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FACULTY: R&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 3/12/2019

TIME: 12:09 AM

NAME	N. TEJASWI
REGISTRATION NO:	16106l101105
DEPARTMENT	CSE
YEAR/SEM/SEC.	IV/ 7th sem /C
ADDRESS/TEL.NO./ E-MAIL	tejaswisony1414@ gmail.com

SUGGESTIONS / GRIEVANCES

we need water cans in our classroom. we need washrooms to be clean and neat.

Tejaswi
SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	3/12/19	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	Forj
ACTION INTIATION	3/12/2019	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	3/12/2019.		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 009/Ro/Dec 2019

Date : 3/12/19

Academic Year: 2019-20 (odd-sem)

1. COMPLAINT DESCRIPTION:

Student Name: N. Tejasvi Student Ref: CSE / IV / 7th sem / C

DETAILS OF COMPLAINT:

We Need washrooms to be clean and Neat, Need water cans in classrooms, Dustbins should be clean.

2. CONTAINMENT ACTION:

DATE: 3/12/19 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Sweepers are finding difficult to clean if huge Qty of food waste Put in dustbin
2 WHY	
3 WHY	
FINAL CAUSE	Inform sweepers to clean Properly.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Intimated sweepers to check properly. & suppliers are instructed to supply drinking water	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Supplied drinking water to classroom block regularly Intimate sweepers to clean regular basis	Process completed	

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Drinking water supplied regularly to all classroom block Ask to check sweepers regularly	Process completed.	

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FACULTY: E&T.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 15.2.2019

TIME: 2.15 pm.

NAME	Naveenkumar.V
REGISTRATION NO:	161171101056
DEPARTMENT	Biotechnology (B.Tech)
YEAR/SEM/SEC.	IV / VII / A
ADDRESS/TEL.NO./ E-MAIL	9787093349 / naveenk.the535@gmail.com

SUGGESTIONS / GRIEVANCES

There is not enought parking space available in campus, During payment of Tuition fee, have to stay in Queue for longer periods, Please prepeare the counters, No safety for bikes/helment.

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	15.2.2019	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	21.2.19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	21.2.19		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: CDO/ RO/ Dec 2019

Date : 21/2/2019

Academic Year: 2019 - 20.

1. COMPLAINT DESCRIPTION:

Student Name: V. NAVEEN KUMAR Student Ref: IV/BT/A'

DETAILS OF COMPLAINT:

Not enough parking space for bikes and lack of safety for bikes and helmets.
long que for tution fee payment

2. CONTAINMENT ACTION:

Space provided sufficiently with more securities appointed in parking area for safety.
New counters will be provided for fee payment

DATE: 21/2/2019 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Due to over admissions suddenly, parking
2 WHY	space was insufficient.
3 WHY	Due to fee payment in the last date at the same time by the students.
	C.B. Palanivelu
FINAL CAUSE	Suitable arrangements were arranged to avoid in future parking & fee counts

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
21/12/2019 To allot enough parking place is discussed.	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
21/12/2019 Arranged	Good.	

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
21/12/2019 Arranged.	GOOD	

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CORRECTIVE ACTION REPORT

Report No : CAR / Civil / 001 – YEAR 2000_
Date : 21/01/2020.

Academic Year : 2019-2020

1. NON CONFORMITY / COMPLAINT DESCRIPTION :

Identified through - Feedbacks from Student / Parent / Other interested parties / Grievances / Cl committee meetings / Result analysis / others _____

DETAILS OF NON CONFORMITY / COMPLAINT :

Floor was damaged due to the improper installation of wire.

CONSEQUENCES OF NON CONFORMITY / COMPLAINT : One student fell down on the floor

2. CONTAINMENT ACTION : (Action to control and correct it)

DATE : 21/1/20 **RESPONSIBILITY :** Manager

2. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Due to Students damaged the floor, couldn't walk properly on the floor.
2 WHY	
3 WHY	
FINAL CAUSE	Floor work has been done.
Similar NC Exist or Could Potentially Occur ?	C.B. Palanivelu

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3. PROPOSED CORRECTIVE ACTION :

(To eliminate actual and potential root causes)

ACTION PLANNED	RESPONSIBLE / TARGET DATE
The Complaint was taken to the Joint Registrar	21/1/2020

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Mason came to the classroom and repaired the floor by replacing the tiles.	fixed on the floor	22/1/2020

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Good	No issues	

6. UPDATIONS

a) In Risks and Opportunity list - Yes / No Doc. Ref _____

b) Changes to Quality management system - Yes / No. Doc,. Ref _____

c) Availability of Relevant details in Institutional website - Yes / No. - _____

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NON CONFORMITY & CORRECTIVE ACTION REGISTER

DATE	NON CONFORMITY / COMPLAINT IDENTIFIED THROUGH (Feedbacks / Class committee / Grievances / Result analysis etc.,)	DESCRIPTION OF NONCONFORMANCE & COMPLAINT	CORRECTIVE ACTION REPORT NUMBER (CAR.NO)	CORRECTIVE ACTION COMPLETION DATE	SIGN. (DEPT. HEAD)
21/1/20	Feedbacks	Damage of Floor (Tiles)	–	22/1/20	
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LTY : CET

STUDENT'S SUGGESTION / GRIEVANCES SLIP

(even Sem)
(2019 - 2020)

DATE : 6/2/2020
TIME : 2.40 pm

	Aiyshwariya. C
ATION NO:	16106110 1004
MENT	CSE
EM / SEC	IV / VIII / A
S / TEL.No. /	aiysh004@gmail.com

TIONS / GRIEVANCES:

Roaming of dogs inside campus, classrooms, & hostels. classroom cleanliness is very bad.

