



## **PROPOSALS**

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**Contesting for the post of**

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**Indian Institute of Technology Kharagpur (2025-26)**

# OVERVIEW

**Proposal 1:** Enhancing Support and Opportunities for PG and RS students

**Proposal 2:** KGP Nexus

**Proposal 3:** Streamlining Complaint Management

# Proposal 1:

## *Enhancing Support and Opportunities for PG and RS Students*

### Overview:

PG and RS students often find themselves stuck in avoidable hurdles, from delayed seminars caused by unresponsive faculty to the absence of a proper system to raise academic concerns or change supervisors. Many don't get enough opportunities to share their research within their departments, which limits feedback and recognition. Accessing research facilities like the Central Research Facility (CRF) is still complicated and slow, making it hard to plan experiments smoothly. On top of that, the placement process mainly caters to undergrads, leaving PG and RS students with fewer chances to land roles that match their expertise. These everyday struggles highlight the need for meaningful changes that support students and their growth.

### Problems and Implementation:

#### 1. Ensuring Timely Seminars for Research Scholars

To enhance efficiency in seminar processes and reduce unnecessary delays, the following structured measures will be implemented:

- **Structured Semester-Wise Seminar Calendars:**

Each department will develop a comprehensive seminar calendar, ensuring clear scheduling and adherence to academic timelines. This calendar will include specific windows for:

- Pre-synopsis presentations, ensuring that research work is systematically reviewed before finalizing the synopsis.
- Synopsis presentations, providing structured checkpoints before submission.

This proactive planning will help both students and faculty manage their schedules efficiently.

- **Time-Bound Faculty Response:**

To prevent communication bottlenecks, a strict response period of fixed working days will be mandated for faculty members to address seminar-related emails, approvals, and queries. This will ensure that students receive timely updates and can proceed without unnecessary waiting periods.

- **Dashboard for Real-Time Seminar Tracking:**

A dedicated seminar tracking module will be integrated within the ERP system to provide students with real-time updates regarding their seminar approvals. This dashboard will allow students to:

- Monitor the status of their seminar requests and approvals at every stage.
- Promote transparency by ensuring that all pending actions are visible.

- **Monthly Departmental Reviews:**

- Regular monthly reviews will be conducted at the departmental level to:
  - Identify process bottlenecks.
  - Ensure efficient seminar workflows.

## 2. Strengthening Academic Grievance Redressal

**Problem:** The absence of an efficient supervisor-change process leaves students vulnerable and unable to address concerns about mentorship or seek alternative guidance without the fear of reprisal. This situation fosters an environment of potential exploitation and hinders the development of a healthy and equitable research community.

To improve student support and ensure fair academic practices, the following measures will be implemented:

- **Central Academic Grievance Cell (CAGC):**
  - A CAGC will be established to provide a formal channel for academic grievances.
  - The CAGC will operate through both online and in-person channels.
  - It will address student concerns, including:
    - Delayed evaluations.
    - Lack of feedback.
    - Supervisor-related issues.
- **Standard Operating Procedure (SOP) for Supervisor Change:**
  - CAGC will ensure the implementation of the supervisor change process.
  - The SOP will outline:
    - Required steps.
    - Necessary documentation.
    - Defined timelines.
  - A fixed interval will be given for this process after the supervisor is allotted.

## 3. Improving Access to Research Infrastructure

**Problem:** Efficient and equitable access to the **Central Research Facility (CRF)** should remain a top priority. Despite ERP integration, students still face multiple approval layers and lack visibility into available slots.

**Proposal:**

- Implementation of a **live slot calendar**, accessible to all research scholars, enables real time, efficient planning.
- A **time-bound auto-approval mechanism** will also be established. If a slot request remains unaddressed beyond a defined number of working days, the intended guide will be notified. These changes aim to minimize downtime, improve lab access, and reduce administrative delays.

## 4. Expanding Career and Placement Support for RS and PG Students

**Problem:** The institute is having trouble with the placement rates of RS and PG students. Additionally, there is no specialized career support for the students stated above.

