

Ref: HIT/IQAC/10/5

Date: 05/03/2026

Report on the Complaints Received by Grievance Redressal Committee in March 2026

Subject: Monthly Grievance Redressal Committee Report – March 2026

1. Overview of Complaint

A formal grievance was received from **Y. Manaswitha (CSE-AIML)** regarding the deteriorating living conditions at Harsha Hostel Phase 1. The complaint highlights critical failures in basic amenities, sanitation, and student safety that require immediate administrative intervention.

2. Key Issues Identified

| Category | Specific Grievance | Impact on Students |
|--------------|--|--|
| Food & Mess | Poor food quality and lack of hygiene during preparation/service. | Risk of foodborne illnesses and malnutrition. |
| Sanitation | Irregular cleaning schedules for rooms and common areas. | Unsanitary living conditions; accumulation of waste. |
| Pest Control | Significant infestation of rats and intrusion by monkeys . | Property damage, hygiene risks, and potential physical injury. |

3. Committee Observations

The presence of pests (specifically monkeys and rodents) suggests a breach in the building's physical security (e.g., broken window meshes or open trash disposal units). Coupled with the reported lack of regular cleaning, the environment is currently non-compliant with standard health and safety protocols for student housing.

4. Recommended Actions

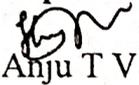
The Grievance Redressal Committee strongly recommends the following steps be taken within the next few days:

- **Immediate Inspection:** A surprise audit of the mess kitchen and storage facilities.
- **Professional Pest Control:** Appointment of an agency to handle the rodent infestation and implement monkey-proofing measures (e.g., installing sturdy wire meshes).
- **Sanitation Overhaul:** Enforcement of a daily cleaning roster for all blocks, with a sign-off sheet verified by floor representatives.
- **Waste Management:** Securing all external dustbins to prevent attracting wildlife.

5. Conclusion

The current conditions at Harsha Hostel Phase 1 are detrimental to the students' academic focus and physical well-being. We request a written response regarding the actions taken to resolve these issues within 2-3 weeks.

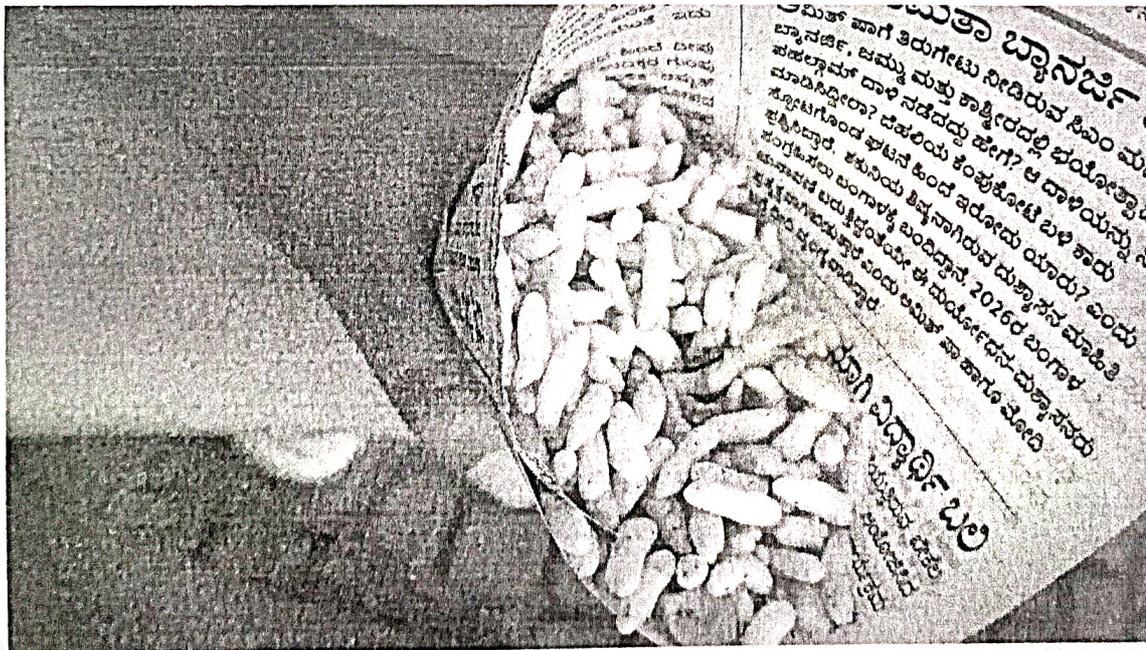
Report Submitted by:

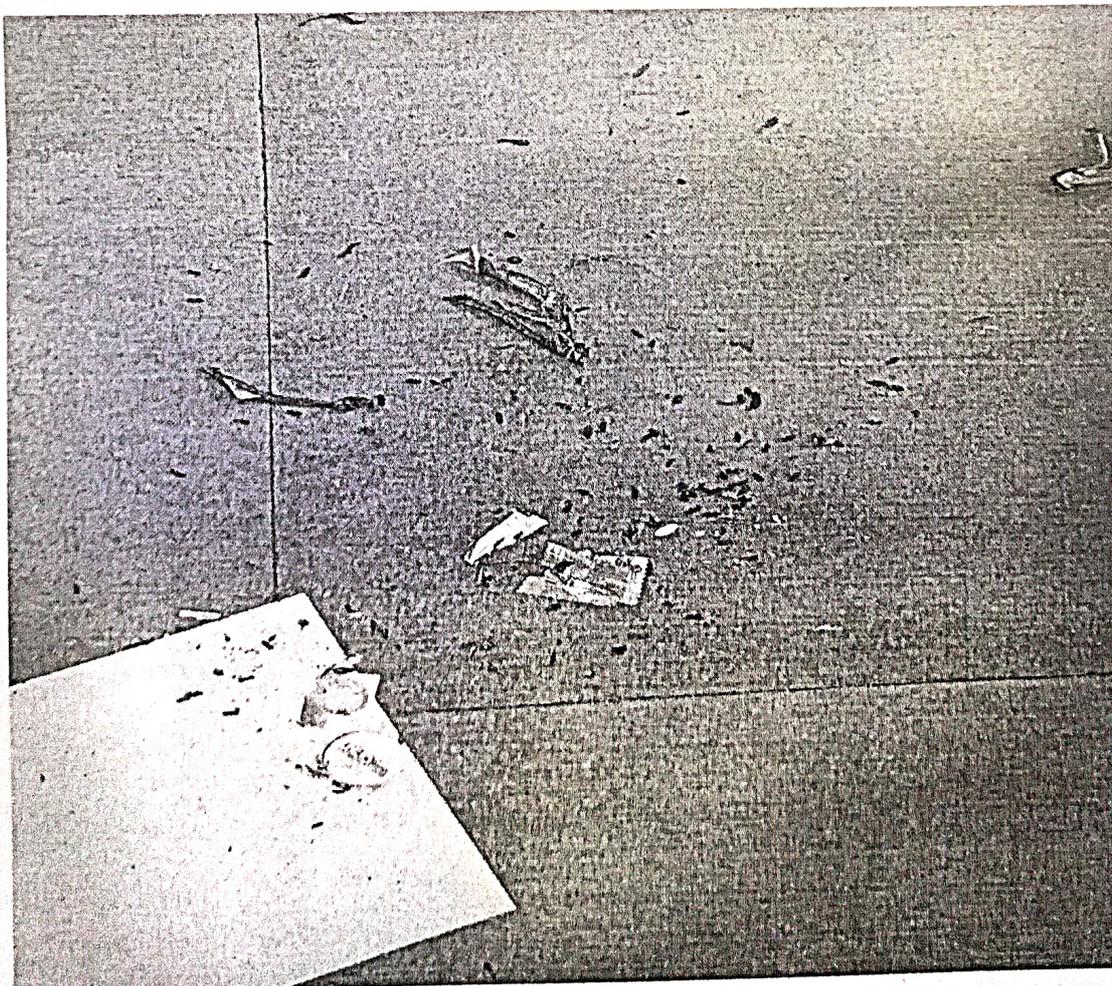


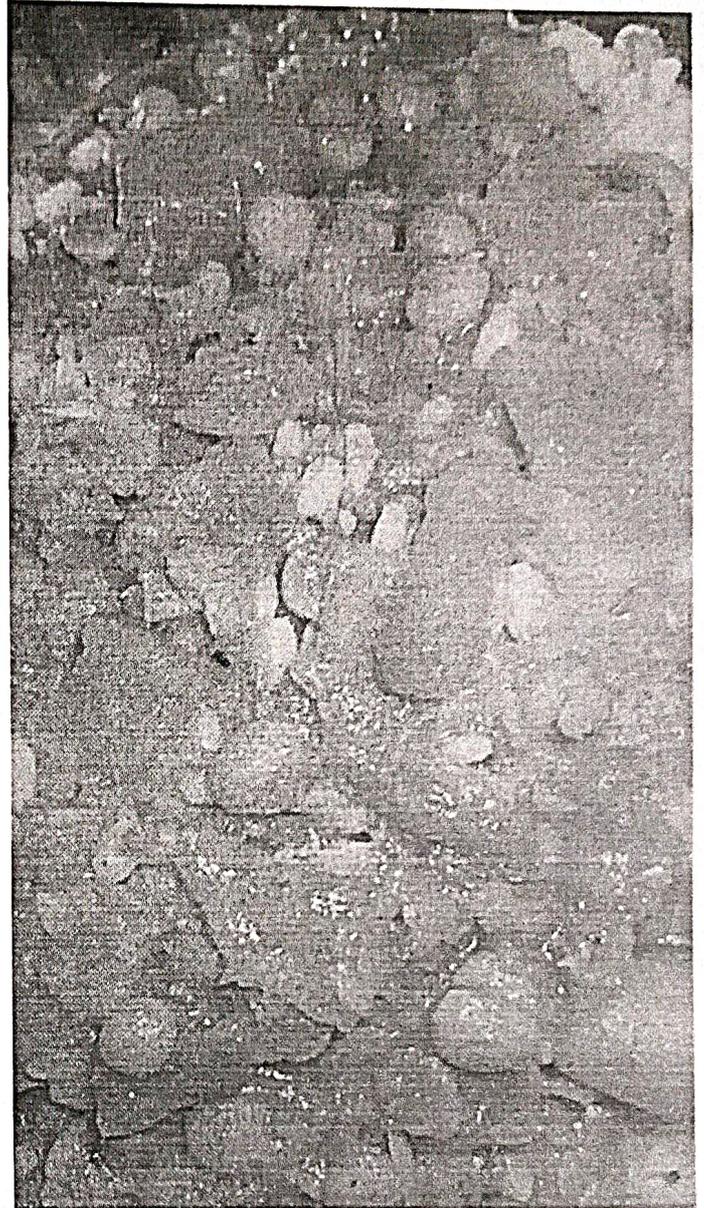