SIGNATURE

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TIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
T / GRIEVANCE TRATION	6/2/2020	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	S. G. Rao 27/2/2020
N INITIATION	12/2/2020	CORRECTIVE ACTION REPORT REF:	
COMPLETION	27/2/2020	CAR/CSE/2-2020/001	

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LTY : ERT

STUDENT'S SUGGESTION / GRIEVANCES SLIP

(even sem)
(2019 - 2020)

DATE : 7/3/2020
TIME : 2.30 pm

	Avinash Reddy. K.
RATION NO:	16106110104
MENT	CSE
EM / SEC	IV / VIII / B' - Sec
S / TEL No. /	Avinash.1074@gmail.com / 8462389123

TIONS / GRIEVANCES:

We need more practical sessions more than theory part

SIGNATURE

CE USE ONLY

IONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
/ GRIEVANCE TRATION	7/3/2020	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
INTIATION	8/3/2020	CORRECTIVE ACTION REPORT REF:	
COMPLETION	18/3/2020	CAR / CSE / 3 - 2020 / 001	18/3/2020

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LTY : EGT

STUDENT'S SUGGESTION / GRIEVANCES SLIP

(even Sem)
(2019-2020)

DATE : 12/2/2020

TIME : 12.30 PM

	B. Divyabharathi
ATION NO:	16106110 1035
MENT	CSE
EM / SEC	IV / VIII / A Sec
S / TEL.No. /	Divyabharathi001@gmail.com

TIONS / GRIEVANCES:

We need Smarts class Room, To have Real Time Video examples

SIGNATURE

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IONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
/ GRIEVANCE RATION	12/2/2020	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
INTIATION	24/2/2020	CORRECTIVE ACTION REPORT REF: CAR/CSE/2-2020/002	S. Gupta 28/2/20
COMPLETION	28/2/2020		

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CUSTOMER COMPLAINTS REGISTER

DATE	CUSTOMER DETAILS	MODE OF COMMUNICATION	COMPLAINT	CAR. NO	CORRECTIVE ACTION INITIATION DATE	CORRECTIVE ACTION COMPLETION DATE	SIGN. (DEPT. HEAD)
6/2/2020	Aiyahwaniya .C	16106110004	Roaming of dogs inside the campus.	CAR/CSE/2-2020/001	12/2/2020	27/2/2020	27/2/2020
12/2/2020	B. Divyabharathi	16106110035	Lack of Smart class room.	CAR/CSE/2-2020/002	24/2/2020	28/2/2020	28/2/2020
7/3/2020	Avinash Reddy	16106110014	Need of more practical classes.	CAR/CSE/3-2020/001	8/3/2020	18/3/2020	18/3/2020

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 001 CSE 2 - 2020
Date :

Academic Year : 2019-2020

COMPLAINT DESCRIPTION :

nt / Parent / Others

Name Aiyshwarinya. C, Student Ref: B.TECH / CSE / IV / A
Course / Department / Class / Sec.

LS OF COMPLAINT :

Roaming of dogs, inside the campus.

CONTAINMENT ACTION :

Required action taken by intimating
Came to house keeping in-charge and
ge and roaming is completed stopped.

: 27/2/2020 RESPONSIBILITY :

ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

WHY	Lack of maintaince in class room area.
HY	Door is not available in the stairs area.
HY	
AL SE	Need to be update the same to the house keeping in-charge and gate can be provided near the stairs.

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PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
roposed to Construct gate near the common stairs, and instructed maintaince in-charge to u Can about this.	25/2/2020

ERIFICATION OF CORRECTIVE ACTION

IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Gate Constructed for Common Stairs	Completed	S. Gupta 27/2/2020

EFFECTIVENESS

ED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
e construction is pleted.	Completed	S. Gupta 27/2/2020

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 002
Date : CAR / CSE / 2-2020 / 002
Academic Year : 2019-2020

COMPLAINT DESCRIPTION :

t / ~~Parent~~ / ~~Others~~

Name Divya bharathi, Student Ref: B.TECH / CSE / A SEC
Course / Department / Class / Sec.

LS OF COMPLAINT :

NEED OF SMART CLASS ROOM

CONTAINMENT ACTION :

SMART CLASS ROOM BY PROVIDING PROJECTORS AND WHITE BOARD.

: 24/12/2020 RESPONSIBILITY :

ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

HY	LACK OF PROJECTORS & WHITE BOARD
Y	CAN FIX ELECTRICAL SOCKETS
Y	MAY HELP STUDENT'S TO ACHIEVE SMART CLASS ROOM ENVIRONMENT
	PROJECTORS NEED WITH ITS ENVIRONMENT

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PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Planned to schedule extra lab sessions before the university examination	27/2/2020

ERIFICATION OF CORRECTIVE ACTION

IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
onducted extra b sessions.	completed	S Gupta 18/3/2020

EFFECTIVENESS

D BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Conducted extra ab sessions.	Completed	S. Gupta 18/3/2020

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 00
Date : (CAR / CSE / 3 – 2020 / 00)

Academic Year : Year – Year
(2019 – 2020)

COMPLAINT DESCRIPTION :

Parent / Others

Name Avinash Reddy, Student Ref: Course / Department / Class / Sec B.TECH / CSE / IV / B

S OF COMPLAINT :

Extra practical classes needed

CONTAINMENT ACTION :

Should arrange extra lab sessions

: 6/3/2020 RESPONSIBILITY :

ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

WHY	To improve practical knowledge
HY	To get more updated
HY	To get more practice
IL SE	Can allocate Extra 2 lab sessions for all lab subjects.

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PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Planned to schedule extra lab sessions before the university examination	27/2/2020

VERIFICATION OF CORRECTIVE ACTION

IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Conducted extra lab sessions.	completed	S. Gupta 18/3/2020

EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Conducted extra lab sessions.	Completed	S. Gupta 18/3/2020

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FACULTY: Engineering & Technology

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 12/2/2

TIME: 2.00 pm

NAME	Ms. prathiksha.
REGISTRATION NO:	16117101066
DEPARTMENT	Biotechnology
YEAR/SEM/SEC.	IV / VIII / B
ADDRESS/TEL.NO./ E-MAIL	7200779834

SUGGESTIONS / GRIEVANCES

The Student has complained that the Class room in VOC block IIIrd floor No 302 was not Clean and full of Papers which they find difficult to sit.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	12/2/2020. 2.00 pm	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	It was informed to ~~sweep~~ Housekeeping	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	head and class room cleaned and lock was arranged for that particular Class.		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 002/[illegible]/Feb 2020

Date : 12/2/2020

Academic Year: 2016-20 Batch

1. COMPLAINT DESCRIPTION:

Staff Name: [illegible] Staff Ref: —

DETAILS OF COMPLAINT:

Class room not clean full of papers.