To improve placement outcomes for PG students and Research Scholars, the following initiatives will be implemented:

- **Optimized Placement Timelines:**
  - A dedicated placement window will be established for the Research Scholars (RS), which will be scheduled after their thesis submission. Many companies are reluctant to hire them without their thesis, and this will ensure that research scholars have ample opportunity to participate.
- **Specialized Career Support:**
  - At least one research scholar will be part of the Career Development Centre (CDC), and initiatives will be taken to provide tailored assistance, including:
    - Resume workshops
    - Mock interviews
    - Skill-gap assessments

- **Choice to do a six-month internship:**

- While some departments let students do a six-month internship, many reject this practice. Many PG students want to work for a company, and the choice to do a six-month internship would help them find more employers and improve their chances of receiving a Pre-Placement Offer (PPO), which would reduce the pressure of the on-campus process.

## Impact:

- **Quick Grievance Resolution:** We're committed to making it easier for students to raise concerns and have them addressed quickly. A dedicated grievance redressal committee and regular feedback sessions will ensure that no issue goes unheard and that solutions come fast.
- **Safe Feedback Channels:** Sometimes it's hard to speak up, so we're introducing an anonymous feedback system that lets students share their thoughts freely. This will help us create a more transparent and responsive academic environment, where every voice counts.
- **Fair Supervisor Transition:** Changing research supervisors can be stressful, so we're putting systems in place to make the process smoother and more transparent. An independent review panel and clear, consistent guidelines will ensure that students are treated fairly across all departments.
- **Strong Mentorship Support:** Navigating academic life is tough, especially during transitions. Our mentorship program will connect students with experienced guides who can help them handle challenges, make smart choices, and stay focused on their research goals.
- **Skill-Building Platforms:** Conferences aren't just about presenting, they're also about learning. Students will get the chance to network, improve public speaking, explore new ideas, and stay on top of developments in their fields. These experiences are invaluable for personal and professional growth.
- **Talent Retention:** When students feel supported, valued, and heard, they stay. By improving the research experience from mentorship to grievance redressal, we hope to reduce attrition and build a research culture where everyone has the tools and confidence to succeed.

# Proposal 2: KGP Nexus

*A unified open source platform for all stakeholders involved in processes such as hiring for start-ups, participation in internal/external competitions, and undertaking of research projects under the Institute professors at IIT Kharagpur*

## Overview:

KGP Nexus is a proposed open-source digital platform designed to streamline access to career and academic opportunities for IIT Kharagpur students. Currently, various opportunities such as internships, internal/external hackathons, and job postings are scattered across PRC (Public Relations Chairperson) emails and multiple informal channels such as WhatsApp messages. These messages are easily lost in time and cannot be held up for further follow-ups and verifications. Also, if a student wants to opt for research projects, there is a lack of a platform to view current ongoing project vacancies offered by different professors of the Institute. This platform aims to consolidate these prospects into a structured, user-friendly portal, ensuring that students can efficiently explore and apply for relevant opportunities.

## Proposal:

This portal aims to create a platform where students can find jobs and internship opportunities outside the CDC process. KGP Nexus will serve as a centralized hub for:

- **PRC Opportunities:** Currently, the PRC sends emails listing different opportunities, but there is no method of tracking updates of the applications made by the students. The only way for students to get any updates is to approach the PRC, which has to contact the companies further, which is a very tedious process. KGP Nexus aims to remove all this hassle by providing dedicated sections listing all such opportunities shared and verified by PRC. The opportunities will be categorized into domains such as internships, job listings, hackathons, etc., for easy navigation.
- **Hackathon Central:** There are a lot of competitions and hackathons being regularly organised in our institute, be it by cells, societies, or departments. It is difficult to keep track of all of them through emails or social media posts. All these can be announced by the event organisers on the KGP Nexus portal, allowing students to discover and participate effortlessly. All details of competitions and hackathons will be displayed on the portal, including application pages, progress, deadlines, etc.
- **Research Internship Portal:** It is very challenging for students to search for professors offering research opportunities in their field of interest, with mass-mailing on-campus professors being a very tedious task. A specialized section where professors of IIT KGP can post research internship/project opportunities (which can also aid in finalizing a student's BTP/MTP) will make it easier for students to connect with professors. KGP Nexus will make it convenient for the students to keep track of all available ongoing projects under different professors along with vacancies and the concerned research areas.

This portal will include live tracking of current applications (accepted, rejected, waitlisted, etc.). Also, the PRC can keep track of whether the companies are responding and updating the application status on time, and if not, those companies can be debarred from future applications.