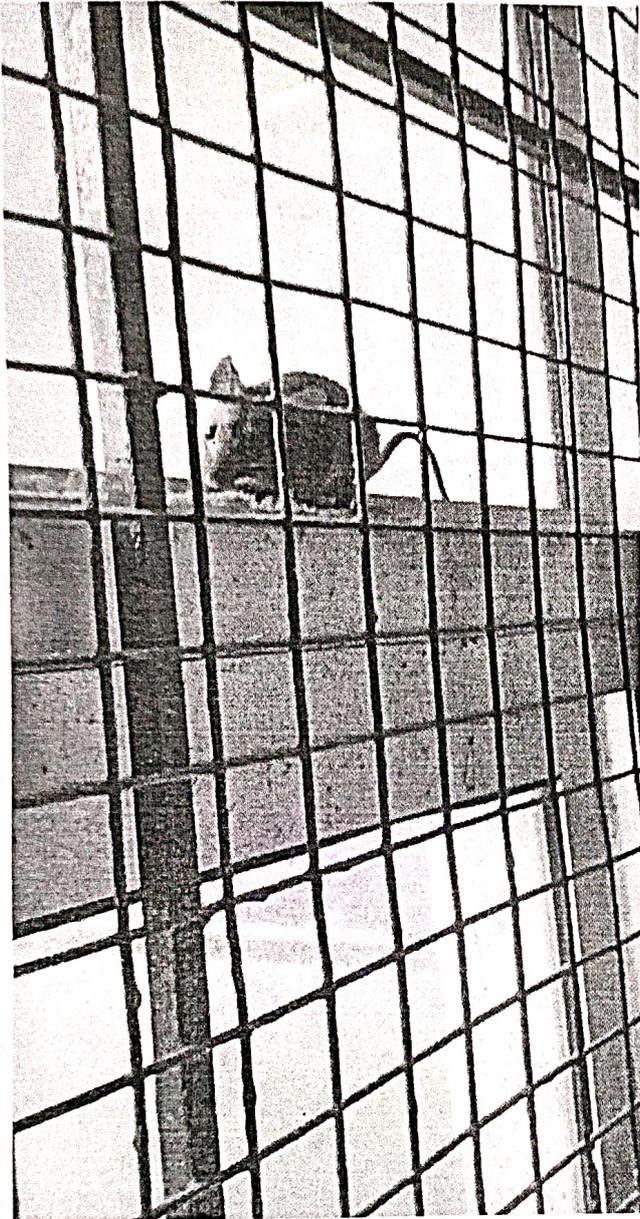
Anju T V