2. CONTAINMENT ACTION:

Informed to housekeeping Department and made arrangement to clean the class room daily with putting lock to the class room to prevent anonymous person entry

DATE: 12/2/20.

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Some Anonymous person was occupying
2 WHY	Anonymous persons used the class room
3 WHY	as eating place.
FINAL CAUSE	As it was not locked properly it gave Students to utilize the class room which made it shaby.

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CUSTOMER COMPLAINTS REGISTER

DATE	CUSTOMER DETAILS	MODE OF COMMUNICATION	COMPLAINT	CAR. NO	CORRECTIVE ACTION INITIATION DATE	CORRECTIVE ACTION COMPLETION DATE	SIGN. (DEPT. HEAD)
02/03/20.	Ganesh. 1610811101030	class Committee meeting.	Require more tutorial problems for probability & Random process.	CAR/ ECE/ 03-2020/ 001.	03/03/2020.	05/03/2020.	
02/03/20	Jayababu 1710811101062.	class comittee. meeting.	Need more videos & detailed explanation in Antenna & wave propagation.	CAR/ ECE/. 03-20/ 002.	02/05/2020	05/03/2020.	
13/03/20	M.K.S.Chaitany 1610811101036.	Suggestion box.	Required more sample Question for Digital image. processing	CAR/ ECE/. 03-20/. 003.	13/03/2020.	09/04/2020.	

24	25	26
1610811101047	1610811101050	1610811101052

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FACULTY : E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 02/03/2020

TIME : 10.30 am.

NAME	Ganesh
REGISTRATION NO:	18108110l030.
DEPARTMENT	ECE
YEAR / SEM / SEC	II / IV /
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

Require More tutorial problems for probability & Random process.

Ganesh
SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION	02/03/20	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION	03/03/20	CORRECTIVE ACTION REPORT REF: CAR/ECE/03-2020/001.	
ACTION COMPLETION	05/03/20		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / ~~ECE~~ / March 2020 / 001.
Date : 02/03/2020.

Academic Year : Jan2020 - May2020.

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name Ganesh. , Student Ref: B.Tech/~~ECE~~/II

DETAILS OF COMPLAINT :

Require More tutorial problem. for probability & Random process.

2. CONTAINMENT ACTION :

Necessary action has been initiated to. Provided tutorial questions and answers which are referred from g. GATE question bank

DATE : 02/03/2020.

RESPONSIBILITY : Mr. P. Vinayagar.

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	problematic paper. with 4 credits.
2 WHY	
3 WHY	
FINAL CAUSE	

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Preparing Notes & with solved answers.	Mr. P. Narayanan. 05/03/20.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Notes given to Students with step by step procedures	completed	

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Received notes with clear Explanation Ganesh.	Given.	

C. B. Palanivelu

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FACULTY : EST

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 02/03/2020.

TIME : 12.30pm.

NAME	Jaya babu.
REGISTRATION NO:	171081101062.
DEPARTMENT	ECE.
YEAR / SEM / SEC	III / VI. / B
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

Required more explanation for problems for Antenna & wave propagation.

Jayababu
SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION	02/03/2020	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION	03/03/2020.	CORRECTIVE ACTION REPORT REF: CAR/ECE/03-20/002.	
ACTION COMPLETION	05/03/2020.		

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TÜV SÜD ISO 9001

CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / ~~ERCH~~ / MM – YEAR / March 2020 / 002
Date : 02/03/2020.

Academic Year : Jan 2020 – May 2020.

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name dayababu., Student Ref: B.tech / ECE / M / B.

DETAILS OF COMPLAINT :

Needed more videos & detailed explanation for problems in Antenna & wave propagation.

2. CONTAINMENT ACTION :

Required action has been intiated & arranged for video classes in smart room. & tutorial problems.

DATE : 02/03/2020.

RESPONSIBILITY : Dr.T. Vinala.

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	New concepts.
2 WHY	Hard to visualise electric & magnetic field.
3 WHY	behaviour in free spaces.
FINAL CAUSE	

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Preparing PPT with videos & Notes for problems.	Dr.T.Vimala 05/03/2020.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Took video classes in smart class room & given notes for problems.	completed.	

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
detailed ~~probl~~ solution for problems were provided & conducted Visual classes in smart room. Jayachandran.	completed.	

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EEE Dept.

Form No.-F/CSCH/001 Rev 0/01.01.2014

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FACULTY: E & T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 3/3/2020 (1st week / March)

TIME:

NAME	A. VIJAY
REGISTRATION NO:	181091101023
DEPARTMENT	Electrical and Electronics Engineering
YEAR/SEM/SEC.	III rd / V th / A
ADDRESS/TEL.NO./ E-MAIL	4,15, Perumalur, Ch-10 / 9087814552 / vijay2000csk@gmail.c

SUGGESTIONS / GRIEVANCES

Request the Management to provide adequate Tables and some tables to be repaired.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	3/3/2020.	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	Forwarded
ACTION INTIATION	Informed to Prof. In charge	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	Adequate tables provided and repaired.	C.B. Palanisamy	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 003 | PO | March 20

Date : 3.3.2020

Academic Year: 2019 – 2020.

1. COMPLAINT DESCRIPTION:

Student
~~Staff~~ Name: A. VIJAY Student ~~Staff~~ Ref: 1809110102 3

DETAILS OF COMPLAINT:

Requested to provide adequate sitting Table and some Tables to be repaired

2. CONTAINMENT ACTION:

Based on the request, it was informed to the management through proper Channel.

DATE: 3.3.2020

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Students not maintaining them properly.
2 WHY	Damaged due to long use.
3 WHY	Damaged may be due to poor quality.
FINAL CAUSE	Tables to be maintained Periodic Repair and Service.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
To repair the Table (or) replaced it.	July 2020.

