



Matiaburj College

(Affiliated to University of Calcutta)

R-55, Garden Reach Road, Kolkata - 700024

Ref. No.: MC/GRE/composition/2020

Date : 25.02.2020

NOTICE

Composition of Grievance Redressal Cell has formed with effect from 25.02.2020 with the following members:

1. Dr. Krishnakali Basu Niyogi Chairperson
2. Mr. Subhash Mondal Convener
3. Mrs. Sriparna Chatterjee Member
4. Dr. Pitam Bhattacharye Member
5. Mr. Md Naseem NTS Member
6. Pratap Kr Polley NTS Member
7. Md Shamsher Shamim Students Member
8. Kainat Parven Students Member



Kanjogi

Principal
Matiaburj College
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মিটিং রেজল্যুশন বই
MEETING RESOLUTION BOOK



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Matiaburj College

(Affiliated to University of Calcutta)
R-55, Garden Reach Road, Kolkata - 700024

Ref. No.: MC/GRCM/02/2020

Date : 16.08.2020

Minutes and resolutions of the virtual Grievance Redressal cell meeting held on
16.08.2020 at 2pm.

1. It was reported that as lockdown was announced due to COVID 19 pandemic, actions could not be taken for all the grievances received from different sectors of the college.

2. Teachers reported that many students do not have a smart phone so that they will attend online classes in the pandemic period. Many students are facing extreme financial crisis due to no income during pandemic. It was resolved that college library will be opened for few days with all precautions for COVID as per Govt order and only those students who do not have online facilities of classes, will issue books, photocopy the study materials from the photocopier of the college without any charge, and then return the books. Then they will talk to the concerned teachers over normal phone and teacher will make the topic clear and will solve their doubts and answer questions.

Due to this reason admit card distribution was done in the college after strictly following the COVID 19 restrictions. All students filled up online admission forms from cyber cafe.

But it was made them clear to them that CU Examination will be fully in online mode and they have to arrange for that.

3. Due to Amphan cyclone in the month of May, and heavy rain lot of damage occurred in library books, windows of 2 classrooms were broken and remained in dangerously hanging positions, one water tank was blown away from the roof top and was broken. Lot of damage occurred in the new floor of the college building which is being built with Grants received from Higher education dept and MLA LAD scheme. It was resolved virtually that when the normal classes start and college will open(subject to Issuance of Govt Order,) these problems will be taken care of.



Kavijogi 16.8.2020
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Ref. No.: MC/GRCM/ATR/02/2020

Date: 21.12.20

Action taken report of GR cell meeting on 16.08.2020

1. During pandemic period few students who did not have smart phone could not attend online classes. Teachers called those students in college, maintaining all protocols of COVID 19 precautions, they were given mask and sanitiser . Teachers supplied them hard copy notes and books ,discussed the subjects with them . Teachers were always available to the students over normal phone who did not have smart phone or Internet facilities.
2. Broken doors and windows of library and classrooms will be repaired when the remaining part of the 3rd floor construction work will start. Due to pandemic, construction work is at halt.



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Ref. No.: MC/GRCM/01/2021

Date: 04.02.21

Minutes and resolutions of the Grievance Redressal cell held on 04.02.2021.

1. Minutes of the last meeting held on 16.08.2020 were confirmed.
2. Students of the 3rd semester made an appeal over phone to the Principal for reduction in admission fees for admission to odd semesters. It was resolved that an internal online staff meeting will be convened first regarding fee reduction and then this will be informed to the GB members through mail as physical meeting in Pandemic is not possible.

It was discussed that as on campus classes are not held and college events like sports is not possible, so library fee, electricity charge and sports fee may be exempted from the total fee. This is valid for the new students taking admission in 1st semester, also.



Ranjana 4.2.21
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Ref. No.: MC/GRCM/ATR/01/2021

Date: 13.05.2021

Action taken report of GR cell meeting held 04.02.2021.(virtual meeting).

1. Talley Prime ,the accounting software has been purchased and installed and is being used in the office.
2. Fees for all semesters are reduced. Electricity charge, Library fee and college sports fee are waived from the existing fee structure of the odd semester students resulting in a total reduction of Rs 550/ only, per student. (Governing Body meeting 13.02.2021, item08, in virtual mode).



Ranjana 13.5.21
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Ranjana

01.07.2021

Date : 01.07.2021

Ref. No.: MC/GREM/02/2021

Minutes and resolutions of the Grievance Redressal cell meeting held on 01.07.2021.

