



Criterion 5- Student Support and Progression

5.1 Student Support

5.1.4 - The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Mechanisms for submission of online/offline students' grievances

Sr. No.	Documents	Page No.
1.	Mechanisms for submission of online/offline students' grievances	1-23
	<ul style="list-style-type: none">• Online grievances	2-10
	<ul style="list-style-type: none">• Offline grievances	11-23

Online Grievances

Tele: 27157534/2103
Website: www.aitpune.com
Email - ait@aitpune.edu.in

Army Institute of Technology
Alandi Road, Dighi Hills
Pune - 411 015

16 Jun 2023

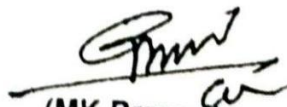
AIT/0036/Kanaka/Adm

Ms Kanaka Food Management Services Pvt Ltd
105, Jai Shankar CHS, Bhakti Mandir Marg
Near Hari Niwas Circle
Naupada, Thane (West) - 400602

(Email - kanakafoods@rediffmail.com)

WARNING LETTER : MESSING SERVICES AT AIT

1. Reference the Contract Agreement made with you providing Catering Services at AIT Hostel.
2. A complaint has been received from one of the parents of students of this institute who are consuming food from the Mess allotted you in the AIT premises. Highlights of the complaint are :-
 - (a) Unhealthy and unhygienic food being served.
 - (b) Cockroach found in Rajma on 25 May 2023.
 - (c) Insect found in Dal on 26 May 2023.
 - (d) Chicken piece found in the rice on 29 May 2023.
3. An enquiry committee was ordered to investigate into complaint and submit the remedial measures.
4. Your catering services have deteriorated to an unsatisfactory level. The following have been noticed by the committee, which pertains to your failed activities :-
 - (a) Some food containers are kept open during the working hours.
 - (b) Material storage are not cleaned properly.
 - (c) The Big size Fridge was damaged and no repairs done in-time.
 - (d) Day to day cleaning of drainage gutters inside kitchen is not being done.
5. In view of the above a fine of Rs 10,000/- has been imposed on you for the negligence. The same has to be deposited in AIT account by **20 Jun 2023**.
6. You are hereby advised to keep proper hygiene and sanitation in Mess and Kitchen.
7. For strict compliance.


(MK Prasad)
Col
Joint Director
for Director

Copy to : -
Accts Section

Gmail

AIT Pune <ait@awesindia.edu.in>

Fwd: Complaint Regarding Unhealthy Food Served at Kanka Mess

Fri, Jun 2, 2023 at 5:33 PM

Colleges AWES HQ <collegessectionaweshq@awesindia.edu.in>
 To: Dir AWES Southern Comd <dirawes.sc@awesindia.edu.in>
 Cc: Sigs Branch Southern Comd <scsigs2720@gmail.com>, AIT Pune <ait@awesindia.edu.in>

1. Pl ref trailing mail.
2. Mgt of AIT Pune may pl be advised to take appropriate action on the complaint and action taken be intimated to this office at earliest.

----- Forwarded message -----

From: **ESSA AWES HQ** <essa.aweshq@awesindia.edu.in>
 Date: Wed, 31 May 2023 at 10:06
 Subject: Fwd: Complaint Regarding Unhealthy Food Served at Kanka Mess
 To: Director Colleges <dircollegesaweshq@awesindia.edu.in>, Colleges AWES HQ <collegessectionaweshq@awesindia.edu.in>

For n/a pl

----- Forwarded message -----

From: **Dev Dutt** <devdutt1029@gmail.com>
 Date: Mon, May 29, 2023 at 2:14 PM
 Subject: Complaint Regarding Unhealthy Food Served at Kanka Mess
 To: <director@aitpune.edu.in>
 Cc: <essa.aweshq@awesindia.edu.in>, Parikshit <prikshitbhardwaj6@gmail.com>

Dear Director,

I hope this email finds you well. I am writing to bring a serious matter to your attention regarding the quality of food being served at Kanka Mess, Army Institute of Technology, Dighi Hills, Pune.

I am deeply concerned about the recent incidents of unhealthy and unhygienic food that has been served to the students at your institution. On the 25th of May, we were shocked to find a cockroach in the Rajma that was served. This incident occurred despite the fact that pest control was supposedly carried out on the same day. This blatant oversight is unacceptable and raises serious questions about the overall hygiene standards maintained in the mess.