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Tables were to be repaired and painted & provided Adequate Tables.	Provided the Reqwised Table	6/10/20

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Due to Replacement Students will be happy.	Resolved the classroom problem.	6/10/20.

C. B. Palanivelu

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FACULTY: E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 4/3/2020

TIME: 2.00 pm

NAME	M GANESH
REGISTRATION NO:	17109101607
DEPARTMENT	EEE
YEAR/SEM/SEC.	3/6/-
ADDRESS/TEL.NO./ E-MAIL	No-1 Gandhi nagar Extn Kallikuppam Chennai-53 / 7358004854

SUGGESTIONS / GRIEVANCES

Requests the management to provide Drinking Water near by classrooms.

M. Ganesh
SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	04/03/2020.	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	Informed to water supplier	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	Drinking water provided near Classroom.		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: CSH/RO/ Water Zero

Date : 4.3.2020

Academic Year: 2019 – 2020.

1. COMPLAINT DESCRIPTION:

~~Staff~~ Student Name: M. Ganesh. ~~Staff~~ Student Ref: 17109110160g.

DETAILS OF COMPLAINT:

Students Requires Adequate water bottle near Class room.

2. CONTAINMENT ACTION:

Based on the Request, Informed the management

DATE: 4.3.2020

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Each floor one drinking water facility is available
2 WHY	During summer the quantity of water intake increases
3 WHY	
FINAL CAUSE	Need water bottles more in number.

C.B. Palaniyandi

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Increasing the number of bottles according to Student Strength	10/3/2020

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Increased the water bottles count from the usual number	Resolved	11/3/20

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Students are satisfied	Resolved	11/3/20

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FACULTY : E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 13/03/2020.

TIME : 11.00 am.

NAME	M.K.S. Chaitanya.
REGISTRATION NO:	16108110 1036.
DEPARTMENT	ECE.
YEAR / SEM / SEC	IV / VIII
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

Required more Sample Questions for Digital image Processing.

SIGNATURE

M.K.S Chaitanya

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION	13/03/2020	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION	13/03/2020.	CORRECTIVE ACTION REPORT REF: CAR/ECE/03-20/003	
ACTION COMPLETION	09/04/2020.		

C.B. Rebecca

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / ~~ECE~~ / MM - YEAR / 003
Date : 13/03/2020
Academic Year : Jan 2020 - May 2020.

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name M.K.S. chaitanya, Student Ref: B.tech / ECE / IV / A.

DETAILS OF COMPLAINT :

Required more sample questions for Digital image processing.

2. CONTAINMENT ACTION :

Necessary steps have been take to.
Given solved sample questions & tutorial problems

DATE : 13/03/2020 RESPONSIBILITY : Dr. priya stalin

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	It is 4 credit paper.
2 WHY	
3 WHY	
FINAL CAUSE	

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PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Preparing problems with detailed answers.	Dr. priya stalin 09/04/2020.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Given detailed notes with Explanations	completed.	

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Very clear & detailed notes are given. M. KS Chaitanya	Given	

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FACULTY: Engineering & Technology

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 20/4/20.

TIME: 10.30 Am

NAME	Narendra Aswath.
REGISTRATION NO:	18117101021
DEPARTMENT	Biotechnology
YEAR/SEM/SEC.	II/IV/
ADDRESS/TEL.NO./ E-MAIL	8610288560

SUGGESTIONS / GRIEVANCES

The faculty handled the classes in the G-meet by preparing PPT. But it was not that much clear since we are the following the classes in the mobile.

NAswath

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	26/04/20	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	Filing
ACTION INTIATION	Discussed the issue with all faculty. Decided to post the same PPT in the google classroom for student reference.	CORRECTIVE ACTION REPORT REF. teaching	
ACTION COMPLETION			

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.:

Date : 20/4/20

Academic Year: 19 - 20

1. COMPLAINT DESCRIPTION:

Student
~~Staff~~ Name: – Staff Ref: –

DETAILS OF COMPLAINT:

Students not able to follow PPT Shared while taking Class in online mode due to network issues.

2. CONTAINMENT ACTION:

Decided to post the same ppt used for taking class in the Google Class room so that student can access and utilize the same at any point of time.

DATE: 26/04/20

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Pandamic situation
2 WHY	New to the online system of practice
3 WHY	Network error.
FINAL CAUSE	Usage of Google Class room as alternative

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Presentation was Posted on GLCR on the same day	21/4/2020

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Decided to put Presentation used on Green to be Posted on GLCR	Correction action taken. Presentation Posted on GLCR	21/4/2020

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Students were Happy about the Presentation Posted in GLCR	Action Rectified and completed. IS followed Regularly and Presentation in GLCR.	21/4/2020

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CUSTOMER COMPLAINTS REGISTER

DATE	CUSTOMER DETAILS	MODE OF COMMUNICATION	COMPLAINT	CAR. NO	CORRECTIVE ACTION INITIATION DATE	CORRECTIVE ACTION COMPLETION DATE	SIGN. (DEPT. HEAD)
06/07/19.	Tulasi Laxmi	class committe meeting.	Required handwritten notes for TLW 07.	CAR/ ECE/ 07-19/ 002.	06/07/19.	10/07/19.	
06/07/19.	Akash.	suggestion box.	Required more numbers of drinking water cans.	CAR/ ECE/ 07-19/ 001.	06/07/19. (Late delivery by the supplier)	13/07/19.	

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2019 - ODD.

FACULTY : E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 06/07/19.

TIME : 11.00 Am.

NAME	AKAASH
REGISTRATION NO:	18108110100 7.
DEPARTMENT	
YEAR / SEM / SEC	II / III / A.
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

Requested to provide more number of drinking water cans.

Suggestion box from.

Akaash
SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION	06/07/19.	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION	07/07/19.	CORRECTIVE ACTION REPORT REF: CAR/ECE/07-19/001.	
ACTION COMPLETION	13/07/19		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / ECE / 07 2019/001
Date : 06/07/2019.
Academic Year : June 2019 - Dec 2019.

