SELF STUDY REPORT

FOR

1st CYCLE OF ACCREDITATION

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

PATGAON, RANI GATE, RANI
781017
www.kkhsou.in

Submitted To

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

BANGALORE

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

Krishna Kanta Handiqui State Open University was established under the provision of the Krishna Kanta Handique State Open University Act 2005 and started functioning from 2006.

- Its academic programmes were approved by the Distance Education Council, IGNOU and subsequently by the Distance Education Bureau, UGC from time to time.
- The Government of Assam recognised all Degrees, Diplomas and Certificates of the University for jobs and pursuing higher studies.
- The University has 140 sanctioned posts (47 teaching and 93 non-teaching). Out of the total teachers in position, 53 percent are women and among the non-teaching 31 percent are women.
- Currently, the University offers 22 programmes at the undergraduate and postgraduate levels comprising of over 400 courses altogether. Besides, the University is also offering MPhil and PhD Programmes in select subjects as per the UGC regulations.
- The University has been able to enrol large and diverse group of learners i.e., women, SC, ST, OBC, Tea Tribe besides learners hailing from the riverine (char) areas. Concern for equity has been foundational in the functioning of the University. During the last five years, the University has enrolled more than 95 thousand learners out of which more than 53 thousand (more than 50 percent) belong to disadvantaged sections of the society, including those, inter alia, belonging to SC, ST, OBC, defence personnel and jail inmates.
- The Learners' Support Services of the University functions through a three-tier system i.e. University Headquarters, Regional Centres and around 300 Learners' Support Centres functioning from the affiliated colleges across the state of Assam.
- The University's Learners' Support Services include an array of web-based utilities relating to admission, tutoring, counselling and evaluation besides the specially designed mobile app facilitating seamless support services to the learners.
- The University was awarded with the prestigious **Award of Excellence for Institutional Achievement in Distance Education** by the Commonwealth of Learning, **Antarashtriya Yoga Diwas Media Samman** from the MIoB, GOI, **Innovation Award** from IGNOU.
- The University underwent a major quality assurance exercise viz. **COL-RIM** in 2012-13 and conducted the Academic and Administrative Audit for the year 2019-2020.

Vision

In the spirit of reaching out to the unreached, KKHSOU endeavours to provide higher education and training in various skills using the latest educational inputs and technology.

- To emerge as a premier Institute of higher education in the NE region of India, with adequate display of social responsibility.
- To equip the learners with necessary knowledge and skills.
- To enable the learners to compete and excelin their respective areas of interest, and to live a life of their choice with dignity.

Mission

With the motto "Education beyond Barriers", the Mission of the University entails imparting innovative and contextually relevant education and providing opportunities for lifelong learning to its learners through excellence in education, research and innovation. The University, accordingly, envisages formulating its academic programmes in a way so as to attract learners from all sections of the society, with, however, a specific focus on those underserved, disadvantaged, and marginalised. The University, therefore, targets to provide quality education, knowledge and training in various skills to the following groups of people:

- Women learners especially housewives who want to get empowered with higher education and acquire professional skills.
- Differently abled persons.
- Persons who could not complete higher education in time during their student days.
- People hailing from far flung remote areas and living in other disadvantageous conditions.
- Employed/self-employed persons with penchant for higher education and learning skills.
- Persons who couldn't get access to higher education in conventional system for various reasons.
- Working people who wish to hone their professional skills.

1.2 Strength, Weakness, Opportunity and Challenges(SWOC)

Institutional Strength

The followings are the major strengths of the University

- Quality Curricula, ensuring seamless mobility of learners.
- Quality Self Learning Materials (SLM), prepared using best resources of the Country.
- Regular updates of courses fulfilling Local, Regional, National and Global needs.
- UGC model curriculum is a point of reference for the revision of the courses and programmes.
- The SLMs of various programmes are provided in the local languages i.e., Assamese, Bangla and Bodo.
- Modular approach in programme development and course material preparation.
- Elective Course System (ECS) in all the degree programmes.
- Systematic delivery mechanism of the learning materials through courier services and own delivery van.
- ICT-based Learner Support Services organised through multiple channels.
- Introduction and implementation of **e-Mentoring System** of learners.
- A well-planned network of around 300 LSCs covering the hills (2%), tea garden areas (11%), border areas (7%) and riverine (char) areas (27%).
- Clear and visible penetration into rural and remote areas.
- A **Learners' Charter** adopted by the University to uphold commitment towards academic excellence.
- Feedback mechanism and a Single Window Grievance redressal mechanism are well placed.
- Free education to jail inmates and differently abled and concessions to women, police and defence personnel.
- SLMs in Braille and audio format.
- State of the art infrastructure.
- Strong IT facility and capacity.
- Clearly defined Policy Guidelines and SOPs for academic and administrative activities.
- Transparency in Academic and Administrative decisions and activities.
- A healthy research culture evidenced by publications, participations in national and international

- seminars/conferences, Fellowships, Awards and Research Projects.
- Extension activities through adopted villages and Community Radio service.

Institutional Weakness

Despite the numerous strengths, there are, however, some weaknesses, which the University is continuously striving to overcome. The important weaknesses observed are the following:

- Alumni Engagement in various academic and developmental activitiesof the University is still to reach the desired level.
- The University needs to develop an Industry Academia Relationship for improving the placement and absorption of the learners.
- The scope of research activities on diverse issues pertaining to the region remains to be fully explored and utilised by the University, especially research on ODL related issues.
- The University needs to expand Collaboration and Networking with the national and international academic and civil society bodies for better exchange of ideas and experiences.
- Resource constraints for developing high quality learning resources and augmentation of technology oriented support services.
- Existing digital divideto achieve 100 percent online-reach to the learners.
- Infrastructural limitations of some of the study centres, particularly those located in remote and backward areas.

Institutional Opportunity

Being the first and the only State Open University with jurisdiction over the entire State, coupled with its myriad strengths as highlighted, KKHSOU sees a range of opportunities to emerge as one of the premier educational institutes of the region in providing accessible, flexible, learners centric, need based, affordable, relevant quality education to all and usher in desired transformation in the society. The University finds the following opportunities:

- The emphasis provided in theNational Education Policy 2020 to increase the Gross Enrolment Ratio (GER) in higher education by ensuring access and equity for lifelong learning holds enormous scope and potential for ODL as the preferred mode of learning where KKHSOU can take the lead in the region and contribute profoundly.
- There is an increased demand for quality higher education among the learners who are already in various jobs or employment, which can be adequately harnessed.
- The Government of India's initiatives for various online programmes and courses, including MOOCs clearly opens up new areas where KKHSOU can contribute significantly.
- There is also a great scope to introduce relevant and effectiveVocational, Skill-based programmes and courses across various disciplines for enhanced employment opportunities for the learners.
- The University can take the full advantage and benefit of theChoice Based Credit Systems (CBCS) and also of the built-in flexibility as envisioned in the National Education Policy 2020.
- The University with its School System has the structural advantage of introducing greater number of multi-disciplinary and inter-disciplinary programmes and courses to meet the requirement National Education Policy 2020.
- Application of ICT is emerging as the game-changer in the near future, and with its strong ICT

capability, the University can create a niche in this domain and emerge as one of the leaders.
- With a strong alumni base, the University can explore opportunities to expand its engagement and activities through enhanced involvement of the alumni.
- India's Look (Act) East Policy offers enormous scope and opportunities for collaboration with the institutions and organisations of the south and south east Asia for promotion of research, and learner as well as faculty exchange.

Institutional Challenge

Providing equal access to quality education is still a big challenge for the University. Besides, reducing the dropout rate, proper maintenance of the Learner Support Services, maintaining proper coordination between the University and the Study Centres, the following are the major challenges the university is currently facing.

- Reaching the last mile by providing need-based educational facility to the remote learners.
- Overcoming the digital divide and providing the facility of online teaching learning to everyone alike.
- Converting the traditional learners to digital learners.
- Automation in all processes of the University.
- Proper implementation of e-Mentoring system that was started during the COVID-19 and subsequent Lockdown with 100% success.
- Changing the perceptions of the stakeholders and general public about the ODL systems as well as the ODL graduates.
- Improving the employability quotient of distance learning.
- Ensuring quality underfund crunch andresource constraints.
- Maintaining and ensuring individual and customised contacts with the learners and other stakeholders.

1.3 CRITERIA WISE SUMMARY

Learner Support and Progression

The following are some of the important aspects relating to Learner Support and Progression.

- The University regularly publishes Information Brochure, Annual Reports.
- The University provides the syllabus of all programmes and academic plan along with the evaluation criteria, pedagogical measures, suggested readings etc. to the learners well in advance in the Programme Guides.
- Induction Programmes are organised at the University Headquarters and LSCs where learners are familiarised with the ODL system and the facilities available to them.
- Periodic awareness camps, promotional meetings etc. involving prominent citizens, local school teachers, village heads, community leaders, youth clubs and Anganwadi workers, and also learners are organised to spread awareness and attract prospective learners.
- Course materials of various Programmes are offered through multiple media like print, audio, video and e-resources/digital resources, etc.
- The learners are provided with SLMs in both print and digital format. Digital SLMs are provided to the learners through the Learners' Portal.

- Fee waiver facility for the differently abled persons, jail inmates. Concessions are also provided to defence personnel and women learners.
- Learners' grievances are addressed at various levels both in person and through the online complaint system, and issues are resolved in a time bound manner.
- University faculty and staff take part in the weekly Phone-in radio programmes in All India Radio, Guwahati.
- The University website (www.kkhsou.in) also displays all necessary details regarding every aspect of the University under various heads to generate awareness and interest among the prospective learners.
- At the level of the LSCs, initiatives are also made to generate awareness regarding the respective programmes on offer as well as the other relevant aspects by way of publishing and distributing pamphlets and leaflets, besides conducting awareness programmes on their own.
- KKHSOU maintains its strong presence on the social media by way of having its own official Facebook page, Facebook group; Twitter handle, Instagram account. Platforms like Telegram and Whatsapp are also used for disseminating relevant information.

Curricular Aspects

The following are some of the important points relating to Curricular Aspects-

- The University has endeavoured to prepare curricula that address the educational needs of the desiring learners coming from diverse backgrounds for updating the knowledge base, retraining and personal enrichment of the learners.
- The programmes have well-defined objectives, and learning outcomes are aligned with the University's mission and vision.
- The University follows the credit system and the total credits required to complete a programme are clearly specified.
- The University ensures that the academic and professional programmes are relevant to local, regional, national and global contexts.
- Curriculum review is done at regular intervals to keep pace with the developments in respective fields.
- The professional programmes as well as the other academic programmes are designed to enhance employability, incorporating components like project work, field work, internships, practicum, lab based practical, internships, etc.
- Learners are provided with the facility of flexible entry and exit with Lateral Entry and Modular Approach. Elective Courses (ECS) suitably meet learners' interests and aspirations.
- To enhance employability of the BA learners (Pass and Major), courses like Spoken English has been made compulsory by the University.
- To make the general graduate learners (BA pass course) more acceptable in the job market, the University has offered the learners with optional courses like Introduction to IT and Office Management.
- The University continuously incorporates the inputs from the outcome assessment and stakeholders' feedback surveys in improving its syllabi and curriculum.
- The Courses offered by the University facilitates understanding and analysing myriad cross-cutting issues like environment, gender, human values, professional ethics, ethical and moral concerns in society and so on.
- KKHSOU also focuses on promoting good health by introducing a PG Diploma programme in YOGA which upholds positive health, prevention of stress related health problems as well as rehabilitation.
- The professional programmes like MBA, MCA, PGDCA, PGDHRM, PGDMC focus on developing

special skills in their respective fields.

- In all programmes, an attempt is made to provide relevant information about Assam in aspects like economic, social, cultural, historical, educational, philosophical and ethical.

Teaching-learning and Evaluation

The followings are the salient points of the teaching-learning and evaluation mechanism of the University:

- The PPRs with clearly stated Programme Outcomes and Course Outcomes are made available in the University website.
- Self-Learning Materials (SLMs) are prepared through an organised system of course material development.
- SLMs are available both in print and e-format which are further supported by audio-visual resources to promote an individualised, creative and dynamic learning eco-system.
- Awareness Camps and Induction Programmes are organised in the remote areas of the State to create awareness about the University and its programmes/courses and also about the value of higher education.
- Advertisementsabout the programmes and courses, study centre counselling, e-SLM, Learners' Portal, LMS etc. together constitute the strategyfor reaching the unreached.
- The University's Community Radio Station–"Jnan Taranga" broadcasts community-based programmes focusing on health, career, science, women, children, tribal people, agriculture, education, climate change, environment, etc.
- The Learners Portal isupdated regularly for the learners. It consists of e-SLM, Assignment, Previous Year Question Papers, e-Mark sheets, latest news, e-admit, forms, live radio and FAQ-answers.

- The e-Bidya LMS provides OER of the courses, discussion forums and MCQs and the e-PragyaLMS isconstructed under the collaborative Project of KKHSOU and Commonwealth Educational Media Centre for Asia (CEMCA).
- The Grievance Redressal Cell is responsible to look after the grievances/complains from learners and other stakeholders. The cell receives grievances through e-mails, telephone calls, SMS, social media, or by personal visit and tries to redress the same in a time bound manner.
- E-Mentoring Service conceived and introduced by the University provides various personalised academic and non-academic support to the learners.
- The learning outcomes of all the programmes are integrated into the assessment process and the different examination related activities are carried out as per the Guidelines and SOPs released by the University from time to time.
- The University follows a system of Continuous and Comprehensive evaluation with both tutor marked formative and summative assessments. It has also developed fully automated evaluation system starting from the generation of admit cards to declaration of results.

Research, Innovations and Extension

The followings are the highlights in this regard:

- The University has a specified Research Policy to guide all the research activities.
- The Research Council (RC) comprising the Vice Chancellor, Directors of Schools, and senior faculty

members look after the policy issues.

- The University has signed MoUs with a number of national as well as international institutions, universities, industries for academic and research collaborations.
- The University follows strict policies for Promotion of Research and Research ethics.
- The university has a well defined policy on Consultancy that determines the rule for sharing the revenue between the institution and the individual/agency.
- Workshops and Training programmes on research methodology and innovative practices are conducted on regular basis.
- Awareness Programmes on IPR and Research ethics are held from time to time in the University to sensitise the faculty members, research scholars and other learners regarding issues related to copyright.
- The University promotes and supports faculty engagement in research and publications.
- Peer- reviewed multi-disciplinary journal of the University *Journal of Open Learning and Research Communication* (JOLRC) lays particular emphasis on publishing research findings in the field of ODL.
- The University promotes innovative practices and quality research.
- Learner Mentoring System, Learners' Charter, Learners' Grievance Redressal Mechanism, Online Complaint Handling System, Model Study Centre, Siksharthi Mitra, Admission Alert System, Android Mobile App, and Contact with Dropouts are some of the latest innovations initiated by the University.
- Programmes like Fellowship to Journalists, People's Education Programme, Child Protection and Media Fellowship Programme, Swachh Bharat Summer InternshipProgramme have provided better visibility to the University.
- The University also conducts a number of Extension Programmes like arranging field training for its learners, conducting awareness workshops on environment, reaching out to the underprivileged through the Community Radio Service and so on.

Infrastructure and Learning Resources

The University Headquarters consists of two Campuses.

The Patgaon Rani Campus has approximately 20 acres of land having a three-storied building. The building with lift facilities houses offices, Conference Hall, Cell for bulk distribution of SLMs and a Vocational & Skill Development Centre.

The City Campus has an area of about 3.5 acres of land and construction of inter-connected four blocks of eight-storied building is going on. Designed with the features of Green Building, the built up area of the City Campus is approximately 96000 square feet. The Campus has the following-

- The Office of the Vice Chancellor and different administrative wings which house six Schools and other offices. All rooms are provided with computers, printers, LAN and Internet and Wi-Fi connectivity.
- All the blocks in the city campus have provisions of lifts, ramps and rails, toilets for gents, ladies and differently abled. It has all amenities required in a modern building.
- Fully automated Central Library houses the collection of books of all disciplines; Reports, Journals with access to e-journals and e-books.
- The Examination Branch uses software like EDPS (Examination Data Processing Software) and ICR (Intelligent Character Reader)
- The Electronic Media Production Centre (EMPC) has a well-equipped studio with the latest technologies.
- The IT Cell has dedicated cloud spaces for hosting major online application and services of the

University.
- The Campus has a 1.0 GBPS bandwidth internet connectivity provided by NKN.

Regional Centre

The Regional Centre (RC) in Jorhat is presently housed in a rented premise. The University has its own land of 1 Bigha, 1 Katha and 13 Lecha in Jorhat town. The Centre has rooms for the Vice-Chancellor, Assistant Regional Director, administrative staff, conference, storage and reception, a library with books and SLM etc. The JRC is equipped with internet, computers, printers and other office equipments.

Learner Support Centres (LSC)

The LSCs are established in the affiliated colleges of Assam through an MOU. All LSCs consist of rooms for Centre-in-Charge, Coordinator/office staff, storage, counselling, laboratorial/practical works (when required), library etc.

Governance, Leadership and Management

Key aspects of Governance, Leadership and Management can be summarised as under:

- The University adopts a bottom up approach in decision making to ensure participation of all stakeholders. All minutes are placed in the University website.
- The organisational structure helps in sustaining the institutional capacity and functional effectiveness through involvement of all stakeholders in various Committees and Boards.
- To promote transparency in governance, all decisions are intimated to the employees through e-Notice service.
- Service rules, employee welfare schemes, group medical insurance policy, CAS systems are well placed.
- Professional Development Programmes for the teaching and non-teaching staff are regularly organised.
- The CIQA office works in line with the Vision, Mission and Objectives of the University.
- A well-structured Performance Based Appraisal System (PBAS) for its teaching and nonteaching staff is in place.
- Regular maintenance and cleanliness of the infrastructure and equipments is done through AMCs.
- The Teachers' Association and Employees Association help in the Management of the University by undertaking suitable measures for smooth running of the various academic and administrative activities.
- The ICT based learners support services provide the learners access to required self-learning resources. The e-learning portal e-Bidya serves as the repository of digital learning resources.
- The KKHSOU Mobile App is developed to take the efforts of the University to reach out the intending learners a step further.
- The Vision Document 2030 outlines the perspective plan of the University.
- The Policy on Welfare Measures applies to all employees of the University holding permanent as well as tenurial positions.
- The Resources Mobilisation Policy helps to develop a structure of nurturing and enhancing the University's resources and creating models for their sustenance.
- The University's internal and external audits are guided by its Internal and External Audit Mechanisms Policy.

Institutional Values and Best Practices

The following are the Institutional Values and Best Practices-

- Enabling the learners belonging to different vulnerable, weaker and disadvantaged sections of the society to access quality education at their door steps.
- Free education to jail inmates and the differently abled persons.
- Socio-economic support and rehabilitation of the poor, backward, vulnerable, weaker and disadvantaged sections of the society through extension activities including adoption of villages.
- Special gender sensitive physical facilities.
- Safety and security of the women employees are ensured through extensive surveillance and other provisions.
- As gender sensitive entitlements, the University provides for Child Care Leave, Maternity Leave including UGC provisions for women PhD scholars.
- The University Act and Statute provide adequate representation of women in various Statutory bodies.
- Code of ethics for Teachers, academics, non-academic staff, LSC functionaries and learners are well defined.
- Celebration of all important National/International Days that promote universal values and express the university's solidarity with the cause of the Nation.

Distinctiveness of the University-

- Modern Infrastructural Facilities and use of latest technologies.
- Penetration into Remote and Tribal Areas: Nearly half of the study centres cater to the hills areas, tea gardens, border areas and riverine (char) areas.
- More than 50 percent of the total enrolment belongs to various disadvantaged groups like ST/SC/OBC/Tea Tribe.
- Forty percent of the total enrolment is women.
- More than 30 percent University employees are women.
- E-Governance in Administration, Examinations and Finance.
- Technology enabled Learner Support entails the University's Website, online admission, Learning Management System, E-SLM, KKHSOU Android APP, Digital Library, Learners Portal, FM Radio, YouTube Channel and Social Media which are well in place and functionally effective
- e-Mentoring System of learners to provide academic and non-academic support.
- Learners' Charter is prepared to create and support a progressive and inclusive academic environment.
- Extension activities in the adopted villages through Mother Teresa Social Welfare Mission, APJ Abdul Kalam Student Welfare Mission and the Community Radio Service.

