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|  **Sl. No** | **Customer Name & Address / Department** | **Complaint Reference No. & date** | **Nature of Complaint / Services Description** | **Mode of Complaint** | **Corrective Action or Remarks** | **Attended by** |
| 1 |  |  | Complex issue process | Oral | Devised new system and implemented | LIO |
| 2 |  |  | Need multiple copies of important books | Oral | Started procuring multiple copies | LIO |
| 3 |  |  | Inconvenient issue return timings  | Oral | Timings changed | SLIA |
| 4 |  |  | Scattering of subject books on different locations | Oral | Implemented classified arrangement of books and brought book under same subjects in one location | SLIA |
| 5 |  |  | Permission to wear apron inside the library | Oral | Rejected the request as the decision has been taken on security ground | LIA |
| 6 |  |  | Permission to bring note books inside | Oral | One note book permitted | LA |
| 7 |  |  | Permission to bring printed material inside | Oral | Rejected the request on the security ground | LA |
| 8 |  |  | Extension of loan period | Oral | Extended issuing of books in stack section to 7 days | LIO |
| 9 |  |  | Photocopy facility | Oral | Purchased the machine, the mode of operation has been worked out and submitted for the approval of the competent authority | LIO |
| 10 |  |  | While entering the library, library card shouldn’t be compulsory | Suggestion Box | Rejected the request as it is required for maintaining the usage statistics |  |
| 11 |  |  | Books are there available in OPAC but not in the location mentioned | Suggestion Box | Daily doing shelf rectification by library staff |  |
| 12 |  |  | Inconvenience to find the books | Oral | Location index has been incorporated in OPAC | LIA |
| 13 |  |  | Issuing of Question Papers | Oral | All courses question papers have been digitizing and uploading to library portal | SLIA |
| 14 |  |  | Issuing of CD-ROMs | Oral | CD-ROM contents have been uploading to a database designed on web portal and providing access | LIO |