than One Hour	No	Poor	No	No	noone listens to our complain as this is happening for 2 years			

