



AJ INSTITUTE OF ENGINEERING & TECHNOLOGY

A Unit of Laxmi Memorial Education Trust®

(Approved by AICTE, New Delhi, Affiliated to Visvesvaraya Technological University, Belgavi)

**GRIEVANCES RECEIVED
AND
ACTION TAKEN
2023-24**



AJ INSTITUTE OF ENGINEERING & TECHNOLOGY

A Unit of Laxmi Memorial Education Trust

(Approved by AICTE, New Delhi, Affiliated to Visvesvaraya Technological University, Belgaovi)

Accredited By NBA (BE : CV, CSE, ECE, ISE & ME)

Date: 24. 01.2024

From,
Canteen committee,
AJIET Mangalore

To,
The Dean Academics,
AJIET Mangalore

Respected sir,

Subject: Canteen cleanliness, food quality and price.

With referral to the subject mentioned above, we would like to bring to your notice that, over the course of a few months, we have received numerous complaints about food quality, hygiene, and cost hikes. We've already had numerous conversations with the canteen's concerned person about the cleanliness and quality of the food they provide, but the issue persists, and we've also seen students sharing images and videos of the unhygienic food on social media. Students believe it is not worth paying the amount for the quantity and quality of food given as the cost of food rises constantly. Therefore, we have included the price detail chart with this letter for your reference. Kindly review it.

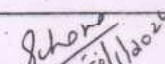
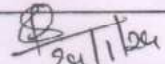
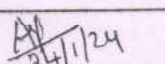
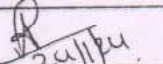
Members of the team of the canteen committee went and examined the canteen as part of their duty, and they noticed the following things:

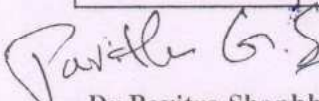
- Price hike.
- Mixing of Non-Veg items with Veg items.
- Prices are not disclosed.
- The kitchen is not tidied up sometimes.
- Properly cleaning vessels is not done.
- There are certain foods that aren't fully cooked.
- The refrigerator is not adequately cleaned.
- Quality and hygiene of food.
- Lack of seating arrangements during peak hours
- Improper Management of billing & supply


Please consider this letter and kindly do the needful.

Thanking you,

Canteen committee members:

Faculty Name	Mrs. Sahana K Adyanthaya	Mr. Sudheer Kini	Mrs. Arpitha G	Mrs. Ashwitha A Shetty
Signature	 24/1/2024	 24/1/2024	 24/1/24	 24/1/24


Dr. Pavitra Shanbhag
Co-ordinator, Canteen committee
AJIET, Mangalore


Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006



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Date: 24.

PRICING DETAILS OF CANTEEN MENU

SL No.	ITEMS	OLD PRICE [CHANGES IN THE SPAN OF FEW MONTH]	NEW PRICE [21-1]
1	TEA	10 — 12 — 14	15
2	COFFEE	15 — 18	20
3	VEG LUNCH	35 — 40	50
4	NON-VEG. LUNCH	35 — 45	55
5	VEG PUFF	12	20
6	EGG PUFF	15	20
7	SAMOSA	12 — 15	20
8	MASALA DOSA	35 — 45	50
9	POORI	30 — 45	50
10	ONION UTTAPAM	35	50
11	NOODLES/FRIED RICE (VEG)	45	55
12	NOODLES/FRIED RICE (NON-VEG)	70	<u>105</u>
13	KABAB	25 — 35	40
14	OMLET	25	30
15	GOBBI MANCHURY	50	80
16	CHICKEN CHILLY		90
17	CHICKEN PEPPER		85
18	MAGGI	25	35

Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006

Request Letter

05/06/2024

guidance file

From,

Shreenikethan R Bhat, (4JK2IES052)

3rd Year ISE

AJIEET Mangalore

To,

The Principal,

AJIEET Mangalore

Through HOD of ISE

Respected Sir,

Subject: Requesting you to permit the checking of CCTV footage.

As I mentioned above, I have lost my keys inside classroom (209), I am requesting you to grant me permission to check CCTV footage.

Thanking You,

Yours sincerely,

shreenikethan

[SHREENIKETHAN R BHAT]

forwarded to principal

Mojin
05/6/24

(Signature)

(Signature)

Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006

Respected Sir,-

I am writing to request your kind consideration in granting permission for our group to practice till the afternoon today (13/12/23). We kindly request your assistance in providing us with the attendance for the classes we were unable to attend.

The list of students are as follows:

- | | |
|--------------|----------------|
| 1 Sanjana | 15 Diya Dinesh |
| 2 Ashish | 16 Lavanya |
| 3 Harshith | 17 Prathiksha |
| 4 Shravan | 18 Vidhathri |
| 5 Kishan | 19 Srushti |
| 6 Likeen | 20 Pahiina |
| 7 Thanvi | 21 Charan |
| 8 Charandeep | 22 Chirag |
| 9 Sumekh | 23 Rakshitha |
| 10 Bhoomika | 24 Udith |
| 11 Priyanka | 25 Shashwath |
| 12 Thrupthi | |
| 13 Thanishka | |
| 14 Harini | |

I hope our request would be taken into consideration.

