



## ACTION TAKEN REPORT (2018-2019)

Student satisfaction surveys are an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, the College can gain valuable insights into what is working well and what needs to be changed. This information can then be used to make informed decisions about curriculum development, teaching methods, and resource allocation.

After the feedback reports from the students and the teachers, the following action taken by the College:

1. Most of the students were satisfied with the completion of the syllabus and the study environment of the College.
2. There is demand from teachers and students to increase the number of smart classrooms and the College has put forward a proposal for a new academic building.
3. To increase the water connections all over the College, especially to the Toilets.
4. For the drinking water facility, the College has proposals to the higher education department for the connections in the College.
5. To encourage the students into extracurricular activities, the College playground has been extended. This will be beneficial for the physical development of the students.
6. To encourage the students to go to the library and make use of most of the resources, the library reading room has been upgraded.
7. To create awareness among students regarding the Grievance Redressal Committee.



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Memo No. 18465/0-6/24

Date : 21/06/2024

To  
The Register  
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Raja Rammohunpur, NBU  
Darjeeling -734013  
West Bengal

**Sub: Submission of Summary of the Feedback taken on Syllabi from Students and Teachers for the Session 2018-2019**

Respected Sir,

This is to bring to your kind attention that Darjeeling Government College has taken feedback from the students and Teachers for the Session 2018-2019. In regards to this feedback submitted to the College, herein is attached the outline of the summary of the feedback received, for your kind consideration and necessary action.

The feedback from the students has a satisfactory and positive response to the syllabi and allied issues, albeit there is scope for modifications for its wider applicability. The introduction of career-oriented courses and skill development courses for wider job opportunities will be welcomed by the students.

The teacher's feedback also had a positive response to the syllabus and expressed their satisfaction. The syllabus can impart subject-specific information to the students and help them to go for their higher studies.

However, the introduction of the skill and job-oriented courses is the need of the hour, as felt by the teachers.

As the Affiliating University, I anticipate your kind and considerate attention toward the findings observed in the responses mentioned above, and seeks your humble concern by doing the needful.

Thanking You.  
With regards,

Officer-in-Charge  
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## ACTION TAKEN REPORT (2019-2020)

Conducting a student satisfaction survey can also improve communication and build trust between students and teachers. By giving students, a voice and actively seeking their input, educators can demonstrate that they are committed to creating a positive learning environment. This can increase student engagement and motivation, leading to improved academic performance and greater student success. The IQAC conducts a feedback survey after the end of every academic year and the action are taken by the College based on the feedback received. The Covid-19 induced lockdown from March 2020 deterred the College from implementing most of the following actions.

After the feedback reports from the students and the teachers, the following action taken by the College:

1. Most of the students were satisfied with the completion of the syllabus and the study environment of the College.
2. To monitor the progress of students, the Departments were asked to online assessments.
3. To increase the water connections all over the College, especially to the Common Toilets and the washroom of the teachers, the Institution has communicated to the PWD.
4. The Concerned Committees were asked to create more awareness among students regarding the Grievance Redressal Committee, Anti-ragging, and Anti-Sexual Harassment Committee.

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Memo No. 187(1)/U-6/24... Date : 21/06/2024

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Darjeeling -734013  
West Bengal

**Sub: Submission of Summary of the Feedback taken on Syllabi from Students and Teachers for the Session 2019-2020**

Respected Sir,

This is to bring to your kind attention that Darjeeling Government College has taken feedback from the students and Teachers for the Session 2019-2020 and 2020-2021. In regards to this feedback submitted to the College, herein is attached the outline of the summary of the feedback received, for your kind consideration and necessary action.

The feedback from the students has a satisfactory and positive response to the syllabi and allied issues, albeit there is scope for modifications for its wider applicability. The introduction of career-oriented courses and skill development courses for wider job opportunities will be welcomed by the students.

The teacher's feedback also had a positive response to the syllabus and expressed their satisfaction. The syllabus can impart subject-specific information to the students and help them to go for their higher studies. However, the introduction of the skill and job-oriented courses is the need of the hour, as felt by the teachers.

As the Affiliating University, I anticipate your kind and considerate attention toward the findings observed in the responses mentioned above and seek your humble concern by doing the needful.

Thanking You.

With regards,

*Principal*  
Officer-in-Charge  
Darjeeling Govt. College  
Darjeeling-734101

*Received*  
12.8.24

University of North Bengal  
Registrar's Office



## ACTION TAKEN REPORT (2020-2021)

The College was closed and the classes were held online from March 2020 to October 2021. The college reopened in November 2021 after the lockdown.

- The sudden and unexpected complete lockdown presented the need for new methods of teaching and learning and was emphasized by the College in case of any future epidemics.
- The need to maintain hygiene was felt after the Covid, hence sanitation was given top priority in the following months.
- The College felt the need for a medical room for any kind of medical assistance. Hence a proposal was put forward for same.
- For the Completion of the syllabus on time and the regular internal assessment to help the students get the flow of learning after the COVID lockdown, the teachers were asked to take extra care apart from the regular.
- No major actions were taken during this period.



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West Bengal

**Sub: Submission of Summary of the Feedback taken on Syllabi from Students and Teachers for the Session 2020-2021**

Respected Sir,

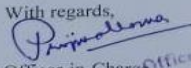
This is to bring to your kind attention that Darjeeling Government College has taken feedback from the students and Teachers for the Session 2019-2020 and 2021-2021 collectively. In regards to this feedback submitted to the College, herein is attached the outline of the summary of the feedback received, for your kind consideration and necessary action.


The feedback from the students has a satisfactory and positive response to the syllabi and allied issues, albeit there is scope for modifications for its wider applicability. The introduction of career-oriented courses and skill development courses for wider job opportunities will be welcomed by the students.

