



## **Grievance Redressal Cell Action Taken Report 2022-23**

The Grievance Redressal Cell held two meetings in the academic year 2022-23, on 02.08.2022 and 13.04.2023 respectively.

In both its meetings the cell observed that the college authority has been actively seeking the support of local authorities to address the shortage of drinking water and the repair of approach roads. In meeting 1/2022-23, the cell noted that in order to address the shortage of drinking water in the college, the Principal had requested the B.D.O. Nandigram Block II in a letter dated 27.06.2022 to take necessary steps to repair the Tara pump adjacent to the college. In meeting 2/2022-23, the cell noted that the Principal has requested the Zilla Sabhadhipati in a letter dated 03.09.2022 for taking necessary action in repairing the road from Gholpukur to Girir Bazar.

While no formal grievances had been received throughout the year, the informal mechanism of lodging grievances via the college WhatsApp group, and their prompt redressal, has been working efficiently. For example, a largish Argiope spider hanging in a large cobweb was reported in the WhatsApp group for all staff in room no. 4 by a teacher before her 11 a.m. class on 23 March 2023. The spider was killed and the cobweb quickly removed by non-teaching staff, and the same was communicated in the group within fifteen minutes, so that the teacher could start her class with minimum delay.

Helpline numbers of the Grievance Redressal Cell are now displayed at various points in the campus on placards to facilitate the process of grievance redressal.





Phone: 7908040652/7501133806

# SWARNAMOYEE JOGENDRANATH MAHAVIDYALAYA

Govt. Aided General Degree College | Estd.: 2014  
At+P.O.: Amdabad, P.S.: Nandigram, Dist.: Purba Medinipur, PIN 721650  
[www.sjmahavidyalaya.in](http://www.sjmahavidyalaya.in) | Email: [sjmahavidyalaya@gmail.com](mailto:sjmahavidyalaya@gmail.com)

Phone: 9932873484/7501133806

**SWARNAMOYEE JOGENDRANATH MAHAVIDYALAYA**  
Govt. Aided General Degree College | Estd.: 2014  
At+P.O.: Amdabad, P.S.: Nandigram, Dist.: PurbaMedinipur, PIN 721650  
[www.sjmahavidyalaya.in](http://www.sjmahavidyalaya.in) | Email: [sjmahavidyalaya@gmail.com](mailto:sjmahavidyalaya@gmail.com)

Ref. No. **SJM/ 18**  
76 /2022

Date : 27.06.2022

To,  
The B.D.O.,  
Nandigram Block – II,  
Reyapara, Purba Medinipur.

**Subject :- Request to take necessary measures to repair the defunct Tara Pump located adjacent to the Madhyapalli Sikshaniketan & Swarnamoyee Jogendranath Mahavidyalaya.**

Sir,

At first I convey my heartfelt thanks to you for Construction of Concrete road leading to Gholpukur-Amdabad Road from Swarnamoyee Jogendranath Mahavidyalaya. Now I bring to your kind attention to the following facts.

1. A Tara Pump adjacent to the School & College is defunct since 2015.
2. As a whole there are about 600 students in our college & school and the students are facing a lot of trouble to avail fresh drinking water, as there is no water purifying System in the school & college for the students.
3. Our college, being a new born college established in the year of 2014, is unable to install water purifying system for the students for financial stringency. As you are aware, the supply of fresh drinking water to the students is a major issue. Having no alternative, students have been collecting drinking water from a storage tank installed in the college campus & considering the health issue we regularly wash the water tank. Yet, I think it is not completely safe & healthy for the students.
4. Local people are also facing a lot of problem to avail fresh drinking water. They have to travel a long distance to collect drinking water.

If the pump be repaired, both the Local Community and the students of school & college will be highly benefited.

I, therefor, request to your generosity to take necessary steps to repair the pump as early as possible.

Your hearty cooperation in this regard is highly solicited. We will be grateful to you if the work is done for the betterment of the students & local community.

Thanking you,

With regards,  
*Ratan Kumar Samanta* 27/06/2022  
(Dr. Ratan Kumar Samanta.)  
Principal  
Swarnamoyee Jogendranath Mahavidyalaya  
Amdabad :: Purba Medinipur :: Pin-721650

Letter from the Principal to the BDO, Nandigram II dt. 27.06.2022 requesting necessary action to repair the Tara pump adjacent to the college.




Phone: 7908040652/7501133806

# SWARNAMOYEE JOGENDRANATH MAHAVIDYALAYA

Govt. Aided General Degree College | Estd.: 2014  
At+P.O.: Amdabad, P.S.: Nandigram, Dist.: Purba Medinipur, PIN 721650  
[www.sjmahavidyalaya.in](http://www.sjmahavidyalaya.in) | Email: [sjmahavidyalaya@gmail.com](mailto:sjmahavidyalaya@gmail.com)


ofc Mob.: 9434023761 / 9732960309

**SWARNAMOYEE JOGENDRANATH MAHAVIDYALAYA**  
Estd. : 2014  
(Govt. Aided General Degree College)  
P.O. : AMDABAD \* P.S. : NANDIGRAM \* DIST. : PURBA MEDINIPUR \* PIN-721650

Ref No.....*SJM/30*.....  
*132/22*

Date...*03.09.2022*...

