







TIST STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (T- SGRC)

Minutes of the Meeting held on 14.12.2022

GRIEVANCE: To provide wifi access in Men's Hostel , TIST

Complainant: Hostel inmates

- The letter was forwarded to Principal as well as system administrator on the same day the request was received
- The system admin quickly studied the issue and reported that (copy of e mail attached) students are facing issues due to the low capacity of 4 access points out of the 7 access points. By replacing the four routers, the issues can be resolved. Cost per router is around Rs 5000.
- YouTube facility is made available to the wifi of the hostel
- A meeting was held to address the grievance of the hostel inmates for permitting access to wifi - obtained on 14.12.2022
- The submitted grievance submitted was read aloud by Dr Sreeja
- Principal asked the system administrator Mr Rithesh P to comment on the possibilities . He explained the same
- Madam gave instructions to fix the access point issue and agreed to get Management permission for purchasing routers
- She also instructed Asst Prof Mini K R , Faculty in charge of maintenance to provide electrical assistance
- SGRC requested to enhance the process
- Students were convinced
- The case is closed on 15.12.2022

No	Name	Designation	Signature
1.	Prof Dr Preethi Thekkath	Principal	
2.	Dr Sreeja M S	SGRC	
3.	Mr Rithesh P	System administrator	
4.	Asst Prof Mini K R	Faculty in charge of maintenance	
5.	Ms Abhishek R	TIST Men's hostel inmates/Student representatives	
6.	Layas R J		

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ATR on the Meeting held on 14.12.2022 regarding wifi in Men's Hostel

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- The system admin obtained Management permission & replaced all the 4 routers (Purchase details attached)
- The students started getting wifi the next week itself
- Proof of Purchase attached