1. Minutes of the meeting held on 04.02.2021 were confirmed.
2. Students faced lot of technical difficulties during online examination (even semester and in 1+1+1 system). It was resolved that college will solve this issue by discussing with SEVEN M TECHNOLOGIES, to launch a software so that students can upload their answer scripts more easily and repeated submissions in the portal will be locked.
3. Office staff reported that the water purification units in the office is not working properly. It was resolved that a new machine will be purchased and existing machines will go through maintenance service by competent authority.
4. Department of Urdu and Department of English expressed their problem in distribution of class loads due to insufficient number of teachers. It was resolved that invited teachers will be asked to take few portions of the syllabus with honorarium and this decision is subject to approval in FC and GB MEETING.



Ranjana 01.7.21
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Ref. No.: MC/GRCM/ATR/02/2021

Date: 22.12.21

Action taken report of GR cell meeting held on 01.07.2021

1. Dr Mani Bhushan Kumar has been requested to leave his lien and take permanent release so that college can apply for filling up the vacancy in Urdu department (GBM 13.02.2021, item12) to West Bengal College Service Commission. Principal sent him a letter and a mail informing the decision of Governing Body .

Guest speakers will be invited in English Department for taking online class when classes of odd semester starts.

2. ONLINE TEST MANAGEMENT SYSTEM (OTMS)is launched by the service provider Seven M Technologies and students will submit answer scripts, tutorials through this system which will solve the problem faced by them during of online submission of answer scripts in the previous semester.

3. Water supply machines are repaired and a new machine is installed and the water supply problem is over.



Ranjit 22.12.
21
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Ref. No.: MC/GRCM/01/2022

Date: 16.04.22

Minutes and resolutions of the Grievance Redressal cell meeting held on 16.04.2022.

1. Minutes of the meeting held on 01.07.2021 were confirmed.
2. When the college was opened for few days After pandemic, it was found that doors ,windows of few classrooms were broken. Students complained about this. It was resolved that the repairing or replacement of damaged parts of classrooms will be taken care of immediately and work order will be given to competent authority after approval from Governing Body meeting.
3. Students complained that different parts of toilets are found to be damaged after pandemics. It was resolved that toilet renovation work will be done from the grant received from Radhamadhab Institution (P.C Chandra Group) amounting to 1 lakh only , for this specific purpose.
4. Students complained that the water Purifier cum cooler machines in ground and 1st floors are not working. It was resolved that college will solve this issue, they will call the expert from Eureka Forbes and get it repaired. This decision will be ratified in next GB meeting.
5. Students reported that many fans and lights of classrooms are not working. Resolved that this issue will be solved as soon as possible.



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Ref. No.: MC/GRCM/ATR/01/2022

Date: 15.6.2022

Action taken report of GR cell meeting on 16.04.2022

1. Broken and damaged doors windows were repaired and also replaced depending on the condition of the windows and doors from the own fund of college as was decided in the GB meeting held on 25.03.2022 ,item 06 and 12.
2. Repairing work of students and staff toilets is completed. The fund is received from PC Chandra Group and work order was given to PWD.
- 3.The water purification systems in both floors of college building have been repaired by Eureka Forbes after issuing work order to the company as par decision of GB meeting held on 20.03.2022 item 16.



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Ref. No.: MC/GBCM/ [redacted] /02/2022.

Date : 11.11.2022

Minutes and resolutions of the Grievance Redressal cell meeting held on 07.08.2022.

1. Minutes of the meeting held on 16.04.2022 were confirmed.
2. Nodal Officer and Help Desk Officer of students credit card cell, reported that very few numbers of students are applying for this loan in spite of repeated reminders and awareness through leaflets and banners and awareness lectures. It was resolved that more awareness camp has to be organised in the college.
3. During CU Examination, college was selected as a centre and one external candidate was specially abled and arrangements had to be made in the ground floor for her sitting. Teachers and Nonteaching staff expressed in writing that college has to take decisions regarding construction of elevator as well as ramp and special washroom facilities for specially abled students as soon as possible. It was resolved that application for fund release will be sent to Higher Education Department, as there is no provision for release of grant for the purpose of construction of elevator in MLA/ MP LAD Scheme.



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Ref. No.: MC/GRCM/ATR/02

Date : 11.11.2022

Action taken report of GR cell meeting held on 07.08.2022

1. Awareness Camp was arranged in college campus and also students were taken to "Duare Sarkar" programme arranged by Government of West Bengal arranged in Borough 25 and Matiaburj High School. 92 students applied till date for SCC and three students' loan got sanctioned.
2. Appeal for administrative approval of grant for construction of elevator has been submitted to the Department of MA & ME, Government of West Bengal.



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Ref. No.: MC/GRCM/2023/01

Date: 03.01.23

Minutes and resolutions of the Grievance Redressal cell meeting held on 03.01.2023.