To our dismay, the situation did not improve as on the following day, the 26th of May, another insect was found in the Dal. This consistent negligence and lack of attention to food quality and hygiene are deeply distressing.

Today, on the 29th of May, there was an even more concerning discovery when my ward found a chicken piece in the rice. Such incidents not only pose a health risk but also violate basic standards of food safety. I urge you to take immediate action to address this matter and ensure that the food served at Kanka Mess meets the required standards of hygiene and quality. It is essential that thorough inspections are conducted regularly to prevent such occurrences in the future.

Additionally, I request you investigate the processes and protocols followed in the mess kitchen to identify any gaps or lapses that may be contributing to these incidents. I trust that as the director of Army Institute of Technology, you will take this matter seriously and prioritize the well-being and health of the students. It is crucial to maintain a safe and healthy environment where students can focus on their studies without compromising their well-being.

I appreciate your prompt attention to this matter and look forward to hearing about the actions taken to rectify the situation. I believe that by addressing these concerns, we can ensure a better dining experience for all students at Kanka Mess.

Thank you for your understanding and cooperation.

Yours sincerely,

Devdutt

9466388967

(Parikshit's Father)(21280 SE-IT)

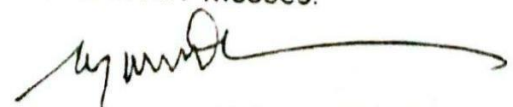
AIT/0023/AWES Gen/Adm

20 Jun 2023

HQ Southern Comd (Sigs)
Pune - 411001

COMPLAINT REGARDING UNHEALTHY FOOD SERVED AT KANKA MESS

1. Ref HQ AWES email dt 02 Jun 2022.
2. A complaint dt 29 May 2023 was been received from Nk Devdutt (Retd), father of Mr Parikshit, Regn No 21280, SE (IT) students of this institute regarding unhealthy food served at Kanaka Mess of this Institute, recd vide the email under ref. The complaint include the following :-
 - (a) Unhealthy and unhygienic food being served.
 - (b) Cockroach found in Rajma on 25 May 2023.
 - (c) Insect found in Dal on 26 May 2023.
 - (d) Chicken piece found in the rice on 29 May 2023.
3. Initial feedback to the above complaint was fwd vide our letter of even No dt 14 Jun 2023. An enquiry committee was ordered to investigate into complaint and submit the remedial measures. The enquiry committee report states that :-
 - (a) Only healthy and hygienic food is being served as it is also being controlled by Food Committee managed by students.
 - (b) Cockroach in Rajma was found due to use of pest control treatment done few days back and negligence by Mess contractor.
 - (c) The insect due to light was fallen inside the hot food and same was detected by students while consuming.
 - (d) The reason for detection of chicken piece in rice was not established even after checking the installed cameras/ taking statements of various witnesses. It may be act of some naughty students to take revenge from his batch-mate.
4. Based on the enquiry report, an warning letter was issued to the concerned Mess contractor vide this Institute letter No AIT/0036/Kanaka/Adm dt 16 Jun 2023 (copy attached).
5. A fine of Rs 10,000/- was levied on the contractor for the negligence. The same has been deposited by the contractor on 19 Jun 2023 (transaction details are att).
6. It is assured that all efforts including regular round by Duty JCO/ Jt Director/ Director being done to ensure good quality of food served to students in AIT Messes.



(Abhay A Bhat)
Brig (Retd)
Director

Encls : As above.

Copy to :-

Army Welfare Education Society (AWES)
Adjutant General's Branch
IHQ of MoD (Army)
Building No 202, Shankar Vihar
Delhi. Cantt - 110 010

- For adv info please.

HQ Southern Comd (AWES)
Pune - 01

- for info please.

