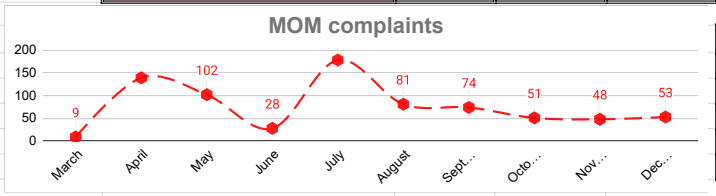
Gurukulam Complaints/Concerns

MOM TIcket Channel Wise

Total	662		9	139	102	28	178	81	74	51	48	53		
Resolved %			100%	100%	100%	100%	100%	99%	100%	100%	100%	100%		
Channel wise	Count	Complaint %	March	April	May	June	July	August	September	October	November	December	January	February
ERP	633	96%	9	137	92	27	171	78	69	50	45	50		
Scanner	18	3%	0	2	10	1	3	2	0	0	1	0		
IB	11	2%	0	0	0	0	4	1	5	1	2	3		



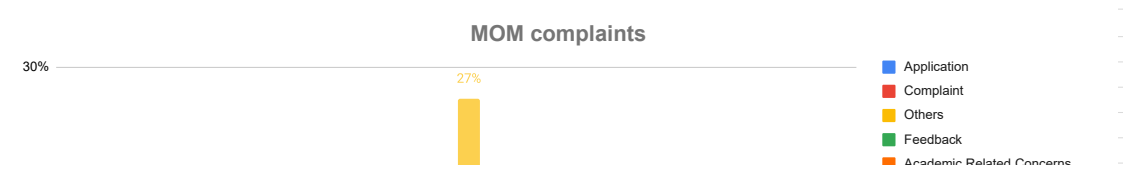
TIcket Channel Wise					
13/Dec/2025		15/Dec/2025			
Channel	Total	Resolved %	Gurugram	Varanasi	Indore
ERP	4	100.0%	1	3	0
Scanner	0	0.00%	0	0	0
IB	1	100.00%	0	1	0

Overall Complaints

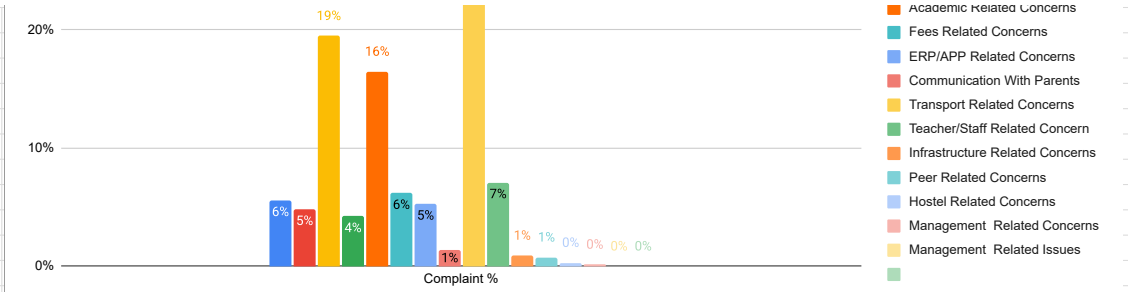
MOM Type wise

Total	818		9	139	102	28	178	81	74	51	48	53		
Resolved %			100%	99%	90%	96%	96%	96%	93%	98%	94%	94%		
Type	Count	Complaint %	March	April	May	June	July	August	September	October	November	December	January	February
Application	37	6%	2	35	0	0	0	0	0	0	0	0		
Complaint	32	5%	2	30	0	0	0	0	0	0	0	0		
Others	168	19%	2	26	27	5	28	13	16	12	14	12		
Feedback	28	4%	3	25	0	0	0	0	0	0	0	0		
Academic Related Concerns	150	16%	0	8	20	3	40	18	8	12	8	16		
Fees Related Concerns	54	6%	0	1	6	4	14	10	5	1	1	4		
ERP/APP Related Concerns	40	5%	0	5	7	2	5	5	8	3	1	3		
Communication With Parents	10	1%	0	0	2	0	1	3	2	1	1	0		
Transport Related Concerns	216	27%	0	4	24	14	67	24	27	21	14	10		
Teacher/Staff Related Concern	65	7%	0	5	14	0	18	5	5	0	7	6		
Infrastructure Related Concerns	9	1%	0	0	1	0	2	2	1	0	2	1		
Peer Related Concerns	5	1%	0	0	0	0	2	1	1	1	0	0		
Hostel Related Concerns	2	0%	0	0	1	0	1	0	0	0	0	0		
Management Related Concerns	1	0%	0	0	0	0	0	0	1	0	0	0		
Management Related Issues	1	0%	0	0	0	0	0	0	0	0	0	1		
	0	0%	0	0	0	0	0	0	0	0	0	0		

