



# GOVERNMENT OF WEST BENGAL

## *Office of the Principal*

### **GOVERNMENT GENERAL DEGREE COLLEGE, NARAYANGARH**

P.O. Bhadrakali :: Dist: Midnapur(West) :: West Bengal :: Pin: 721437, India, Phone: 03222-236512, 13, :: Visit: [www.ngc.ac.in](http://www.ngc.ac.in)

#### **Action Taken Report on Feedback**

On a yearly basis, the institution collects feedback from various stakeholders such as students, alumni, employers, and parents on the teachers, Academic environment, and Infrastructural family of the college. For this purpose, the institutions have designed distinct feedback forms. The feedback is analysed and the required steps are taken to address if any flaws found.

#### **Action Taken Report on Feedback in the Session of 2019-20**

The college has developed a feedback form to gather comments, grievances, and suggestions from all stakeholders, including students, parents, employees, and alumni. Some important suggestions were found in the form. The feedback received is reviewed, and the necessary action proceeds through the correct channel. In response to remarks on Teachers, Academic facilities, and institutional atmosphere, the following actions have been taken following a relevant discussion in IQAC and with the Officer-in-Charge.

1. The academic calendar and class routine were prepared following the university academic calendar, uploaded to the website, and displayed on the notice board.
2. Students receive university notifications on a regular basis about their internal and final exams and other required information.
3. A monitoring system has been implemented by all departments to augment the teaching-learning process and develop teacher-student relationships.
4. Teachers and pupils are advised to participate in webinars, online lectures, and other events to improve their academic knowledge and proficiency.
5. It was decided that the Librarian would be asked to interact with the departmental heads and collect book lists so that books could be purchased on time.
6. As our institution moved into a new building, the availability of a high-quality canteen with a common room and well-maintained washrooms was guaranteed.
7. Students were encouraged to participate in the different cultural programmes organised by the college.
8. Teachers and other staff are requested to be accessible to the students and their guardians, listen to them, and resolve their concerns.
9. Computers were purchased to meet the specific requirements of the college. This ensures that all departments have the technology they need for their operation

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#### **Action Taken Report on Feedback in the Session of 2021-22**

In accordance with the feedback collected from students, teachers, alumni, and parents and the suggestions found in the form, the institution took the necessary action after analysing the feedback received. The following actions have been taken in this regard:

1. The academic calendar was made based on the university's schedule. Class routines were prepared and posted on the website and on the notice board.
2. Teachers and other staff are requested to be accessible to the students and their guardians, listen to them, and resolve their concerns.
3. Teachers are requested to provide the required study materials to the students.
4. The Officer in Charge asked all the H.O.D. to ensure the syllabus was completed on time, the exam committee to complete internal assessments on time, and the continuous evaluation system to be continuously monitored in accordance with the University.
5. The library is ensured to purchase the necessary books as per the syllabus. Library books are also freely accessible to the students so that they can collect them as per their needs.
6. Students were encouraged to participate in different cultural programmes organised by the college actively.
7. Different departments were instructed to organise student seminars and special lectures.
8. Teachers are requested to participate in different seminar workshops, preferably online, to stay updated regarding their subjects' content, research, and teaching-learning materials.
9. The washroom and students' common room would be monitored by the campus supervision committee.
10. The canteen committee was instructed to visit the canteen and ensure the availability of quality food.
11. Teachers and other staff are asked to be available to students and their parents and listen to their concerns.
12. The officer in Charge contacted the concerned authority to improve public transport communication.
13. The plantation programme was successfully organised. This event highlighted our commitment to environmental care and made a positive impact on our surroundings.

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#### **Action Taken Report on Feedback in the Session of 2022-23**

After assessing the feedback received from pupils, teachers, alumni, and parents, as well as the suggestions in the form, it was found that most of the feedback was positive, though some suggestions were there. Hence, the institution took the appropriate action to keep that positive ambience and address those suggestions. The following steps have been taken in this regard:

1. At the beginning of the session, a student orientation programme was organised for freshers to sensitise them to the college's rules and regulations.
2. All department heads were requested to complete the syllabus in accordance with the academic calendar. They are encouraged to monitor the academic performance and atmosphere of each department.
3. A COVID Awareness programme was organised to sensitise the stakeholders, particularly students, and an Oxygen concentrator was purchased for emergency purposes.
4. Anti-ragging week was celebrated to sensitise all the stakeholders regarding the anti-ragging law and the action to be taken if they are engaged in ragging, etc.
5. Teachers are encouraged to attend professional development programmes, ideally online.
6. The college has agreed to maintain certain indoor gaming equipment in the common room for boys and girls.
7. The canteen committee has been requested to monitor and focus on healthy and affordable food. The canteen's hygiene practices have been strengthened.
8. The number of cleaning and maintenance tasks in the bathroom has been increased.
9. Students were encouraged to participate in the different cultural programmes and college annual sports.
10. LAN and Wi-Fi facilities were installed across the college campus. This upgrade ensures reliable internet access for all areas, enhancing connectivity for both students and staff.
11. All departments were equipped with computers and printers, and each was provided with internet access. This upgrade ensures that all staff have the necessary tools to work efficiently and stay connected.
12. Teachers and other staff are asked to be available to students and their parents and listen to their concerns.
13. The plantation program was successfully organised, marking a significant step forward in our commitment to environmental sustainability.

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#### **Action Taken Report on Feedback in the Session of 2023-24**

After reviewing the feedback from students, teachers, alumni, and parents, as well as the suggestions submitted, it was clear that while the overall response was positive, there were some areas for improvement. To maintain this positive atmosphere and address the suggestions, the institution has taken the following steps:

1. The academic calendar was prepared according to the university academic calendar, uploaded to the website, and requested that all the HODs follow the schedule.
2. The class routine was prepared and uploaded to the website.
3. Students regularly receive notifications from the university about their internal and final exams and other important information.
4. A monitoring system has been implemented by all the departments to augment the teaching-learning process and develop teacher-student relationships.
5. Teachers and students are encouraged to participate in webinars, online lectures, and other educational events to enhance their academic knowledge and skills.
6. Students were encouraged to participate in the different cultural programmes organised by the college.
7. It was decided that the Librarian would coordinate with the departmental heads to gather book lists and ensure that the required books are purchased on time.
8. Teachers and other staff are requested to be accessible to the students and their guardians, listen to them, and resolve their concerns.
9. A suggestion/complaint Box is installed in the college, in which students who want to remain anonymous write their grievances and suggestions for improving the Academics / Administration in the College.
10. Science departments with practical subjects like geography, Food and nutrition, Psychology, etc. are suggested to make a list of necessary items for their respective laboratories and practical class set-ups to ensure the smooth functioning of the practical classes.
11. The planting event was a success. We included a variety of medicinal plants and other types, which showed our dedication to protecting the environment.

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