2. PROFILE

2.1 BASIC INFORMATION

Name and Address of the University	
Name	KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
Address	Patgaon, Rani Gate, Rani
City	Guwahati
State	Assam
Pin	781017
Website	www.kkhsou.in

Contacts for Communication					
Designation	**Name**	**Telephone with STD Code**	**Mobile**	**Fax**	**Email**
Vice Chancellor(in-charge)	Nripendra Narayan Sarma	0361-2235642	9435119897	0361-2235398	vc@kkhsou.in
IQAC / CIQA coordinator	Pranab Saikia	0361-2235971	9436378669	-	ciqa@kkhsou.in

Nature of University	
Nature of University	State University

Type of University	
Type of University	Unitary

Establishment Details	
Establishment Date of the University	11-12-2006
Status Prior to Establishment,If applicable	

Recognition Details		
Date of Recognition as a University by UGC or Any Other National Agency :		
Under Section	**Date**	**View Document**
2f of UGC	26-02-2020	View Document
12B of UGC		

University with Potential for Excellence	
Is the University Recognised as a University with Potential for Excellence (UPE) by the UGC?	No

Nature of University :		
Name of Act	**Act No**	
Created by an Act of State Legislature	Assam Act XXXVII, 2005	

Territorial Jurisdiction of the Open University :
State of Assam

Location, Area and Activity of Campus							
Campus Type	Address	Location*	Campus Area in Acres	Built up Area in sq.mts.	Programmes Offered	Date of Establishment	Date of Recognition by UGC/MHRD
Main campus	Patgaon, Rani Gate, Rani	Urban	20.17	1418.64	PhD, MPhil, MBA, MA (As, Eng,Pol. Sc.,Soc,Eco), MCoM, BA, BA (As,Eco,Edu, Eng,JMC,Hist, Philo.Pol. Sc.,Snkt, Soc), BCom, BBA, BSW, BCA, PGDCA, PGDBM, PGDHRM,PGDBJ,PGDMC,PGDY, PGDSM, DJMC,DCWE,DCHN,DLIS,DSL,DPCS,DYK, CNM, CTCPM, CSP, CCS, CWC, CEHW, PGCG, CJLC		
Satellite Campus	*City Centre,*	*Urban*	*3.97*	*16054*	*PhD, MPhil,*	*18-03-2017*	*16-08-2018*

	Krishna Kanta Handiqui State Open University , Nh 37, Resham Nagar, Khanapara, Near Bodoland Guest House, Pin-781 022				*MBA, MA (As,Eng,Pol.Sc.,Soc,Eco), MCoM, BA, BA (As,Eco,Edu, Eng,JMC,Hist, Philo.Pol. Sc.,Snkt, Soc), BCom, BBA, BSW, BCA, PGDCA, PGDBM, PGDHRM,PGDBJ,PGDMC,PGDY, PGDSM, DJMC,DCWE,DCHN,DLIS,DSL,DPCS,DYK, CNM, CTCPM, CSP, CCS, CWC, CEHW, PGCG, CJLC*		
Regional Centres	*Jorhat Regional Centre, Krishna Kanta Handiqui State Open University , Near Sai*	*Urban*	*0.45*	*212.75*	*MBA, MA (As,Eng,Pol.Sc.,Soc,Eco), MCoM, BA, BA (As,Eco,Edu, Eng,JMC,Hist, Philo.Pol. Sc.,Snkt,*	*03-01-2014*	*16-08-2018*

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Medical , Tarajan, Jorhat, Pin-785 001				*Soc), BCom, BBA, BSW, BCA, PGDCA, PGDBM, PGDHR M,PGDB J,PGDM C,PGDY, PGDSM, DJMC,D CWE,DC HN,DLIS ,DSL,DP CS,DYK, CNM, CTCPM, CSP, CCS, CWC, CEHW, PGCG, CJLC*		

2.2 ACADEMIC INFORMATION

Affiliated Institutions to the University

Type of Colleges	Permanent	Temporary	Total

Furnish the Details of Colleges of University

Type Of Colleges	Numbers
Constituent Colleges	0
Affiliated Colleges	0
Colleges Under 2(f)	0
Colleges Under 2(f) and 12B	0
NAAC Accredited Colleges	0
Colleges with Potential for Excellence(UGC)	0
Autonomous Colleges	0
Colleges with Postgraduate Departments	0
Colleges with Research Departments	0
University Recognized Research Institutes/Centers	0

Is the University Offering any Programmes Recognised by any Statutory Regulatory Authority (SRA)	: Yes

SRA program	Document
DEB-UGC	109590_5654_21_1606796268.pdf

Details Of Teaching & Non-Teaching Staff Of University

	Teaching Faculty											
	Professor				Associate Professor				Assistant Professor			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Sanctioned				6				8				33
Recruited	4	1	0	5	6	1	0	7	10	23	0	33
Yet to Recruit				1				1				0
On Contract	0	0	0	0	0	0	0	0	0	0	0	0

Non-Teaching Staff				
	Male	**Female**	**Others**	**Total**
Sanctioned				93
Recruited	69	18	0	87
Yet to Recruit				6
On Contract	0	0	0	0

Technical Staff				
	Male	**Female**	**Others**	**Total**
Sanctioned				8
Recruited	6	1	0	7
Yet to Recruit				1
On Contract	0	0	0	0

Qualification Details of the Teaching Staff

Permanent Teachers										
Highest Qualification	**Professor**			**Associate Professor**			**Assistant Professor**			
	Male	Female	Others	Male	Female	Others	Male	Female	Others	Total
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	4	1	0	6	1	0	9	19	0	40
M.Phil.	0	0	0	0	0	0	0	1	0	1
PG	0	0	0	0	0	0	1	3	0	4

Temporary Teachers									
Highest Qualification	**Professor**			**Associate Professor**			**Assistant Professor**		
	Male	Female	Others	Male	Female	Others	Male	Female	Others	Total
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	0	0	0	0	0	0	0	0	0
M.Phil.	0	0	0	0	0	0	0	1	0	1
PG	0	0	0	0	0	0	0	0	0	0

Part Time Teachers									
Highest Qualification	**Professor**			**Associate Professor**			**Assistant Professor**		
	Male	Female	Others	Male	Female	Others	Male	Female	Others	Total
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	0	0	0	0	0	0	0	0	0
M.Phil.	0	0	0	0	0	0	0	0	0	0
PG	0	0	0	0	0	0	0	1	0	1

Distinguished Academicians Appointed As

	Male	**Female**	**Others**	**Total**
Emeritus Professor	0	0	0	0
Adjunct Professor	0	0	0	0
Visiting Professor	0	0	0	0

Chairs Instituted by the University

Sl.No	Name of the Department	Name of the Chair	Name of the Sponsor Organisation/Agency
1	Nil	Nil	Nil

Provide the Following Details of Students Enrolled in the University During the Current Academic Year

Programme		From the State Where University is Located	From Other States of India	NRI Students	Foreign Students	Total
UG	Male	6603	0	0	0	6603
	Female	4032	0	0	0	4032
	Others	0	0	0	0	0
PG	Male	1745	0	0	0	1745
	Female	1958	0	0	0	1958
	Others	1	0	0	0	1
PG Diploma recognised by statutory authority including university	Male	285	0	0	0	285
	Female	283	0	0	0	283
	Others	0	0	0	0	0
Doctoral (Ph.D)	Male	7	0	0	0	7
	Female	13	0	0	0	13
	Others	0	0	0	0	0
Diploma	Male	347	0	0	0	347
	Female	541	0	0	0	541
	Others	0	0	0	0	0
Certificate / Awareness	Male	4	0	0	0	4
	Female	11	0	0	0	11
	Others	0	0	0	0	0
Pre Doctoral (M.Phil)	Male	1	0	0	0	1
	Female	0	0	0	0	0
	Others	0	0	0	0	0

Does the University offer any Integrated Programmes?	No

Details of UGC Human Resource Development Centre, If applicable

Year of Establishment	Nill
Number of UGC Orientation Programmes	0
Number of UGC Refresher Course	0
Number of University's own Programmes	0
Total Number of Programmes Conducted (last five years)	0

Details of programmes offered by the Open University (Give data for preceding academic year)

SI.No	Programme Level	Name of the Programme	Duration In Month	Entry Qualification	Medium of instruction	Student strength	No.of students admitted
1	Awareness	CCS	3	Above tenth pass	English	9999999	9
2	Certificate	Certificate	6	Above tenth pass	English	9999999	3
3	Diploma	Diploma	12	Above tenth pass	English	9999999	154
4	PG Diploma	PG Diploma	12	Any Graduate	English	9999999	372
5	Under Graduate	BA BCA BBA BCOM	36	Above twelve pass	English + Assamese	9999999	8541
6	Post-Graduate	MA MCOM MBA	24	Any Graduate	English + Assamese	9999999	1241
7	MPhil	MPhil	12	Post Graduate	English + Assamese	50	4
8	PhD	PhD	36	Post Graduate	English + Assamese	150	14
Total			141			60000194	10338

Details of Sponsored programmes (if any)

Sl.No	Sponsored programmes offered	Name of the Sponsoring Agency	Student Strength

Extended Profile

1 Program

1.1

Number of programs offered year-wise for last five years

2019-20	2018-19	2017-18	2016-17	2015-16
22	14	21	25	24

File Description	Document
Institutional data in prescribed format	View Document

1.2

Number of courses in all programs year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
453	411	466	525	524

File Description	Document
Institutional data in prescribed format	View Document

2 Students

2.1

Number of learners enrolled over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
14339	9782	27335	24802	19640

File Description	Document
Institutional data in prescribed format	View Document

2.2

Number of learners of disadvantaged groups

Response: 53848

File Description	Document
Institutional data in prescribed format	View Document

2.3

Number of passed out learners

2019-20	2018-19	2017-18	2016-17	2015-16
8017	7010	9778	12121	10057

File Description	Document
Institutional data in prescribed format	View Document

3 Teachers

3.1

Number of sanctioned posts year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
55	55	55	55	55

File Description	Document
Institutional data in prescribed format	View Document

3.2

Number of full time teachers and other academics over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
47	45	47	39	34

File Description	Document
Institutional data in prescribed format	View Document

4 Institution

4.1

Total number of in-house faculty in the institution over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
40	38	40	32	27

File Description	Document
Institutional data in prescribed format	[View Document](#)

4.2

Total Expenditure excluding salary year-wise during the last five years (INR in Lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
5562.60	4338.95	3048.86	2466.69	2572.43

File Description	Document
Institutional data in prescribed format	[View Document](#)

4.3

Number of full-time non-academic staff

Response: 87

File Description	Document
Institutional data in prescribed format	[View Document](#)

5 Research

5.1

Number of teachers recognized as guides during the last five years

Response: 23

File Description	Document
Institutional data in prescribed format	[View Document](#)

4. Quality Indicator Framework(QIF)

Criterion 1 - Curricular Aspects

1.1 Curriculum Planning Design and Development

1.1.1 Curricula developed and implemented, of all the programmes have relevance to the local, national, regional and global needs which are visible in Programme Outcomes, Programme Specific Learning Outcomes and Course Learning Outcomes offered by the University, as per the norms of the Regulatory Bodies and in the conformity of the University's Mission and Goal

Response:

KKHSOU is committed to designing and developing curriculum in consonance with its vision to provide higher education and training in various skills using the latest educational inputs and technology. In planning the curriculum, while global pace and UGC's norms are kept in focus, KKHSOU gives prime importance in the regional needs of the people within its jurisdiction. Through education, research, training and extension, KKHSOU strives to play a positive role in the development of the region in general, and the development of the deprived and under-privileged sections of the society in particular.

All the programmes offered by KKHSOU have some common characteristics which are reflected in all courses right from the Certificate to Master's degree where it is clearly stated that besides providing knowledge to learners on different national and global aspects, the University has also taken particular account of the regional aspects. We can highlight some of them as the following:

- In all programmes an attempt is made to provide the scenario of Assam in all aspects such as economic, social, cultural, historical, educational, philosophical, and ethical. The basic motto behind the inclusion of such aspects is to make the learners aware of their own region.
- All the programmes are designed with a view to incorporating the latest knowledge from every field. Hence, the syllabi are revised and updated time-to time to acquaint the learners with the current topics and areas of learning.
- Besides, wherever there is a scope, the University has offered its learners the scope to engage themselves with the community while undertaking activities like field work, project work etc.
- Moreover, for all programmes, there is a common evaluation system. There is difference in the duration of all programmes but all learners go through a common term-end examination. All learners enrolling in various programmes have to appear in sessional/unit test, MCQ based test and submit assignments during the course and then go for the term-end examination.
- Programmes have been designed to meet the educational and skill development needs of the learners.
- While developing the programmes the University has taken into account that besides acquiring knowledge, all programmes provide scope for livelihood for every learner.
- All the academic programmes are duly approved by the apex and statutory bodies. The UG and PG programmes have been launched according to the approval of DEB/UGC and the Certificate/Diploma programmes are approved by the Academic Council and BOM, KKHSOU.

Proceedings of Board of Management: http://dlkkhsou.inflibnet.ac.in/handle/123456789/786

Proceedings of Academic Council: http://dlkkhsou.inflibnet.ac.in/handle/123456789/761

- For the Undergraduate, Diploma and Certificate programmes (excluding the professional courses in the disciplines of Computer Science, Management and English), the course materials are available both in English and Assamese mediums.
- In the post-graduate Degree/Diploma programmes (excluding MA in Assamese), all the study materials are made available in the English medium. However, the learners can appear in Examinations in Assamese medium as well (excluding MA in English and other professional subjects like Management).
- In the D.El.Ed programme, the study materials were made available in four languages, viz., Assamese, English, Bengali and Bodo. However, the learners were allowed to write examinations scripts in Hindi also.
- As an inclusive practice, the University has offered Assamese, Bengali, Hindi and Bodo as one of language subjects (MIL) in the BA curriculum.
- To enhance employability of the BA learners (Pass and Major), the course of Spoken English has been made compulsory by the University considering the need of English in various functional areas.
- To make the general graduate learners (BA pass course) more acceptable in the job market, the University has offered the learners with optional courses like Introduction to IT and Office Management.
- In line with the national requirements, the course of Environmental Studies and Disaster Management has been made compulsory in all the Undergraduate Degree programmes of the University.
- The learners of BBA, B.Com and BCA programmes have been offered English for Professional Studies instead of General English to make them job ready.
- All the BA and MA programmes offered by the University have an objective to enhance knowledge in different areas of learning and provide scope for higher studies and employability.
- Bachelor of Commerce (B.Com) Programme offered by the University is designed to cater to the needs of the learners in the area of business and commerce in current changing economic environment.
- The professional programmes like MBA, MCA, PGDCA, PGDHRM, PGDMC focus on developing special skills in the fields of business, computer world, mass communication etc. These courses not only aim to develop relevant skills but also to provide the learners with job opportunities in relevant fields.

Besides, KKHSOU not only aims to provide learners with skills and knowledge but also focus on promoting good health by introducing a course like YOGA which upholds positive health, prevention of stress related health problems as well as rehabilitation.

File Description	Document
Outcome analysis of Programme Specific Learning Outcomes and Course Learning Outcomes	[View Document](#)
Curricula implemented by the University	[View Document](#)
Mapping of curricula to Programme Outcomes	[View Document](#)
Any other relevant information	[View Document](#)
Minutes of the relevant BoS/ School Board / Academic Council	[View Document](#)

1.1.2 Percentage of Programmes newly introduced by the institution over the last five years

Response: 2.83

1.1.2.1 Number of new Programmes introduced over the last five years...

2019-20	2018-19	2017-18	2016-17	2015-16
0	3	0	0	0

File Description	Document
Minutes of relevant Academic Council/ School Board /BoS meetings	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Details of the Curricula/Syllabi of the new programmes over the last five years	[View Document](#)

1.1.3 Percentage of Programmes revised or are under revision over the last five years

Response: 18.87

1.1.3.1 Total number of Programmes revised or are under revision over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	3	17	0	0

File Description	Document
Minutes of relevant Academic Council/BoS meetings	View Document
Institutional data in prescribed format file	View Document
Details of the revised Curricula/Syllabi of the programmes over the last five years	View Document

1.1.4 Percentage of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)

Response: 0

1.1.4.1 Number of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)

1.1.4.2 Total number of courses offered by the institution in the preceding academic year

Response: 411

File Description	Document
Institutional data in prescribed format File	View Document

1.1.5 Percentage of the Programmes on offer have incorporated electronic media and other digital components in their curriculum over the last five years

Response: 54.31

1.1.5.1 Number of the Programmes on offer have incorporated electronic media and other digital components in their curriculum over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
22	10	11	7	13

File Description	Document
Institutional data in prescribed format File	View Document
Details of Programmes incorporating electronic media and other digital components offered year wise over the last five years	View Document
Any other relevant information	View Document

1.2 Academic Flexibility

1.2.1 Percentage of programmes adopted/adapted by other HEIs over the last five years

Response: 0.83

1.2.1.1 Number of programmes adopted/adapted by other HEIs over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	1

File Description	Document
Letter of Agreement	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Details of Programme	[View Document](#)
Details of HEI(s)	[View Document](#)
Any other relevant information	[View Document](#)

1.2.2 Percentage of degree Programmes in which Choice Based Credit System CBCS/ Elective Course System (ECS) has been implemented out of the total number of programmes. (Data of the preceding academic year)

Response: 100

1.2.2.1 Number of degree Programmes in which CBCS or ECS implemented

Response: 22

1.2.2.2 Total number of degree Programmes offered in the preceding academic year

Response: 22

File Description	Document
Minutes of relevant Academic Council/BoS/ School Board meetings	[View Document](#)
Institutional data in prescribed format File	[View Document](#)

1.2.3 Average percentage of learners admitted in the Institution through lateral entry based on credit transfer year-wise over the last five years

Response: 0.08

1.2.3.1 Number of learners admitted in the Institution through lateral entry based on credit transfer year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4	6	23	26	27

File Description	Document
List of programmes having provision for lateral entry	[View Document]
Institutional data in prescribed format File	[View Document]
Credit transfer policy	[View Document]
Any other relevant information	[View Document]

1.2.4 Provision for modular approach for flexible exit to the learners

Response:

KKHSOU has the provisions of modular approach for flexible entry and exit of the learners.

Provision for Lateral Entry

The University has introduced the provision of lateral entry for various academic programmes vide its Notification No. KKHSOU/Dean(Aca)/General Correspondence/2019/151 dtd.14/08/2020. Accordingly, a candidate successfully completing first two semesters/first four semesters of **BA/BBA/BCom/BCA** from KKHSOU or from any recognized Indian/foreign Universities may be allowed lateral entry to 3rd /5th semesters of the same programmes respectively. Similarly, a learner completing the first two semesters in **MA/MSc/MCom/MSW/MScIT/MBA** may be allowed lateral entry to the 3rd semester of the same programmes.

Provision for Exit

In **Master's of Business Administration** (MBA) programme, a learner after successfully completing the first two semesters can obtain a Post Graduate Diploma in Business Management (PGDBM) certificate. An advantage of this programme is that it allows flexibility and in future if a learner wants to pursue MBA, he/she can enter through lateral entry by taking admission into the 3rd semester of the programme. After the completion of PGDBM, the successful candidates can pursue their career in the corporate sector, private companies, facilitate the working people who wish to develop their professional skills in management and also help in the development of relevant knowledge and skills to start their own enterprises.

Till the year 2018, the flexible exit facility was also present in **Master of Mass Communication** (MMC) and **Master of Computer Application** (MCA) programmes.

In case of the MMC programme, which consisted of 6 semesters, a learner was allowed exit with a Post Graduate Diploma in Mass Communication (PGDMC) certificate after successful completion of 2 semesters. (From the year 2018, the MMC course has been replaced with Master of Arts in Mass Communication and Journalism programme in which the flexible exit provision is not available).