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name Akash. , Student Ref: B.Tech/ ECE /II/ A.

DETAILS OF COMPLAINT :
Need more number of drinking water cans.

2. CONTAINMENT ACTION :

Informed maintenance to increase the number of water can available.

DATE : 06/07/19.

RESPONSIBILITY : K. Manivannan
Maintenance.

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Ans is
2 WHY	
3 WHY	
FINAL CAUSE	

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
2 or more location with easy access to drinking water was suggested.	K. 13/07/19.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Provided more number of water can as suggested by students	completed	

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Readily accessable drinking water spots are arranged.	completed.	

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FACULTY : CST

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 06/07/19.
TIME : 2.00PM.

NAME	TULASI LAXMI.
REGISTRATION NO:	17108110101017.
DEPARTMENT	ECE.
YEAR / SEM / SEC	III / V / A.
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

Required Handwritten notes for TLWG. Subject:

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION	06/07/19.	NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION	07/07/19.	CORRECTIVE ACTION REPORT REF: CAR/ECE/07-19/002.	
ACTION COMPLETION	10/07/19.		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / ECE / 07 - 2019 / MM / 002.
Date : 06/07/19.

Academic Year : June 2019 – Dec 2019.

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name Tulasi Lanmi, Student Ref: B.Tech / ECE / III / A.

DETAILS OF COMPLAINT :
Required handwritten notes for Transmission Line & Wave guide subject.

2. CONTAINMENT ACTION :

Informed to subject faculty regarding this issues.

DATE : 06/07/19.

RESPONSIBILITY : Dr. K.S. Thivya.

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Since the subject is a problematic and 4 credit paper time for solving
2 WHY	the problem in class was more
3 WHY	More smith charts problem was
	solved which cannot be given as note
	and hence taught only in class as
	practice problems.
FINAL CAUSE	

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
① Notes have been provided for all topics in the syllabus. ② Solved problems also are shared as separate note.	13/07/19.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
All notes & required materials are provided.	Completed	

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
All notes of required materials are provided	Completed	

G. Tulasi
16/07

C. B. Palanivelu
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FACULTY: E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 19/7/19

TIME: 10.30

NAME	J. DEEPITHA
REGISTRATION NO:	181031101005
DEPARTMENT	BIOMEDICAL INSTRUMENTATION
YEAR/SEM/SEC.	II / III / A
ADDRESS/TEL.NO./ E-MAIL	NO-103 VILAKADI KOVIL ST, KANCHEEPURAM 6369155513 / deepithaprakash04@gmail.com

SUGGESTIONS / GRIEVANCES

Water problem in Rest Room

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	19/7/19	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	24/07/19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	26/07/19	C.B. Palaniveln	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 002 / R0 / July 2019

Date : 29-07-19

Academic Year: 2019-20 (Odd Sem)

1. COMPLAINT DESCRIPTION:

Student Name: J. DEEPITHA Student Ref: 18103101005

DETAILS OF COMPLAINT:

Water problem in Rest room.

2. CONTAINMENT ACTION:

Site office was asked to check the rest room water supply.

DATE: 29-07-19 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Water was not coming in the taps
2 WHY	
3 WHY	
FINAL CAUSE	Water not coming in rest room.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Water taps to be replaced Water leakage to be checked.	24/07/19

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Water taps were replaced Water leakage was checked.	Verified	26/07/19

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Water leakage & was checked Water taps were replaced.	Verified	26/07/19

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FACULTY: EST

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 26.7.2019

TIME: 10.15

NAME	S. POONGOTHAI MUTHIARASI
REGISTRATION NO:	141171106056
DEPARTMENT	Biotechnology
YEAR/SEM/SEC.	III / V / B
ADDRESS/TEL.NO./ E-MAIL	9962970696 /

SUGGESTIONS / GRIEVANCES

WE NEED DUSTBIN IN OUR CLASSROOM.
DRINKING WATER FACILITY

SIGNATURE

FOR OFFICE USE ONLY

ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	26/7/2019	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	2.8.19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	2.8.19	002/R0/July 2019	

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
2/8/2019 Sweeper incharge is requested to arrange drums Water incharge to direct the to manage water during scarcity.	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
2/8/2019 Arranged	provided.	

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
2/8/2019 Arranged.	Good	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 002 | R0 | July 2019.

Date : 26/7/2019

Academic Year: 2019-20.

1. COMPLAINT DESCRIPTION:

Student Name: S. POONGOTHAI MUTHARASI Student Ref: Class Committee Incharge

DETAILS OF COMPLAINT:

Insufficient Dustbins in class rooms
Insufficient water cans during summer season.

2. CONTAINMENT ACTION:

Sufficient dustbins were provided in each class room.

Sufficient water cans were provided in each floor during summer

DATE: 26/7/2019 RESPONSIBILITY Sweeper / Scavenger Incharge

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Due to communication problems - Because
2 WHY	most of the classrooms are in VOC.
3 WHY	
FINAL CAUSE	Ensuring the presence of dustbin in all the classrooms always and conveying Students regarding keeping the class neat and tidy.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
2/8/2019 Sweeper incharge is requested to arrange duties Water incharge to direct to arrange water during scarcity.	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
2/8/2019 Arranged	Provided.	

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
2/8/2019 Arranged.	GOOD	

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FACULTY :

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 12/8/17

TIME :

NAME	III Year students
REGISTRATION NO:	
DEPARTMENT	EEE
YEAR / SEM / SEC	III / VI / A.
ADDRESS / TEL.No. / E-MAIL	

SUGGESTIONS / GRIEVANCES:

1. Adequate water is needed
2. Air circulation is not good due to smell out of wash room. So change of class room is required.
3. Announcement, Information are not informed properly.

