

**Criterion 2 :  
Teaching-  
learning and  
Evaluation**

## **2.5 Evaluation Process and Reforms**

**2.5.2 Mechanism to deal with internal/external examination related grievances is transparent, time-bound and efficient**

# GRIEVANCE

# Problem regarding Registration process faced by students are forwarded to the University Authority by Principal

Fwd: Request to consider the cases of registration 2023-24.

to me

----- Forwarded message -----

From: **Principal Sonamukhi College** <[principal@sonamukhicollege.ac.in](mailto:principal@sonamukhicollege.ac.in)>

Date: Sat, 6 Jan, 2024, 2:51 pm

Subject: Request to consider the cases of registration 2023-24.

To: **REGISTRAR DEPARTMENT BKU** <[registrarbku@gmail.com](mailto:registrarbku@gmail.com)>, <[registrar@bankurauniv.ac.in](mailto:registrar@bankurauniv.ac.in)>

Sir,

I, on behalf of the college, sending the list and detail of two candidates whose names were not sent earlier. As per department record it is seen that they have completed verification process as per college notice. A mistake is occurred while shorting candidates of verified students. So, I request you to consider these two cases. I am attaching their photo and signatures also for your kind consideration.

Thanking You,

Yours' faithfully,

Dr. Bappaditya Mandal

Principal,

Information Gateway : [www.sonamukhicollege.ac.in](http://www.sonamukhicollege.ac.in)

The screenshot displays a Gmail email interface. The email is titled "Fwd: Request to consider the cases of registration 2023-24." and is from Samar Ali Khan to the recipient. The email content is identical to the text provided above. Below the text, there are five attachments: two photos of individuals, two handwritten signatures (one reading "aya Ghasi" and the other "Sekh Nasim vediti"), and a spreadsheet titled "SMC 120 2023121...". The Gmail interface includes a search bar, a left sidebar with navigation options like "Compose", "Inbox", "Starred", "Snoozed", "Important", "Sent", "Drafts", "Categories", and "Labels", and a bottom section with "Reply" and "Forward" buttons.

# Fwd: 2nd time - new data for registration

Inbox

14:21 (1 hour ago)

to me

----- Forwarded message -----

From: **Principal Sonamukhi College** <[principal@sonamukhicollege.ac.in](mailto:principal@sonamukhicollege.ac.in)>

Date: Mon, 8 Jan, 2024, 11:41 pm

Subject: 2nd time - new data for registration

To: **REGISTRAR DEPARTMENT BKU** <[registrarbku@gmail.com](mailto:registrarbku@gmail.com)>, <[registrar@bankurauniv.ac.in](mailto:registrar@bankurauniv.ac.in)>

Cc: <[history@sonamukhicollege.ac.in](mailto:history@sonamukhicollege.ac.in)>, <[admission@sonamukhicollege.ac.in](mailto:admission@sonamukhicollege.ac.in)>

Sir,

unfortunately, one student's data has not been sent in due time. As per record of History department one student named Suman Gorai has cleared all physical process of verification and continuing his classes. After thorough checking it is found that his name also available in missing list. Finally, I have to intervene between Dept of History and Admission committee in this midnight and consequently, sending this email for your kind consideration. This is only to save the year of the student. Being the Hol, I can't let spoil a year of my student. This is the only reason for midnight activity. I will try my best to complete the process within the scheduled time of principal login and admin login, if the detail of the candidate is made available. Hope your kindness once again.

Thanking You,

Yours' faithfully,

Dr. Bappaditya Mandal

Principal,

Information Gateway : [www.sonamukhicollege.ac.in](http://www.sonamukhicollege.ac.in)

The screenshot shows a Gmail interface with a search bar at the top. The left sidebar contains navigation options like Compose, Inbox (483), Starred, Snoozed, Important, Sent, Drafts (87), Categories, and Labels (Personal, More). The main content area displays an email titled "Fwd: 2nd time - new data for registration" from Samar Ali Khan, forwarded from Principal Sonamukhi College. The email body contains the same text as the main document, including the signature of Dr. Bappaditya Mandal. Below the text, there are three attachments: a handwritten signature of Suman Gorai, a portrait photo of Suman Gorai, and a scanned document titled "SMC 120 2023121...".

# Request regarding correction in AADHAAR number (related to Enrollment process) of students are forwarded to the University Authority by Principal

Fwd: Request for Aadhaar correction and mobile number correction  
Inbox

to me

----- Forwarded message -----

From: **Principal Sonamukhi College** <[principal@sonamukhicollege.ac.in](mailto:principal@sonamukhicollege.ac.in)>

Date: Tue, 2 Jan, 2024, 3:58 pm

Subject: Request for Aadhaar correction and mobile number correction

To: <[registraroffice@bankurauniversity.ac.in](mailto:registraroffice@bankurauniversity.ac.in)>, <[registrar@bankurauniv.ac.in](mailto:registrar@bankurauniv.ac.in)>, Registrar's Office Bankura University <[registrarofficebku@gmail.com](mailto:registrarofficebku@gmail.com)>

Sir,  
please find the attached files of three candidates. Two candidates have applied for Aadhaar correction sneha Samajpati & Ritu Paramanik). One candidate has applied for mobile number correction (Arpita Ghosh). I, on behalf of the college, request you to do the needful.