In the **MCA** programme, which consisted of total 6 semesters, a learner was allowed flexible exits with a Master's degree in Master of Science in Information Technology (M.Sc.IT) after completion of 4 semesters i.e. 2 years and a Post Graduate Diploma in Computer Application (PGDCA) certificate after completion of 2 semesters. (However, the MCA programme had to be kept on hold from the year 2018 owing to the permission due from the UGC).

Presently, the University has launched the **M.Sc. IT** programme from the academic session 2020-21. The provision for flexible exit will be available in the M.Sc.IT programme. M.Sc.IT is a two year post graduate programme, wherein a learner will be given opportunity to exit the course with a Post Graduate Diploma in Computer Science (PGDCS) after successful completion of two semesters.

File Description	Document
The list of programmes having modular approach with flexible exit options for the learners	[View Document](#)
Any other relevant information	[View Document](#)

1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Gender, Environment and Sustainability, Human Values, Emerging Demographic changes and Professional Ethics in the curricula

Response:

KKHSOU has launched a number of courses that provide the learners with an opportunity to understand and analyze the cross-cutting issues like environment, gender, human values, professional ethics, demographic issues, ethical and moral concerns in society and so on. These issues are embedded in different courses that are categorized as compulsory, elective, foundation, ability and skill enhancement courses across the different UG and PG programmes of the University.

A course on **Environmental Studies and Disaster Management** is compulsory in all the Undergraduate programmes of the University. At the Postgraduate level, **Environment and Sustainability** has been included in the disciplines of Sociology, Political Science, Commerce and Economics.

The **issues of Gender** and **Social Justice** have also found an important place in various UG disciplines, such as language and literature, sociology, education, social work, Sanskrit, economics, commerce and

political science. In many courses across various PG disciplines such as English, Sociology and Political Science, issues concerning women, feminism, gender and politics have been well incorporated for the benefit of the learners.

Courses on **Human Rights** Theory, Human Rights: Institutional Arrangements etc. are intended to sensitize the learners at both UG and PG level such as Political Science, MBA, Education, Social Work, etc. with the issues of human rights at the regional, national and international level.

A learner will get some ideas on **human values** in the course 'Literary Criticism: Classical to Modern' in MA English programme.

Professional ethics has been incorporated in some important UG courses like Public Administration: Concepts and Theories (Political Science), Strategic Management and Corporate governance (Commerce), Educational Management (Education), Media Laws and Ethics, Electronic Media, Public Relations and Advertising (Journalism and Mass Communication) and Applied Ethics (Philosophy). Extensive coverage to the different personal and corporate rules that govern behaviour within the context of a particular profession is there in the disciplines of Commerce and Business Administration at the PG level.

Issues of Emerging Demographic changes have been incorporated in the PG disciplines of Sociology and Economics and also in the UG disciplines of Sociology and Education. There are courses on Population Studies, Diaspora Issues and Migration Studies.

Thus, the main intention of coordinating and integrating these crosscutting issues by the University is to sensitise the learners about certain relevant issues that the world has been facing in the present times.

File Description	Document
List of courses that integrate crosscutting issues mentioned above	[View Document](#)
Description of the courses which address Gender, Environment and Sustainability, Human Values, Emerging Demographic changes and Professional Ethics in the Curricula	[View Document](#)

1.3.2 Number of courses imparting awareness/ life skills /soft skills/value-added (credit/ non-credit) have been offered by the Institution over the last five years

Response: 30

1.3.2.1 Number of courses imparting awareness/ life skills /soft skills/value-added (credit/ non-credit) have been offered by the Institution

2019-20	2018-19	2017-18	2016-17	2015-16
06	06	06	06	06

File Description	Document
Institutional data in prescribed format File	View Document
Brochure or any other document relating to the listed courses	View Document
Any other relevant information	View Document

1.3.3 Percentage of learners undertaking field work / projects / internships /dissertations / seminars/ extended contact programmes/ practical sessions/ workshops (data for the preceding academic year) across all Programmes requiring such activities

Response: 12.34

1.3.3.1 Number of learners undertaking field projects or internships in the preceding academic year

Response: 1207

1.3.3.2 Total Number of learners in such programmes in the preceding academic year

Response: 9782

File Description	Document
List of learners enrolled in Programme involving field work/ projects / internships etc	View Document
Link to Programme structure(s)	View Document
Institutional data in prescribed format File	View Document
Handbook/Manual for field work/ projects / internships etc.	View Document

1.3.4 Average percentage of courses on offer has focus on employability/ entrepreneurship/ skill development over the last five years

Response: 83.33

1.3.4.1 Number of courses having focus on employability/ entrepreneurship/ skill development over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
439	408	370	370	370

File Description	Document
Link to programme structure of such courses having focus on Employability/ Entrepreneurship/ Skill development	View Document
Institutional data in prescribed format File	View Document

1.4 Feedback System

1.4.1 Structured feedback has been designed for review of curriculum/syllabus for the preceding academic year 1) Learners 2) Teachers and other Academics 3) Academic Counselors 4) Subject Experts 5) Employers 6) Alumni

Response: B. Any 3 of the above

File Description	Document
Institutional data in prescribed format	View Document
Data collection instruments	View Document
Any other relevant information	View Document

1.4.2 Mechanism is in place for analyzing the Feedback obtained from stake holders on curriculum/syllabus for the preceding academic year A. Feedback collected, analyzed and action taken on feedback and such documents are made available on the institutional website B. Feedback collected, analyzed and action has been taken   C. Feedback collected and analyzed D. Feedback collected   E. Feedback not obtained/collected

Response: A. Feedback collected, analyzed and action taken on feedback and such documents are made available on the institutional website

File Description	Document
Stakeholder feedback report	View Document
Institutional data in prescribed format File	View Document
Any other relevant information	View Document
Action taken report of the Institution on feedback report as stated in the minutes of the Governing Council/ Syndicate/ Board of Management	View Document

Criterion 2 - Teaching-learning and Evaluation

2.1 Learner Enrollment

2.1.1 Average percentage increase in the enrolment of learners in the Institution year-wise over the last five years

Response: 5.13

2.1.1.1 Increase/ decrease in the enrolment of learners in the Institution year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
30269	22291	54486	53032	37587

File Description	Document
Total enrollment data yearwise authenticated by Registrar of the University	[View Document](#)
Institutional data in prescribed format	[View Document](#)

2.1.2 Efforts undertaken by the Institution for reaching out to the persons who do not have access to higher education

Response:

KKHSOU has been undertaking the following measures/efforts in order to reach the unreached in the remote areas of the state of Assam.

- Established Study Centres in the Districts inhabited by **tribal/ SC and OBC** population.
- **Eighty percent** of the study centres are located in the rural areas.
- KKHSOU encourages strategic face-to-face communication programmes, using latest **technology and media**.
- Besides the use of the University's **Community Radio, Television programmes in Doordarshan**, YouTube sessions etc.,
- **Free Education** is provided to the **Persons with Disability (PWD), jail inmates, transgender and fee concession to women and Defence personnel**.
- Special enrolment drive and promotion are done to attract the **senior citizens** and **women** home makers.
- Special Counselling classes are conducted in the **jail premises**.
- **Awareness Camps and Induction Programmes** are organized on regular basis in the remote areas of the state.
- **Induction programme** is organized by the university for the learners.
- **Advertisement** about the courses, Study centre counselling, e-SLM, Learner's portal, ePragya are the most important strategies 'to reach the unreached.'

- KKHSOU had launched the first **Community Radio** of the North East India—"Jnan Taranga" to reach a section of unreached learners
- **The Learners Portal** provides updated data and information to the learners. It consists of e-SLM, Assignment, Previous Question Papers, e-Mark sheets, latest news, e-admit, forms, live radio, and FAQ-answers.

Learning Management System (LMS):

- The KKHSOU Learning Management System **eBidya** provides OER of the courses, discussion forums and MCQs.
- **ePragya** is another Learning Management System (LMS) of KKHSOU constructed under the collaborative Project of KKHSOU and Commonwealth Educational Media Centre for Asia (CEMCA) for "Designing ICT-based Intervention Programmes for School Teachers: An initiative by KKHSOU for Quality School Education".

Examination and evaluation for learners located in remote areas

- Special examinations centres are established in remote and border areas to facilitate the learners belonging to those areas. For example R.K. Nagar College, Karimganz Center is located within 1 km from the international border, Jonai Girls College, Halflong Government College, Bengtol College, Diphu Commerce College, Thong Nokbe College, Rukasen College Centers are located in 100 percent tribal inhabited areas. Mancachar, Hatidhura, Nabajyoti College, Kalgasia; Rupohi College Centers are located in 100 percent minority inhabited areas.
- Online examination (both formative and summative) are conducted using mobile applications and special examination software for the learners located in remote areas.

File Description	Document
Any other relevant information	View Document
Documents on efforts taken for reaching the unreached	View Document

2.2 Catering to Learner Diversity

2.2.1 Average percentage of learners enrolled from rural areas year-wise over the last five years

Response: 59.63

2.2.1.1 Number of learners enrolled from rural areas year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
10280	6718	21191	19663	15759

File Description	Document
Number of rural learners authenticated by Registrar of the University	View Document
Institutional data in prescribed format file	View Document

2.2.2 Average percentage of learners enrolled across different socially backward categories year-wise over the last five years

Response: 54.55

2.2.2.1 Number of learners admitted from the backward categories during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
7840	5308	15091	13799	10405

File Description	Document
Number of SC, ST and OBC learnersauthenticated by Registrar of the University	View Document
Institutional data in prescribed format file	View Document

2.2.3 Average percentage of PwD learners enrolled year-wise over the last five years

Response: 0.46

2.2.3.1 Number of learners enrolled from different PwD categories year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
153	76	43	48	20

File Description	Document
Institutional data in prescribed format file	View Document
• Any other relevant information	View Document

2.2.4 Average percentage of learners enrolled across different gender year-wise over the last five years

Response: 40.58

2.2.4.1 Number of learners enrolled from different gender year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
5991	3991	10460	10128	8091

File Description	Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

2.2.5 Average percentage of the enrolled learners who are employed year-wise over the last five years

Response: 15.53

2.2.5.1 Number of employed learners enrolled year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4655	2235	2971	2805	3266

File Description	Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

2.2.6 Average number of prison inmates enrolled as learners year-wise over the last five years

Response: 43

2.2.6.1 Number of prison inmates enrolled as learners year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
11	57	1	112	34

File Description	Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

2.2.7 Average number of persons from Defence and Security Forces background namely: Defence / Security Personnel, Ex Service men/ War widows enrolled as learners year- wise over the last five years

Response: 179.8

2.2.7.1 Number of persons from Defence and Security Forces background namely: Defence / Security Personnel, Ex Service men/ War widows enrolled as learners year- wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
341	95	149	168	146

File Description	Document
Number of learners from defence/security background authenticated by Registrar of the University	View Document
Institutional data in prescribed format file	View Document

2.3 Teaching- Learning Process

2.3.1 Process followed for development of Self-Learning Material (in Print)

Response:

The most dynamic aspect of the SLMs in Print form KKHSOU is that these are prepared and produced in both English and Assamese medium. The SLMs for both theory and practical components are supplied to the learners.The syllabi of different programmes have been prepared and upgraded as per the recommendations by the statutory bodies such as University Grants Commission/Madhava Menon Committee and so on.

Process of developing Self Learning Materials

At KKHSOU, the different Schools of Studies initiate,conceptualise, design and develop the academic programmes of the University.The programmes are developed and prepared, following the established norms and procedures, by the in-house faculty members in collaboration with the eminent subject experts.

The detailed proposed programme (i.e., the duration of the programme, the learning outcome, the

programme structure, target group of learners, eligibility criteria, medium of instruction, credit weightage etc.) in accordance with the course structure recommended by the School of Studies is placed before the Academic Council (AC) for approval of the same. Subsequently, the schedule for programme development is fixed and the in-house faculties are assigned the responsibility to coordinate and manage the various courses of the programme within stipulated time.

The course coordinator prepares a list of potential content writers, editors and translators for developing the courses. This list is placed before the respective School of Studies. Thereafter, the recommendation of the School of Studies are placed before the AC for approval. The AC allocates the Programme Code, Course Code for each programme.

Instructional Design of SLM at KKHSOU:

Each programme offered by the University contains a number of courses as decided by the School of Studies. SLMs are prepared for each course following an Institutional House Style. Each course is divided into Blocks and majority of the courses have two or three blocks. Each block contains minimum 6-8 units or 4-6 units. A unit consists of minimum 3500-5000 words or 12-15 pages. Each unit is structured based on the principles of the Instructional Design which is based on the House-Style developed by the university. Each unit contains: Introduction, Learning Objectives, Presentation of the Sections, Check Your Progress, Activity, Let Us Sum Up, Further Reading, Answers to Check Your Progress and Model/Possible Questions.

The SLMs of the university undergo three types of editing: Language editing, Content editing and Format editing. The Content and Language editing are done by the external subject experts and Format editing is done by the in-house faculty members.

The SLMs have a definite structure depending on the subject and level of learning. The structural hierarchy that is followed in the SLMs of KKHSOU is as follows:

Programme -> Course -> Block -> Unit -> Section -> Sub section

Credit System:

While preparing the SLMs, KKHSOU follows the UGC Regulations passed from time to time. Currently, KKHSOU is following all the rules and regulations related to SLM development as suggested by the UGC (ODL) Regulations, 2017.

In terms of study hours, one credit is equivalent to 30 hours of study. All the programmes are assigned credit weightages as follows:

- Master Degree Programme: 64-72 credits
- Degree Programme: 96-100 credits
- Diploma Programme: 36-40 credits
- Certificate Programme: 16-18 credits

At the end of last block of a course, a feedback form is attached to obtain the feedback from the learners on the SLM.

Capacity building of Content writers, Content editors and Translators

KKHSOU organises workshops, training programmes for content writers, content editors and translators for their capacity building from time to time.The training and workshops are conducted to familiarise them on the development and preparation of SLMs. Experts from IGNOU, CEMCA as well as in house experts are invited as resource person to such programme.

Institutional Arrangement/Structure for development of SLM

- **SLM Production and Distribution Cell:** This cell comprises the Finance Officer (as Chairperson), the Deputy Registrar (Academic) as member and Assistant Registrar (SLM) as Convener.This cell has been entrusted with the responsibility of production and distribution of SLMs. KKHSOU has empanelled printing presses which print SLMs in black and white. The different Disciplines prepare the Camera-Ready Copies (CRCs) and get its SLMs printed. Soon after the enrolment process of learners is completed, the SLMs are distributed to each learner for the courses in which he/she has enrolled.
- **Role of Dean (Academic):** The Dean (Academic) deals with the planning of new Programmes. He/she gives relevant information and assists the different Schools of KKHSOU in developing their proposals.
- **Role of School of Studies and Disciplines:** The School of Studies and Disciplines of different subjects are the basic academic units responsible for the conceptualisation, design and development of academic programmes. The Courses of the Programmes are designed by the concerned Disciplines as per the House-Style of the University. The schedule for the development of the Courses is done according to the Academic Calendar of the University.
- **Role of Course Coordinator:** The Course Coordinator manages the whole developmental process of the course. The coordinator constitutes the SLM preparation team in consultation with other faculty members of the Discipline. The SLM preparation team includes subject experts, content writers, content editors, language editors, format editor and translator (in case of bi-lingual SLM). The course coordinator ensures that the units are prepared on time and each member of the SLM preparation team adheres to the dates decided.

File Description	Document
Policy document on SLM	[View Document](#)
Any other relevant information	[View Document](#)

2.3.2 Percentage of programmes where radio has been used for providing instruction in the preceding academic year

Response: 45.45

2.3.2.1 Number of programmes where radio has been used for providing instruction in the preceding academic year

Response: 10

File Description	Document
Schedules of the above activities	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
Any other relevant information	[View Document](#)

2.3.3 Percentage of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the preceding academic year

Response: 54.55

2.3.3.1 Number of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the preceding academic year

Response: 12

File Description	Document
Schedules of the above activities	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
Any other relevant information	[View Document](#)

2.3.4 Average percentage of the learning material of the Institution digitized and the SLMs uploaded on the website / Online Repository/ e-content app / LMS for their availability to the learners year -wise over the last five years

Response: 26.06

2.3.4.1 Number of learning material of the Institution digitized and the SLMs uploaded on the website / Online Repository/ e-content app / LMS for their availability to the learners year -wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
15	10	4	0	0

File Description	Document
Institutional data in prescribed format file	[View Document](#)
Digital repository of SLMs	[View Document](#)
Any other relevant information	[View Document](#)

2.3.5 An Institutional mechanism is in place to provide academic counselling support to learners enrolled in different programs including strategies for learner participation and engagement as well as development of required competencies and skills

Response:

As most of the KKHSOU learners are from rural background with limited access to electronic and print media, it has adopted a policy to provide counselling support to the learners on a regular basis through the Study Centres of the University located across Assam. Counselling support is also provided to the jail inmates who have enrolled in various academic programmes of the University. Apart from academic counselling through face-to-face mode, it has adopted various digital modes with the help of technology. Counselling through technology includes: online counselling through various social media platforms like Telegram, WhatsApp, Facebook page of the University, KKHSOU YouTube Channel, Jnan Taranga (Community Radio Station), Counselling through email, Ekalavya (AIR).

KKHSOU has proper guidelines on the functioning of the Study Centres regarding how to conduct counselling session, the qualifications of the counsellors etc. as available in the *Handbook for the Study Centres***.**

(http://kkhsou.in/web_new/pdf/inductionProgram/2019/Handbook%20%20for%20the%20Study%20Centres%20PDF%20.pdf)

Face to face counselling support is provided to the learners in the Study Centres. However, these sessions are not compulsory for the learners. But it is desirable that learners attend these sessions which help them to clarify their doubts.

The learners get the Routine of the Counselling Sessions at the beginning of the academic session and the Study centres forward the routine to the University regularly. It is recommended that the study centres should arrange counselling sessions for the new learners just after the last date of admission. Again, for the senior learners, the sessions are arranged just after one month from the last day of examination of the earlier examination.

Role of the Coordinator of the study centre in conducting the counselling session is very significant. The coordinator is mainly responsible for effective and smooth conduct of the counselling sessions at the respective study centres. He/she coordinates the activities of all the counsellors and maintains all records in this regard. The Coordinator has to keep the study centre open on the days fixed by the University and assign specific days for counselling. The Coordinator informs the learners regarding the routine of counselling sessions. As per the policy of the University, the Coordinators always keep the attendance of the learners. If the coordinator finds that one particular learner is absent in the counselling sessions for long, he/she tries to take special measures to track that learner and find out the reasons for absence of that learner in the counselling sessions for a long period.

In the ODL system, direct communication between the learners and teachers is almost absent. This gap is bridged by the Self Learning Materials (SLM) which is called the "Teacher in Print." The SLMs are prepared in such a way that the learners can easily understand their subjects. However, for further clarification, there is need of counselling session for the learners. In these sessions, the counsellor and the learners equally participate and interact.

Academic counsellors are engaged either from the host institution or from the neighbouring educational institutions. These sessions are held at the study centres on every Sunday. However, a study centre can also arrange counselling sessions on other holidays in consultation with the learners. Apart from this, the study centres can arrange counselling sessions for the learners on weekdays too on the request of the learners. At least 30 counselling sessions are held for each course in an annual system and 15 counselling sessions for each course in the semester system. The Coordinators and Counsellors are paid an honorarium as per the rate prescribed by the University from time to time.

The University has organized capacity building programmes, workshops and training programmes for the Coordinators and Counsellors from time to time. Experts from IGNOU, CEMCA as well as in-house faculties are also engaged as resource persons in such programmes.

The City Campus at Khanapara also offers counselling sessions for the learners enrolled in various programmes. The faculty members of the University as well as experienced teachers from other educational institutions conduct these counselling sessions.

Both face–to-face counselling and technology-aided counselling are provided to the learners in the study centres as well as in the City Campus.

(http://www.kkhsou.in/web_new/pdf/student/routine/class_routine.pdf)

The counselling sessions are held at different levels. KKHSOU conducts pre-admission counselling through different modes and means. Again, Induction Programmes are also held at the study centres for the newly admitted learners. KKHSOU has always emphasized and encouraged the use of ICT in learning process. Some of the important ICT based initiatives of the University for its learners include-

- *Community Radio Service*
- *Ekalavya*
- *Akashvani phone-in Programme*
- *e-Vidya*
- *LMS and*
- *Digital Library*

Apart from these, the faculty members of the University also provide counselling support to the learners through Facebook live, audio-video contents in YouTube channel (https://www.youtube.com/user/kkhsou) of the University or in Facebook page of the University (https://www.facebook.com/groups/272636986264210/) .

