



# ASHOKA

INSTITUTE OF TECHNOLOGY AND MANAGEMENT

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## STUDENTS COMPLAINT COMMITTEE

### FUNCTION

1. To accept written Complaints from students and staff related to the system.
2. To create and implement a mechanism to handle the reported grievances.
3. To forward the findings to the Management if necessary for further action.
4. To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
5. To attend to the grievances based on the authenticity and gravity of the criticisms made.
6. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
7. To convene periodical meetings to discuss whether the grievances have been settled.
8. To make a follow-up of these matters at regular intervals till their final disposal.
9. To maintain strict confidentiality, if necessary.

### RESPONSIBILITIES

1. The cases will be attended promptly on receipt of written grievances from the students within 7 working days.
2. The committee formally will review all cases and will acted upon accordingly as per existing norms.
3. The committee will give report to the management every quarterly about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Sr. No.	Name	Designation
1.	Er. S. S. Kushwaha - DSW	Convener
2.	Er. Ashim Dev	Member
3.	Mr. Neeraj Rai	Member
4.	Mr. Vinay Tiwari	Member
5.	Dr. Sana Fatma	Member
6.	Mr. Ajay Kushwaha	Member

**FREQUENCY OF THE MEETINGS** – Committee meets every month and on specific Issues and moments as and when required.

