

**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 Form-Fill up process faced by students are forwarded to the University Authority by Principal

Subject: Fwd: SEM 3 & 5 did not complete form fill up & some have not completed enrollment.
sonamukhi college <sonamukhicol@gmail.com>

Mon, 24
Jan, 17:46

to coeugenrollment, coeug, Controller of Examinations Bankura University, acoe

You are viewing an attached message. Gmail can't verify the authenticity of attached messages.

Sir,

The students of SEM 3 & 5 have emailed students' interface - smkadmission@gmail.com. They have told that if the college do forward the details. I do not know how much correct they are telling. If they get chance to appear in University Examination, it will be a pleasure to all of us.

Thanking you,
sincerely yours,
Principal

Dr. Bappaditya Mandal
Sonamukhi College

Sonamukhi, Bankura - 722 207, WB, India

This email does not require any signature & it is operated only by Principal

Know us :: www.sonamukhicollegebankura.com & www.sonamukhicollege.ac.in (In progress)

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

From: **SonamukhiCollege Admission** <smkadmission@gmail.com>

Date: Mon, Jan 24, 2022 at 5:13 PM

Subject: SEM 3 & 5 did not complete form fill up & some have not completed enrollment.

To: <sonamukhicol@gmail.com>

The screenshot shows a Gmail email interface. At the top, the subject line reads "Subject: Fwd: SEM 3 & 5 did not complete form fill up & some have not completed enrollment." The sender is identified as "sonamukhi college" with the email address "sonamukhicol@gmail.com". The recipient is "to coeugenrollment, coeug, Controller of Examinations Bankura University, acoe". A warning banner states, "You are viewing an attached message. Gmail can't verify the authenticity of attached messages." The main body of the email contains the same text as the original message above, including the signature of Dr. Bappaditya Mandal and the college's contact information. Below the email content, there is a section for "6 Attachments" with a warning: "Gmail virus scanners are temporarily unavailable - The attached files haven't been scanned for viruses. Download these files at your own risk." The Windows taskbar is visible at the bottom, showing the time as 4:02 PM on 12/16/2022.

Subject: Fwd: Deletion of IA marks & Deactivation of Filled up form : UID-20201202096

sonamukhi college <sonamukhicol@gmail.com>

Wed, 19
Jan,
15:46

to Samar, anupammandal19, Dipakkumar Neogi, MOHAN CHANDRA

You are viewing an attached message. Gmail can't verify the authenticity of attached messages.

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

From: **Controller of Examinations Bankura University** <coe@bankurauniv.ac.in>

Date: Wed, Jan 19, 2022, 15:10

Subject: Re: Deletion of IA marks & Deactivation of Filled up form : UID-20201202096

To: sonamukhi college <sonamukhicol@gmail.com>

Cc: Professor Deb Narayan Bandyopadhyay <vc@bankurauniv.ac.in>, Deb Narayan Bandyopadhyay <vcbkr@gmail.com>, Assistant Controller of Examinations Bankura University <acoe@bankurauniv.ac.in>

Sir

As per your requirement, IA marks of said student are deleted and filled up form of 3rd sem of the A.Y. 2021-22 has been deactivated. You may initiate further process.

Regards,

CoE

On Tue, 18 Jan 2022, 09:50 sonamukhi college, <sonamukhicol@gmail.com> wrote:

Sir,

Please find the attached file and kindly do the needful in favour of the College.

Thanking you,

sincerely yours,

Principal

Dr. Bappaditya Mandal

Sonamukhi College

Sonamukhi, Bankura - 722 207, WB, India

This email does not require any signature & it is operated only by Principal

Know us :: www.sonamukhicollegebankura.com & www.sonamukhicollege.ac.in (In progress)

Fwd: Deletion of IA marks & Deactivation of Filled up form : UID-20201202096 - subhendu706@gmail.com - Google Chrome
mail.google.com/mail/u/0/popout?ver=233og3h6h7x7&msg=%23msg-f%3A1727074641563953151&attid=0.5

Subject: Fwd: Deletion of IA marks & Deactivation of Filled up form : UID-20201202096

sonamukhi college <sonamukhicol@gmail.com>
to Samar, anupammandal19, Dipakkumar Neogi, MOHAN CHANDRA

Wed, 19 Jan, 15:46

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Windows taskbar: 25°C Haze, 4:05 PM 12/16/2022

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

Subject: Fwd: Unable to do enrollment SEM 5

sonamukhi college <sonamukhicol@gmail.com>

Thu, 20
Jan,
14:45

to Samar

You are viewing an attached message. Gmail can't verify the authenticity of attached messages.