From 2020-2021 academic session, the University has also introduced ***the system of centralized counselling mechanism*** for the benefits of the learners. Here, the faculty members of various disciplines provide online counselling to the learners through various online platforms. For this purpose, various groups for learners have been created either through WhatsApp or Telegram App.

Apart from that, ***walk-in counselling mechanism*** has also been introduced in the City Campus of the University from the current academic session where learners can approach the faculty members regarding various academic issues.

It is also worth mentioning that from the academic session 2020-21, the University has introduced

Mentoring system following which each faculty member is allotted maximum 250 learners and they provide all academic assistance to the learners.

2.4 Teachers and other Academics- Profile and Quality

2.4.1 Average percentage of the sanctioned posts occupied by full-time teachers and other academics respectively year- wise over the last five years

Response: 77.09

2.4.1.1 Number of the sanctioned posts occupied by full-time teachers and other academics respectively year -wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
47	45	47	39	34

File Description	Document
List of the faculty members authenticated by the Registrar of the University	[View Document](#)
Details of full time teachers and other academics As per Data Template	[View Document](#)
Any other relevant information	[View Document](#)
Link for additional information	[View Document](#)

2.4.2 Average percentage of full-time teachers and other academics with Ph.D. degree

Response: 68.89

2.4.2.1 Number of full-time teachers and other academics with Ph.D. degree during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
33	34	32	28	20

File Description	Document
Number of teachers and other academics with PhD (As per data template)	View Document
Any other relevant information	View Document
Link for additional information	View Document

2.4.3 Programmes offered which are developed through collaboration with Government / other agencies year-wise over the last five years

Response: 0

2.4.3.1 Number of Programme developed in collaboration with Government/ other agencies

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Minutes of relevant Academic Council/BoS/ School Board meetings	View Document
Copies of MoUs with other agencies	View Document
As per Data Template	View Document
Link for additional information	View Document

2.4.4 Average percentage of in-house faculty involved in design and development of SLMs of the programmes on offer year-wise over the last five years

Response: 100

2.4.4.1 Number of inhouse faculty involved in developing SLMS

2019-20	2018-19	2017-18	2016-17	2015-16
40	38	40	32	27

File Description	Document
Minutes of relevant Academic Council/BoS/ School Board meetings	
Institutional data in prescribed format file	
Credit page of Blocks/ Courses	
Any other relevant information	
Link for additional information	

2.4.5 Percentage of full time teachers and other academics who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies year -wise over the last five years

Response: 0.07

2.4.5.1 Number of full time teachers and other academics who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
2	1	0	0	0

File Description	Document
Scanned copies of award/ appointment letters	
Institutional data in prescribed format file	

2.4.6 Percentage of empaneled Academic Counsellors having more than five years of teaching experience for the preceding academic years

Response: 25

2.4.6.1 Number of empaneled Academic Counsellors having more than five years of teaching experience for the preceding academic years

Response: 20

2.4.6.2 Number of accademic counsellors for the proceding academic year

Response: 80

File Description	Document
List of Academic Counsellors with details of total teaching experience for the preceding academic year (As per data template)	**View Document**
Link for additional information	**View Document**

2.5 Evaluation Process and Reforms

2.5.1 Process of conduct of Term End Examination and efforts done for fair and smooth conduct of the examination

Response:

1. Process of Conducting Term-end examination

The University conducts all odd semester examinations within December to March and all even semester examinations within July to September at different examination centres spread across the state of Assam.

The eligibility criteria of the learners to appear for the term-end examination in any course/ Programme include the following:

- They should have opted and pursued the prescribed courses.
- They should have submitted the required number of assignments within due date before appearing in the examination.
- They should have submitted the examination form within the prescribed time along with the requisite fees, if appearing for Back courses.
- They must collect the admit card online by login to the University's website.

The selection of examination centres is done by the Examination Committee headed by the Vice Chancellor of the University on the basis of the following criteria

- Maximum capacity of the centre for accommodating examinee
- Availability of proper infrastructure
- Location of the centre preferably district headquarter and sub divisional headquarter
- Convenience of the Examination Branch, KKHSOU

The University allots seats for the learners of other study centres (which are not selected as examination centres) in the nearby examination centres. Such centres are called as tagged centre.

1. **Pre-examination Preparation**

Centre-in-Charge (CC): After the selection of examination centres, one CC is appointed for the selected centre. It is obligatory for the CC to conduct the examination at the venues provided by him/her in the Acceptance Report.

Blank Answer Book: The University provides four types of Answer Books for different levels of

examinations which are as the following:

- 8 (eight) pages : for practical examinations
- 16(sixteen) pages : for half paper in Bachelor's degree examinations
- 24 (twenty four) pages: for full paper in Bachelor's degree examinations.
- 32 (thirty two) pages: for Master Degree level examinations.

Attendance Sheets: The University prepares printed attendance sheets containing provision for enrolment number, scanned image/photograph of the candidates. The attendance of a candidate is accepted only when his/her signature appears on the space provided in the sheet.

Question paper: The University ensures despatch of question papers under the custody of responsible officers and faculty members of the University. The Centre-In-Charge keeps the question papers in safe custody of Office-In-Charge of local police station till the date of examination. Only 30 minutes prior to examination time, the CC collects the question papers and opens the sealed packets 15 minutes before the examination in presence of two invigilators.

3. Post Examination Process:

Despatch of materials from exam centres:

- The Examination centres ensure despatch of the answer books and top sheets to the University immediately after the completion of each examination within maximum of 36 hours.
- It is mandatory for ACC/CC to submit top sheets, absentees list, attendance sheet and cover of question paper packets along with answer books.

Evaluation of answer scripts and declaration of results

- Answer books are sent to the respective evaluation zones fixed by the University.
- Results are declared by the University within 60 days from completion of examination and all the processes of evaluation, scrutiny and tabulation.

4. Efforts done for Fair and Smooth conduct of the examinations:

Sitting Arrangement:

- All candidates should face in the same direction.
- Maximum two candidates per desk/table are allowed in a manner so that they cannot make any contact with each other.
- For the candidates from different subjects, the sitting arrangement is made in such a way that two candidates of two different subjects sit side by side.
- Any kind of electronic devices, display materials like maps, diagrams, charts are strictly prohibited inside the examination halls.
- It is mandatory to follow a proper sitting plan by pasting the seat number (Enrolment number) on the desk/table. A copy of the sitting plan should also be sent to KKHSOU.

Hall Discipline:

- To avoid any impersonation, the invigilators check the photo identity card and the candidature of the candidate. If any candidate fails to produce the same, the invigilator can verify the identity of the learners from the admit card/registration certificate/photograph and attendance sheet.
- Entry of any person other than the valid candidates, examination staff and supervisory/monitoring officers deputed by KKHSOU are strictly prohibited inside the examination hall.
- Entry of candidates inside the hall is allowed only 20 minutes before the starting of examination. Any electronic devices, notes, loose sheets, books are not allowed inside the examination hall.
- The presence of a candidate in the examination hall is verified on the basis of the signature appearing against his/her answer book number on the attendance sheet. It is the responsibility of the coordinator to tally the attendance sheet along with top sheet given on the packets of the answer scripts and then sent to the respective evaluation zone.

Examination Supervisory Officer/Monitoring Officers:

- The University appoints Supervisory Officers (SO) in the examinations centres of KKHSOU. They must be an independent expert from the academia/ industry/ society and have the integrity for the said purpose. The SO has the power to expel any candidate if required with intimation to CC and CoE as per the clause 5.2 in SOP. (http://kkhsou.in/web_new/ugc-info-2018/SOP%201-32.pdf)
- The University also deputes Examination Monitoring Officer (EMO) directly from the University who may visit any examination centre during the examination and monitor the examination process. They are authorized to take any disciplinary action like expulsion, cancellation in consultation with the CC with a report to CoE.
- Besides these SO and EMO, the University also appoints Flying Squad (comprising officers and faculty members) from time to time. They make sudden visit to the examination centres to check whether the examination process runs smoothly.

Examination for the Differently Able:

A differently able learner, including blind person, may use an amanuensis to write the answers on his/her behalf. However, the amanuensis should have less qualification than the learner.

File Description	Document
Manual/ Handbook for conduct of Term End Examination	[View Document]()
• Schedule of Term End Examination of preceding academic year	[View Document]()
• Any other relevant information	[View Document]()

2.5.2 Mechanism of the Institution to deal with examination related grievances in a transparent manner

Response:

Various grievances related to examination schedules, withholding of results, re-evaluations etc. are

resolved by the following mechanisms:

Examination Committee: A committee on examination chaired by the honourable Vice Chancellor is duly constituted to look after the various matters related to examinations. This Committee meets regularly for effective redressal of grievances of the learners regarding examinations.

Grievance Redressal Cell: This cell is responsible to look after the grievances/complains from learners and other public. The cell receives grievances through e-mails, telephone calls, sms, social media, or by personal visit. The cell resolves the grievances received from the learner within maximum of 5 working days. In case, if the cell fails to resolve the grievances within stipulated time, it must be brought into the notice of Vice-Chancellor with proper reasons. After resolution, the learners are intimated through e-mails, SMS, telephone calls or social media within 24 hours.

Learners use to send applications, e-mails to address their issues related to examinations like re-evaluation of answer scripts, withheld results, correction of mark sheet/certificates, issue of mark sheets/certificates etc. to the Controller of Examinations. The decision or information after resolving such kinds of grievances is intimated immediately to the learners through study centres.

In order to maintain transparency, the learners can apply for photo copy of their answer script/s, re-scrutiny and re-evaluation of theory papers by filling up prescribed form and paying requisite fee within one month from the date of issue of mark sheet. Withheld results are cleared within 30 days from the date of issue of mark sheet.

There is a Grievance Redressal webpage in the University website (http://www.kkhsou.in/web_new/Grievances_redressel.php). All the grievances including those related to examination reach the respective departments and the concerned department makes it a point to solve the genuine issues as soon as possible.

Review on the question papers are made by the faculties to find out the percentage of toughness in the question paper, repeated questions and the feedback is given to the Controller of Examinations.

File Description	Document
• Standard Operating Procedures related to Term End Examination related Grievances	[View Document](#)
• Any other relevant information	[View Document](#)

2.5.3 Standard Operating Procedures employed for continuous (internal) assessment followed by the Institution

Response:

KKHSOU conducts continuous assessment through home assignment as per the guidelines laid down in the Rules, Regulations and Standard Operating Procedure of the Examination branch (http://kkhsou.in/web_new/ugc-info-2018/SOP%201-32.pdf). The learners are required to submit the

assignments within a specified schedule of a semester at the respective study centres. The counsellors at the study centre evaluate the assignments and return them to the learners with feedback.

The Roadmap of Formative Assessment:

- Course wise assignments are uploaded in the University website by the Department concerned and information is given to the study centre so that they can ensure the enrolled learners complete the assignment within the stipulated time.
- Hard copies of the assignments are given to the learners by the coordinators of the concerned study centre. Information regarding how to write and submit the assignment is discussed in the induction programme conducted by the University to the newly enrolled learners and also in the counselling sessions conducted at different study canters.
- Submission of assignments by the learners to the study centre for evaluation within 3 months from the date of admission.
- Evaluated assignments are to be returned to the learners by the study centre with Tutor comments within one month of submission.
- The learners have to resubmit the assignments to the study centre within 7 days of completion of semester examination.
- After submission of the evaluated assignments by the learners to the study centre, the coordinator of the study centre is responsible to send the same to the COE preferably within 10 days of completion of examination.

Distribution of Marks:

Regarding the marks distribution, 20% of the complete marks for each courseis allotted for assignment. For example, for a subject having total 100 marks, the full theory paper has 80 marks and the assignment has 20 marks. This 20 marks are divided in any of the two ways mentioned below (amended in 2017):

Divided into two parts

- 17 marks for quality of the assignment
- 3 marks for timely submission

Divided into three parts (as an incentive for attendance)

- 12 marks for quality of the assignment
- 5 marks for attendance, where a learner having 75% or more attendance will get 5 marks; a learner having 50 to 75% will have 4 marks; a learner having 40 to 50% will get 3 marks; a learner having 30 to 40% will get 2 marks and a learner having 1 to 20% will get 1 mark.
- 3 marks for timely submission.

The assignment marks given by the study centre is scaled down by the university to eliminate the possibility of a learner getting pass mark without securing the minimum marks in theory exam. Hence, the maximum 35% of Pass Mark (i.e. only 12 marks in case of full paper) is allowed from Assignment in order to secure the minimum pass marks in the subject. The learners need to work out their answers and submit only handwritten assignment. Assignments found to be directly copied from the Self Learning Material are declared rejected or disqualified.

Submission Mechanism:

It is very important to submit assignments on time, failing which the learners is not allowed to appear in the examination for that year. If any learner fails to submit the assignment on time, the coordinator of concerned study centre reports the matter to the office of the Controller of Examinations at least 15 days before the date of commencement of the examination. If the coordinator does not report any such case, it is assumed that all learners have submitted their assignment to the coordinator, and the coordinator is responsible to submit the assignment to the COE or his authorized personnel to check the assignment within six months of completion of the examination. If the coordinator fails to furnish the requisite assignment copies on demand, it leads to financial penalty on the coordinator as well as on the study centre. The penalty may be a percentage of the amount paid by the university to the concerned study centre and also no payment for assignment evaluation.Again if the assignment marks are not sent by the coordinator on time after the resubmission of evaluated assignment by the learners to the study centre, only a minimum mark is given to the learner.

File Description	Document
Policy documents on Evaluation Methodology	[View Document](#)
• Any other relevant information	[View Document](#)

2.5.4 Status of automation of examination / evaluation processes is represented by: (Choose any one)
A. 100% automation of entire Division & implementation of Examination Management System (EMS)
B. Only learner registration, Hall ticket issue & Result Processing automated
C. Only learner registration and result processing automated
D. Only result processing automated
E. No automation of Examination/ Evaluation Division

Response: B

File Description	Document
Institutional data in prescribed format	[View Document](#)
Current Manual of examination automation system	[View Document](#)
Any additional information	[View Document](#)
Annual reports of examination including the present status of automation	[View Document](#)
Links for additional information	[View Document](#)

2.5.5 Extent of involvement of external teachers and other academics in the evaluation related activities in the preceding academic year:

    1.Evaluation of Assignments

2. **Evaluation of Projects**
3. **Preparation of Term End question papers**
4. **Moderation of Term End question papers**
5. **Evaluation of answer scripts**
6. **Examination related duties as invigilator, observer etc.**
7. **Conduct of term end examinations, practical, projects, internships, seminars workshops etc.**

Response: A. Any 4 and more of the above

File Description	Document
Institutional data in prescribed format file	[View Document](#)
Any other relevant information	[View Document](#)
Link to list of evaluators	[View Document](#)

2.6 Learner Performance and Learning Outcomes

2.6.1 The Institution has stated Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes which are integrated into the assessment process

Response:

KKHSOU offers different UG and PG programmes which are recognized by UGC. For each programme, the University submitted Programme Project Report (PPR), in which, the programme outcomes have been indicated. The PPRs were approved in the 25th Meeting of the Academic Council of the University. This has been a practice in the University that the Course specific/Block specific/Unit specific learning objectives are formulated before preparing the reading materials. These learning objectives are stated explicitly in the Programme Guides and at the beginning of the respective units of self-learning materials.

The PPRs are available in the University website for the benefit of the learners and other stakeholders. The University has clearly stated Programme Outcomes and Course Outcomes as found in the following:

- **Programme Specific Outcomes:** Based on the approved PPRs, the respective disciplines have prepared the Programme Guides, which are also made available in the University website.
- **Course Specific Outcomes:** Based on the Programme Structure, the University offers various courses. The course specific learning outcomes are stated in the PPR.
- **SLM Unit Specific learning objectives:** Every unit of SLM of a particular course has a number of learning objectives. The reading materials provided in the unit are expected to help the learner in achieving the learning objectives which will ultimately help in meeting the requirement of course specific and programme specific outcomes.

Programme Outcomes and Course Outcomes are integrated into the assessment process which depend on the aim, objective, target group, programme structure, career prospects, type and duration of the courses on offer. The following are the common process of assessment of each course:

Internal Assessment (20% - 30% evaluation)

- MCQ based online examinations
- Home Assignment
- Continuous assessment during regular counseling
- Online/Offline viva
- Attendance in Personal Contact Programme as per UGC directive

Term End Examinations (70% -80% evaluation)

- Offline Proctored Examinations
- MCQ based Online Examinations
- Blended Mode Examinations
- Open Book Examinations

Internal Assessment comprises 20% to 30% of total marks of each course. It is an integral part of the process of continuous evaluation. Programme specific Home Assignment (HA) questions covering the whole syllabus are given to the learners, to answer. Learners write answers of the questions and submit it to the concerned teachers or coordinators within the stipulated time. HA answer-scripts are evaluated by the concerned teacher who submits the marks to the coordinator. To facilitate the learners with different options and flexibility, the University also has the provision to conduct online MCQ/Quiz etc. thereby enabling the learners to score a percentage of Internal Assessment marks easily during Personal Contact Programmes (PCP) with the faculty members (online/offline). To encourage the learners to attend the maximum number of Personal Contact Programmes in the spirit of UGC mandate (Sept, 2020), a fixed percentage of internal marks is kept for attendance (75% attendance in PCP is required as per UGC guidelines). The Examination Branch of the University has developed their own online examination software to facilitate the learners to appear in the MCQ based online examination.

Term End Examination is the final examination for which the learner gets a chance to appear in the examination of 70 to 80 percent marks. All Offline Proctored Examinations are conducted on the approved Examination Centers following the specific norms and guidelines given by the UGC in this regard. Each of the examination is conducted under strict proctoring, as per provisions of the Standard Operating Procedure (SOP) of KKHSOU. All examination centers are monitored by the University using different mechanism. The learners are also given the benefit to appear in the Open Book Examination, MCQ based Online Examinations and Blended Mode Examinations, during a crisis situation like the Covid-19 Pandemic as per the UGC guidelines.

In addition to the above, a few additional assessment processes are as follows:

- **Project:** As described in some specific courses, project is included as a part of the programme outcomes having different marks and different time periods to fulfill the actual objectives of the course. Projects are done under the supervision of the University approved competent faculty members.
- **Dissertation:** A specific description of preparing the proper dissertation is clearly indicated in the concerned courses by which a learner can know how to systematically write the research works step by step.
- **Practical:** A specific course like in computer programmes and education programme, practical classes are important to learn different hands on issues. These practical classes as well as assessments are done in those study centers, where all equipments and apparatuses are available and it is done under the supervision of competent faculty members of the concerned subjects.

- **Field Work Report:** In some courses like mass communication and education, it is important to introduce the Field Work Report, which helps the learners to get the direct benefit of the experiences of such works. These reports are also assessed by the competent faculties.
- **Lesson Plan:** In education, Lesson Plan helps a learner to prepare a daily guide which includes detailed outlines and methodologies for the students. It helps a learner in practical life when they become teachers in real life.

Setting question papers and conducting the evaluation process

Paper setting works are assigned to approved and qualified faculty members (both internal and external). The faculty members are given the instructions in writing about the formation pattern of the questions and it is also mentioned that the questions should be such that they reflect the 'total outcome' of the programme/course. Indicative Questions which are set in light of the Programme Outcomes and Course Outcomes are presented in the uploaded Table corresponding to this Metrics.

File Description	Document
Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes	[View Document](#)
Any other relevant information	[View Document](#)

Other Upload Files	
1	[View Document](#)

2.6.2 Completion status of UG and PG degree programmes

Response: 33.79

2.6.2.1 Number of UG learners enrolled five years before to the current academic year.

Response: 15846

2.6.2.2 Number of UG learners completed the degree program within 3 to 5 years.(Out of the enrolled learners mentioned in 2.6.2.1 only).