Tele: 7249250184/2103
Website: www.aitpune.com
Email – ait@aitpune.edu.in

Army Institute of Technology
Alandi Road, Dighi Hills
Pune - 411015


AIT/0039/Cont Ldry/Adm

12 Sep 2023

Wardens (BH and KCH)


**COMPLAINT ON LAUNDRY SERVICES RECEIVED FROM STUDENTS
OF VISHWESWARAIYA BOYS' HOSTEL**


1. Ref complaint dt 09 Sep 2023 received from TE students of Vishweswaraiya Hostel regarding laundry services.
2. The complaint has been fwd to laundry contractor for explanation/ remedial actions. The contractor has assured following actions from his side:-
 - (a) Misplacing of Clothes. To be compensated by the Contractor in consultation with concerned student. .
 - (b) Dark Spots of Soaps and Colours on Clothes. Bleach will be used to remove marks on clothes. In case the colour marks have not been removed to their satisfaction, the contractor will compensate the same by paying for spoilt clothes.
 - (c) Improper Ironing of Clothes. The staff at laundry have been briefed.
 - (d) Foul Smell from Clothes. Henceforth, jasmine or lemon based washing powder will be used.
 - (e) Irregular Laundry Service at Flanks. The contractor has assured to comply with the programme issued by AIT.
3. Please ensure adherence of above instructions and forward monthly report to the undersigned by 30th of every month. You are also advised to inform the above remedial measures to all concerned students.



(MK Prasad)
Col
Jt Director
For Director

Copy to:-

Director } For info please.

Principal } 

M/s Birdwood & Co. 

Warden TE - 
11 - FE Uls
1402101 50 100

Tele: 7249250184/2103
Website: www.aitpune.com
Email – ait@aitpune.edu.in

Army Institute of Technology
Alandi Road, Dighi Hills
Pune – 411 015

AIT/0039/Cont Ldry/Adm

11 Sep 2023

Brig BR Wadhawan, SM (Retd)
Managing Director
M/s Birdwood & Co
A-13/601, Florida Estate
Keshav Nagar, Mundhwa
Pune – 411 036

[Handwritten signature]
12/13/23

**COMPLAINT ON LAUNDRY SERVICES RECEIVED FROM STUDENTS OF
VISHWESARAYA BOYS' HOSTEL**

1. The following complaints have been received from AIT students staying in Vishwesaraya Hostel. A copy of the complaint dt 09 Sep 2023 is enclosed herewith :-
 - (a) Misplace of Cloths. To be settled with students.
 - (b) Dark Spots of Soaps and Colours on Clothes. On various occasions.
 - (c) Improper Ironing of Cloths. Wrinkles found on cloths.
 - (d) Foul Smell from Cloths. Due to less drying.
 - (e) Irregular Laundry Service at Flanks. Due to less manpower employed.
2. Such types of lapses are not acceptable as it causes lots of distress among the students and distrust.
3. In view of the above it is requested for your personal indulgences to resolve the matter at the earliest.

[Handwritten signature]
(MK Prasad)
Col
Offg Director

Encls : As above.

Internal

Account Section

Maint I/C - *[Handwritten signature]*

Complaint of Laundry Service :-

The Director
Army Institute of Technology
Pune, Maharashtra

Date: 09-09-2023 subject: Laundry Complaint and issues.

Sir,

We students of T.E (Third Year) - 2023-24 of OBH Hostel (B & D) wing are facing Issues with Laundry services:-

- (i) Misplacing of clothes
- (ii) Dark spots of soaps and colours on cloth
- (iii) Not proper ironing
- (iv) Washing + Drying problem - Foul smell
- (v) Dis-continuity of Laundry service at flanks.

Sir please take necessary actions for the above mentioned conditions of Laundry service as soon as possible, before it cause any health and hygiene issues.

Thanking You
Yours sincerely,

T.E-Students
OBH Hostel

OS
Issue letter to Contractor
Very true. GM
10/9/23

1. Chayan Chakraborty (ENTC) ~~Chayan~~
2. Shashank Kumar (ENTC) Shank
3. Bharat Chaudhary (ENTC) Bharat
4. Jasun Singh (ENTC) Jasun
5. Sourabh - Kumar (ENTC) Sourabh
6. Suraj Kumar (ENTC) Suraj
7. Ankit Kumar (TE - ETC) An
8. BASANT KUMAR Basant
9. ? Dhishwan Dhishwan
10. Vikas Puri (TE comp) Vikas
11. Kailash (TE comp) Kailash
12. Rahul (TE ENTC) Rahul
13. Anish (TE ENTC) Anish
14. Abhinav Kumar (TE ENTC) AK
15. Adarsh Kumar (TE ENTC) Ad

Offline Grievances

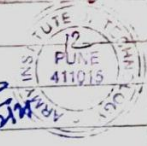
20 DEC
19114

SHUVAN KUMAR

BE - GATE

Regarding wife,
Barber & Hostel fee

Dash to be
submitted to O of the
fee for AE - Request to check
with - Rashed & report
- Nishu - sub Reg