Thanking You
Your faithfully
Sanjana, Ashish

Suresh 13/12/23

Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006

30/5/2023

Page No.

Date. / /

From

Sidharth K.P

Class: Section B

Stream: ISE

USN: LK2215055

To:

The first year coordinator,

Dr Kishore Shetty Through the class advisor

30th may 2023.

Respected sir:

Subject: Usage of phone during class hours.

I Sidharth K.P has opened my smartphone during the CAD hours on 30th. I placed my phone on my lap for a second and ended up being caught by the staff. I swear I had no intentions on using it during class hours.

I hereby shall not bring any electronic gadget to the college unless requested by my class advisor. Hoping you would accept my sincere apology and return my phone back. Sorry for all the inconvenience caused.

Respectfully:

Sidharth K.P

Sidharth
30/5/23

Mobil phone has been
given back to Sidharth K.P
after strict warning -
K.P

30.5.2023

Principal

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Student Signature after receipt

Name	Compliment / complaints / suggestions	Sign
Sakshi. S	Mixing of Non veg items in egg noodles	Sakshi
Monith k	Facility of Food court	Monith MS
Royston Vincent	Requirement of chat items	R
Nithin Raj P	Food is not cooked well	NR
Swasthik Achar	Cost is very high	SA
Prateek. C. Kotian	oilyness food	Prateek
Farhaan	Very spicy	F.
Mahammad Anif. N	Taste is not good	Anif N
Pavan	Maintenance is not good	Pavan
Gaurav	Quantity is less	Gaurav

To

Advisor

Subject: Non-functioning Bulb in the Classroom

Respected mam,

I hope this message finds you well. I wanted to bring to your attention that there seems to be an issue with bulbs in our classroom. Specifically, the bulb

located near the front is not functioning properly

Given its importance for maintaining adequate lighting during lectures and activities,

I believe it would be beneficial to address this matter as soon as possible to ensure a conducive

learning environment for all students

Thank you for your attention to this issue, and please let me know if there's anything I can do to assist in resolving it

Sincerely,

Akash R. Chandran


Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006

Date: 09.06.2023

Place: Mangalore

From

Dr. Sangeetha D M

Associate Professor

Department of Civil Engineering

AJJET, Mangalore.

To,

Canteen Committee

AJJET, Mangalore.

Reg: Chicken pieces in the Ordered Egg Noodles.

Respected Sir/ Madam,

Hereby, I am writing this letter regarding my recent experience with the Egg noodles ordered in the college canteen on 8.6.2023 during lunch hour at 1.30 pm. The Egg noodles was pathetic in taste and added to it chicken pieces, Gobi Manchurian fried pieces, cabbage stalks were noticed. As I am a Vegetarian and won't consume any Non-Veg (Except EGG), this incident is not acceptable. Further, no apologies or request for changing of food or refund of money was initiated by the canteen staff. This is an ignorance in serving an appropriate food by the canteen people. Kindly consider my request and do the needful changes in towards improving the quality of food.

Thanking You,

Your's Sincerely

Sangeetha
9.6.2023

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Action taken on the grievances received: 2023-24

Sl. No		Name of the student/Staff with Date of Grievance	Details of Grievance	Action Taken
1	24-01-2024	All members of Canteen Committee	Complaint on Canteen cleanliness, food quality and price - complaints about food quality, hygiene, and cost hikes. About students sharing images and videos of the unhygienic food on social media.	Conducted a thorough inspection of the canteen facilities, food quality, and hygiene standards. Decided to involve students in decision-making regarding the canteen services.
2	05-06-2024	Shreenikethan Bhat 4JK21IS042	Requested to grant the permission to check the CCTV footage as he lost his keys inside the Classroom.	Informed the System admin to check the CCTV footage of the class.
3	13-12-2023	From a group of 25 students of first year ISE	Requesting the permission to practice for group dance and to provide the attendance	Permitted to practice for the group dance
4	30-05-2023	Sidharth K P 4JK22IS055	Requested to return his phone which is Caught by Faculty while using in the CAED Lab with apology letter	Mobile phone has been given back to the student after strict warning
5	23-06-2023	From a group of 10 students	Different complaints/Feedback on Canteen food	Conducted a thorough inspection of the canteen facilities, food quality, and hygiene standards by Canteen Committee and, arrangements are done for the provision of chats is done in the food court.
6	21-01-2023	From Akash Chandran First year student	Non-functioning of bulb in the classroom	Problem is solved through Class advisor and Maintenance Committee
7	09-06-2023	Dr Sangeetha Department of Civil Engineering	Complaint regarding the non veg item mixed in the veg Noodles	Investigated the complaint regarding non-veg items mixed with veg noodles

Principal

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				through Canteen Committee and reinforced food preparation guidelines to prevent such incidents in the future
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Coordinator
Grievance and Redressal Committee

Principal
Principal
A.J. Institute of Engineering & Technology
Mangaluru - 575 006