SIGNATURE

T. Hari
K. Hariharan

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION		NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION		CORRECTIVE ACTION REPORT REF:	
ACTION COMPLETION			

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
* To provide sufficient water. *	June 2017.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
* Surplus water is provided. * Informations are shared through watsapp	Implemented	12/05/17

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
* More water cans are provided * We get informations through WhatApp	Good	11/07/17

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 00_
Date :

Academic Year : Year – Year

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name III Yr student (2014 Batch) Student Ref: Course / Department / Class / Sec

DETAILS OF COMPLAINT :

* Insufficient supply of water.
* Air circulation not good in wash room
* Announcement not informed properly.

2. CONTAINMENT ACTION :

* The complaint was informed to Dean(E&T) & CAO office.
* All the circulars were circulated

DATE : **RESPONSIBILITY :**

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Water Problem (summer)
2 WHY	No proper ventilation
3 WHY	Some of the students are not regular-
	C-B. Palanivelu
FINAL CAUSE	Summer Season

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
* To provide sufficient water. *	June 2017.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
* Surplus water is provided. * Informations are shared through watsapp	Implemented	12/05/17

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
* More water cans are provided * We get informations through WhatsApp	Good	11/07/17

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FACULTY: E&T.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 23/08/2019

TIME: 10:30 A.M

NAME	A. VIJAY
REGISTRATION NO:	18109111D1023
DEPARTMENT	EEE
YEAR/SEM/SEC.	IInd / IIIrd / A
ADDRESS/TEL.NO./ E-MAIL	4,5 Bharathiyar street, Perumbur, Ch-11 9087814552, vijay2000csk@gmail.com

SUGGESTIONS / GRIEVANCES

Drinking water supply is not quite sufficient.
windows in the class are not proper
fan speed is not sufficient

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	23.8.19	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	30.8.19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	30.8.19	003/BO/August 2019	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 003/R0/August 2019.

Date : 29/08/19

Academic Year: 2019-20 (odd sem)

1. COMPLAINT DESCRIPTION:

Student Name: A. Vijay Student Ref: 18109110102 3

DETAILS OF COMPLAINT:

Drinking water supply is not quite sufficient
Windows in Class are not proper.
Fan speed is not sufficient.

2. CONTAINMENT ACTION:

Drinking water supply will be made sufficient
House keeping to be done.
Fan Capacitor is to be changed.

DATE: 29/08/19

RESPONSIBILITY
Water supply Incharge

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Drinking water supply was less.
2 WHY	
3 WHY	
FINAL CAUSE	Drinking water supply is less.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
More water cans to be provided	27/08/19

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Water Cans were supplied more House keeping to clean windows. Fan speed to be Corrected.	verified	30/08/19

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
House keeping was done. water cans were provided more. Fan Condensor was Changed.	verified	30/08/19

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FACULTY: F&T.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 4.9.2019

TIME: 10.15 a.m.

NAME	S. SRUTHI LAKSHMI
REGISTRATION NO:	141174010078
DEPARTMENT	Biotechnology
YEAR/SEM/SEC.	III / V / B
ADDRESS/TEL.NO./ E-MAIL	6374297616/s.sruthiviraj18@gmail.com

SUGGESTIONS / GRIEVANCES

Drinking is insufficient in our floor, So it may cause many diseases. And one more think to improve is restrooms.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	4.9.2019 10.15	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	17.9.19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	17.9.19	004 / R0 / Sep 2019.	

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
17/9/2019 To keep Restroom clean. regular monitor is arrange. lack of supply of water is	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
17/9/2019		

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
17/9/2019	GOOD	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: COH | PO | Sep 2019.

Date : 11/9/2019

Academic Year: 2019 – 2020.

1. COMPLAINT DESCRIPTION:

Student Name: S. SRUTHI LAKSHMI Student Ref: Class Committee meeting

DETAILS OF COMPLAINT:

Poor maintainance of restrooms
Insufficient water cans in floors.

2. CONTAINMENT ACTION:

cleaners will be implemented for further maintainance
Sufficient water cans will be provided

DATE: 04/09/2019. RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Adequate usage of restrooms.
2 WHY	communication problems, because most
3 WHY	of the classrooms are in VOC
FINAL CAUSE	

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
17/9/2019 To keep rest room clean. regular monitor is arrange. lack of supply of water is	

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
17/9/2019		

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
17/9/2019	GOOD	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 00_
Date :

Academic Year : Year – Year

1. COMPLAINT DESCRIPTION :

tude~~n~~t / Parent / Others

Name S. Vathyashree, Student Ref: Course / Department / Class / Sec. A Sec

DETAILS OF COMPLAINT : Part One week Fan is not working in the class room (101)

2. CONTAINMENT ACTION :

RESPONSIBILITY :

DATE : 11/9/19

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Due to electrical imbalance fan was not working
2 WHY	
3 WHY	
FINAL CAUSE	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : CAR / DEPT / MM – YEAR / 00_
Date :

Academic Year : Year – Year

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name S. Nithyashree, Student Ref: Course / Department / Class / Sec. A Sec

DETAILS OF COMPLAINT : Part One week Fan is not working in the class room (101)

2. CONTAINMENT ACTION :

RESPONSIBILITY :

DATE : 11/9/19

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	Due to electrical imbalance fan was not working.
2 WHY	
3 WHY	
FINAL CAUSE	

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Made complain to the Concern Person through higher official	V. Kanagaraj 11/9/19

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Electrician attended the Problem on due time	Working	V. Kanagaraj 12/9/19

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Good.	Working	V. Kanagaraj C.B. Palanivelu

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CUSTOMER COMPLAINTS REGISTER

DATE	CUSTOMER DETAILS	MODE OF COMMUNICATION	COMPLAINT	CAR. NO	CORRECTIVE ACTION INITIATION DATE	CORRECTIVE ACTION COMPLETION DATE	SIGN. (DEPT. HEAD)
9/9/19	III BA	Direct	Fan is not Working		11/9/19	16/9/19	Mayilvaganan

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FACULTY: E&T

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 18/09

TIME: 03.00

NAME	Prateek Dubey
REGISTRATION NO:	171061101098
DEPARTMENT	CSE
YEAR/SEM/SEC.	III / V / C
ADDRESS/TEL.NO./ E-MAIL	dubey98@gmail.com

SUGGESTIONS / GRIEVANCES

I Kindly request the management to make sure that the Restrooms are clean and tidy. Since VOC Block Ladies washrooms are not neat and no proper Sanitization.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	18-09-2019	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	23-09-2019	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	27-09-2019		

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
18/09/19	18-09-2019

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
23/09/2019	Instruct the sweepers	~~23-09-2019~~

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
24/09/2019	Rest Room cleaned properly.	27-09-2019

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 005 | 20 | Sep 2019

Date : 23/09/19

Academic Year: 2019 - 20.