05-Jan
2022

SHUVAN KUMAR

BE - GATE

Regarding Hostel, Nosh
& general

- Rooftop for OSH & NBH
- Thelpe mess complaint register
- Hostel complaint register
- 3rd year T-shirts not issued
- 3rd year Hostel fee

- Thaps to keep more.
- will be opened after inspection by 08/1/22
- Haw Pillai for not by 06/1/22
- All window/Windows etc - 06/1/22
- Project etc to spec
- Student President to give feedback

ABHISHEK KUMAR

TE - MECH

- 3rd year Hostel fee

Pl pay me fee by Monday

SRI SATYABRATTA KAR

BE - COMP B

- Regarding guesthouse stay

OK
24/1/22

BE Mechs

1. Mess timings for first years should be revised so as to avoid hassle in the mess. Proposed timings: 7:00 to 8:00 (Breakfast) Lunch can remain same Till 2:00 hrs for dinner for FEs.

Breakfast Endless after PT.
PT: 06:15 - 07:00 hrs



[Signature]
22/09/2022

2. Buffer of 15 minutes should be given to the students entering the academic block in the classes because of mess. Proposed time - 09:00 hrs from 08:45.

B'fast not to be served after 08:30 hrs.
Rept to class room - EO by 08:45 hrs.
Gate to be closed 08:50 hrs.

Principal
[Signature]
22/09/2022

3. Alumni should be allowed to visit the campus during weekends without permission as a visitor.

Any Invitation to Alumni should not go without info to Student President. Secy, volleyball to be intimate already. Any Alumni will try to visit to Info Student President. Estate off 15 mins before his arrival to gate to proper entry.

[Signature]
2022



13 Feb 2022 Priyanshu Priyam

BE Comp.



① Acknowledgment of an incident taken place at Basketball court on 12 Feb 2022

Interview in court.

② Request to take strict disciplinary action over the students involved.

It will be decided after getting
GPR
W

1. Interview of Mr Vankar, TE (IT) was held.
2. It has come to notice that Mr Vankar was improperly dressed and he was instructed by BE student to leave the court immediately.
3. He said that he will leave in 5 mins but he left immediately. After reaching hostel, he got a call from PG (Arun) Pawan that BE Comp student are annoyed with him as he said that he would leave after 5 mins playing only.

4. Next day while playing in sports dress, BE Comp student encircled him and confronted. He called TE student for his safety. But they wanted to go back by BE Comp. They went back.

5. BE Comp got President of the union to Vankar and PG group which he agreed but said that no union to be done. Union was then while some time.

6. President Dhanish for enquiring which an decision
"Chalk downboard has to" - towards, 15 min to 1 hour
media dunge - 20 min, 10 min at 20 min

filed by 500/2

18/12/24

ARMY INSTITUTE OF TECHNOLOGY



Dighi Hill, Alandi Road, Pune 411015

KALPANA CHAWLA HOSTEL

**MAINT PLUMBING
COMPLAINT REGISTER**

ARMY INSTITUTE OF TECHNOLOGY



Dighi Hill, Alandi Road, Pune 411015

KALPANA CHAWLA HOSTEL

**MAINT ELECTRIC
COMPLAINT REGISTER**

2

ARMY INSTITUTE OF TECHNOLOGY



Dighl Hill, Alandi Road, Pune 411015

KALPANA CHAWLA HOSTEL

**MAINT CARPENTRY
COMPLAINT REGISTER**

Date | Room No / Class | Name of Student

01/03/19	C. wing	Mayer shirsat	MRS
01/03/19	B wing	TANUJA	
04/03/19	^{III Floor} B wing 312	TANUJA	
04/03/19	B wing III rd floor	DIKSHA	
01/03/19	B wing III rd floor	NIKITA	
3/3/19	G. Floor B. wing	Mamta. Palande	M. Palande
4/3/19	B wing II Floor	Mamta. Palande	M. Palande
4/3/19	C wing	Mamta Palande	M. Palande
6/3/19	B wing III Floor	Mamta. Palande	M. Palande
11/3/19	1st floor B wing	Priga Gupta	Raj
19/3/19	III rd floor	Rishabh Khosla	
23/3/19	2nd floor	SRISHTI SAHANI	