Response: 5571

2.6.2.3 Number of PG learners enrolled five years before to the current academic year.

Response: 3680

2.6.2.4 Number of PG learners completed the degree program within 2 to 4 years.(Out of the enrolled learners mentioned in 2.6.2.3 only).

Response: 1193

File Description	Document
Institutional data in prescribed format	View Document
Any other relevant information	View Document
Link to declaration of results	View Document

2.7 Learner Satisfaction Survey

2.7.1 Online Learner Satisfaction Survey regarding teaching-learning process

Response: 2.93

Criterion 3 - Research, Innovations and Extension

3.1 Promotion of Research and Facilities

3.1.1 The Institution has a well defined policy for promotion of systemic and discipline based research. Also, explain the assigned budget for research and its utilization, methods for implementation and monitoring.

Response:

KKHSOU disseminates knowledge by providing instructions on pursuing both systemic and discipline based. The following are the salient features towards promotion of Research:

Research Policy:

The University has a well-defined policy on promotion of Research for systematic/ discipline base research approved in the 51st Meeting of Board of Management held on 27/09/2019. Salient features of the policy include:

- Promoting ease of doing research on socially, politically and economically relevant areas.
- Conducting research on the existing and emerging areas of ODL.
- Ensuring integrity, quality and ethics in research.
- Building up national and international academic relationships.
- Encouraging need-based research in new areas through interdisciplinary approaches.

Minor Research projects for faculty members:

The University encourages its faculty members by providing Minor Research project grant in different subjects and areas. The ambit of the project includes both practical and policy orientation preferably in interdisciplinary issues with special emphasis on ODL related areas.

Regulation on Financial Assistance for Faculties:

The faculty members are encouraged to represent the University and present their papers in seminars/Symposia/Workshops and has a well-defined regulation on Financial assistance for Attending conference/Seminar/Symposia/ Workshop/Short- term Training to support teachers, Scientific/Technical officers, Administrative Staff viz., Registrar. The regulation is approved in the 40th BOM Meeting held on 07.11.2017.

Regulations for MPhil/ PhD:

The KKHSOU Regulations for MPhil/ PhD degree 2019 has been framed in compliance to UGC (Minimum Standards and Procedures of Award of M.Phil./ PhD Degrees) Regulations 2016 adopted in the 29th Academic council held on 30-7-2020 and approved in 58th BOM meeting held on 10-08-2020.

APJ Abdul Kalam Research Fellowship:

The University introduces a Research Fellowship for economically deserving candidates to pursue their

PhD.

Bani Kanta Kakati Research Institute (BKRI):

The BKRI was established in 2016 with the objective of creating a space for research on area studies covering India's North East and its neighbours with a wider perspective vide approval of 30th Board of Management held on 31-03-2016.

Academic Integrity Panel:

The University has an Academic integrity panel constituted vide KKHSOU/Academic correspondence/58/15/61 dated 14-08-2019 to maintain the Academic integrity of the University.

Methods of Implementation:

- The University has an Academic Integrity Panel and all publications, research papers by the faculty and the Doctoral thesis/MPhil dissertations go through plagiarism-check.
- The University's Centre for Innovation undertakes various innovative practices for the learners, scholars and University fraternity.
- For MPhil and PhD research, the Minimum Standards and Procedures for the Award of MPhil/PhD Degree of UGC is followed as per the Regulations.
- Peer- reviewed multi-disciplinary journal of the University *Journal of Open Learning and Research Communication* (JOLRC) lays particular emphasis on publishing research findings in the field of ODL.
- The University organises educational programmes and publishes them along with the research outputs of the faculty members. The same is also published in the University Newsletter *Horizon*.
- The University introduces courses on Research Methodology to enable learners and researchers to undertake research.

File Description	Document
Policy document on promotion of research	[View Document](#)
Any other relevant information	[View Document](#)
Minutes of the Governing Council/ Syndicate/Board of Management / Academic Council/ Research Council related to research promotion policy adoption	[View Document](#)

3.1.2 Research facilities available to the teachers, other academics and learners of the Institution for pursuing research.

1. **Reference Library**
2. **Online subscription to research journals**
3. **Research/Statistical Databases**
4. **Media Laboratory / studios**

5. Science laboratories
6. Computing Laboratory and support for both qualitative and quantitative data analysis including softwares
7. Data curation and sharing facility
8. Language laboratory
9. Central Instrumentation Centre
10. Any other

Response: A. Any 6 and more of the above

File Description	Document
Institutional data in prescribed format	View Document
Any other relevant information	View Document
URLs of the available facilities	View Document

3.2 Resource Mobilization for Research

3.2.1 Grants for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etc has been received by the Institution in last five years (INR in Lakhs)

Response: 113.34

3.2.1.1 Total grants received by the institution yearwise for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etc

2019-20	2018-19	2017-18	2016-17	2015-16
113.34	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document
Award letters for research projects sponsored by government and non-government	View Document

3.2.2 Average number of teachers and other academics having research projects funded by the institution / government and non-government agencies year-wise over the last five years.

Response: 0.08

3.2.2.1 Number of teachers and other academics having research projects funded by the institution /

government and non-government agencies year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4	2	4	1	2

File Description	Document
List of research projects	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Document from Funding Agency	[View Document](#)
Link of the funding agency website	[View Document](#)

3.3 Innovation Ecosystem

3.3.1 Institution has taken initiatives for creating an ecosystem for Innovation by establishing Innovation Centre/Cell. The institution has also taken innovative initiatives by providing access to diversified learner groups.

Response:

Being an Open University, KKHSOU practises adoption of innovative measures in managing its internal affairs as well as in providing services to diversified learner groups. In order to streamline the various innovative practices, the University constituted an Innovation Cell. (Web Link: http://kkhsou.in/web_new/innovationCell.php)

However, since its inception, the University has undertaken various other innovative initiatives/measures in order to enhance the quality of support services, ICT integration and governance. The following are some indicative examples-

KKHSOU Learners Mentoring System

In Assam, during the Covid-19 induced lock down situation which started from March 2020 onwards, KKHSOU continued to provide academic support through digital means in order to promote undisruptive learning opportunity for which various online tools and applications have been used. In fact, by using the blended and online platform, the University has been trying to redefine the role of counselling and mentoring facilities that can transform the entire educational scenario of the university. It has also been observed that the traditional academic counselling system is not sufficient to address the individual learner's specific needs and requirements. Therefore, eMentoring plays a vital role to provide more inclusive kind of support services to the ODL learners.

(Web Link: http://kkhsou.in/web_new/pdf/learners/lmentoring.pdf)

Publication of Learners Charter

The University has published a Learners Charter highlighting the Rights and Responsibilities of the Learners. (Web link: http://kkhsou.in/web_new/pdf/student/Standee%204%20Assamese-converted(1).pdf)

Single Window Student Grievance Redressal Cell/Online Complaint Handling System

The University has established a Single Window Student Grievance Redressal Cell that receives feedback, grievances, complaints, suggestions and requests from the learners and general public through e-mail, telephone call, sms, personal visit or through various social media platforms, about the functioning of the University, anomalies in results, admission, supply of learning materials, counselling and tutorial sessions or regarding University policies. A notification has been issued to this effect fixing the maximum admissible time (five working days) for resolving the grievances and taking appropriate actions by the University. (Web link: http://www.kkhsou.in/complain/ui/index.php)

Model Study Centre and formation of Siksharthi Mitra

From 2020, in the University City Campus located at Khanapara, a model study centre has been started for the learners where assisting them has been prioritised. In order to reach out to the learners who visit the University City Centre for information and admission and provide them with better technical support, a few employees of the university have been engaged as Siksharthi Mitra.

360 Degree Feedback Mechanism

Feedback from multiple stakeholders is quite essential for improving the quality of services and KKHSOU in its efforts to improve quality, institutionalised a mechanism for collecting diverse kinds of feedback through its Centre for Internal Quality Assurance (CIQA). Various stakeholder communities of KKHSOU like learners, alumni, functionaries of study centres and examination centres, SLM writers, content editors, language editors, members of Board of Management and Academic Council, teaching and non-teaching employees including senior officers were approached for feedback on different aspects regarding the functioning of the University. The components were carried out in a time bound manner with the help of an Action Plan (2018), approved by the CIQA Committee of KKHSOU.

Benchmark scores were sought to be developed through the feedback questionnaire so that the same could be administered in the next few years to assess the improvement and identify the grey and weak areas. A remarkable achievement was experienced in the area of examination reforms. All the faculty members and the officers of the University have been involved for sharp monitoring of the examination centres to prevent the learners from adopting any kind of unfair means and ensure smooth and clean conduct of examinations.

Moreover, from the office of the Centre for Internal Quality Assurance in the University, feedback survey mechanism has been developed. Feedback has been collected from the stakeholders in order to know the pros and cons of the study materials and Learner Support Services and so on. Besides, online Student Feedback System is available in the University website. Regular feedbacks are taken from the learners and alumni on the basis of which certain corrective measures are taken in the University. (Weblink: http://dlkkhsou.inflibnet.ac.in/handle/123456789/739)

Tea World

The University has taken an innovative step to design a portal i.e. *Tea-Portal* with an aim to enlighten the

learners, tea lovers and common readers who are interested in a detailed study on Assam Tea. (Web link: http://teaworld.kkhsou.in/)

Android Mobile Application

The Mobile Application of KKHSOU helps the University learners to connect 24x7 to their web portal. Mr. Binod Deka, System Analyst, KKHSOU is awarded the Gold Medal for innovation in *Mobile Application as a Learner Support Services* in the year 2017 by National Centre for Innovations in Distance Education, IGNOU, New Delhi. (Web link: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en)

Admission Alert System

It is a web based system where the visitors of our website can submit their contact details to subscribe and get alert messages when admission for a new session starts. (Web Link: http://kkhsou.in/web_new/Subscribe.php)

Contact with Dropouts

It has been found that a large number of learners fail to continue their study and successfully complete the course. The margin of dropouts is reasonably high in the 2nd Semester and 3rd Semester of Bachelor Degree Programme. Therefore, KKHSOU has taken the initiative to contact those learners over telephone so that we may render help to them in the best possible way to complete their study.

File Description	Document
The Innovation Centre/ Cell	View Document
Initiatives taken by the institution	View Document
Any other relevant information	View Document

3.3.2 Total number of workshops/seminars conducted year-wise over the last five years

Response: 9

3.3.2.1 Number of workshops/seminars conducted

2019-20	2018-19	2017-18	2016-17	2015-16
4	3	1	1	0

File Description	Document
Report of the event/ link to the material developed	
List of workshops/seminars over the last five years	
Institutional data in prescribed format	

3.3.3 Innovative content developed in the form of e-modules / e-SLMs / MOOCs for :

- **NMEICT**
- **NPTEL**
- **SWAYAM**
- **e-PG Pathshala**
- **e-SLMs**
- **other MOOCs platform**
- **Institutional LMS**

Response: 1854

3.3.3.1 Number of innovative contents developed in the form of e-modules / e-SLMs / MOOCs

2019-20	2018-19	2017-18	2016-17	2015-16
837	1017	0	0	0

File Description	Document
List of the innovative contents over the last five years	
Institutional data in prescribed format	

3.3.4 Number of awards for innovation received by different sections of the Institution.

Response: 0

3.3.4.1 Awards for innovation received by the Institution, its teachers/other academics/ research scholars/students year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	

3.4 Research Publications and Awards

3.4.1 The institution has a stated code of ethics for research, the implementation of which is ensured by the following: (over the last five years) 1)   Research methodology with course on research ethics 2)   Ethics Committee 3)   Plagiarism Check 4)   Committee on publication guidelines

Response: B. Any 3 of the above

File Description	Document
Notification for Research Ethics Committee	
Minutes of the committee	
Institutional data in prescribed format	
Institutional code of ethics document	
Any other relevant information	

3.4.2 Average Number of M.Phil and Ph.D degrees awarded per teacher year-wise over the last five years.

Response: 1.58

3.4.2.1 Number of M.Phil and Ph.D degrees awarded per teacher year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
18	9	2	6	1

3.4.2.2 Number of teachers recognised as research guides over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
23	23	22	23	23

File Description	Document
List of Ph.D scholars and their details like name of the guide , title of thesis, year of award etc	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Any other relevant information	[View Document](#)
Web-link of the Research page	[View Document](#)

3.4.3 Average number of research papers published by teachers and other academics of the Institution in the Journals notified on UGC website / peer reviewed journals year wise over the last five years

Response: 0.17

3.4.3.1 Number of research papers published by teachers and other academics of the Institution in the Journals notified on UGC website / peer reviewed journals

2019-20	2018-19	2017-18	2016-17	2015-16
2	3	0	0	2

File Description	Document
Institutional data in prescribed format	[View Document](#)
Any other relevant information	[View Document](#)
Web-link of research papers by title, author, Department/ School/ Division/ Centre/ Unit/ Cell, name and year of publication	[View Document](#)

3.4.4 Number of books and chapters/ units in books/ SLMs on an average published by teachers and other academics of the Institution.

Response: 2.87

3.4.4.1 Number of books and chapters/ units in books/ SLMs published by teachers and other academics of the Institution year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
330	131	112	22	14

File Description	Document
Institutional data in prescribed format	View Document
Any other relevant information	View Document
Web-link of publications	View Document

3.4.5 Number of books, chapters in books, articles and research papers in journals in the area of Distance Education published by teachers and other academics of the Institution

Response: 0.22

3.4.5.1 Number of publications on distance education over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
17	8	9	9	3

File Description	Document
Institutional data in prescribed format	View Document
Any other relevant information	View Document
Web-link of publications by title, author, Department/ School/ Division/ Centre/ Unit/ Cell, name and year of publication	View Document

3.4.6 Bibliometrics of the publications by teachers and academics over the last five years based on average Citation index in Scopus/ Web of Science or Pub-Med etc.

Response: 0.25

3.4.7 Details of the publications of the teachers and other academics of the Institution year-wise over the last five years to calculate h-index of the Institution based on the Bibliometrics of the publications in Scopus / Web of Science

Response: 0.5

3.5 Consultancy

3.5.1 The Institution has a policy on consultancy including revenue sharing between the institution and the individual/ agency

Response:

The University has a well defined policy on Consultancy that determines the rule for sharing the revenue between the institution and the individual/ agency. The Board of Management (BoM)vide its Resolution of the 51st Meeting held on 27/09/2019 adopted the policy for consultancy for the University. (Web link: http://dlkkhsou.inflibnet.ac.in/handle/123456789/834)

For the welfare the university, the policy states that the consultancies undertaken by the University staff are consistent with the University's strategic and operational objectives. On the basis of this policy, KKHSOU renders its service to various sectors like industry, commerce, government, professional organisations, arts and other educational and research organisations.

In fact, all the activities be it research and others undertaken by the University, are governed by the following principles such as:

- There should be demonstrable benefit to the University from the consultancy in terms of income, enhanced reputation, and/or expanding the expertise of the University staff.
- The Consultancies must not be in conflict with the University policies including those governing employment; such as the Code of Conduct and service rule as may be applicable.
- The Consultancies must not be in conflict with the functions, objectives or interests of the University or damage the University's reputation under any circumstances.
- The members shall not undertake any external research activities where no formal agreement has been authorized by the University.

Besides the policy also determines the basic principles and rules in terms of doing a project, project value sharing of income, administrative and financial rules etc. among others.

File Description	Document
Policy document on consultancy	[View Document](#)
Minutes of the Governing Council/ Syndicate/Board of Management related to consultancy policy	[View Document](#)

3.5.2 Revenue generated by the Institution from consultancy

Response: 3

3.5.2.1 Revenue generated from consultancy provided by teachers and other academics of the Institution year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	0	0

File Description	Document
List of teachers and other academics providing consultancy	View Document
Institutional data in prescribed format	View Document
Audited statements of accounts indicating the revenue generated through consultancy	View Document

3.5.3 Revenue generated by the Institution by conducting training programmes/ seminars/ conferences/ through sponsorship, etc.

Response: 0

3.5.3.1 Revenue generated by the Institution from training programmes / seminars/ conferences/ etc. through sponsorship, etc, year-wise over the last five years (INR in lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

3.6 Extension Activities

3.6.1 The impact of the extension activities of the Institution in sensitizing the learners and other stake holders to social and sustainable development issues leading to inclusive society over the last five years

Response:

The University has undertaken the following major Extension Activities:

Village Adoption: Five economically and socially backward villages have been adopted and several initiatives like creating financial awareness, environmental awareness, organising health camps and programmes on women empowerment, mother counselling, etc. have been taken.

Relief Activities: The University has extended relief to flood victims, victims of terrorism and the poor and underprivileged sections of the society. During the Covid 19 Lockdown, the University fraternity has extended help to as many as two hundred twenty-nine families from its adopted villages by providing 'basic ration and hygiene kits'.

Livelihood Skills: The University organises various training programmes and workshops with an aim to

cater to the means and processes of providing basic skills and thereby setting a decent standard of life aiming to train young aspirants to develop basic skills like computer, electrical wiring, etc.

Socio-cultural initiatives: The University has undertaken various steps like information dissemination regarding gender equality and other social issues, given platforms to discuss the problem of flood in Assam, preservation of the works of Assamese cultural icons, produced documentaries highlighting the plight of victims suffering from fluoride contaminated water.

Inter-Study Centre Music Competition: Inter-study centre music competition is organised to promote peer culture and feeling of solidarity and cooperation besides giving the opportunity to celebrate the compositions of some of the great cultural icons of the State like Jyotiprasad Agarwalla, Bhupen Hazarika, etc.

Krishna Kanta Handiqui National Award & Krishna Kanta Handiqui State Open University National Fellowship: The awards aim at encouraging and providing financial and institutional support to individuals who have excelled in various fields and made a difference to the society.

Scholarship to Female Candidates: The University offers scholarship of Rs one lakh to female candidates from the state of Assam who has cleared Civil Services (Preliminary) Examinations conducted by UPSC to prepare for the Mains Examination.

Steps to address crisis of Vernacular Medium Educational Institutions and Ethnic Language: The University has taken various initiatives to address the crisis in the institutions imparting education in the mother tongue by organising academic convention and also open opinion exchange programmes on the development of 'Ethnic Language and Literature'.

Community Radio Service: "Jnan Taranga" of KKHSOU– the first Community Radio Station of the North East region broadcasts programmes on various socially relevant issues, disseminating information to the public and aims to propagate community awareness in various socio-economic issues.

Activities undertaken for the Jail inmates: The University not only offers free education to the jail inmates at various Central jails across the state but also organises various programmes like documentary film festivals, programmes for the female jail inmates, etc. to uplift their mental and psychological well being.

Formation of Welfare Mission: The University has formed two Welfare Funds, namely, Mother Teresa Welfare Mission and APJ Abdul Kalam Mission for providing relief, and scholarships to economically disadvantaged but meritorious students respectively.

File Description	Document
Brochures of the activities	[View Document](#)
Any other relevant information 5	[View Document](#)
Activity Reports	[View Document](#)

3.6.2 Number of awards and recognition received for extension activities from Government /recognized bodies year-wise over the last five years

Response: 1

3.6.2.1 Total number of awards and recognition received for extension activities from Government /recognised bodies year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	1	0

File Description	Document
Scanned copy of the award letters	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Awards for extension activities	[View Document](#)

3.6.3 Total number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations over the last five years .

Response: 5

3.6.3.1 Number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations year-wise over the last five years.

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	2	0

File Description	Document
Reports of the event organized	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Links for additional information	[View Document](#)

3.6.4 Number of employees and learners participating in extension activities conducted by the Institution with Government Organizations, Non-Government Organizations and Programmes such as Swachh Bharat, AIDS Awareness, Gender issues, Rights of PwD Act, etc. year-wise over the last five years

Response: 6

3.6.4.1 Total number of students participating in extension activities with Government Organisations, Non-Government Organisations and programs such as Swachh Bharat, Aids Awareness, Gender Issue, etc. year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
3	1	1	1	0

File Description	Document
Report of the event	View Document
Institutional data in prescribed format	View Document

3.7 Collaboration

3.7.1 Number of Collaborative activities for research, programme development and faculty exchange year-wise over the last five years

Response: 16

3.7.1.1 Total number of Collaborative activities for research, faculty exchange, student exchange year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
7	4	2	2	1

File Description	Document
Scanned copies of collaboration document	View Document
Institutional data in prescribed format	View Document

3.7.2 Number of linkages with institutions / industries for faculty exchange, learner exchange, programme development, internship, field trip, research, establishing Chairs, etc over the last five years

Response: 0

3.7.2.1 Number of linkages with institutions / industries for faculty exchange, learner exchange, programme development, internship, field trip, research, establishing Chairs, etc year-wise over the last

five years .

