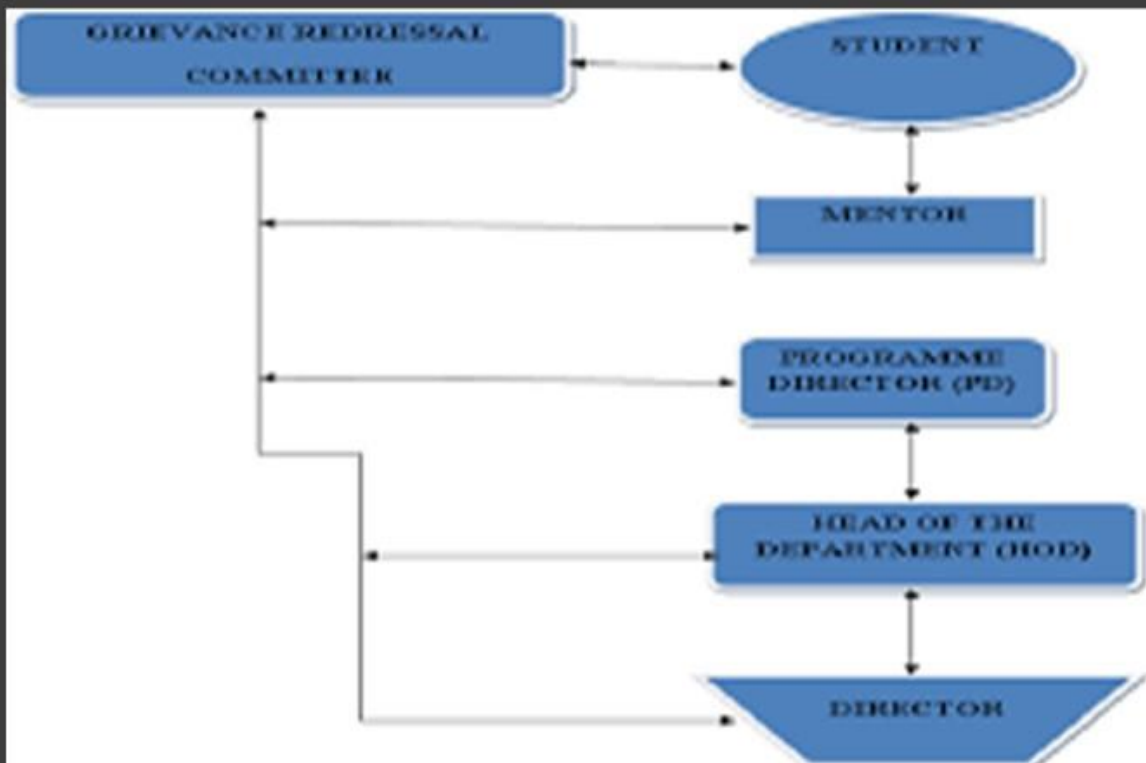
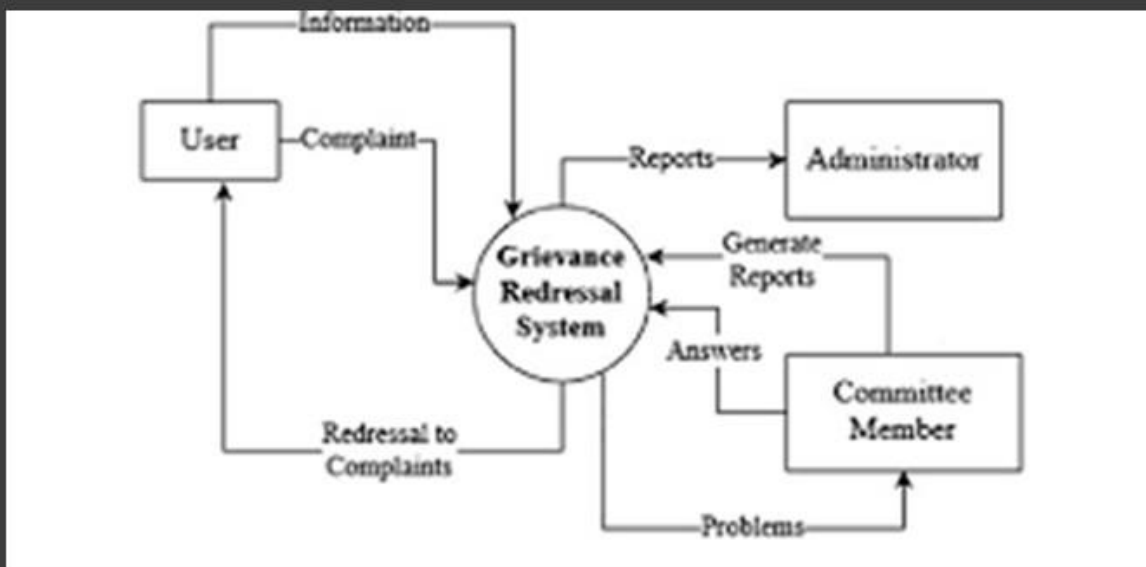
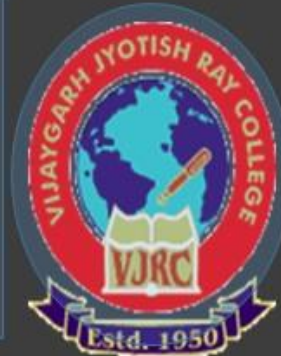