## Functioning:

- Each student can access the KGP Nexus Portal using their Institute's Mail ID (students') so that the credibility is maintained for all the stakeholders involved; this will ensure no student is registered using any other student's credentials.
- When students register on this portal, they can upload multiple CVs tailored to different roles and interests. This ensures a more precise match with relevant opportunities, making it easier for them to find roles aligned with their experience and aspirations.
- All the opportunities will be segregated into on-campus and off-campus opportunities. On-campus opportunities include professors of IIT Kharagpur who are willing to undertake students for projects, internal hackathons, or any competition organised by any society of IIT Kharagpur, etc. Off-campus opportunities include internships/job opportunities with startups, external hackathons, etc. Under these, crucial information such as timeline, possible stipend/prize money, and nature(remote or hybrid) shall be mentioned.
- Professors/organizations will be given a login portal in which they will be required to register and a dashboard where they can add their offered opportunities and then the credibility of the professor/organization will be verified by the PRC.
- Professors/organizations can state their requirements along with certain criteria, such as maximum backlogs, CGPA, etc., that they require the students to fulfil to make their hiring as specific as possible, ensuring the best use of the diverse talent pool at IIT Kharagpur.
- The students shall be able to see the opportunities listed on their dashboards. Also, the progress of the process shall have to be made transparent: whether the candidate is accepted for further processes, rejected, or even waitlisted in the meanwhile.
- Overall maintenance (includes timely updates of listings, portal bug fixes, feature updates as and when required by the stakeholders based on ease of operation) and development of the portal will be overseen by the Technology Coordinators, Technology Students' Gymkhana, IIT KGP, in collaboration with Developer's Society.
- As an open-source platform, anyone can raise issues and request features on the respective GitHub repositories. Technology Coordinators (maintainers) will review these requests, approving and merging them into the repositories if deemed necessary and feasible.

## Publicity Plan:

- Publicity of the KGP Nexus Portal shall be an essential factor as the initiative shall be introduced in the interest of students and professionals. To reach its full potential as an initiative, the same should be known to a maximum number of students, employers, organizing societies and professors of IIT KGP.
- At the start of every academic session, information regarding the Nexus portal shall be circulated through the various social media handles of IIT Kharagpur and the Technology Students' Gymkhana. Official mails shall be sent on behalf of IIT Kharagpur by the PRC to the students for the opportunities in the upcoming academic year.
- KGP Nexus shall be featured on the websites of both IIT Kharagpur and Technology Students' Gymkhana, such that any professionals seeking to undertake students for any purpose will be able to find KGP Nexus with ease.

## Implementation Plan for KGP Nexus:

### *Phase 1: Planning & Research (August 2025)*

#### **1.1 Requirement Gathering:**

- Surveys are conducted among students and faculty to understand their needs.
- Key features required for the platform are identified.

#### **1.2 Approval & Budget Allocation:**

- The implementation plan for the Technology Students' Gymkhana (TSG) and PRC for approval.
- The budget required for the development, hosting, and maintenance of the portal is estimated.

## *Phase 2: Design & Development (September 2025 - December 2025)*

### **2.1 System Architecture Design:**

- Defining the portal architecture design.
- Collaboration with the concerned stakeholders to choose the most suitable Tech Stack for development and deployment.

### **2.2 UI/UX Design:**

- Development of interactive wireframes and prototypes to visualize platform functionality.
- User testing sessions to gather insights are conducted, and usability issues are identified.
- Analyze feedback and refine the design through iterative improvements.

### **2.3 Backend & Frontend Development:**

- Implementation of an authentication system using IIT KGP's email verification.
- The job listing, hackathon, and research internship modules have been developed.
- Features like filtering, tracking applications, and notifications are enabled.

### **2.4 Testing & Security Measures:**

- Security-focused testing is performed, including unit, integration, and user acceptance tests.
- Preventive security measures are implemented to safeguard against unauthorized access.

## *Phase 3: Final Testing & Launch Preparation (January 2026)*

### **3.1 Internal Testing:**

- Conducting final rounds of testing with selected users.
- Gathering feedback and making necessary refinements.

### **3.2 System Integration:**

- Integrating with PRC's existing systems for job postings.
- Ensure smooth onboarding for faculty and external professionals.

### **3.3 Official Launch:**

- Deployment of the final version of the platform for all IIT KGP students and faculty.
- Organizing an awareness session to guide users on how to use the portal, with an introduction to the features included in the portal.