The teacher's feedback also had a positive response to the syllabus and expressed their satisfaction. The syllabus can impart subject-specific information to the students and help them to go for their higher studies. However, the introduction of the skill and job-oriented courses is the need of the hour, as felt by the teachers. The lockdown due to Covid-19 has forced the education system to open new avenues for online mode of teaching felt by all the teachers.

As the Affiliating University, I anticipate your kind and considerate attention toward the findings observed in the responses mentioned above and seek your humble concern by doing the needful.

Thanking You.

With regards,  
  
Officer-in-Charge  
Darjeeling Government College  
Darjeeling-734101

  
12.8.24



## ACTION TAKEN REPORT Based on the Feedback Report from The Students and the Teachers (2021-2022)

After analysing the feedback reports from the students and the teachers, the following action was taken by the College.

8. The feedback was that most of the students were satisfied with the completion of the syllabus and the study environment.
9. The need for smart classrooms is felt by both the teachers and students. In this regard, the officer-in-charge asked the departments to prepare a list of infrastructure needed by the departments to the College Infrastructure Committee College.
10. The space crunch for the teachers in the canteen has been spoken to the Canteen.
11. To encourage the students into extracurricular activities, the College Sports Committee is asked to keep a regular awareness program and display information on the College Notice board to encourage participation in the overall development of the students.
12. As a part of sanitary health of the female students under the able guidance of Officer-In-Charge of DGC, Dr. Prajwal Chandra Lama, Dr. Subrata Kar (Head, Department of Commerce), Dr. Prabir Sen (Head, Department of Chemistry), Prof. Sheela Karjee (Department of Economics) and Prof. Priyanka Saha (Department of Zoology) joined hands to start this initiative of installing sanitary napkin vending machine and incinerator in the College as a part of menstrual health of the female students and teachers. It must be mentioned here that the machines were not funded by the Government, but rather by the voluntary contribution of the teaching faculties of the College.
13. Among the facilities provided to the students, Darjeeling Government College came up with the initiative of providing a "Medical Assistance Room" for the students during medical emergencies equipped with first-aid facilities (wound cleaning solution, cotton, bandage, band-aid, gauze, spirit, red-lotion, hand gloves, masks, towels, painkillers, thermometer) and blood pressure-measuring machine starting November 2023.

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Plate 1:Inauguration of Sanitary Pad Vending Machine at the Ground Floor of main College building



Plate 2:Awareness Programme on Use of Sanitary Pad Vending Machine



Plate 3: Sanitary Pad Vending Machine



Plate 4: Incinerator





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Plate 5: Prof P. Saha(Dept. of Zoology) explaining the anatomy behind the Menstrual cycles and the importance of hygiene during the monthly cycles



Plate 6: Inauguration of medical assistance Room at the entrance of the Main College building



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Respected Sir,

This is to bring to your kind attention that Darjeeling Government College has taken feedback from the students and Teachers for the Session 2021-2022 and Session 2022-2023. In regards to this feedback submitted to the College, herein is attached the outline of the summary of the feedback received, for your kind consideration and necessary action.

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The teacher's feedback also had a positive response to the syllabus and expressed their satisfaction. The syllabus can impart subject-specific information to the students and help them to go for their higher studies. However, the introduction of the skill and job-oriented courses is the need of the hour, as felt by the teachers.

As the Affiliating University, I anticipate your kind and considerate attention toward the findings observed in the responses mentioned above and seek your humble concern by doing the needful.

Thanking You.  
With regards,

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## ACTION TAKEN REPORT

### *Based on the Feedback Report from The Students and the Teachers* (2022-2023)

After analyzing the feedback reports from the students and the teachers, the following action was taken by the College.

14. Most of the students were satisfied with the completion of the syllabus and the study environment, yet the heads of departments were advised to look into the day-to-day activities of the departments to help the students fare better.
15. The need for smart classrooms is felt by both the teachers and students. In this regard, the College Infrastructure Committee has already prepared a list of infrastructure submitted by the departments to the College authority for further action.
16. The problem of hygiene in the College has been a long-standing problem. The College has only two sweepers (out of 7 posts) who are unable to keep the huge area of the College clean. The maintenance of hygiene in the washroom is the responsibility of the user and the cleaner. Hence the Student Health and Hygiene Committee was asked to raise awareness about their responsibility to the students regularly.
17. One of the factors resulting in the sanitation problem was the water connection. The College Authority has installed new connections to solve this problem to some extent and is expected to get more connections shortly.
18. For the most important problem of drinking water facilities, the College has received 3 water purifiers from the Department with water connection in the coming year of 2024. It is expected to provide drinking water to almost 80 percent of the students and the teachers.
19. To encourage the students into extracurricular activities, the College Sports Committee is asked to keep a regular awareness program and display information on the College Notice board to encourage participation in the overall development of the students.
20. The space crunch for the teachers in the canteen has been spoken to the Canteen.
21. The College authority has asked College Placement cells to be more active and help students in their career advancement.

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**Plate 1: For the Drinking Water Problem, three water purifier cum dispenser have been installed in 3 different points of the College**



**Plate 2: Awareness Programme on Hygiene and the anti-sexual harassment conducted by the Student Health and hygiene Committee and the ICC.**





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**Sub: Submission of Summary of the Feedback taken on Syllabi from Students and Teachers for the Session 2022-2023**

Respected Sir,

This is to bring to your kind attention that Darjeeling Government College has taken feedback from the students and Teachers for the Session 2021-2022 and Session 2022-2023. In regards to this feedback submitted to the College, herein is attached the outline of the summary of the feedback received, for your kind consideration and necessary action.

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