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

From: **sonamukhi college** <sonamukhicol@gmail.com>

Date: Thu, Jan 20, 2022, 14:34

Subject: Unable to do enrollment SEM 5

To: <acoeg@bankurauniv.ac.in>, <coeug@bankurauniv.ac.in>, Controller of Examinations Bankura University <coe@bankurauniv.ac.in>

Sir,

I have received two emails through smkadmission@gmail.com and these are attached to this email after taking screenshots. This email is dedicated for students' problem if they are unable to reach college in this Pandemic condition. If their emails are in resemblance with reality, I have no problem to promote them for enrollment depending on your scope of work particularly for these students. If they get chance, I have to arrange for IA marks by the concerned teachers, nothing else.

2 Attachments • Scanned by Gmail

The screenshot shows a Gmail email interface. At the top, the subject is "Fwd: Unable to do enrollment SEM 5" and the sender is "sonamukhi college <sonamukhicol@gmail.com>". The email content is identical to the one above, including the forwarded message header and the main body text. Below the text, there are two attachments, but they are blocked by a yellow warning banner that reads: "Gmail virus scanners are temporarily unavailable - The attached files haven't been scanned for viruses. Download these files at your own risk." The attachments are titled "Enrollment from sonamukhi college" and "University of Bankura". The Windows taskbar at the bottom shows the date as 12/16/2022 and the time as 4:05 PM.

Subject: SEM II Programme Physical Education : only 1 student in DR & Enrollment list - Principal Portal



sonamukhi college <sonamukhicol@gmail.com>
to systems, coeug, Samar, aceo, Controller of Examinations Bankura University, coeugenrollment

Sun, 8 Aug 2021, 11:18

You are viewing an attached message. Gmail can't verify the authenticity of attached messages.



Sir,

SEM II Physical education Programme Course: Only one student is available in Enrollment & DR list. Only the total number of enrolled students i.e. 46 (so far I can remember) is visible. So, it may kindly be made available in the portal -- otherwise students are unable to download admit, unable to know UID and finally the concerned department is unable to upload marks.

My second request ---

Please provide the view right of all the items (college code wise in the principal log in at least) available in the dashboard so that we will get information at a glance of a student -- whether he/she has performed or not -- his/her level of action(s) i.e. registration - enrollment - form fillup - BKU payment status etc. In the BKU result portal -- the only completed candidates are available. If any technical problem does exist -- please mention in the remark pending due to technical problem - otherwise in the remark " completed successfully/Incomplete action/ student not done" like these remarks should be available.

Sometimes it is experienced that -- a student has not at-all done enrollment and just before his/her exam day make a phone call to the principal " Sir, I have done or completed everything but I am unable to download admit card". How can I be able to counter the student immediately? I have to wait for information from my college staff. If the view right is available 24 hours (at least till the Exam over) some questions shall be attenuated to null immediately. I am sending the copy also for necessary consideration.

sincerely yours,

Principal

Dr. Bappaditya Mandal

Sonamukhi College

Sonamukhi, Bankura - 722 207, WB, India

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Problem regarding registration, admit card, etc. faced by students are discussed in the meeting of Grievance cell of the college

মিটিং রেজল্যুশন বই
MEETING RESOLUTION BOOK

মিটিং নং / Meeting No.	তারিখ / Date	উপস্থিত সভ্যগণের নাম NAME OF MEMBERS PRESENT	স্থান / Place	সময় / Time	Principal's Ch.
	18-01-22				3-00 p.m.
১। ১		১। ৪ Bidicha Beau		১৫। 15	
২। ২		২। ৯		১৬। 16	
৩। ৩		৩। ১০		১৭। 17	
৪। ৪		৪। ১১		১৮। 18	
৫। ৫		৫। ১২		১৯। 19	
৬। ৬		৬। ১৩		২০। 20	
৭। ৭		৭। ১৪		২১। 21	

Meeting Resolution

Meeting Place: Principal's Chamber Date: 18/ 01/22

A meeting of Grievance Redressal Cell Sub-committee is held today at 3.00pm at the Principal's chamber under the chairmanship of Hon'ble Dr. Bappaditya Mandal.

Before raising the current issue, adopted resolutions of earlier meeting are read out and done confirm. Then the written grievances are read out. Mainly three types complaints have been arisen – a) facing difficulties in admit card download from University Website, b) not doing complete the registration process and c) non availability of students name in University Portal. Taken unanimous decisions are –

- At the beginning, Hon'ble Principal Sir informs in its meeting that intimation on account of said problems have been already intimated.
- As office staff Samar Ali Khan is greatly associated with the university allied students activity, so Mr. Khan is called as invitee for the prompt remedy.
- Samar Babu informs in this meeting that University will give a chance to erase the anomalies after 24th of this month. Samar Babu also tells that it's a verbal information.
- Samar Babu is advised to collect all such kind of difficulties in written from students end within 24th of this month.
- Principal Sir intimate that Admit card download is possible only when students complete their previous tasks correctly.

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



Principal & Chairperson

