



# SURI VIDYASAGAR COLLEGE

(Govt. Sponsored & Constituent college of the University of Burdwan)

SURI, BIRBHUM, PIN – 731101, Ph. No. – 03462-255504

Website : [surividyasagarcollege.org.in](http://surividyasagarcollege.org.in), e-mail : [surividyasagarcollege1942@gmail.com](mailto:surividyasagarcollege1942@gmail.com)

This Institution is Ragging Free

## SURI VIDYASAGAR COLLEGE

### STUDENTS GRIEVANCE CELL

#### Objectives:

In any institution of some magnitude it is normal for some disagreements and complaints to crop up now and then but when these issues come up it is essential to solve them in an atmosphere of understanding and cooperation in the best interests of individual and institution. With this goal in view Suri Vidyasagar College has established a Grievance Cell to address the problems faced by the students and others for proper redressal. The main objectives of this exercise may be enumerated as under:

- 1) Placement of complaint boxes at strategic points to enable all stakeholders to freely inform about whatever troubles they may be facing
- 2) Upholding the college's dignity by creating an environment of harmony, cooperation and friendliness
- 3) Declaration of college campus as totally ragging free and informing all regarding the evils of ragging and the legal implications thereof
- 4) Creating an atmosphere of confidence by encouraging students to speak out their mind without any fear of harm or revenge
- 5) Fostering a sense of unity among all stakeholders by creating an environment of goodwill, fellow feeling and understanding and preventing any vindictive attitude from coming up

#### Functions:

The grievance cell upon receiving complaints or observations from students swiftly swings into action. The merit of the complaint is looked into and different viewpoints (as may be) are taken into account. Ultimately physical, mental and emotional wellbeing of all parties concerned are sought to be preserved in whatever solution is provided. Redressal is expected to be beneficial for all concerned. In case any issue remains unresolved there is provision for appealing to higher authority (through proper channel) for resolution of the same.

#### Committee members:

1)Principal. Ex-Officio President	2) Dr. Sandipan Chatterjee (Convenor)
3) Dr. SanjibMondal	4) Sri Haradhan Mardi
5) Dr. PrasenjitSaha	6) SmtIndraniMondal
7) Sri Barun Chandra Mondal	8) Head Clerk, Day & Evening



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## GRIEVANCE CELL REPORT FOR LAST 5 YEARS (2018-2023)

The grievance cell received mostly basic complaints during the last 5 years (2018-2023). A clear division is noticeable in the type of complaints during the covid-19 lock down period (time of online and digital mode of classes) and the post-covid period (resumption of normal offline classroom and campus activity). During the covid-19 enforced lockdown issues that required redressal included inability to attend online classes due to poor internet connectivity in far-flung areas, demand for online study material, difficulty in submitting pdf answer scripts within time in hybrid mode examination process etc. Pre and post-covid period saw issues regarding drinking water supply, toilet cleanliness, poor canteen services, failure of Wi-Fi connection in campus, girls and boys common room issues etc.

### ANNUAL REPORT (2018 - 2019)

Sl. No.	Date of Complain	Complaints lodged by	Issue of Complain	Action taken date	Action Taken
1.	07/08/2018	JagritiPaitandi (BNGH) <b>2016010516</b>	Water seepage in H/84	11/08/2018	water seepage after storm: Staff alerted and Solved
2.	12/11/2018	GopalMondal (HISH) <b>201701031878</b>	Cleanliness of Room No. A/104 due to bird droppings etc	13/11/2018	Windows properly fixed. Solved
3.	21/11/2018	Aditi Roy (B.A. Gen) <b>201701032181</b>	Demand for additional toilet facility especially for girl students	23/11/2018	Placed in concerned committee for discussion. Matter addressed through RUSA funds. Solved
4.	20/05/2019	Kazi Md. Rohan (BOTH) <b>201601053204</b>	Demand for better and more hygienic food in canteen. Also, a request for making fast food	24/05/2019	Canteen workers asked to maintain better cleanliness, hygiene and serve more nutritious food.