1. COMPLAINT DESCRIPTION:

Student Name: Prateek Dubey Student Ref: 171061010098 - CSE | III |

DETAILS OF COMPLAINT:

Request to sanitize and arrange proper facilities in the Rest room

2. CONTAINMENT ACTION:

cleaners will be implemented for further maintainance.

DATE: 23/09/19

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Adequate usage of restrooms.
2 WHY	
3 WHY	
FINAL CAUSE	Intimated Sweepers to check properly.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
18/09/19	18-09-2019

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
23/09/2019	Instruct the sweepers	~~28-09-2019~~

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
24/09/2019	Rest Room cleared properly.	27-09-2019

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FACULTY : E & T BIOTECH

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE : 10/09/19

TIME : II & IV Class committee meeting

NAME	Students from II and year B.Tech attended Class committe meeting.
REGISTRATION NO:	–
DEPARTMENT	Biotechnology
YEAR / SEM / SEC	II / III / –
ADDRESS / TEL.No. / E-MAIL	–

SUGGESTIONS / GRIEVANCES:

The subject teacher "Thermodynamics and Stochiometry." from chemical Engineering Department is not handling the classes Properly.

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ACTIONS	DATE / TIME	COMMENTS	CAO / AO / PRINCIPAL
COMPLAINT / GRIEVANCE REGISTRATION		NATURE OF COMPLAINT : MAJOR / MINOR / INSIGNIFICANT (NO ACTION REQUIRED)	
ACTION INTIATION		CORRECTIVE ACTION REPORT REF:	
ACTION COMPLETION			

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4. PROPOSED CORRECTIVE ACTION :

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Already informed to Dean E&T. Being a specilized person in the same subject, Took extra classes and helped Students by giving notes	Already action over in the month of September.

5. VERIFICATION OF CORRECTIVE ACTION

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Extra classes handled by Dean E&T and notes given	Students Satisfied	HOD/11/10/19

B) EFFECTIVENESS

FEED BACKS FROM ORIGINATOR	STATUS	VERIFIED BY / DATE
Our classmates satisfied with the Thermodynamics classes by Dean E&T	Students satisfied and convinced about that subject	15/10/19 (HOD–BT)

Madhuvanthi

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No : ~~COE~~ BT 10/9/19 / DEPT / MM – YEAR / 00_
Date : 10/9/19
Academic Year : ~~2019~~ - Year 2020

1. COMPLAINT DESCRIPTION :

Student / Parent / Others

Name II yr B.Tech, Student Ref: B.Tech/Biotech/II/– Course / Department / Class / Sec.

DETAILS OF COMPLAINT :
The staff handling chemical Engineering subject namely Thermodynamics and stochiometry is not teaching properly.

2. CONTAINMENT ACTION :

Inefficient teaching of the concerned subject.

DATE : 10/9/19

RESPONSIBILITY : HOD & Dean E&T

3. ROOT CAUSE ANALYSIS (WHY - WHY ANALYSIS)

1 WHY	She is taking class without using chalk piece or board for writing Derivations.
~~2 WHY~~	
~~3~~ 2 WHY	Her absentia for many Classes not able to finish portions in the appropriate time.
FINAL CAUSE	Students not satisfied with the teaching of the concerned staff.

C.B. Patel

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FACULTY: EPT

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 4/10/19

TIME: 12:30 p.m

NAME	VINIYA . R
REGISTRATION NO:	171091101601
DEPARTMENT	EEE
YEAR/SEM/SEC.	III / V / A
ADDRESS/TEL.NO./ E-MAIL	No:43 Stephen Thiyumanan St. Pozhal-66. viniyagull@gmail.com.

SUGGESTIONS / GRIEVANCES

Bathroom doesn't have mirrors. Benches have to be changed in classrooms.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	04/10/19	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	06/10/19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	07/10/19	005 / Ro / Oct 2019.	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 005 | R0 | Oct 2019.

Date : 07/10/19

Academic Year: 2019-20 (odd sem)

1. COMPLAINT DESCRIPTION:

Student Name: VINIYA.R Student Ref: 171091101601

DETAILS OF COMPLAINT:

BATHROOM DOESN'T HAVE MIRROR
BENCHES IN CLASS TO BE CHANGED

2. CONTAINMENT ACTION:

Mirror was fixed

DATE: 7/10/19

RESPONSIBILITY
Sweepers | Scavenger Incharge.

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	STUDENT WANTED TO CHECK BEFORE GOING TO CLASS
2 WHY	BENCHES WERE OLD.
3 WHY	
FINAL CAUSE	STUDENT WANTED TO check

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
TO fix mirror in washroom TO fix the benches.	Site office 06/10/19

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Mirror was fixed	verified	07/10/19

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Mirrors and Benches were fixed.	Verified	07/10/19

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FACULTY: EST.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 17-10-201

TIME: 11:00

NAME	Idhayavani. B
REGISTRATION NO:	17108110 1020
DEPARTMENT	ECE
YEAR/SEM/SEC.	IV / V 'A'
ADDRESS/TEL.NO./ E-MAIL	

SUGGESTIONS / GRIEVANCES

I kindly request the management to arrange proper power supply to lift. Since frequent power loss is taking place in lift.

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	17-10-2019	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	19-10-2019	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	22-10-2019		

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
19/10/2019 Electrical dept. is informed.	17-10-2019

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Electrician is instructed to work.	Informed the electrician	19-10-2019

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Electrician is instructed to maintain during power.	Instructed to visit the technician.	22-10-2019

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 006 | Ro | Oct | 2019

Date : 19/10/2019

Academic Year: 2019-2020

1. COMPLAINT DESCRIPTION:

Student Name: Idhayarasi B Student Ref: III / V / A

DETAILS OF COMPLAINT:

Request for proper power supply in lifts.