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

Criterion 4 - Infrastructure and Learning Resources

4.1 Physical Facilities

4.1.1 Infrastructural facilities viz., academic units, administrative units, storage and dispatch units, library, Laboratories, Multimedia Laboratories, Seminar Rooms, Auditorium, warehouses, Media Production, Print Production, etc.

Response:

A. Infrastructural Facilities at Headquarters:

The University Headquarters consists of two campuses-one is the City Campus located in Khanapara, Guwahati-22 on the National Highway 37 and the other is the officially registered campus situated in the natural landscape of Rani Hills at Patgaon, Rani Gate, Guwahati-17.

Facilities at the City Campus, Khanapara:

The total area of the City Campus is about 3.5 acres of land and construction of inter-connected four blocks of eight-storied building is going on. This campus building is being designed and constructed following the important features of Green Building Concept. The built up area of the City Campus is 96000 square feet.

Presently, all the functionary wings of the University are fully operational from the Khanapara Campus since the later part of 2020. The Campus is well equipped with all modern facilities, as detailed below:

- The Office of the Vice Chancellor is presently functioning from the 4th Floor of Block-C. It has a well-equipped Conference Room for holding meeting/conferences, rooms for the administrative staff of VC Office and one Visitors' lounge.
- The different administrative wings of the University are presently functioning from the different floors of Block-C and Block-B. Rooms and cubical cabins provided to the administrative staff are well-equipped with the necessary facilities including computer, printer, LAN and Wi-Fi connectivity and Internet.
- The six Schools of the University have provision for well-furnished separate rooms and cubical for faculty members. All rooms and cubical are provided with computer, printer, LAN and Wi-Fi connectivity and Internet. All necessary office equipments and stationary are also provided to all.
- The University has a fully automated Central Library, well-equipped with books, journals, reports, theses, KKHSOU archives, other study material and e-resources in diverse disciplines to authorized users. It has designated reading areas for faculty members, research scholars and other learners. The University has acquired the institutional membership of the National Digital Library of India (NDL), e-Shodhsindhu and Shodhganga.
- The Examination Branch uses software like EDPS (Examination Data Processing Software) and ICR (Intelligent Character Reader) in the management of the examination system. The Examination Branch maintains two sorting rooms for confidential works and one store room.
- The Electronic Media Production Centre (EMPC) has a well-equipped studio with the latest technologies like High definition broadcast quality cameras, Sony HDV Camera (Z-1), JVC Camera and Final Cut Pro software loaded with Mac setup for video editing, and MOTION software for graphical representation in the videos.
- The IT Cell of the University has two dedicated cloud space (Godaddy VPS and Microsoft Azure)

for hosting major online application and services of the University. The University has 1.0 Gbps bandwidth connectivity at the City Campus.

Other important Physical Facilities:

- Front Desk Office with SHIKHARTHY MITRA
- Braille Printer for Visually-impaired learners
- Well-equipped Community Radio Station-Jnan Taranga (90 MHz)
- Feedback Box
- Provision for Retail Distribution of SLM
- Canteen
- Lifts & Ramps
- Washroom for differently-abled learners
- Sanitary vending machines
- Incinerators for waste management
- Day Care Centre (Crèche)
- Smoke Detector
- Public Address System
- Intercom Facility
- A model LSC maintained by the University
- Parking facilities
- CCTV surveillance
- Conference Halls
- Storage Rooms
- Health Care Centre (proposed)
- Recreation Centre (proposed)
- Gymnasium Hall (proposed)
- Guest House of 12 rooms with VIP suites & lounges (proposed)
- Special room for lactating mothers (proposed)
- Special room for women employees (proposed)
- Alternative Power Supply System (proposed)
- Rainwater Harvesting System(proposed)
- Water Recycling Facility(proposed)

Facilities at Patgaon Rani Campus: This campus is of 38,000 square feet of land having a three-storied building in an area of approximately 15,263 square feet along with an Assam Type House of 52 square feet. The three-storied building of the Rani Campus houses the following:

1. Vice Chancellor's Office
2. Registrar's Office
3. Conference Hall for holding meetings/training programme
4. Cell for bulk distribution of SLMs with all logistic facilities
5. Vocational & Skill Development Centre under Guru Prasad Das School of Vocational Studies
6. Training Hall for Vocational Trade with residential facilities for 50 trainees
7. Lift facility
8. Nursery(Flower and medicinal plants)
9. Agriculture based Research & Resource Centre (proposed)
10. Guest House (proposed)

All offices, centres and branches at the Rani Campus are well-furnished and each floor has common washrooms and running water facilities. The Assam Type house at the Patgaon Rani Campus is used as Security Personnel Cell.

B. Infrastructural Facilities at the Regional Centre:

The first and only Regional Centre of the University was established on 1st December, 2013 at Jorhat (A.T. Road, Tarajan) to look after the LSCs located at the districts of Jorhat, Golaghat, Sivasagar, Tinsukia, Majuli, Charaideo and Dibrugarh of Upper Assam. The Jorhat Regional Centre is presently housed in a rented premise of 2,290 square feet. But, the University has its own land of 1 Bigha, 1 Katha and 13 Lecha at Jorhat town. The JRC Office is headed by one Assistant Regional Director (ARD). The JRC has rooms for the Vice-Chancellor, ARD, administrative staff, conference room, storage and reception, a library with books and SLM etc. The JRC is equipped with internet, computers, printers and other office equipments.

Moreover, the University also possesses a plot of 1.24 acres in North Lakhimpur in the District of Lakhimpur for its proposed Regional Centre over there.

C. Infrastructural Facilities at Learner Support Centres (LSC):

The LSCs of the University are established at the provincialized colleges and institutes of Assam through an MOU. All LSCs of the University usually consist of rooms for Centre-in-Charge, Coordinator/office staff, storage, counselling, laboratorial/practical works (when required), and library etc.

File Description	Document
Geo-tagged photographs of campus and all other infrastructural facilities	View Document
Any additional informtion	View Document
Link for additional information	View Document
Link for additional information	View Document
Annual report of the Institution	View Document

4.1.2 Average percentage of expenditure incurred for infrastructure augmentation

Response: 21.84

4.1.2.1 Expenditure incurred for infrastructure augmentation and total expenditure excluding salary year -wise over the last five years (INR in lakhs

2019-20	2018-19	2017-18	2016-17	2015-16
3239.26	1692.60	121.77	130.66	68.42

File Description	Document
Institutional data in prescribed format	View Document
Budget allocation for infrastructure	View Document
Audited utilization statements	View Document
Link for additional information	View Document

4.1.3 Average percentage of expenditure incurred on maintenance of physical facilities and academic support facilities excluding salary component during the last five years

Response: 2.54

4.1.3.1 Expenditure incurred on maintenance of physical facilities and academic support facilities excluding salary component year-wise during the last five years (INR in lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
99.17	95.29	78.54	95.47	58.94

File Description	Document
Institutional data in prescribed format	View Document
Budget and Statements of Expenditure	View Document
Links for additional information	View Document

4.2 IT Infrastructure

4.2.1 Percentage of the rooms and seminar halls of the Institution Headquarters IT enabled as on date

Response: 7.1

4.2.1.1 Number of classrooms and seminar halls with ICT facilities at HQ

Response: 12

4.2.1.2 Total number of rooms and seminar halls at HQ

Response: 169

File Description	Document
Institutional data in prescribed format	[View Document](#)
Geo-tagged Photographs of IT infrastructure facilities at	[View Document](#)
Any additional information	[View Document](#)
Link for Additional Information	[View Document](#)

4.2.2 Percentage of the rooms and seminar halls of the Regional Centres (RCs) IT enabled as on date

Response: 16.67

4.2.2.1 Number of classrooms and seminar halls with ICT facilities at RCs

Response: 1

4.2.2.2 Total number of rooms and seminar halls at RCs

Response: 6

File Description	Document
Photographs of infrastructure facilities at a few RCs	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Link for additional information	[View Document](#)

4.2.3 Percentage of the rooms of the learner support centres are IT enabled as on date

Response: 0

4.2.3.1 Number of classrooms and seminar halls with ICT facilities at LSCs

4.2.3.2 Total number of rooms and seminar halls at LSCs

File Description	Document
Institutional data in prescribed format File	[View Document](#)

4.2.4 Frequency of IT facilities updated at the Headquarters and the Regional Centres of the Institution including website, online system, etc

Response:

The details of the different facilities available in the University and the frequency of their update have been

mentioned below:

The KKHSOU website (www.kkhsou.in) is one of the most important IT facilities and learner support services provided by the IT Cell of the University. The website has been developed with a view to providing all necessary information regarding the University. One can browse the website from any location with an internet connection.

- Updating of University website is done at regular intervals for incorporating user/learner friendly features and other security purposes.
- The website is also equipped with the social networking sites like Facebook to interact with the learners, faculty members and the public.
- Up-to-date information/notifications/results etc. are made available in the university website by the IT Cell of the University.
- The IT cell has also incorporated customized study centre search facility based on district or academic programme.

KKHSOU Mobile App has been launched which can be installed in smart phones for easy information retrieval. The Android application provides learners with an access to the University portal using mobile phones. The same application can be accessed via http://kkhsou.in/4mobile/ link for all types of mobile/tablet. The App can be downloaded from: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en_IN

One more Android mobile application called **Online Examination** has also been launched for conducting online examination of the University.

e-Bidya LMS: Initially, all e-SLMs were provided in PDF/HTML format through e-Bidya portal. Now this portal has been updated to Learning Management System (LMS) by using popular open source software Moodle which can be accessed via https://ebidya.kkhsou.ac.in/ where audio visual material, discussion forum, online chat along with study material has been uploaded.

Audio/Visual programmes of the University are regularly uploaded through YouTube channel of the University. URL: https://www.youtube.com/user/kkhsou

Question Paper Repository has been provided in the University website that includes past examination question papers as well as question patterns for the benefit of learners. It is regularly updated and monitored and can be accessed through the learner's portal i.e. http://learnerportal.kkhsou.in/ .

Online-Leave Management System has been incorporated from 1st January 2021 in the existing e-Office portal. URL: http://www.kkhsou.in/e-office

Online-Application for Recruitment has been developed for receiving applications for various posts of the University from time to time.

Biometric attendance system has been updated from fingerprint to face recognition system, as part of the Covid-19 protocol maintained in the University.

Use of various Meeting Apps: For conducting e-Counselling sessions, the University uses Google Meet, CISCO WebEx, Zoom, etc. for video conferencing.

Other important Updates:

- Initially, the University used a standalone antivirus service (Quick Heal) which has been now upgraded to client-server based antivirus system (Seqrite). The existing Unified Threat Management (UTM) system are in the process of upgradation from 200 users to 300 users.
- The University has upgraded its server from share hosting to Virtual Private Server (VPS) and Azure VM.
- The University has already 1Gbps Internet connection from NKN and another additional broadband Jio connection (500 Mbps) is in process.
- Operating systems are upgraded in all systems at regular intervals. Initially, Windows 2003 were used. Now, Windows 2010, Linux OS are available in official laptops and computers.
- Upgradation of computer hardware/laptops/printers is done at regular intervals with updated configuration.
- Software like operating system/antivirus/drivers etc. is upgraded at regular intervals.
- Network Attached Storage (NAS) backup facility, Google Drive are used to keep backup.

File Description	Document
Scanned copy of agreement	View Document

4.2.5 Available bandwidth of the internet facility at the Headquarters and Regional Centres of the Institution

Response: 1000

4.2.5.1 Internet connection (s) in the Institution (Leased line) in terms of the available bandwidth in MBPS for the current year (as per actual)

Response: 1000

File Description	Document
Relevant documents on available bandwidth of internet connection at the Institution's Head Quarters and Regional Centres	View Document
Institutional data in prescribed format File	View Document

4.2.6 Facilities for audio, video and e-content development are available and are in use at the Institution Audio- video and e-Content production facilities:

1. **Audio / video studios**
2. **Outdoor shooting equipment /Outdoor audio recording**
3. **Post production unit / Editing unit**
4. **Duplication unit**
5. **Graphics workstation**
6. **Direct Reception Sets (DRS)**

7. **Set Scenic unit**
8. **Make-up unit**
9. **E-Platform**
10. **Workstations with broadband connectivity**
11. **Cloud space**
12. **Licensed software**
13. **Uninterrupted web connectivity**
14. **IT security system**
15. **Any other**

Response: A. More than 10 of the above

File Description	Document
Institutional data in prescribed format File	[View Document](#)
Geo-tagged photographs of the facilities for audio, video e-content production	[View Document](#)
Any other relevant information	[View Document](#)

4.2.7 Number of transmission facilities (Channels) available as on date in the Institution

Response: 1

4.2.7.1 Number of Radio channels available as on date in the institution

Response: 1

4.2.7.2 Number of TV channels available as on date in the institution

File Description	Document
Institutional data in prescribed format File	[View Document](#)
Geo-tagged photographs of the facilities available	[View Document](#)

4.2.8 The level of automation of different aspects of Institution including the features of Office Automation System/ERP/MIS (Online Support to Learners, Staff, RCs and LSCs)

Response:

Major automation systems of the University

- **Admission Alert System & Online Admission Portal:** A learner can register for admission before the last date of admission by subscribing with email, phone and course they are interested. With this system, the University staff can send alert messages through SMS, email or call the learners when the admission starts and can assist them during admission. In the Online Admission portal, a learner can take admission and pay the fees online from anywhere. There is a facility for the learners to fill up the forms in several days before the last date of admission. All kinds of

Management Information System (MIS) related admission are included.   Web Link: http://www.kkhsou.in/web_new/admission.php

- **Electronic Data Processing System (EDPS) for Examination Branch:** KKHSOU has EDPS system for processing the records of learners from enrolment numbers generation to final certificate printing after the declaration of examination results. It also includes various report generation. Admit card printing/Online publishing, examination routine generation, results processing etc. are available in the EDPS system. This system is located in the examination branch and Visual Basic with SQL Server, Windows Server are used.
- **Home Assignment Portal Management System:** The Study centres can submit home assignment marks for their learners either via CSV or online form which is then uploaded to the EDPS of the examination department for further processing. Web Link: http://digitalkkhsou.in/ha/
- **Learning Management System (e-Bidya):** KKHSOU has implemented its Learning Management System (LMS) using an open source software-MOODLE. Self-Learning Materials in electronics format (eSLM), Audio Visual materials, Web Link, Discussion forum, MCQs etc. have been provided through the LMS. Initially, KKHSOU launched the LMS for few courses but now this LMS is designed with four quadrants of online learning and is made ready for operation for all programmes/courses of the University from the academic sessions 2020-21. Web Link: https://ebidya.kkhsou.ac.in/
- **Learner's Portal:** The Learner's portal has been developed for keeping in mind that the learners can get all important documents like forms, assignments, e-mark sheet, e-admit and other information via this portal and can update their contact information. Web Link: http://learnerportal.kkhsou.in/
- **Custom Website Management System** :

News Post CMS- All kinds of news like routines, notices, results etc. have been published via this CMS which is linked with mobile apps of KKHSOU.

Study Centre Information Management- Study centre information like about study centre name, address (web URL, physical address etc.), courses offered, faculty, gps location etc. are managed by the CMS. Web Link: http://kkhsou.in/web/admin-panel-426/

E-Office of KKHSOU

- **Assignment Management System:** Using this system, the faculty member of the University can directly upload/edit/block assignment of various programmes departments using the credentials provided to them. Assignments uploaded in the portal are available in the University website as well as in the mobile App of the University.
- **Employee Profile Management:** Employees can update their personal and professional details in the portal, which will be reflected in the University web portal after approval by the administrator.
- **Circular Management System:** University circulars that are meant for the University employees are uploaded via this e-Office portal. All circulars are archived and reading is automatically tracked. There is a facility to add priority in the circulars by the administrators.
- **Complaint Management System/Online Ticket:** Queries received through the complaint management system are automatically moved to the concerned department for solving the same. Once the problem is solved, the learner receives SMS and email.
- **MIS:** All kinds of reports required for University authorities are uploaded or generated which may be required for UGC/NAAC /MHRD/KKHSOU etc. Web Link: http://kkhsou.in/e-office/pages/login.php

- **Online Leave Management System:** The University has introduced leave management system for all the employees of the University.

KKHSOU Customized Payment System

The University has developed customised payment service using Bill Desk payment gateway services. Payments like Certificate fees, Re-scrutiny fees etc. can be made through this service. Web Link: https://kkhsou.ac.in/eservices/1/

Finance Management System (Customized Tally System)

The Finance department of the University uses Customized Tally Software for the management of various finance related tasks. Location: in Premise (Finance Department)

Feedback Management System (Via Google Form)

By using Google Form, learners' feedback is taken by the CIQA cell of the University. Web Link: http://kkhsou.in/web_new/learner_feedback_all.php

Online Recruitment System: The IT Cell has developed an online recruitment system for KKHSOU with the following facilities

- Custom application form depending on the nature of the post applied for
- Online payment
- Approval of the concern candidate by the admin/other user assigned by the admin.
- Dashboard with summary of the application received.

File Description	Document
Automation system	[View Document](#)
Any other relevant information	[View Document](#)

4.3 Learning Resources

4.3.1 Learner Support Services established at the different levels by the Institution (Three tier/ Two tier)

Response:

The University has three-tier Learner Support Services i.e., at the Headquarters, at the Jorhat Regional Centre (JRC) and the Learner Support Centres (LSCs) at the third level opened mainly in Higher Education Institutions.

Learner Support Services provided from the University Headquarters

- **The KKHSOU website:**(www.kkhsou.in) It is one of the most important IT facilities as well as learner support service provided by the University. The website has a dedicated Learners' Corner (http://kkhsou.in/web_new/learner_corner.php) that contains exhaustive information and links to useful resources which is accessible to the vast learner population.
- **Learners' Charter:** The University has brought out a Learners' Charter pronouncing the basic rights and responsibilities of its learners, and the learners, in the varied Induction Programmes at the Study Centres, are especially sensitized about this Charter. (http://kkhsou.in/web_new/viewDocuumentPdf.php?pdf=pdf/student/Standee%204%20Assamese-converted(1).pdf&q=Learners%27%20Charter)

- **Handbook/SOP:** The University has brought out a Handbook for the Study Centres and a Standard Operating System (SOP) of Examination.http://kkhsou.in/web_new/ugc-info-2018/SOP%201-32.pdf

- **KKHSOU Mobile Application**: This Android application provides learners an access to the University portal using mobile phones. Download Link: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en_IN
- **Planning and development of Self Learning Materials (SLMs):** The Academic Units of the University consists of six Schools of Studies that take the responsibility of designing and developing the SLMs for all the programmes of the University.
- **Distribution of Self Learning Materials (SLMs):** The SLMs are sent by the University to the all the JRC and LSCs through the dedicated SLM branch from where learners collect their SLMs.

- **Community Radio Service:** Jnan Taranga(90.0 MHz) of KKHSOU is also a platform to broadcast several educational programmes that include debates, discussions, and talks. Links: http://jnantaranga.kkhsou.in/index.php
- **Ekalavya:** A half-an-hour special educational programme namely *Ekalavya* had been aired weekly from the year 2011 to 2020 through All India Radio, Guwahati and Dibrugarh. Another weekly live phone-in programme was aired from 2008 to 2020 through All India Radio, Guwahati.