To,  
The Sabhadhipati,  
Purba Medinipur Zilla Parishad



Subject: Repairing and Widening of the Road extending from Gholpukur to Girir Bazaar.

Sir,

I would like to inform you that the road extending from Gholpukur to Girir Bazar is a very important road of Nandigram Block-I & II for the commuters. There are so many Schools, College, Health Centres, Panchayat Offices, Banks, Local Bazars and other Offices etc. in these two blocks connecting the road.


The road has been badly damaged and daily commuters specially students of Schools and Colleges are facing a lot of troubles. Accidents are occurring frequently. Few months ago a lady commuter has been died in an accident on this road due to bad condition and narrowness of the road. So, the road requires immediate repairing and widening for safety of the people.

I, therefore, request you to kindly take necessary steps for repairing and widening the road.

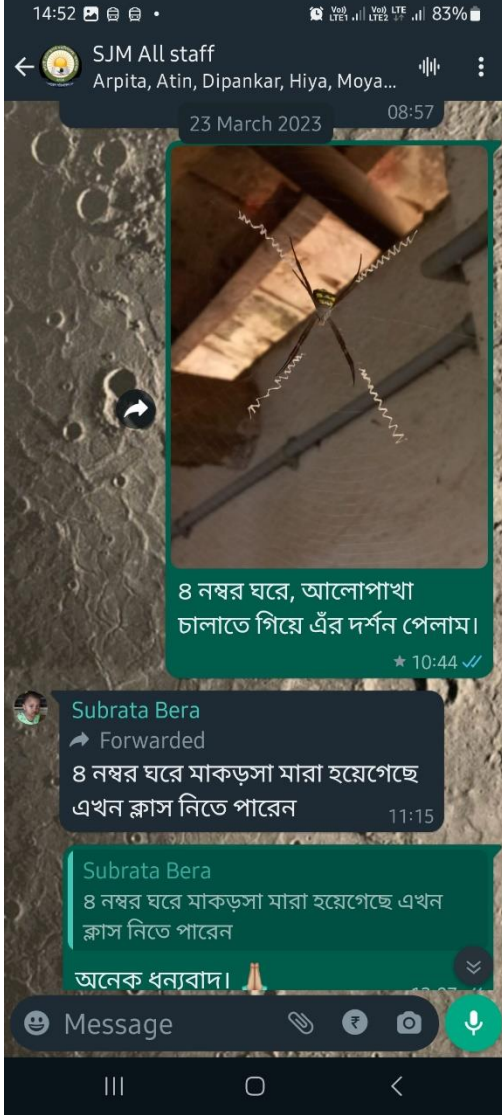
Expecting your hearty and fullest cooperation in this regard.

Thanking you,  
Yours sincerely,

*Banant* 03.09.22  
Dr. Ratan Kumar Samanta  
Principal  
Swarnamoyee Jogendranath Mahavidyalaya  
Amdabad - Purba Medinipur - Pin-721650



Letter from the Principal to the Zilla Sabhadhipati dated 03.09.2022 for taking necessary action in repairing the road from Gholpukur to Girir Bazar.



## Swift grievance redressal via informal mechanisms:

Grievance conveyed and redressed via the college WhatsApp group for all staff, teaching and non-teaching, 23 March 2023.

### Translation:

*Message from a teacher alongwith picture of Argiope spider 23 March 2023, 10:44 a.m.:* Saw this in room no. 4, as I tried to switch on the light and fan.

*Message from Subrata Bera at 23 March 2023, 11:15:* The spider in room no. 4 has been killed. You can take your class there.

*Message from teacher:* Many thanks.

Date: 24.05.2023

**Dr. Ratan Kumar Samanta**

*Principal*

Swarnamoyee Jogendranath Mahavidyalaya  
Amdabad :: Purba Medinipur :: Pin-721650

**Dr Durba Basu**  
Convener

Grievance Redressal Cell  
Swarnamoyee Jogendranath Mahavidyalaya  
Amdabad, P.S.- Nandigram, Purba Medinipur, Pin- 721650

# **ANNEXURE**



Phone: 7908040652/7501133806

# SWARNAMOYEE JOGENDRANATH MAHAVIDYALAYA

Govt. Aided General Degree College | Estd.: 2014

At+P.O.: Amdabad, P.S.: Nandigram, Dist.: Purba Medinipur, PIN 721650

[www.sjmahavidyalaya.in](http://www.sjmahavidyalaya.in) | Email: [sjmahavidyalaya@gmail.com](mailto:sjmahavidyalaya@gmail.com)

## HELPLINE NUMBERS DISPLAYED AT VARIOUS POINTS OF CAMPUS



**Helpline numbers displayed outside Botany laboratory**



**Helpline numbers displayed outside room nos. 16 and 17**



**Placard with helpline numbers**