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			available.		Fast food to be avoided as per UGC guidelines. Solved
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*Tapan Kr. Parichha*  
Dr. Tapan Kr. Parichha  
Principal  
Suri Vidyasagar College

Principal,  
Suri Vidyasagar College

## ANNUAL REPORT (2019– 2020)

Sl. No.	Date of Complain	Complaints lodged by	Issue of Complain	Action taken date	Action Taken
1.	26/07/2019	BegamAjija Salma (ENGH) 201801032642	Fans and Lights are not working properly in room no. H/85 and A99	30/07/2019	Issues taken up with electrician. Solved through repair / replacement/ new connection
2.	20/08/2019	SamaptiSaha (PHIH) 201701032046	Cleanliness of ladies toilet (ArabindaBhavana)	21/08/2019	Sent to concerned person for redressal and solved
3.	18/11/2019	RanjanBagdib (PLSH) 201701032017	Cleanliness of Room No. NR/2	19/11/2019	Cleaning of benches: Concerned staff requested to look into the matter. Solved
4.	26/11/2019	Digantika Roy and others, MCJ Dept	Rumour-mongering and abusive behaviour of fellow student (Rahul Saha, MCJ Dept)		Complaint found true and immediate action taken. Student suspended for 15 days. Approved by GB on 14.12.2019 (agenda



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					no. 13)
5.	14/05/2020	Farddin Ali Khan (CEMH) 201901032381	Voice break during online class	15/05/2020	Teaching faculty requested to be more patient, understanding and provide written notes (soft copy) in case of such issues. Solved
6.	08/06/2020	MousumiKora (B.A. Gen.) 201901031726	Poor internet during online classes	10/06/2020	Teaching faculty advised to provide written/pdf note and/or recorded lecture in case of demand. This problem is not entirely in control of college authorities

*Tapan Kr. Parichha*  
**Dr. Tapan Kr. Parichha**  
**Principal**  
**Suri Vidyasagar College**

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## ANNUAL REPORT (2020– 2021)

Sl. No.	Date of Complain	Complaints lodged by	Issue of Complain	Action taken date	Action Taken
1.	13/07/2020	DishaMandal (BOTH) 201801034284	Unable to use Google class room	16/07/2020	Teaching faculty requested to take a demo class on how to use Google class room. Solved
2.	11/09/2020	HasnaZeba (BOTH) 201901032383	Poor internet during office hours in villages	15/09/2020	Teaching faculty advised to provide pdf note and/or recorded lecture in Google class room. This problem is not entirely in control of college authorities.

*Tapan Kr. Parichha*

**Dr. Tapan Kr. Parichha**  
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## ANNUAL REPORT (2021– 2022)

Sl. No.	Date of Complain	Complaints lodged by	Issue of Complain	Action taken date	Action Taken
1.	10/02/2022	SomenathMondal (MCJH) 201901031205	Problems of vehicle parking, request for extension of cycle stand	16/02/2022	Matter taken up for discussion in concerned committee. Till then proper space utilization advised. Solved
2.	07/03/2022	Pritam Banerjee (CEMH) 201901032408	Lab drain blockage	11/03/2022	Plumbing opinion consulted and Solved.
3.	26/03/2022	ChaitaliBagdi (B.A. Gen) 201901031452	Dirty and smelly toilet	02/04/2022	Concerned staff requested to be more alert. Users also advised to take more care and not throw random paper/ polythene etc. in or near toilets and drains. Solved
4.	17/05/2022	PritamMondal (PEDG) 202001031802	Request for additional Gym equipment  Extension of Gym timings	30/05/2022	Timings modified through discussion with users and gymnasium caretakers and solved

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## ANNUAL REPORT (2022– 2023)

Sl. No.	Date of Complain	Complaints lodged by	Issue of Complain	Action taken date	Action Taken
1.	22/08/2022	DoliMondal (B.A. Gen.) 202101039763	Cleanliness of ladies toilet (ladies common room)	23/08/2022	Concerned staff alerted and Solved
2.	18/03/2023	PapiaBittal (SNSH) 202001031113	Cooling of Water purification system not working (In front of H/85)	23/03/2023	Consulted relevant maintenance staff and Solved
3.	03/04/2023	Yasin Khan (PEDG) 202201035210	Demand for more sports goods	06/04/2023	placed in sports committee for purchase as per funds availability

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