## *Phase 4: Promotion & Continuous Improvement (February 2026 - )*

### **4.1 Marketing & Outreach:**

- Promoting KGP Nexus through social media platforms, ensuring that all opportunities currently conveyed via PRC emails include a link to the opportunity page on KGP Nexus. This will gradually inform and transition students to the new platform.
- Showcasing the platform link on the official websites of IIT KGP and Technology Students' Gymkhana, ensuring increased visibility and accessibility for students, faculty, and other stakeholders. This will help drive engagement, encourage participation, and establish the platform as an integral resource within the institute's ecosystem.
- The PRC will connect with external recruiters and IIT KGP professors, inviting them to explore and engage with the platform to share opportunities and collaborate with students.

### **4.2 Monitoring & Maintenance:**

- Regularly updating the platform based on user feedback from the portal submitted to the PRC, which (if needed) is forwarded to the Technology Coordinators, and based on feasible open source contributions.
- Setting up a dedicated team for maintenance and bug fixes headed by the Technology Coordinators, TSG, IIT KGP.



### 4.3 Expansion & Collaboration:

- Introducing additional features like AI-based recommendations for job opportunities based on cumulative student portfolio, preferences, and portal activities.
- Collaboration and outreach to more organizations and academic institutions for better opportunities.
- Exploring funding options for the long-term sustainability of the platform.

## Impact:

### 1. Centralized Opportunity Access:

KGP Nexus will bring together all job listings, research internships, hackathons, and freelancing opportunities in one place, eliminating the hassle of sorting through endless emails or scattered messages. By centralizing access, the platform will make it far easier for students to discover and apply for opportunities that match their interests, saving time and ensuring they don't miss out on key chances.

### 2. Increased Student Participation:

With a well-organized and easily accessible portal, KGP Nexus will empower more students to actively search and apply for opportunities. Whether it's an internship, a hackathon, or a freelance gig, the platform ensures that students are always aware of the wide array of options available to them, helping them take control of their career and academic growth.

### 3. Enhanced Industry Relations:

KGP Nexus will create a direct connection between IIT KGP students and industry recruiters, including startups. This not only allows companies to quickly find the right candidates but also makes recruitment smoother and more efficient. Beyond job listings, the platform opens up opportunities for networking and collaboration, helping to build valuable industry relationships for the students.

### 4. Improved Research Collaboration:

The platform will simplify the process of connecting students with faculty members for research internships or academic projects. With everything in one place, KGP Nexus encourages more students to participate in research, fostering collaborations that drive innovation and deepen the academic experience at IIT Kharagpur.

### 5. Structured Career Planning:

KGP Nexus will feature a personalized dashboard where students can track their applications, achievements, and progress in real time. This tool allows students to create a professional portfolio, helping them stay organized and increasing their visibility when applying for jobs or internships, especially during the CDC placement season.

### 6. Enhanced Institutional Reputation:

By offering a unified and well-organized platform for career and research opportunities, KGP Nexus will elevate IIT Kharagpur's reputation among employers and academic institutions. The platform will showcase the institute's commitment to supporting students' success and fostering an environment of innovation and excellence.

### 7. Opportunities for Professional Growth:

KGP Nexus will bridge the gap between IIT Kharagpur students and the professional world. By providing access to internships, freelance opportunities, and real-world industry experiences, the platform will help students build a strong professional portfolio and make strides in their long-term career journey, setting them up for future success.

### 8. Strengthened Relationships with Employers and Academia:

The platform will foster stronger, more meaningful connections between students, faculty, and industry professionals. By centralizing job postings, research opportunities, and professional networking, KGP Nexus will nurture an ecosystem of collaboration between the IIT Kharagpur student body, academic experts, and employers, further enhancing the overall student experience.

# Proposal 3:

## *Streamlining Complaint Management: Addressing Inefficiencies in the current Mess and Maintenance Systems at Halls of Residence*

### Overview:

The current mechanisms for addressing student grievances related to maintenance and mess services are highly ineffective. Students often find it difficult to report issues, and even when they do, there is a lack of transparency regarding the resolution process. Complaints may go unaddressed, and students have no means of tracking the progress of their concerns. Additionally, there is no accountability for delays or incomplete resolutions. The absence of a structured follow-up system further exacerbates the issue, as students may be left without essential services for extended periods. To resolve these inefficiencies, we propose a digital complaint redressal portal that ensures transparency, accountability, and ease of access. This platform will enable students to file complaints efficiently, track progress, and hold authorities accountable for timely redressal.