- **SMS and e-mail Alert Facility:**TheUniversity has initiated an SMS and e-mail alert facility for the learners regarding any news, events and learner-related information of the University.
- **Audio-Visual Lectures:** Video classes and academic discussions are produced and uploaded in YouTube. Weblink: https://www.youtube.com/user/kkhsou
- **eBidya:** The University has introduced Learning Management System (LMS) using open source MOODLE which can be accessed via https://ebidya.kkhsou.ac.in/ where audio visual material, discussion forum, online chat along with e-learning materials has been uploaded.
- **KKHSOU in Social Media:** KKHSOU has incorporated social media sites like Facebook pages, Whatsapp group, Twitter Account (https://twitter.com/KKHSOU1?s=09) that enables sharing and interaction with the students' community. Official Facebook Group of KKHSOU can be reached at https://www.facebook.com/groups/272636986264210/
- **Digital Library at KKHSOU:** The Central Library of KKHSOU has started the Digital Library initiative. Links: http://dlkkhsou.inflibnet.ac.in
- **Audio CDs for Visually Impaired Learners:** The visually impaired learners are provided with free audio SLMs in CDs to overcome their difficulties of learning. The University has installed Braille printers for this category of special learners in the University SLM branch.
- **Face-to-face/Online Ticketing/Complaint System:** Learners'queries are attended in the face-to-face mode, through telephone, SMS and emails. There is a dedicated online portal through which

the queries received automatically move to concerned department for solving the same. Once the problem is solved, the learner will get SMS and email.

- **Siksharthi Mitra:** A few employees of the University have been engaged as Siksharthi Mitra in order to provide better technical support and assistance to the candidates during online admission process.
- **Online Counselling:** The faculty members of the University conduct regular counselling classes through different online platform like Zoom, Google Meet, Cisco Webex and Facebook etc.
- **Online Mentoring:** Online Learners' Mentoring System is introduced from the later part of 2020 under which each faculty members of the University is assigned a specific numbers of learner through Telegram or WhatsApp groups.
- **Walk-in Counselling:**The University makes a provision of Walk-in Counselling in its City Campus for the learners.
- **Face-to-face Counselling:** The University organises face-to-face counselling on Sundays or on week days for the learners of its specially maintained city learner support centre located at the city campus.

Learner Support Services provided by the Jorhat Regional Centre (JRC)

The JRC acts as the nodal office of the university in the region and manages the functioning of LSCs within its jurisdiction. It supervises the academic activities being performed at the LSCs under its operational area and ensures their provisions to the learners as per University norms and guidelines. The JRC has been entrusted with the following core responsibilities:

- creating awareness through promotion and publicity of KKHSOU programmes
- delivery of programmes
- resource centre for the region
- pre-admission counselling
- attending to learner queries and grievance redressal
- supervision coordination of induction meetings at LSCs
- monitoring conduct of counselling sessions (both theory and practical) at the LSCs
- supervision of the conduct of term end examinations at exam centres
- Providing all necessary help during admission through the Admission Helpdesk

Learner Support Services provided by the LSCs

At the third level, in the LSCs, teaching learning is transacted through academic counselling sessions for both theory and practical courses with the support of the academic counsellors from amongst the faculty of the host institution (HEI). Practical sessions are arranged at select LSCs with specialized laboratories as per the programme requirements to provide hands on learning experience to the learners in need. In addition, the LSCs are entrusted to perform the following:

- provide support services such as informing, advising and counseling for the learners
- promotion and publicity of IGNOU programmes
- conducting pre- admission counseling
- organizing and conducting induction meetings
- distribution of self learning materials among the learners
- conducting academic counselling for theory and practical courses
- evaluation of assignments

- conducting term end examination and
- providing library support to the learners

File Description	Document
Any other relevant information	View Document
Organizational chart of support services available	View Document
List of support services provided at Headquarters, Regional Centres, Learner Support Centres	View Document

4.3.2 Average number of Learners attached to LSCs

Response: 19694.76

4.3.2.1 Number of learners enrolled at LSCs in the preceding academic year

Response: 56327

4.3.2.2 Total number of LSCs in preceding year

Response: 286

File Description	Document
Institutional data in prescribed format File	View Document
Enrolment details of the preceding year RC wise	View Document
Distribution of learners LSC wise	View Document

4.3.3 Regular conduct of academic counselling sessions (for theory and practical courses) at Learner Support Centres under each Regional Centre during the preceding academic year

Response:

All counselling sessions are normally held on Sundays or on other days of the week as mutually agreed upon by the Learner Support Centres and the learners. The face-to-face academic counselling sessions are organized at the Learner Support Centres (LSCs):

- to facilitate learning;
- to motivate learners' engagement with the SLM for acquisition of the required knowledge and skills;
- to clarify doubts and overcome the difficulties encountered during their course of study;
- to facilitate continuous evaluation for assessment and feedback on progress made, and
- to develop the required competencies and imparting skills through practical and hands on training.

Appointment of Academic Counsellors

The academic counsellors are mostly drawn from the college/institute from where the LSC is operating. The role of an academic counsellor is multifarious and requires both tutoring and counselling. Tutoring primarily deals with academic components in enabling learning whereas the term counselling deals with communication both at the academic as well as non-academic levels.

The major activities of academic counselling constitute basically three activities such as informing, advising and counselling. In a nutshell, academic counselling is organised for helping, guiding, motivating, supporting, enabling learning and creating dialogue with learners. The faculty members of the University also directly provide online and face to face counselling to all learners through email and telephonic mode. The learners of different LSCs can physically visit the University's City Campus and interact with the faculty members for solving their academic and non-academic problems. Moreover, the faculty members of the University also constantly provide counselling to the learners through the different social media platforms like Facebook and WhatsApp. Besides these, the faculty members of the University take regular counselling sessions for the learners who are enrolled in the City Study Centre in the City campus of the University.

Mode/Media of Counselling and Tutorials

The University provides counselling to the learners through different modes or media which are stated below:

- **Face to face counselling:** In this type of counselling, learners are expected to read the self-learning materials and note down the doubts and come prepared for the counselling sessions physically for discussion with the Academic Counsellors at their respective LSCs. The role of the Academic Counsellor is to clear the doubts of the learners during counselling session.
- **Counselling on Home Assignments:** Providing counselling by the Academic Counsellors to the learners at the LSCs on how to write home assignment which is essential part of the course of the study.
- **Counselling through Email/Telephones/Mobile phones:** The University faculty members and Academic Counsellors of LSCs provide continuous support and assistance to the learners by providing answers to the academic and non-academic queries posted or asked by the learners through email or telephones and mobile phones.
- **Counselling through Broadcasting (Radio/Television):** The University faculty members and officials give the answers to the learners' queries through the University sponsored live programmes in radio and television.
- **Counselling through social media like Facebook/WhatsApp:** Different queries of the learners are regularly attended by the faculty members and the University officials through Facebook and Whatsapp.
- **Counselling through online platforms like Google Meet, WebEx, Zoom, etc.**
- **Practical sessions**, Field visits, case studies, etc are conducted at almost all the LSCs on regular basis.

Organizational Structure of the LSCs

There is one Centre In-charge and one Coordinator in each LSC. They are responsible for organising the Academic Counselling sessions for the learners admitted in their respective LSCs. Basically, the

Coordinator of the LSC is the main functionary regarding preparation of counselling routine, selection of Academic Counsellors and allocation of counselling sessions among the Academic Counsellors. The Coordinator plays a critical role in effectively organising counselling sessions in the LSCs for the learners. A learner's participation in the counselling sessions highly depends upon the proactive initiatives taken by the Coordinator. Normally, group counselling is organised in most of the cases but individual counselling is also organised at the LSCs in case of special need or upon the request of the learners.

Expenditure for Academic Counselling and Overhead

The University reimburses the expenditures incurred by the LSCs like conducting counselling/tutorials, overhead expenses etc. under the budget head of Maintenance of Study Centres.

Academic counselling sessions were conducted at nearly all the active LSCs of the University during the 2018-19 academic years. The sessions were conducted for all learners attached to the various LSCs of the University. As per the data template, 40,153 theory sessions (*32,552 sessions in study centres under KKHSOU Headquarters and 7601 sessions in study centres under JRC*) and 4814 practical sessions (*3,902 sessions in study centres under KKHSOU Headquarters and 912 sessions in study centres under JRC*) were organized and conducted at the LSCs by academic counsellors.

For Master's degree programmes, 4548 theory (*3,537 sessions under KKHSOU HQs and 1,011 sessions under JRC*) and 656 practical counseling sessions (*512 sessions under KKHSOU HQs and 144 sessions under JRC*) were conducted in that year.

For Bachelor degree programmes 35,605 theory (*29,015 sessions under HQs and 6,590 sessions under JRC*) and 4,158 practical counselling sessions (*3,390 sessions under HQs 768 sessions under JRC*) were conducted.

During the 2018-19 financial years, the University released an amount of Rs. 4, 45, 24,472/- to the 272 no. of active LSCs of KKHSOU. About sixty percent of the amount was spent for tutorial and conselling by the LSCs. The University prescribed rate for a counselling session of one hour is Rs.500/-.

File Description	Document
Institutional data in prescribed format	[View Document](#)
Monitoring reports of LSCs	[View Document](#)
Expenditure incurred on counselling sessions	[View Document](#)

4.3.4 Average percentage of annual expenditure on library year-wise over the last five years

Response: 0.06

4.3.4.1 Annual expenditure on library year-wise over the last five years (INR in lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
2.75	4.04	2.60	0.81	1.47

File Description	Document
Institutional data in prescribed format File	[View Document](#)
Web-link to relevant resources available in the library	[View Document](#)
Web-link to Library catalogues	[View Document](#)

4.3.5 Library is automated using Integrated Library Management System (ILMS)

Response:

Library Automation

The process of library automation in Central Library, KKHSOU began in 2011 with SOUL 2.0 ILMS (Integrated Library Management System). To give pace the circulation system and theft detection, Central Library of KKHSOU has integrated RFID (Radio-Frequency Identification) Technology with the help of Daphne Systems Pvt Ltd from 2014. In 2020, Central Library decided to migrate from SOUL 2.0 to Koha an Open source ILMS. By February, 2021 the whole migration process completed and Central Library, KKHSOU has been automated with Koha ILMS.

Nature of the ILMS

In 1999, the Horowhenua Library Trust in New Zealand in collaboration with Katipo Communications developed the Koha ILMS. Koha is the first open source library automation package. In use worldwide, its development is steered by a growing community of users collaborating to achieve their technology goals. It is a web-based ILMS, with a SQL database back end with cataloguing data stored in MARC and accessible via Z39.50 or SRU. The user interface is very configurable and adaptable and has been translated into many languages.

Following are the features of Koha

Full-featured ILMS. In use worldwide in libraries of all sizes, Koha is a true enterprise-class ILMS with comprehensive functionality including basic and advanced options. Koha includes modules for acquisitions, circulation, cataloguing, serials management, authorities, flexible reporting, label printing, multi-format notices, offline circulation for when Internet access is not available, and much more. Koha will work for consortia of all sizes, multi-branch, and single-branch libraries.
Multilingual and translatable. Koha has a large number of available languages, with more languages every year.
Full text searching Powerful searching, and an enhanced catalogue display that can use content from Amazon, Google, LibraryThing, Open Library, and Syndetics, among others.

Library Standards Compliant. Koha is built using library standards and protocols such as MARC 21, UNIMARC, z39.50, SRU/SW, SIP2, SIP/NCIP, ensuring interoperability between Koha and other systems and technologies, while supporting existing workflows and tools.

Web-based Interfaces. OPAC, circulation, management and self-checkout interfaces of Koha are all based on standards-compliant World Wide Web technologies-XHTML, CSS and Javascript-making Koha a truly platform-independent solution.

Free Software / Open Source. Koha is distributed under the Free Software General Public License (GPL) version 3 or later.

No Vendor Lock-in. It is an important part of the free software promise that there is no vendor lock-in: libraries are free to install and use Koha themselves if the have the in-house expertise or to purchase support or development services from the best available sources. Libraries should be free to change support company and export their data at any time, make sure your support company allows this, it is also important to make sure it uses a good data management system.

Source: https://koha-community.org/about/

The following equipment and machines are available in automation process in the Central Library

Server: 1
Client PC: 2
Multipurpose Staff Station: 1
Touch Screen Self Check Station: 1
Touch Screen OPAC Station: 1
Document printer: 1
POS Slip Printer: 2

File Description	Document
Geo-tagged photographs	[View Document](#)
Any other relevant information	[View Document](#)

Criterion 5 - Learner Support and Progression

5.1 Learner Support

5.1.1 The Institution promotes its programmes for the prospective learners through various activities

Response:

Awareness Programmes for prospective learners:

The University organises periodical awareness camps in different parts of the state of Assam throughout the year, involving the Study Centres with the aim of reaching out to the local populations in diverse regions and areas. (*Web-links:* http://dlkkhsou.inflibnet.ac.in/bitstream/123456789/55/1/2011_July.pdf)

Various workshops and seminars in collaboration with Colleges and Study centres are held from time to time.

Promotional meetings involving prominent citizens, school teachers, village heads, community leaders, youth clubs and Anganwadi workers are held regularly in remote and backward areas.

The University holds special promotional activities in areas inhabited by SC/ ST/ OBC and tea tribe population.

The announcement of convocation, advertisements and the media publicity received by the University during convocation ceremonies also contribute towards generating interest in and awareness about the University as a whole.

Special Promotional Drives amongst Security and Police personnel:

The University has held special promotional drives among the security and police personnel with the aim of motivating the in-service police personnel who are desirous of higher education.

Participation by the University faculty and staff in weekly phone-in programme:

University faculty and staff take part in the weekly phone-in radio programmes in All India Radio, Guwahati where they, apart from discussing academic issues, try to generate awareness regarding the various programmes of KKHSOU including announcement of admission dates etc.

Industrial Awareness Camps:

The University has also organized two "Industrial Awareness" camps at the production unit of Pedilite, North Guwahati and at the production unit of Bajaj Almond Oil, North Guwahati with a view to generate awareness regarding opportunities of learning and career enhancement offered by the University, besides highlighting the various aspects of the Open and Distance Learning mode of education. (*Horizon*, July 2019, p.30 available on http://dlkkhsou.inflibnet.ac.in/handle/123456789/754)

Promotional Activities through Alumni Association of KKHSOU:

The Alumni Association of KKHSOU held a Yoga Camp in Central Jail on 19/05/2019, Guwahati wherein the resource persons from the University shared information regarding the various programmes on offer following which a large number of inmates from the women's cell expressed their desire to enroll into the relevant programmes of the university. (*Horizon*, July 2019, p.19 available on http://dlkkhsou.inflibnet.ac.in/handle/123456789/754)

Bulletins published by the Discipline of Management:

The Discipline of Management has an admission bulletin of its own. It is sent to the select Study Centres where the MBA programme is available. The same is available on- http://dlkkhsou.inflibnet.ac.in/handle/123456789/759.

The University's official website highlights key aspects:

The University website also displays all necessary details regarding every aspect of the University under various heads. The "About Us" section on the homepage carries all necessary information regarding the basic aspects of the University such as- *A Brief Profile of the University*, *Vision and Mission*, *Objective and Motto*, *Recognition*, etc. with a view to generate awareness and interest among the prospective learners.

Promotion through Social Media platforms:

KKHSOU maintains its presence on the social media by way of having its own Facebook group, namely KKHOSU FB Official Group available on the link- https://www.facebook.com/groups/272636986264210/ wherein relevant information is shared and circulated. The University also has a twitter handle, namely, https://twitter.com/KKHSOU1?s=09 which is used for sharing relevant information in this regard.

Promotional Videos prepared by KKHSOU:

The University has also prepared certain promotional videos which have been uploaded on YouTube. For instance, the video available on: https://youtu.be/ga5la55t4-M, https://youtu.be/cApDR_vqlhM seek to present a comprehensive overview of the University including its vision, statutory status, various programmes offered, learner support services, etc.

Initiatives taken by KKHSOU LSCs:

At the level of the Learner Support Centres, initiatives are also made to generate awareness regarding the respective programmes on offer as well as the other relevant aspects by way of publishing and distributing pamphlets and leaflets, besides conducting awareness programmes on their own. In this regard, mention may be made of Pub-Majuli College, JDSG College and Margherita College study centres of KKHSOU.

Other means of Admission Announcements:

The University makes announcements regarding admissions to its various programmes by publishing relevant advertisements in leading English and Assamese dailies.

The advertisements are also posted on the University website and displayed on the home screen. Special

flyers are prepared for the purpose.

Admission related announcements are also aired on All India Radio, KKHSOU Community Radio service, namely—Jnan Taranga, Doordarshan and private television channels.

Special banners and flyers are prepared announcing admission dates and carrying relevant information. Such banners are placed in prominent locations of various towns and cities within the state.

Social media platforms like Facebook and Twitter are also used to circulate admission related announcements in terms of the University's official Facebook Page and Facebook Group.

File Description	Document
Relevant information on activities undertaken	View Document
Any other relevant information	View Document

5.1.2 Activities undertaken by the Institution for providing pre-admission counseling services to prospective learners and induction of newly enrolled learners at Institution Headquarters, Regional Centers and Learner Support Centers

Response:

Pre-admission counselling service is provided by the University designed to motivate and help the potential learners to mentally prepare themselves for enrolling themselves in the University by informing them of the programmes of offer, admission procedure, eligibility criteria, philosophy of the ODL system and other relevant matters.

Pre-admission Counselling: Steps taken by the University

The following steps are taken by the University in the matter of pre-admission counselling.

- Pre-admission counselling through dedicated Facebook group/ WhatsApp groups/Telegram groups where University faculties and officials mobilize potential learners.
- Pre-admission counselling events are organized by Regional Centre, Jorhat. These events see the participation of people from local communities from diverse socio-economic backgrounds.
- Pre-admission counselling service is also provided at Study Centres where there are special counters to cater to potential learners.
- Pre-Counselling service is provided at the Front Desk of the University headquarters. During the time of admission, University personnel called "Shikshathri Mitra" are deputed at the Front Desk to cater to potential learners who come seeking information and to assist newly enrolled learners with respect to the online admission process**.**
- Dedicated email service (info@kkhsou.in) for learners where potential learners could send emails seeking information relating to the various programmes on offer, etc.
- Special counselling through live phone-in programmes aired over All India Radio and Community Radio service of KKHSOU- Jnan Taranga wherein faculty members and officials of the University

take part and interact directly with members of the general audience and there by try to motivate them to enroll themselves into the various programmes on offer.

- Special counselling through local TV channels where faculty members and officials of the University take part in dedicated live shows and share relevant information for prospective learners.
- The University faculty members also receive and respond to queries from potential learners over phone and in person and share relevant information with them and advise them accordingly.

b. Induction Programmes for newly enrolled learners

Induction Programmes for the learners are organized by the University largely at two levels—**University Headquarters** and **Study Centres**. The purpose of such induction programme is to enlighten the learners regarding various aspects relating to the ODL system in general and the University in particular. Both faculty members and officials of the University participate in such induction programmes as resource persons who try to enlighten the learners on their respective programmes and other relevant issues. (URL: http://kkhsou.in/web_new/induction_prog_sc.php)

The University has been organizing learner induction programmes covering Study Centres of different districts of Assam spread across both the Brahmaputra and Barak Valleys including the Hill Districts of Karbi Anglong and Dima Hasao and also in the Study Centres in the vicinity of char areas. The induction programmes are coordinated by the Office of the Dean (Study Centre), KKHSOU. (Induction Programme organised by KKHSOU Lumding College study centre - URL: https://youtu.be/IKyu6EKGev0).

Points covered in the Induction Programmes

- The general philosophy and methodology of the ODL system.
- A brief background of the University and its mission, the statutory status of the University.
- The significance of the Self-Learning Materials (SLMs), aspects relating to the house style of the SLMs, their special style of writing, how to actually go through them and prepare for the term-end examination.
- Maximum duration of the various programmes, timelines for submission and collection of assignments.
- Information about the procedure, rules and regulations of examinations.
- Learner Support Services at the Study Centres including holding of counselling sessions in the Study Centres.
- Information regarding online and walk-in counselling sessions that are being organized from the City Campus.
- Information about the Telegram and WhatsApp mentoring groups that have been opened for each subject and also for various Study Centres which are taken care of by individual faculty members at the city campus.
- Rules regarding preparation and submission of dissertations.
- Introducing the Learners' Charter of Rights and Duties to the newly enrolled learners and making them aware of the grievance redressal system which has been put in place by the University to ensure accountability.
- The learners are also urged to regularly check and explore the University's official website www.kkhsou.in for updates and necessary information.

An Online Induction Programme from the headquarters was conducted on November 4, 2020 where the Hon'ble Vice Chancellor, Dean (Study Centre) and faculty members addressed the newly enrolled learners.