2. CONTAINMENT ACTION:

Informed to the Electrician Office.

DATE: 19/10/2019

RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Isolating the supply as the cause of problems within a board and if necessary replace it.
2 WHY	
3 WHY	
FINAL CAUSE	Recommended the technician knows what he is doing and Maintain the lift.

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
19/10/2019 Electrical dept. is required.	17-10-2019

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Electrician is instructed to monitor.	Informed the electrician	19-10-2019

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Electrician is instructed to monitor during power.	Instructed to visit the technician.	22-10-2019

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FACULTY: EST.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 28/11/2019

TIME: 11.15 AM

NAME	B. vignesh
REGISTRATION NO:	16106110188
DEPARTMENT	CSE - B.Tech
YEAR/SEM/SEC.	IV
ADDRESS/TEL.NO./ E-MAIL	vignesh@2000gmail.com

SUGGESTIONS / GRIEVANCES

~~need~~ ~~to~~ old Benches to be changed inside the classroom

SIGNATURE

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	28/11/19	NATURE OF COMPLAINT:MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	
ACTION INTIATION	29/11/19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	29/11/19	006/R0/Nove/2019.	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 006/ PO/ NOV 2019.

Date : 28/11/19

Academic Year: 2019-2020 (odd sem)

1. COMPLAINT DESCRIPTION:

Student Name: B. Vignesh Student Ref: 161061101188

DETAILS OF COMPLAINT:

old Benches to be changed inside the classroom

2. CONTAINMENT ACTION:

New benches replaced

DATE: 28/11/19 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	old but usable condition
2 WHY	
3 WHY	
FINAL CAUSE	new benches replaced

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
29.11.19 Site office incharge is removed.	Vijaya 29.11.19

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Broken benches replaced. 29.11.19	Replaced old benches	Vijaya 29.11.19

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Benches replaced and repaired. 29.11.19	Many number of new benches kept inside the classroom	Vijaya 29.11.19

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FACULTY: EST.

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 3/12/19

TIME: 1.00.pm

NAME	TAPADIPTA ROY
REGISTRATION NO:	18106110135
DEPARTMENT	B.Tech, CSE
YEAR/SEM/SEC.	2nd / IIIrd / C
ADDRESS/TEL.NO./ E-MAIL	60 HGB ROAD PARADISE CHOWMONI Agartala, Tripura tapadiptaroy90@gmail.com

SUGGESTIONS / GRIEVANCES

Very unpleasant smell is coming through window. Dustbin should be there in every class. The benches should be repaired.

SIGNATURE
Tapadipta Roy

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	3/12/19	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	Forj
ACTION INTIATION	4/12/19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	4/12/19	007/Ro/Dec 2019.	

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 007 / Ro / Dec 2019

Date : 5/12/19

Academic Year: 2019 - 2020. (odd sem)

1. COMPLAINT DESCRIPTION:

Student Name: Tapadipta Roy Student Ref: CSE / II / III rd sem / C

DETAILS OF COMPLAINT:

Very unpleasant smell is coming through window, dustbin should be there in every class, Benches are not proper condition.

2. CONTAINMENT ACTION:

Dustbins were provided, markers were arranged to ~~check~~ drainage

Cleaning service for drainage is arranged,

DATE: 3/12/19 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	Due to drainage unpleasant smell coming.
2 WHY	Benches are not in good condition & damaged
3 WHY	
FINAL CAUSE	Dustbins provided Cleaning service for drainage arranged

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2. PROPOSED CORRECTIVE ACTION:

ACTION PLANNED	RESPONSIBLE / TARGET DATE
Intimated Furniture Incharges to correct the benches.	4/12/19

2. VERIFICATION OF CORRECTIVE ACTION:

A) IMPLEMENTATION

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Proper intimation should be given to Furniture incharges,	Process completed	4/12/19

2. EFFECTIVENESS3E

ACTION TAKEN	STATUS	VERIFIED BY / DATE
Informed incharges to correct the benches.	Process completed	4/12/19

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FACULTY: EST

STUDENT'S SUGGESTION / GRIEVANCES SLIP

DATE: 3/12/2019

TIME: 12.09 P.M

NAME	R. SivaSubramanyaa
REGISTRATION NO:	17606110122
DEPARTMENT	B.Tech (CSE)
YEAR/SEM/SEC.	3rd / 5th / 'C'
ADDRESS/TEL.NO./ E-MAIL	Logi.nj05@gmail.com.

SUGGESTIONS / GRIEVANCES

Classrooms are not clean, kindly paint the Benches Properly since it is very sticky.

SIGNATURE

R.Cuf

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ACTIONS	DATE / TIME	COMMENTS	Dean (Student Affairs)
COMPLAINT /GRIEVANCE REGISTRATION	3/12/19.	NATURE OF COMPLAINT: MAJOR / MINOR / INSIGNIFICANT)NO ACTION REQUIRED)	Ego
ACTION INTIATION	4/12/19	CORRECTIVE ACTION REPORT REF.	
ACTION COMPLETION	4/12/19.		

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CORRECTIVE / PREVENTIVE ACTION REPORT

Report No.: 008 / Ro / Dec 2019

Date : 3/12/19

Academic Year: 2019 – 20. (odd sem)

1. COMPLAINT DESCRIPTION:

Student Name: R. SIVASUBRAMANIYAM Student Ref: CSE / III / V^th Sem / 'C' SEC

DETAILS OF COMPLAINT:

BENCHES TO BE PAINTED SINCE IT IS STICKY.

2. CONTAINMENT ACTION:

Benches are painted.

DATE: 3/12/19 RESPONSIBILITY

3. ROOT CAUSE ANALYSIS (WHY – WHY ANALYSIS)

1 WHY	
2 WHY	Benches are old and should be painted.
3 WHY	
FINAL CAUSE	Since, Benches are old, it should be painted / Maintained

C. B. Palaniswamy

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