Typewise		
12/Dec/2025	1	12/Dec/2025
Type	Total	Resolved %
Application	0	0.0%
Complaint	0	0.0%
Others	0	0.0%



Feedback	0	0.0%
Academic Related Concerns	0	0.0%
Fees Related Concerns	1	100.0%
ERP/APP Related Concerns	0	0.0%
Communication With Parents	0	0.0%
Transport Related Concerns	0	0.0%
Teacher/Staff Related Concern	0	0.0%
Infrastructure Related Concerns	0	0.0%
Peer Related Concerns	0	0.0%
Hostel Related Concerns	0	0.0%
Management Related Concerns	0	0.0%
Management Related Issues	0	0.0%
	0	0.0%



ERP Complaints

MOM Type wise

Total	783		9	137	92	27	171	78	69	50	45	50		
Resolved %			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Type	Counts	Complaint %	March	April	May	June	July	August	September	October	November	December	January	February
Application	37	6%	2	35	0	0	0	0	0	0	0	0		
Complaint	32	5%	2	30	0	0	0	0	0	0	0	0		
Others	154	18%	2	25	20	4	26	13	15	12	12	12		
Feedback	28	4%	3	25	0	0	0	0	0	0	0	0		
Academic Related Concerns	146	17%	0	8	20	3	39	17	8	11	7	16		
Fees Related Concerns	52	6%	0	1	6	4	14	9	4	1	1	4		
ERP/APP Related Concerns	40	6%	0	5	7	2	5	5	8	3	1	3		
Communication With Parents	8	1%	0	0	1	0	1	2	2	1	1	0		
Transport Related Concerns	211	28%	0	4	24	14	65	24	26	21	14	8		
Teacher/Staff Related Concern	64	7%	0	4	14	0	18	5	5	0	7	6		
Infrastructure Related Concerns	8	1%	0	0	0	0	2	2	1	0	2	1		
Peer Related Concerns	3	0%	0	0	0	0	1	1	0	1	0	0		

Typewise

01/Oct/2025		13/Oct/2025
Type	Total	Resolved %
Application	0	0.0%
Complaint	0	0.0%
Others	7	100.0%
Feedback	0	0.0%
Academic Related Concerns	7	100.0%
Fees Related Concerns	0	0.0%
ERP/APP Related Concerns	2	100.0%
Communication With Parents	0	0.0%
Transport Related Concerns	12	100.0%
Teacher/Staff Related Concern	0	0.0%
Infrastructure Related Concerns	0	0.0%
Peer Related Concerns	0	0.0%

Scanner Complaints

MOM Type wise										
Total	**19**		**2**	**10**	**1**	**3**	**2**	**1**		
Resolved %			**100%**	**100%**	**100%**	**100%**	**100%**	**100%**		
Types	**Count**	**Complaint %**	**April**	**May**	**June**	**July**	**August**	**November**		
Others	11	58%	1	7	1	2	0	0		
Teacher/Staff Related Concern	1	5%	1	0	0	0	0	0		
Communication With Parents	2	11%	0	1	0	0	1	0		
Hostel Related Concerns	1	5%	0	1	0	0	0	0		
Infrastructure Related Concerns	1	5%	0	1	0	0	0	0		
Transport Related Concerns	1	5%	0	0	0	1	0	0		
Academic Related Concerns	2	11%	0	0	0	0	1	1		
	0	0%	0	0	0	0	0	0		
	0	0%	0	0	0	0	0	0		

Typewise		
01/Oct/2025		**13/Oct/2025**
Types	**Total**	**Resolved %**
Others	0	0.0%
Teacher/Staff Related Concern	0	0.0%
Communication With Parents	0	0.0%
Hostel Related Concerns	0	0.0%
Infrastructure Related Concerns	0	0.0%
Transport Related Concerns	0	0.0%
Academic Related Concerns	0	0.0%
	0	0.0%
	0	0.0%