COMPLAINT	ITEM USED	MAINTENANCE SIGN	REMARKS
Water not coming. Flush handle broken.			60 37 60 37
Door handle broken (MIDDLE) FLUSH HANDLE BROKEN (CORNER LEFT)			60 37 60 37
TAP LEAKAGE (WASH BASIN)			60 37 60 37
Wash basin Tap leakage			60 37 60 37
Toilet Flush leakage			60 37 60 37
Washing machine Not Working			60 37 60 37
Flush handle Broken (Corner left)			60 37 60 37
Tap of bathroom 2			60 37 60 37
Blockage in water conter			60 37 60 37
Wand set holder (4th Toilet)			60 37 60 37



Sold.
11/3/19

Completed.
05/03/19

Completed. ~~un~~
05/03/19

new sp
No 2
2 Tap
flush

Completed
05/3/19

Completed
06/3/19

Completed
12/03/19

Completed
19/3/19

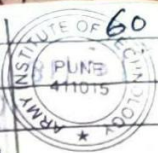
Work complete
bill date
22/3

20/3/19

DATE	ROOM NO	NAME OF STUDENT	STUDENT SIGN
------	---------	-----------------	--------------

13/07/18	I, II, III A wing II Floor B wing C wing I Floor B wing	Maya Shirsat	Mgg
28/7/18	001		
30/7/18	004	Pushpa	
30/7/18	312	SNEHA	Sneha
07/08/18	312	Sneha	
12/08/18	004	Pushpa	
9/9/18	112	Uma Kumari	
19/9/18	112	Megha SWAIN	Megha

Location of Problem	Status of Problem	Remarks
10 Door L Patti Fitting	Completed	
5 Door L Patti Fitting	Completed	
Bed-Patti Repair Wire-Fitting	Completed	13/07/18
Guest window curtain rod	Completed	01/08/18
Curtain rod Repair	Completed	date <u>Pushpa</u> 30/7/18
Curtain Rod fixed	Done	date <u>Datta</u> 11/8/18
Latch Change	Completed	date <u>Soni</u> 4/8/18
Guest ^{Window} Curtain Hook is broken	Completed	date <u>Megha</u> 8/9/18
Curtain Hooks in Middle Section	Completed	19/09/18



2

DATE	ROOM NO	NAME OF STUDENT	STUDENT SIGN
10/07/2019	1st Floor 103-Awing	P. Divya Bharathi	<i>[Signature]</i>
11/07/19	Guest Room	Maya Shirsat	MSS
12/07/19	20A	GARIMA	
14/07/19	103-B	P. Divya Bharathi	<i>[Signature]</i>
16/07/19	Rec Room	Nisha	<i>[Signature]</i>
16/07/19	G. Floor	manita. palande	M. Palande
18/07/19	T.V. Room	Sadhana R. Band	SKB
19/7/19	3 rd Floor 318	Deepshikha	<i>[Signature]</i>
20/7/19	Front & Back side 1 st floor (106)	Maya Shirsat Priya Kumari	MSS <i>[Signature]</i>
21/7/19	2 nd floor (205)	Shweta Kumari	<i>[Signature]</i>
21/7/19	1 st floor (105) PE	Rinku Gabm.	<i>[Signature]</i>

SR NO	DATE	TYPE OF COMPLAINT	COMPLAINT
			8
			AMP
		MCB falls when geyser is switched on	Diamond MCB (SP) 200 Completed 12/17
		Fan making noise	Completed 12/17/19 Completed 11/21/19
		Sockets not working / Bulb Fan not working	Completed 12/17
		Socket not working	5/Socket 3 AMP = 1 15/7/2019
		Fan not working (2 nd last from left side)	Completed 16/7/19
		Office Bathroom light not working	Bulb 12W = 1 16/7/19
		Tubelight not working	Tube 4 LED 20W = 1 16/7/19
		Socket, Tubelight not working Fan making noise	Tube 4 LED 20W = 1 19/7/2019
		LED-light fitting	New LED = 02 19/07/19
		Fan is not working	Completed Fan Required = 01 19/07/19
		Switch not working Fan not working	New Fan Fitting A Shirsat

Date | Room No | Name of Student

12-8-19 3rd Floor (B-Block)