Grievance Redressal Committee Coordinator and
Assistant Professor, Department of Humanities

Glimpses from the email of the complainant:

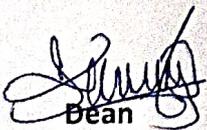




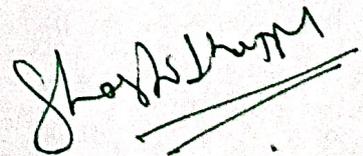


Copy to:

- Dean/ IQAC Coordinator/ Committee File


Dean


IQAC Head



Principal



PRINCIPAL
HARSHA INSTITUTE OF TECHNOLOGY
NEELAMANGALA, BENGALURU - 562123

Ref: HIT/IQAC/10/6

Date:18/03/2026

Action Taken Report (Interim) on the Complaints Received by Grievance Redressal Committee in March 2026

Subject: Action Taken Report (Interim) and The In-Progress/Escalated status of the Complaints Received by GRC in March 2026

1. Initial Assessment

Upon receiving the formal complaint from **Y. Manaswitha (CSE-AIML)** regarding food hygiene, lack of sanitation, and pest/wildlife intrusion, the Grievance Redressal Committee (GRC) conducted a preliminary site visit to Harsha Hostel Phase 1. The committee verified that the concerns regarding irregular cleaning and the presence of pests are valid and require urgent attention.

2. Actions Taken to Date

The following steps have been executed by the Committee:

Following the receipt of the complaint, the Grievance Redressal Committee has completed the following administrative actions:

- **Reporting to Higher Authorities:** The matter has been formally reported to the **Head of Department (HOD)** and the **Principal** for administrative intervention and resource allocation.
- **Warden Intimation:** The **Hostel Warden** of Harsha Hostel Phase 1 has been officially intimated regarding the specific issues of pest intrusion and sanitation lapses.

3. Current Status

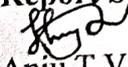
- **Response Pending:** As of this report, the Committee is awaiting a finalized timeline from the higher administration regarding the deployment of professional pest control services.

4. Next Steps

The Committee will continue to pursue these issues daily. Our **Final Action Taken Report** will be published once the following solutions are implemented:

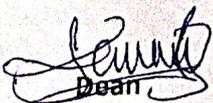
1. Commencement of a professional pest eradication program.
2. Visible improvement in mess hygiene as per student feedback.

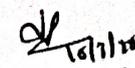
Report Submitted by:


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Grievance Redressal Committee Coordinator and
Assistant Professor, Department of Humanities

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