Hope your action will go in favour of students of 1st SEM 2023-24.

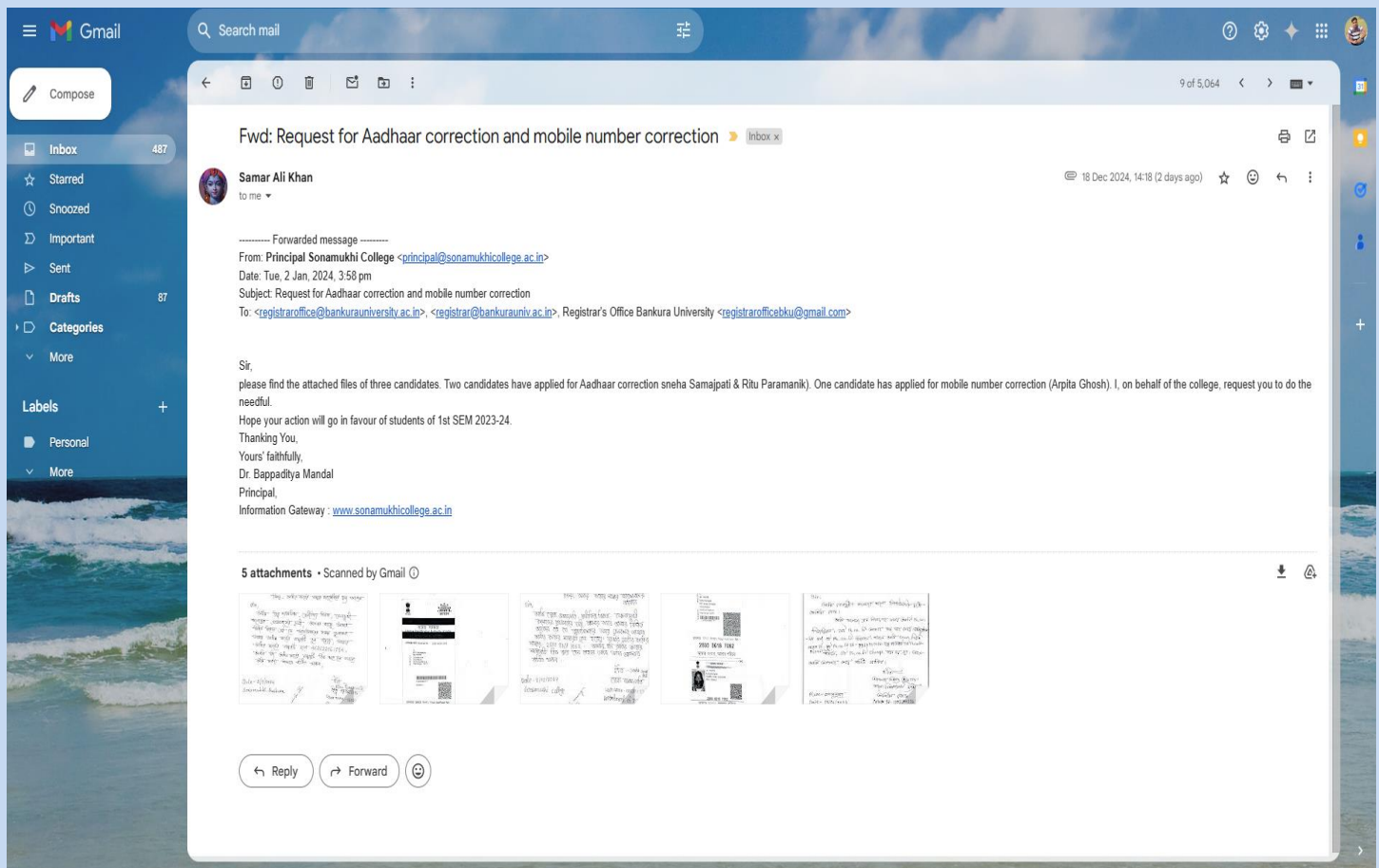
Thanking You,

Yours' faithfully,

Dr. Bappadiya Mandal

Principal,

Information Gateway : [www.sonamukhicollege.ac.in](http://www.sonamukhicollege.ac.in)



# Fwd: 2nd lot of correction in Aadhaar No. and mobile phone number

----- Forwarded message -----

From: **Principal Sonamukhi College** <[principal@sonamukhicollege.ac.in](mailto:principal@sonamukhicollege.ac.in)>