TANUJA

J

20-8-19 Ground floor A-front

Isha Tyagi

Isha

26/8/19 Gr. B wing Sadhana R. Band

SRS

28/08/19 1st Floor A wing

Maya Shirsat

MSS

29/08/19 Ground Floor C wing

UMA KUMARI

Uma

30/08/19 1st Floor B wing

Maya Shirsat

MSS

12/09/19 Ground floor C wing

Pranoti Magdum

Pranoti

17/09/19 Gr. floor Warden Bathroom

Sadhana R. Band

SRS

COMPLAINT | ITEM USED | MAINTENANCE SIGN | REMARKS

JET LEAKAGE (2nd wash room - m from right)

Completed till date 14/8/19



65 17

Tap leakage in 3rd bathroom from right

Completed till date 22/8/19

New Tap fitted

68

Tap broking.

Completed till date 26/8/19

- 1) Basin-Tap working slow
 - 2) Hand-Jet Stand broken
- (Students) Bathroom does not have soap stand

Completed till date 30/8/19

Water-pipe clip broken. (Toilet-02)

Completed till date 03/9/19

Solar water force is not enough.

Completed till date 12/9/19

Sw staff-toilet water or overflowing from ground floor attached with water basin

Completed till date 21/09/19

123

13

23

23

DATE	ROOM NO	NAME OF STUDENT	STUDENT SIGN
6/7/19	006-c	Shivangi Chauhan	Shauhan
8/7/19	110 ^{-c} (B Part)	Pranvi Gupta	
8/7/19	317	Anjali Singh	
09/07/19	Study Hall	Maya Shirsat	MSS
12/07/19	003	Uma Kumari	
13/07/19	215	Anjali kushwah	Anjali
19/07/19	G. Floor Bldg	Maya Shirsat	MSS
26/07/19	105	D. Sravani	
30/07/19	209, 318	Sadhana R. Band	SRB
30/7/19	003	Arshna Vaid	(Arshna)
01/08/19	G. Floor	Mamta Palang	
01/08/19	MESS	Sadhana R. Band	SRB

Problem	Status of	Remarks
Almirah rack broken -	Completed	
Window mesh is rusted	Completed	
Window pane broken	Completed	
curtain hook broken	Completed	Completed till date 11/7/19
gap in door.	Completed	
Curtain holder broken	Completed	
Curtain Rod - Bracket not working	Completed	
curtain Rod broken, cupboard disk (plate) broken	Completed	
curtain wire mesh broken	Completed	30/07/19
almirah lock Jammed	Completed	30/07/19
Fire Extinguisher - Ball Fitting	Completed	01/08/19
Fire Extinguisher - Ball Fitting	Completed	



10/07/2019	1st Floor 103-Awing	P. Divya Bharathi	<i>[Signature]</i>
11/07/19	Guest Room	Maya Shirsat	MSS
12/07/19	20A	GARIMA	
14/07/19	103-B	P. Divya Bharathi	<i>[Signature]</i>
16/07/19	Rec Room	Nisha	<i>[Signature]</i>
16/07/19	G. Floor	marita. palande	M. Palande
18/07/19	T.V. Room	Sadhana R. Band	SKB
19/7/19	3 rd Floor 318	Deepshikha	<i>[Signature]</i>
20/7/19	Front & Backside 1 st floor (106)	Maya Shirsat Priya Kumari	MSS <i>[Signature]</i>
21/7/19	2 nd floor (205)	Shweta Kumari	<i>[Signature]</i>
21/7/19	1 st floor (105) PE	Rinku Gabm	<i>[Signature]</i>

		MCB falls when geyser is switched on	AMP Diamond MCB (SP) 1217 Completed 12/17/19
		Fan making noise	Completed 11/17/19
		Sockets not working / Fan not working	Bel. date Completed 12/19
		Socket not working	1 socket AMP = 1 15/7/2019
		Fan not working (2 nd last fan)	Completed 16/6
		Office Bathroom light not working	Bulb 12W = 1 16/6
		Tubelight not working.	Tube 4 LED 20W = 1 16/6
		Socket, Tubelight not working	Tube 4 LED 20W = 1 19/7/2019
		Fan making noise	New LED = 02 19/07/19
		LED-light fitting	Completed
		Fan is not working	Fan Regulator = 01 19/07/19
		Switch not working	New Fan Fitting.
		Fan not working	

Ashish