1. Minutes of the meeting held on 26.08.2022 were confirmed.
2. Rima Shaw, presently SACT II in the Department of Education, qualified NET and appealed to take necessary action for her upgradation to SACT I post and subsequent pay fixation in new scale. It was resolved that necessary documents will be sent to the Higher education Department for her pay fixation.
3. Resolved that application to fill up the vacancy in Urdu department will be sent to WBCSC very soon.
4. Students expressed their problem for not having a Boy's Common Room and Canteen. Resolved that estimate for making a boy's common room in the backside open area of the college will be taken from PWD as soon as possible.



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Ref. No.: MC/GRCM/ATR/2023/01

Date : 19.8.2023

Action taken report of GR cell meeting held on 03.01.2023

1. Mrs Rima Shaw is now promoted to SACT 1, and her pay is fixed as par the pay scale of SACT 1, and order is sanctioned from Department of Higher Education, Govt of West Bengal.
2. Application with all necessary documents for filling up the vacant post of Assistant Professor in Urdu, has been sent to West Bengal College Service Commission.
3. Administrative approval of grant for construction of ramp and toilet for Specially abled students and staff is sanctioned and PWD, Alipore Division has started the work.
4. Proposal for Administrative approval for grant for the construction of rooms at the vacant backside of the college premise was sent to Higher Education dept and approval is received. Work order for execution of this work is issued to PWD by college authority. Those rooms will be allocated for Boy's common room and canteen.
5. PWD submitted the estimate for renovation of the existing toilets in the 1st floor. This work has started and is being done from college fund as par the resolutions adopted in FC and G.B.



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Ref. No.: MC/GRCM/2023/01(a)

Date: 8.9.2023

Minutes and resolutions of the Grievance Redressal cell meeting held on 08.09.2023.

1. Minutes of the meeting held on 03.01.2023 were confirmed.
2. Teachers informed the Principal that more classrooms, books, will be needed for the introduction of NEP 2020 CCF, from this academic year. Teachers also recommended to sign MoU with NGOs and companies for Internship programmes to be done by the students in the new system of curriculum. Principal informed the members that MA&ME department has considered the application of Matiaburj college for the grant for the construction of college 4th floor and very soon the order will be released from MAME department, Government of West Bengal and problems regarding inadequacy of classrooms will be solved. Application has been sent to Higher Education Department for purchase of books, furniture, Fire Extinguishers, Generator, Library Management system, CCTV and LAN. If grant is approved, that will be utilised for purchase of the above mentioned items.
3. Teachers analysed the University Examination result of the final semester students, who appeared in first few semesters online (admitted in 2020-21 academic session).
4. Teachers and Nonteaching staff already informed Principal and members of FC and GB that, computers, ICT facilities, Library Management softwares, and infrastructural development of seminar rooms etc are of absolute necessity for upcoming NAAC application process.



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Ref. No.: MC/6RCM/ATK/2023/02

Date: 18.9.2023

Action taken report of GR cell meeting on 08.09.2023.

1. MA&ME Department sanctioned the entire amount as per the estimate submitted by the Executive Engineer, PWD, Alipore Division (civil and electrical work). PWD started the construction work for the 4th floor of Matiaburj college building. So requirements of more classrooms for implementation of NEP curriculum, will be solved.

2. Administrative approval for purchase of books, CCTV Camera, WI-FI LAN connection, Library Management system, Fire Extinguishers, Generator is received from Department of Higher Education, Government of West Bengal after sending the proposal for the above mentioned items from the college to Higher Education Department.

CCTV, LAN CONNECTION, LIBRARY MANAGEMENT SYSTEM, FIRE EXTINGUISHERS have been installed and appeal for release of money for the completed projects have been sent to Department of Higher Education with all necessary documents.

E tender is done for purchase of books and generator.

New books required for CCF curriculum will be purchased through e tendering.

3. Result: Students appearing in the final semester could not achieve satisfactory performance in final Examination of 2022. This batch got admitted in 2019-20 academic session and after their 1st semester Examination faced terrible pandemic effect. In the final Examination they appeared for CU Examination in offline mode. Out of 229 students appeared only 93 passed out, which means 40.61% success. Teachers are taking special care and remedial classes for the other semester students for betterment of academic performance.

4. Purchase of new computer, printer, projector, installation of N-list, purchase of book shelves for library, almira for different departments are in process as per resolution in the F.C and G.B meeting.



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Ref. No.: MC/GRCM/01/2024

Date: 22.02.2024

Minutes and resolutions of the Grievance Redressal cell meeting held on 22.02.2024.

1. Minutes of the meeting held on 08.09.2023 were confirmed.
2. Students of English Hons complained that 2 fans and 2 lights of room no 201 were not working. Immediately electrician Shaharyar of Metiabruz area was called and he took out 2 fans for repairing and bought 2 new tubelights and fitted in room no 201, replacing the old 2 lights.
3. As per the requirement of Department of English, Environmental studies, Philosophy (IDC only) and Journalism and Mass communication (IDC Only), invited teachers are taking classes and being paid honorarium and conveyance .



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