



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 | Email: sjmahavidyalaya@gmail.com

Meeting Minutes of the Grievance Redressal Cell Submitted Against DVV Query Regarding Metric 5.1.4

For complaints raised in AY 2022-23:

1. Minutes of meeting no. 2/2022-23 dt. 13.04.2023 *with discussion on complaints highlighted*
2. Minutes of meeting no. 1/2022-23 dt. 02.08.2022 *with discussion on complaints highlighted*

মিটিং রেজল্যুশন বহি

MEETING RESOLUTION BOOK

মিটিং নং / Meeting No.	2/2022-23	উপস্থিত সভ্যগণের নাম	স্থান / Place	Principal's chamber
তারিখ / Date	13.04.2023	NAME OF MEMBERS PRESENT	সময় / Time	11:00 a.m.
১। 1.	Bamonts	৮। 8.	১৫। 15.	
২। 2.	Basu	৯। 9.	১৬। 16.	
৩। 3.	Moyazzem Hossain Mondol	১০। 10.	১৭। 17.	
৪। 4.	Phallegie	১১। 11.	১৮। 18.	
৫। 5.		১২। 12.	১৯। 19.	
৬। 6.		১৩। 13.	২০। 20.	
৭। 7.		১৪। 14.	২১। 21.	

Swarnamoyee Jogendranath Mahavidyalaya
Amdabad, Purba Medinipur, West Bengal 721650
Grievance Redressal Cell

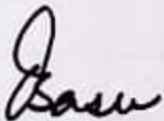
NOTICE

Meeting no.: 2/2022-23

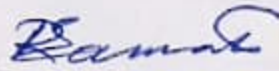
Date: 31 March 2023

Members are hereby notified that a meeting of the cell will be held **Tuesday 13 April 2023, 11 a.m. onwards** in the Principal's chamber, to discuss the following agenda:

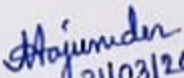
1. Redressal of any grievances received since the last meeting of the cell
2. Miscellaneous


Dr Durba Basu
Convener

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

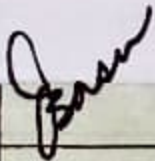

Dr Ratan Kumar Samanta
Chairperson

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

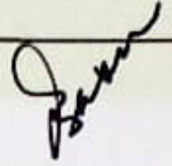

31/03/2023

AA
04.04.23


1/4/23



Grievance Redressal Cell
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Swarnamoyee Jogendranath Mahavidyalaya
Grievance Redressal Cell

MINUTES OF MEETING HELD 13 April 2023

Meeting no.: 2/2022-23

The meeting began upon the Principal, Dr Ratan Kumar Samanta taking the chair.

Minutes of meeting no. 2/2021-22 were read and confirmed.

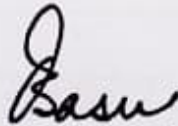
Resolved that:

1. In view of the fact that grievances are being addressed successfully and swiftly through the informal mechanisms such as the college WhatsApp group, such mechanisms need not be done away with, but rather be used for grievances that need to be addressed immediately.

OBSERVATIONS:

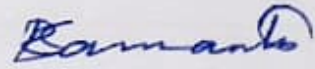
The cell noted that there were no grievances received formally since its last meeting, and that those received verbally, or via the college WhatsApp group have been satisfactorily resolved. The cell further noted that sometimes the informal mechanisms of grievance redressal are useful in effecting a quicker resolution, such as when 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 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. The cell further 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.

The meeting ended with a vote of thanks to and from the Chair.



Dr Durba Basu
Convener

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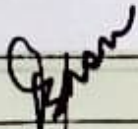


Dr Ratan Kumar Samanta
Chairperson

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

Grievance Redressal Cell

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মিটিং রেজল্যুশন বহি

MEETING RESOLUTION BOOK

মিটিং নং / Meeting No.	1/2022-23	উপস্থিত সভ্যগণের নাম	স্থান / Place	Principal's chamber
তারিখ / Date	02.08.2022	NAME OF MEMBERS PRESENT	সময় / Time	2:00 p.m.
১। ১.	<i>Banob</i>	৮। ৮.	১৫। ১৫.	
২। ২.	<i>Basu</i>	৯। ৯.	১৬। ১৬.	
৩। ৩.	<i>Hojumder</i>	১০। ১০.	১৭। ১৭.	
৪। ৪.	<i>AA</i>	১১। ১১.	১৮। ১৮.	
৫। ৫.	<i>(H)</i>	১২। ১২.	১৯। ১৯.	
৬। ৬.		১৩। ১৩.	২০। ২০.	
৭। ৭.		১৪। ১৪.	২১। ২১.	

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Grievance Redressal Cell

NOTICE

Meeting no.: 1/2022-23

Date: 27 July 2022

Members are hereby notified that a meeting of the cell will be held **Tuesday 2 August 2022, 2 pm onwards** in the Principal's chamber, to discuss the following agenda:

1. Redressal of any grievances received since the last meeting of the cell
2. Miscellaneous

Basu

Dr Durba Basu
Convener

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Banob

Dr Ratan Kumar Samanta
Chairperson
Principal

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Hojumder
27/07/22

AA
27.07.22

(H)
28/7/22

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Basu

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Grievance Redressal Cell

MINUTES OF MEETING HELD 2 August 2022

Meeting no.: 1/2022-23

The meeting began upon the Principal, Dr Ratan Kumar Samanta taking the chair.

Minutes of meeting no. 1/2021-22 were read and confirmed.

Resolved that:

1. All stakeholders, particularly newly admitted students and their parents be informed of the formal grievance redressal mechanism of the college via complaint boxes and the form on the college website in due course.
2. Blackboards in all classrooms be polished, and that electrical connections in all classrooms and toilets be checked for safety, although no grievances regarding these have been reported.

The meeting ended with a vote of thanks to and from the Chair.

OBSERVATIONS:

The cell noted that there were no complaints received since its last meeting. The cell also noted that as resolved in meeting no. 1/2021-22, the Principal had requested the B.D.O. Nandigram II, in a letter dated 27.06.2022 to take necessary steps to repair the Tara pump adjacent to the college.



Dr Durba Basu
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Dr Ratan Kumar Samanta
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