### Proposal:

A dedicated website will be developed to handle complaints related to both mess and general maintenance issues, which will be segregated based on the Hall of Residences and managed by the Hall Managers of each hall of residences. This portal will consist of the following sections:

- **Basic Information:** This section will serve as a central directory for students, providing key contact details of relevant authorities, including hall managers, wardens, and maintenance staff. By ensuring easy access to these contacts, students can quickly reach the appropriate personnel for assistance with hall-related issues, maintenance requests, or administrative concerns.
- **Infrastructure Complaints:** The website will provide a structured form for students to submit complaints specifically related to infrastructure issues. Each complaint will be assigned a unique ID for easy tracking and resolution. If a complaint is not resolved satisfactorily, students will have the option to escalate their concerns by filing a follow-up complaint. For further clarification in case a problem remains unaddressed for an extended period of time, the complaint will be updated to include contact details of the water works, sanitary section, and the electrical section's points of contact (PoCs), ensuring students have direct access to the appropriate authorities.
- **Mess Feedback:** Currently, mess complaints are recorded in a physical register that is reviewed solely by the hall manager, who typically provides only a brief summary of actions taken on the complaint. This system lacks transparency and detailed student input. To address this, the website will feature a dedicated mess feedback section with an intuitive UI, allowing students to submit regular food reviews effortlessly. By lowering the threshold for mess-related feedback, this system ensures that student concerns are better documented and addressed in a structured manner.
- **Spam Prevention:** To prevent vandalism, spam complaints, and misuse of the platform, each complaint will be linked to the student's roll number and institute email ID. Access to the portal will require authentication via the institute's email system, ensuring that only verified users can submit complaints. Any abuse of the system may result in warnings and potential restrictions on portal access.

# Functioning:

## Current System:

Currently, students submit complaints in a physical register maintained at their respective halls of residence. The hall manager reviews the complaints and manually logs relevant ones into the official HMC Portal as individual issues. Once entered, the HMC Portal assigns a tracking ID to each complaint. The hall manager then forwards the complaint to the appropriate service section (sanitary, waterworks, electrical, etc.) for resolution. The tracking ID and complaint status are later updated in the physical register, where the hall manager leaves remarks regarding the progress or resolution of the issue.

## New System:

Under the new system, students will log in to the website using authentication via their institute email ID, ensuring secure access to the portal. Once logged in, they can navigate various sections. The system will keep students informed about the status of their complaints through real-time updates and notifications via the portal dashboard and email alerts. Each complaint will be tagged and tracked, allowing students to monitor progress, receive responses from relevant authorities, and escalate unresolved issues when necessary.

### *Workflow for Infrastructure Complaints:*

1. A student submits an infrastructure-related complaint through the website, which is linked to their roll number and institute email. The complaint form will require the student to provide specific details about the issue, including its location (e.g., room number, hall premises), a brief description of the problem, and an option to attach images or supporting evidence if necessary. This ensures that complaints are well-documented and clear, reducing unnecessary back-and-forth communication.
2. Once submitted, the complaint is reviewed by the hall manager, who assesses its validity. Valid complaints are then approved and categorized based on their nature, such as **plumbing, electrical, ethernet, sanitation, or structural issues**. If a complaint lacks clarity or is deemed invalid (e.g., duplicate submissions, trivial issues, or non-maintenance-related concerns), the hall manager can either reject it or request further clarification from the student via the portal.
3. Each complaint is assigned a unique tracking ID, which is **officially generated by the HMC Portal** upon submission by the hall manager. This ID allows students and authorities to reference the complaint easily. The complaint status is updated in real-time as it progresses through different stages, such as **"Under Review," "Assigned to Maintenance," "In Progress," and "Resolved."** Students receive automatic notifications on their portal dashboard and only urgent updates via email whenever there is an update, ensuring they are informed of any actions taken.
4. If a complaint remains unresolved beyond the stipulated resolution period, students will have the option to raise a follow-up complaint through the portal. Multiple such cases will flag the issue for review by senior authorities, such as the hall warden or higher administrative bodies, prompting them to intervene. Additionally, if multiple students report similar issues in a short span (widespread network outages, recurring plumbing problems), the system will recognize the pattern and escalate it as a high-priority case, marking it for quicker resolution.