5 years report of the committee monitoring the activities and number of grievances redressed to prove timely redressal of the grievances





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(Affiliated to The University of Calcutta)

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ACCREDITED BY THE NAAC - B+ Grade.

Ref. No.....

Date.....

Last 5 years' Summary report of the grievance redressal cell activity

Redressing grievance of students and stake holders submitted in the college grievance box is an important measure taken by college administration in order to monitor and improve college facilities and services to the concerned community as and when required.

Grievance redressal cell of our college arranged several meetings in last 5 years to discuss different issues raised by stake holders to support the quality assurance system of the administrator.

Major problem areas were found from the grievance box submission are as follows :-

1. Irregularity and cleanliness of canteen facilities.
2. improvements of sports facility in the college.
3. To introduce communicative English and soft skill, personality development etc.
4. Demanding of more reference books in CBCS in library.
5. Discuss the issues regarding proper facilities of water in girl's toilets.
6. Complaints regarding restriction of the entry of students in Principal's room.
7. Complaints of the students of laboratory facility.
8. Complaints of the students to build computer laboratory.
9. Complaints regarding correction of mark sheets, incorrect course code etc.
10. Complaint regarding unavailability of adequate numbers of E- books.
11. Addressing issue regarding correct marks entry in tutorial and theory papers and correction of CU registration certificate.
12. Grievance regarding display of daily newspaper in college library.
13. Complaint regarding installation of lift in the college building.
14. Complaint of student regarding not to allow student at the college.
15. Extension of the date of submission of Tutorial copy.
16. Complaints of student regarding the review of BA/BSc CBCS SEM I papers.
17. To discuss any other matter like issuing Provisional pass certificates of M.Sc. Microbiology with permission of chair.

Prasenjit Das
IQAC Co-ordinator
VIJAYGARH JYOTISH RAY COL'EGE
KOLKATA 32

VIJAYGARH JYOTISH RAY COL'EGE
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R. Moay
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In order to address the above mentioned problem areas, the grievance redressal cell of the college conveyed the issues to the head of the institution and following measures were taken in last 5 years.

1. More or less well maintained canteen facilities was established.
2. Sports is required for some amusement and proper mental and physical growth for the students and many students complain about inadequate number of sports equipment's in the boys as well as girl's common room. In order to meet up these demands, some existing indoor games facilities like carom board and table tennis board were repaired. Some extra cricket balls, bats, wickets, footballs and badminton rackets were also procured for outdoor game purpose.
3. Some add-on courses to enhance skills for student employability has been introduced to meet up a long standing student demand for such a facility.
4. After several communications with library sub-committee and the head of the institution, computerization of library facility like library book cataloging using software has been started.
5. Proper cleaning and maintenance of hygienic condition in college toilets on regular basis is a tough task as many students are using these toilets. However, due to persistent monitoring some improvements in the cleanliness of the toilet has been observed to a satisfactory level. But more improvements in this facility is warranted.
6. The facility of ICT laboratory which was most important issue. A second computer laboratory has been set up from RUSA fund.
7. The maintenance of laboratory was discussed and the permission of Principal ma'am It was decided to undertake the necessary action for the maintenance of the science laboratories. The principal instructed to take follow up the action
8. A student complained the security guard restricted the entry of student to Principal's room. The committee enquired and found that security guard performed proper duties. Principal fixed the visiting hour so that any students of this college can come to the Principal if needed.
9. The grievances marksheet correction, incorrect course code was resolved by accepting the bifurcated answer scripts from the students. Those students who were unable to submit their answer scripts online, submitted their answer scripts offline.
10. The grievances of the students regarding correction of mark sheets, incorrect course code, incorrectly filled examination form and issue off pass certificates were resolved by the Principal.
11. The librarian was requested to make available more E-books and also to take help from respective departments in getting the E-books.