Date: Wed, 3 Jan, 2024, 3:51 pm

Subject: 2nd lot of correction in Aadhaar No. and mobile phone number

To: **Registrar's Office Bankura University** <[registrarofficebku@gmail.com](mailto:registrarofficebku@gmail.com)>, <[registrar@bankurauniv.ac.in](mailto:registrar@bankurauniv.ac.in)>

Sir,

Please do the needful in respect of aadhaar correction

1)Trisha Mahanta 2) Rudra Pal 3) Jaya Ghosh 4) Tanima Sarkar and  
Mobile number correction 1)Rahul Roy 2)Piu Pal 3)Nurjahan Khatun

Thanking You,

Yours' faithfully,

Dr. Bappaditya Mandal

Principal,

Information Gateway : [www.sonamukhicollege.ac.in](http://www.sonamukhicollege.ac.in)

The screenshot displays a Gmail interface with a blue header. The main content area shows an email titled "Fwd: 2nd lot of correction in Aadhaar No. and mobile phone number" from Samar Ali Khan. The email body contains the same text as the top section of the image. Below the text, there are 11 attachments, each with a thumbnail showing a document with text and a QR code. The attachments are labeled "Scanned by Gmail".



**Problem regarding delay in Registration Process for 1<sup>st</sup> Semester students are discussed in the meeting of Grievance Cell of the college and measures taken**

মিটিং রেজল্যুশন বহি  
**MEETING RESOLUTION BOOK**

মিটিং নং /Meeting No.	উপস্থিত সভ্যগণের নাম NAME OF MEMBERS PRESENT	স্থান /Place সময় /Time	Principal's Chamber 11. am.
তারিখ /Date	22.12.2023		
১। ১	৮। ৪	১৫। 15	
২। ২	৯। ৯	১৬। 16	
৩। ৩	১০। 10	১৭। 17	
৪। ৪	১১। 11	১৮। 18	
৫। ৫	১২। 12	১৯। 19	
৬। ৬	১৩। 13	২০। 20	
৭। ৭	১৪। 14	২১। 21	

**Meeting Resolution**

**Meeting Place: Principal's Chamber**

**Date: 22/12/23**

A meeting of Grievance Redressal Cell Sub-committee is held today (22/12/23) on emergent basis at 11.00am at the Principal's chamber under the chairmanship of Hon'ble Principal on account of the situation arose at 10.20am at principal's chamber and periodical quarry regarding the student registration under Bankura University (affiliating university).

Considering the anxiety of admitted 1<sup>st</sup> semester students under NEP 2020, it is decided that a written communication should be made instead of communication over phone several times in this respect. Chair assures that this problem will be discussed and noted in the resolution of all stuff meeting, scheduled to be held today and a letter will be sent to the Vice Chancellor (VC) and copy to the Inspector of Colleges (IC) and Registrar of our Bankura University.

As there is nothing else to discuss, the meeting is concluded by giving thanks to the chair.

*[Handwritten signature]*  
22/12/23



*[Handwritten signature]*  
22/12/23  
Principal & Chairperson



Communication :: [infra.sonamukhicollege.ac.in](http://infra.sonamukhicollege.ac.in)  
Students' Gateway :: [students@sonamukhiccollege.ac.in](http://students@sonamukhiccollege.ac.in)  
Call # +91-3244-275251

[www.sonamukhiccollege.ac.in](http://www.sonamukhiccollege.ac.in)

# SONAMUKHI COLLEGE

23°17'41.2"N 87°24'32.9"E  
P.O. & P.S. - Sonamukhi, Dist.-Bankura,  
West Bengal, India -722 207

NAAC:B\* 2022  
AISHE : C-44762

Ref. No.202312231801/SC/3/BKU Registration 2023\_24

Date :22/12/2023

To  
The Vice Chancellor,  
Bankura University,  
Purandarpur, Bankura

Sub. : Request to start the registration process for the session 2023-24.


Respected sir,

I, on behalf of the college, would like to request you to start the registration process for the running session 2023-24 as early as possible. I also like to inform you that huge number of students periodically express their query regarding university registration. They are also repeatedly asking their teachers of their concerned departments including university-work concerned non-teaching staff on the same issue. Since they have been admitted in NEP procedure their anxiety can't be ignored. All teaching and non-teaching staff, at its meeting held on 22/12/2023, recommended me for requesting the university authority in this respect. I also feel myself that a request to our university for early action should be communicated.

Hope your action will go in favour of the students like earlier.

Thanking you,

Sincerely,

  
23/12/2023

Principal  
Sonamukhi College  
Sonamukhi, Bankura

Copy: to The IC, BKU & Registrar, BKU

\*\* USE MASK & SANITIZER \*\*