### *Workflow for Mess Feedback:*

1. Students can submit food reviews through an intuitive interface designed to lower the barrier for regular feedback. They can either provide a **general review** of the overall food quality or opt for a more **detailed review**, rating, and commenting on broad categories such as **veg, non-veg, rice, dal, and sweets**. For those wanting to provide deeper insights, the system allows **fine-tuned reviews on specific items**,

ensuring both quick responses from the majority and detailed feedback from those interested.

2. Submitted reviews and complaints will be visible to all the boarders through the portal, ensuring transparency in mess operations. Students can view the status of their own feedback as well as the actions taken on complaints raised by their peers. This open system fosters accountability and allows students to stay informed about how mess authorities are responding to concerns.
3. Once a complaint or review is addressed, the status will be updated in real-time, marked as "**Resolved**", and still be reflected in the issue tracker to maintain transparency and ease search if any duplicate issues arise. Students can see how their concerns are handled, reinforcing trust in the system. Additionally, the platform will generate **hall-wise analytical reports**, tracking recurring complaints and **food wastage trends**. By correlating student feedback with waste data, mess management can optimize menus, improve food quality, and reduce waste, ensuring informed, data-driven decision-making.

## Dashboards:

### *Dashboard for Hall Manager:*

The **Complaint Management Panel** will allow hall managers to track all student-submitted complaints, update their status as they are forwarded to relevant service departments, and ensure smooth resolution. **Mess Review Monitoring** will provide structured feedback insights, highlighting trends in food quality, including recurring positive or negative reviews on specific days, helping mess supervisors take corrective actions. Additionally, the system will streamline **Task Delegation & Updates**, enabling hall managers to mark complaints as forwarded, pending, or resolved, while also flagging critical issues for escalation to higher authorities when necessary.

### *Dashboard for HMC Officials:*

The **HMC Dashboard** will provide a comprehensive overview of **hall-wise mess performance**, including food quality ratings, student feedback trends, and waste reduction analysis. It will also offer an **infrastructure complaints overview**, summarizing unresolved critical issues categorized by priority. **Efficiency reports** will track hall-wise performance in mess management and complaint resolution, highlighting long-term trends. Additionally, **intervention triggers** will alert authorities to not constantly review complaints, ensuring timely corrective actions.

### *Dashboard for Hall Warden:*

The **Hall Warden Dashboard** will provide a **comprehensive hall-wide overview**, including mess feedback, infrastructure complaints, and their resolution progress. It will offer **real-time tracking** of open, pending, and resolved complaints, along with a summary of **long-standing unresolved issues** and the **most common recent problems reported by students**. **Student engagement metrics** will highlight complaint volumes, mess review participation, and feedback trends. Additionally, wardens will have **intervention authority**, enabling them to flag or escalate critical issues while accessing **current issue tags** as marked by the Hall Manager for better decision-making.

## Notifications System:

The platform will utilize **push notifications** and **email alerts** to keep students informed about their complaints and feedback. **Push notifications** will be available via the website, including mobile browser integration, to provide **real-time updates** on complaint progress (e.g., marked pending, resolved) and **timely mess review prompts** during meal hours for those who opt in. **Low-priority infrastructure updates** will also be sent via push notifications to keep boarders informed without overwhelming them.

**Email notifications** will be reserved for **urgent updates**, such as when a complaint is flagged as spam, rejected, or requires additional details from the student at any level of authority. This ensures **transparency and responsiveness** in the complaint resolution process while minimizing unnecessary disruptions.

## Impact:

- **Encouraging More Students to Report Issues:** Many students avoid filing complaints due to the belief that their concerns will not be addressed or because they find the process cumbersome. With a transparent and user-friendly platform, students will be encouraged to report their grievances, leading to faster resolutions and improved living conditions. The ease of tracking progress will also assure them that their concerns are being taken seriously.
- **Streamlining Processes for Hall Managers:** Currently, hall managers are often overwhelmed with complaints from multiple students through various informal channels, making it difficult to address all concerns efficiently. This structured system will ensure that complaints are received, categorized, and processed in an organized manner, reducing their administrative burden and allowing them to focus on resolving issues effectively.
- **Increased Accountability and Action:** The hall warden will have an overview of all pending and resolved complaints, making it easier to ensure that hall managers and maintenance staff are addressing issues promptly. If a complaint is ignored or not resolved within the given timeframe, appropriate action can be taken. Additionally, the feedback and rating system will help identify underperforming personnel and areas needing improvement.