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12. The grievances regarding correct marks entry in tutorial and correction of CU registration certificates were resolved by sending request letters to the University of Calcutta. Letter was also sent to CU for issue of pass certificate.
13. Two newspaper on a daily basis are to be displayed in the library for the students and librarian concerned would be requested to look after the matter.
14. Complaints regarding installation of lift could not be resolved immediately. But head of the institution was concerned of the matter.
15. The complaints regarding not to allow the students due to not carrying ID card was discussed and it was decided to undertake the necessary action. The security guard performed his duty properly. The principal instructed to take follow up the action by issuing duplicate ID card.
16. The complaint regarding extension of the date of submission of tutorial was discussed but the date of submission is declared by the University, so there would be no questions for consideration.
17. Appealing for review of paper which is not under jurisdiction of college authority.. She stated the office to give the message to the students that University would announce the date for review. The complaint regarding the issuing of Provisional MSc certificate, Principal instructed the office and coordinator of MSc Microbiology that they would make necessary official work so that the student could get Provisional certificate as early as possible.

Prasenjit Das

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Last 5 years' Summary report of the grievance redressal cell activity

Date of grievance raised	Date of grievance resolved	Issues raised by stakeholders	Issues resolved or not
05/07/2018, 19/07/2018	10/08/2018	Complaints regarding regular opening of lady's common room	Resolved
15/03/2018	10/08/2018	Appeal of the students to introduce communicative English and soft skill, personality development etc.	Resolved
02/03/2018	10/08/2018	Grievances regarding maintenance of indoor games	Resolved
08/05/2018	10/08/2018	Grievances regarding poor canteen facilities	Partially resolved
05/07/2019	10/09/2019	Complaints regarding insufficient text books in library	Partially resolved
08/08/2019	10/09/2019	Grievances regarding proper water supply in lady's toilet	Resolved
09/04/2019	10/09/2019	Grievances regarding entry of Principal's room	Resolved
21/02/2020	05/03/2020	Complaints regarding white board in classroom	Resolved
16/12/2019	05/03/2020	Grievances regarding science laboratory maintenance	Resolved
19/11/2019	05/03/2020	Grievances regarding computer Laboratory facility	Resolved
28/05/2021, 02/07/2021	12/07/2021	Complaints regarding correction of mark sheets, incorrect course code etc.	Resolved
04/05/2020, 08/06/2021, 24/06/2021, 28/06/2021	12/07/2021	Complaint regarding unavailability of adequate numbers of E- books.	Partially resolved
10/05/2021, 01/07/2021	16/09/2021	Addressing issue regarding correct marks entry in tutorial and theory papers and correction of CU registration certificate.	Resolved
16/06/2021	01/12/2021	Grievance regarding display of daily newspaper in college library.	Resolved
07/11/2021, 15/11/2021	30/12/2021	Complaint regarding installation of lift in the college building.	Not resolved yet
20/12/2021	21/01/2022	Complaints of student regarding not to allow student at the college	Resolved
17/01/2022	21/01/2022	Extension of the date of submission of Tutorial copy	Resolved
07/07/2022	25/07/2022	Complaints of student regarding the review of BA/BSc CBCS SEM II papers.	Resolved
04/04/2022	25/07/2022	To discuss any other matter like issuing Provisional pass certificates of M.Sc. Microbiology with permission of chair.	Resolved

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