(URL- https://youtu.be/fNRCAUB-nD0). Further, the University organized an interactive e-induction programme over ZOOM link for all the newly enrolled learners on January 31, 2021 wherein they were sought to be made aware of the different aspects relating to the philosophy of the ODL system, the respective academic programmes they have enrolled into, SLMs and the ways to proceed with their studies, examination related issues, various timelines and other relevant matters. The live streaming of the online induction programmes was made available simultaneously on YouTube. (URL-https://www.youtube.com/watch?v=bp_fTPC4uAY)

The hallmark of the e-induction programme is that the learners get the opportunity to interact with and hear directly from the key officials of the University including the Vice Chancellor, Dean (Study Centre), Controller of Examinations, Directors of the different Schools besides senior professors and other faculty members. Induction programmes have also been organized in different study centres at the initiative of Regional Centre, Jorhat.

Induction Video

An induction video was also prepared in 2019 where the Vice Chancellor of the University is addressing the prospective learners. The video is available online on You Tube at http://kkhsou.in/web_new/induction_prog_sc.php

File Description	Document
Any other relevant information	View Document
Relevant information on activities undertaken	View Document

5.1.3 The status and process of online admission including payment of fees

Response:

Launch of Online Admission

The University launched its online admission process in 2017 initially for its Post Graduate programmes and subsequently for all the programmes on offer from the 2018-19 session. Payment of admission fees can be made online via payment gateway through internet banking, debit card/credit card, etc.

Stages of Online Admission

A prospective learner in order to get enrolled into any of the programmes of the University needs to visit the university website and access the online admission portal at http://www.kkhsou.in/web_new/admlandpage.php. He or she then has to click the online application form link, following which the learner needs to get himself or herself registered with email id and phone number. The learner has to log into the online admission portal with mobile number/ email and password. Once logged in, the learner has to fill up the registration form and furnish personal details. He now has the option to choose his or her programme and click on the relevant study centre for the purpose. Thereafter, the learner needs to upload necessary documents including his or her photograph and signature and needs

to click save and submit. The learner then has to select the payment option (Credit Card/Debit Card/ Internet Banking). On successful payment, the webpage will redirect the learner back to the Application Form. After the successful submission of the form, the learner may take out a printout of the form along with the payment receipt.

Flowchart and Video Tutorial

The University has prepared a flowchart for the benefit of the learners depicting the various stages of the online admission process. The flowchart is available in MS Word, PPT and PDF formats on: http://kkhsou.in/web_new/admission.php. A video tutorial of the online admission steps is also available on: http://www.kkhsou.in/online/

Complaint Registration System to look into admission issues

An online Complaint Handling Mechanism is in place to help the learners on various issues related to admission (URL: www.kkhsou.in/complain/ui/index.php). A learner can register a complaint using his/her phone number through a complaint registration form. The complaint is resolved in the FIFO (First In, First Out) order.

Admission Alert System

On 26th March, 2019 the Admission Alert System was launched. The Admission Alert System (AAS) is a web based system where the visitors of the University website can register and submit their contact details to get alert messages when new admission starts.

Orientation Programmes prior to the launch of Online Admission system

Prior to the launching of the online system of admission, the University took the initiative to organise orientation programmes for Grade III employees of the Study Centres during February-March 2018. Five such programmes were held in different Study Centres of Assam. (Source: Online Admission Orientation Programme in Annual Report 2017-18, pp-54-55available on: http://dlkkhsou.inflibnet.ac.in/bitstream/123456789/657/1/Annual%20Report%202017-18.pdf)

File Description	Document
Any other relevant information	[View Document](#)
Online Admission and related activities	[View Document](#)

5.1.4 Strategy followed by the Institution for dispatch of study material to learners

Response:

The cell responsible for dispatch and distribution of the Self Learning Material (SLM) s of KKHSOU is the Material Production and Distribution Cell. This cell comprises the Finance Officer, Deputy Registrar (Academic) and Assistant Registrar (SLM).

- In the first stage, the learner admission data is shared by the IT Cell with the Material Production and Distribution cell.
- The University follows **two mechanisms** for distribution of the SLMs to the Study Centres, namely—**Bulk distribution** and **Retail distribution**. For Bulk distribution, the University has two warehouses, one at the University headquarters at Rani and the other at the City Campus at Khanapara.
- From these warehouses, the SLMs are sent to KKHSOU Regional Centre, Jorhat by the University's own delivery vehicle. They are then stocked at the Regional Centre which caters to over 60 Study Centres.
- From the Regional Centre, the SLMs are subsequently distributed to the respective Study Centres of the upper Assam region.
- SLMs are also at times collected directly by the coordinator of a particular Study Centre from the Regional Centre and also by individual learners on submission of requisition form duly authenticated by the Coordinator/Centre-in-Charge of the study centre concerned.
- With regard to Retail distribution, different means are adopted—dispatch of SLMs to individual learners through post; collection of SLMs by individual learners personally from the City Study Centre.
- For the Study Centres located in other parts of Assam, the SLMs are sent by courier through the empanelled courier service of the University.
- The Material Production and Distribution cell has two weighing machines where the SLMs are weighed and are subsequently packed for dispatch. The cell has a full-fledged multi-tasking staff to perform different duties related to packing and dispatch. Mention may be made of the fact that the University also has made the e-SLMs (both the English and Assamese versions) of the various programmes available on its website and the same is freely accessible to the learners on the following link: http://digitalkkhsou.in/kkhsou.ac.in/eslm/

File Description	Document
Material dispatch related activities	View Document
Any other relevant information	View Document

5.1.5 Modes employed by the University to attend to learners' queries Enlist the approaches given below, used by the University to attend to learners' queries:

1. **Automated interactive voice response system**
2. **Call centre**
3. **Online Help Desk**
4. **Social media**
5. **App based support**
6. **Chat Box**
7. **E-mail Support**
8. **Interactive radio counselling**
9. **Teleconferencing**
10. **Web-conferencing**
11. **Student Services Centre/ Inquiry Counter**

12.Postal communication
13.Any other (please specify)

Response: B. Any 6-7of the above

File Description	Document
Institutional data in prescribed format File	
Any other relevant information	
Web-link to Online Help Desk, App based support, Chat Box, Interactive radio counselling, Web-conferencing, Student Services Centre, any other	

5.1.6 Number of modes employed by the Institution to provide academic counseling services to its learners

1. Face to face counselling sessions 2. Interactive radio counselling 3. Online LMS based counselling 4. Teleconferencing 5. Web-conferencing 6. Laboratory based counselling 7. Internship 8. Workshops 9. Field study 10. Seminar 11. Extended Contact Programme (ECP) 12. Enhancement of Professional Competency (EPC) 13. Any other (please specify)

Response: E. None of the above

File Description	Document
Institutional data in prescribed format File	
Any other relevant information	
Web-link to counselling schedules for current year	

5.1.7 Average percentage of grievances received at HQ and redressed year wise over the last five years

Response: 100

5.1.7.1 Number of grievances redressed at HQ year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
3128	1677	440	355	350

5.1.7.2 Total number of grievances received at HQ year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
3128	1677	440	355	350

File Description	Document
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Web link to Grievance Redressal Mechanism Committee for learners	[View Document](#)

5.1.8 Reaching out to special learners like persons with disabilities, prison inmates, employees of defense or security forces, transgenders, SC / ST, minorities, women; learners from rural and remote areas etc

Response:

KKHSOU provides education to the different deprived sections of the society through its Learner Support Centres as well as through some of its special Learner Support Centres.

- The differently able learners are provided with all facilities to avail education at the University free of any cost. The University makes free education accessible to the visually impaired learners at different Study Centres by **providing study materials in braille**. Incidentally, on 15th October 2020, the Braille Script Machine/Printer was inspected once again by the University personnel in the presence of the Honourable Vice Chancellor. One of the visually impaired research scholars of KKHSOU Shri Kishore Mohan Bhattacharya was present on the occasion.
- The University has special Learner Support Centres at the six Central Jails, nine Districts Jails and one special jail in the state of Assam. The initiative to offer opportunity of education to the inmates started with the establishment of Study Centres exclusively for the jail inmates in the Central Jails of Guwahati, Dibrugarh, Silchar, Tezpur, Nagaon and Jorhat.
- The University also organized Brajen Baruah Memorial Documentary Festival in different jails throughout Assam with the cooperation of Assam Prison Headquarters, Guwahati in collaboration with Film and Cultural Society of North East. The objective of the festival is the mental and cultural uplift of the jail inmates and the fund for this programme was generated through contributions received from every member of the University.
- The University provides free education to socially and economically disadvantaged individuals such as the transgender learners, alongwith offering special relaxation in fees to the women learners. The University also offers special fees relaxation to the government security personnel after they take admission in any course.
- The University reaches out to the learners based in rural remote areas through its study centres located in those rural remote corners of the state.

File Description	Document
List of Special Learner Support Centres	[View Document](#)
Any other relevant information	[View Document](#)

5.1.9 Percentage of learners of disadvantaged groups benefited by financial support provided by the Government / University / or any other year wise over the last five years

Response: 9.96

5.1.9.1 Number of learners with disadvantaged group benefitted by financial support

2019-20	2018-19	2017-18	2016-17	2015-16
3553	133	44	160	54

5.1.9.2 Total number of learners of disadvantaged group enrolled

2019-20	2018-19	2017-18	2016-17	2015-16
7840	5308	15091	13799	10405

File Description	Document
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Web-link to notifications issued by the Institution	[View Document](#)

5.2 Learner Progression

5.2.1 Percentage of learners enrolled in the preceding academic year (only newly enrolled) have submitted assignments as per the academic calendar

Response: 88.88

5.2.1.1 Number of newly enrolled learners submitted assignements in the preceding academic year

Response: 8694

5.2.1.2 Total number of newly enrolled learners in the preceding academic year

Response: 9782

File Description	Document
List of programmes on offer	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Web-link to academic calendar of the Institution	[View Document](#)
Web-link of assignments of programmes on offer	[View Document](#)

5.2.2 Percentage of learners enrolled in the preceding academic year (only newly enrolled) have registered for term end examination

Response: 100

5.2.2.1 Number of newly enrolled learners registered for term end examination in the preceding academic year

Response: 9782

5.2.2.2 Total number of learners enrolled in the preceding academic year

Response: 9782

File Description	Document
Web-link of examination schedule	[View Document](#)
List of programmes on offer	[View Document](#)
List of learners (only newly enrolled)registered for term end examinations	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)

5.2.3 Percentage of learners enrolled in the preceding academic year (only newly enrolled) have appeared for term end examination

Response: 70.46

5.2.3.1 **Number of newly enrolled learners appeared in the preceding year**

Response: 6892

5.2.3.2 Total number of learners enrolled in term end examination in the preceding year

Response: 9782

File Description	Document
List of programmes on offer	[View Document](#)
List of learners (only freshly enrolled)who have passed term end examination	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Web-link of examination schedule	[View Document](#)

5.2.4 Percentage of learners enrolled in the preceding academic year (only freshly enrolled) and have appeared and have passed in the term end examination

Response: 43.67

5.2.4.1 Number of freshly enrolled learners passed in the preceding year

Response: 3010

5.2.4.2 Total number of freshly enrolled learners in term end examination in the preceding year

Response: 6892

File Description	Document
List of programmes on offer	[View Document](#)
List of learners (only freshly enrolled)who have passed term end examination	[View Document](#)
Institutional data in prescribed format File	[View Document](#)
Any other relevant information	[View Document](#)
Web-link of examination schedule	[View Document](#)

5.2.5 Number of placement drives conducted by the institution for the learners year wise over the last five years

Response: 0

5.2.5.1 Number of placement drives conducted by the institution...

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format File	View Document

5.3 Alumni Engagement

5.3.1 Percentage of passed out learners enrolled in Alumni Association

Response: 0

5.3.1.1 Number of passed out learners enrolled in alumni association

5.3.1.2 Total number of passed out learners of the OU since inception till preceding year

File Description	Document
Institutional data in prescribed format File	View Document

5.3.2 The Alumni Association facilitates its members by the following 1. online enrolment for its membership 2. online networking amongst its Alumni members 3. online payment of fees 4. donation by Alumni 5. any other

Response: E. None of the above

File Description	Document
Institutional data in prescribed format File	View Document

5.3.3 The Alumni Association/Chapters (registered and functional) has contributed significantly to the development of the Institution through financial and other support services during the last five years

Response:

The alumni of the University significantly contribute in the following ways:

- Facilitating and organizing extension drives by coordinating with different recruiting agencies and industries.
- Alumni as a Brand Ambassador in assisting potential learners to join the University.
- Alumni as stakeholders. Regular inputs from the alumni members are adopted in making various policy decisions.
- Alumni as a peer counsellor in the counselling sessions.
- Alumni as an employer.

Details

Organization of Yoga Camp for lady jail inmates of Central Jail Study Centre, Lakhara, Guwahati on 19th May 2019. A group of six executive members of the Association- Dr. Ajanta Das (President of KKHSOU), Dr. Juri Hazarika, Dr. Sukhmaya Lama, Banfuli Medhi, Nayanmoni Sharmah, Ms Devjanee Dev (Yoga instructor cum KKHSOU Alumni) and Dr. Indrani Deka (Jail Study Centre Co-ordinator of KKHSOU), organized Yoga Camp for lady jail inmates of Central Jail with some motivational ideas.

- Issues like mental and physical health were being stressed upon by doing Yoga and Pranayam with the instruction of lady yoga instructor Devjanee Dev.
- Forty female jail inmates took part in this programme with great enthusiasm.

File Description	Document
Any other relevant information	[View Document](#)
Frequency of meetings of Alumni Association with minutes	[View Document](#)
Details of Alumni Association Activities	[View Document](#)

Criterion 6 - Governance, Leadership and Management

6.1 Institutional Vision and Leadership

6.1.1 The institution has clearly stated Vision and Mission which are reflected in its academic and administrative governance, perspective plans and stakeholder's participation in the decision making bodies leading to institutional excellence

Response:

The Vision of the University mandates **'reaching the unreached'** in providing education and training encapsulated in the University's motto **'education beyond barriers.'**

Network of Study and Examination Centres

The University has made special efforts to reach the underserved areas through a network of study and examination centres catering to the requirement of the learners. Nearly half of the study centres cater to the needs of these areas—study centres in hills (2%), tea garden (11%), border (7%) and riverine (char) areas (27%). Efforts are also made to equip these centres by providing computers and audio-visual aids to make learning more accessible to the learners. The university has been successful in incorporating learners (56% of the total enrollment) from various disadvantaged groups such as ST/SC/OBC/Tea Tribe. Besides, 40% of the total enrolment is women, which is an important fact to be considered in the context of whole North East India where KKHSOU is the first and only state open university.

Academic and Administrative Governance

The academic governance of the University entails decisions regarding the courses and curriculum, content of the study materials, study centres, students' enrolment, evaluation and research. The courses viz. degree, diploma and certificates, have been designed keeping in view the national curricula as well as the local needs and problems.

Courses on Local Needs and employability

Courses on Spoken English, Computer Application, Environmental Studies, Disaster Management and Office Management have been made integral to BA (General) programme in order to enhance the employability and job market prospects of the learners of the state.

Regional Language as Medium of Instruction

The SLMs are provided in Assamese besides English. In order to make the courses more inclusive by bringing more flexibility, the University has introduced lateral entry for learners who couldn't complete education in the conventional system.

Provisions for Fee Waiver/Concessions

The University has also made provisions for fee waiver/concessions for women and differently abled learners besides those belonging to police and defence personnel and jail inmates.

Stakeholder's Participation in Decision Making

All academic decisions are taken by the Schools of Studies and Academic Council after detail discussions with the necessary inputs from the stakeholders at different stages.

Transparent Examination System

The University adopts a transparent examination system. Learners are provided with photocopies of the answer-scripts along with the marks and also scope for re-evaluation if desired. The University develops an Examination Data Processing System (EDPS) with Intelligent Character Reader for efficient conduct of examination.

ICT and Innovations

In order to break the barriers to education as mandated, the University relies on state of the art technology and innovations. The University's unique ICT based learners support system provides the learners access to required self-learning resources. The e-learning portal—e-Bidya serves as the repository of all digital resources and the dynamic and resourceful website offers facilities of online admission, payments etc. so that learners can be reached anywhere in the State. The KKHSOU android App developed by the University takes this effort a step further.

File Description	Document
Vision and Mission documents approved by the statutory bodies	[View Document](#)
Report of achievements which led to institutional excellence	[View Document](#)
Any other relevant information	[View Document](#)

6.1.2 Effective leadership is reflected in various institutional practices such as decentralization and participative management, etc.

Response:

Bottom-up approach: The University adopts a Bottom up approach in decision making to ensure participation of all stakeholders. The Statutory bodies of the University viz. Board of Management, Academic Councils, Finance Committee, Schools of Studies, Planning and Development Committee and Selection Committees provide space for relevant stakeholders and decisions are taken through wide consultation and minutes are placed in the University's website. Besides the statutory bodies, the University is also empowered to constitute committees to enable decentralised and participatory decision making regarding matters related to its functioning and management.

Schools of Studies: The academic activities are largely decentralised and organised through six Schools. The research programmes of various Schools are conducted through the Research Council and scholar wise Research Advisory Committees. The Academic Council, while deciding on academic matters, takes

cognisance of the recommendations, views and decisions of the Schools and the relevant committees. The Schools, through the Schools of Studies, design curricula and courses keeping in mind the needs of the target groups identified by the Vision and Mission of the University and self-study materials are prepared with the overall guidance of a team of subject experts together with a team of language experts, editors, technical and professional experts.

Management of Study Centres: The office of the Dean (Study Centre) manages the affairs of the study centres. In order to decentralise the management of the study centres, the University has established Regional Centres. For making the study centres effective places of learning, provisions of all relevant services including counselling, audio-visual facilities, personal contact programmes etc. are made at the study centres by the University. This is accomplished through a participatory management process involving the host institutions, coordinators and learners.

Feedback Mechanism: The University gives utmost importance to feedback and inputs received from the learners in making the management more responsive and participatory.

Grievance Redressal Cell: A Single Window Grievance Redressal Cell has been constituted for the purpose to resolve any grievances within 5 days. Necessary decisions are accordingly taken and conveyed to the learner concerned within 24 hours. This ensures stakeholder participation in the management of the University.

Procurement: All procurements of the University are done in decentralised way through Purchase Committee, Tender Committee, Library Advisory Committee whose decisions get finalised in the Planning and Development Committee, Finance Committee and Board of Management.

Teachers' Association and **Employees' Association:** The University has a Teachers' Association and an Employees' Association to advance the interests of both the University community and the interests of the collective corporate life.

File Description	Document
Information / documents pertaining to leadership	[View Document](#)
Any other relevant information	[View Document](#)

6.2 Strategy Development and Deployment

6.2.1 The methodology adopted for developing strategic plan; the mechanism for its deployment, monitoring and assessment of the deliverables

Response:

The University adopted a **Vision Document** in 2015 that outlines the perspective plan of the University for the next fifteen years. The Document stressed empowering the faculty and employees through professional training, rewarding the employees, ushering in flexibility in the overall structure and functioning of the University, diversification of learners for enhanced inclusion, efficiency in resource mobilisation and

utilisation and greater social responsibility. The thrust of the Vision Document was on internal capacity building and quality improvement so that the University fulfils the mandate given to it. At the same time, it also emphasised greater engagement with the learner in particular and the society in general for meaningful existence of the University.

Methodology behind the Vision Document: The process of preparation of the Vision Document was participatory. Suggestions, views, opinions and inputs were invited from the various stakeholders as well as general public through an open appeal published in the University's website. A committee was constituted to collate and examine the suggestions and inputs received in response to the appeal were circulated. The committee, based on the public and stakeholders' inputs, had prepared the Vision Document. After a detail discussion, the University formally adopted the Document.

Implementation of Vision Document: Following the Vision Document,

1. The University organised workshops, seminars, talks, lectures for professional development of the teaching and non-teaching staff.
2. The University deputed faculty and other officials to attend such events as well as orientation and refresher courses organised elsewhere for their capacity building and professional development.
3. The University signed a number of **MoUs** with different bodies for promotion of Human Resource Development, for example **MoU** with Commonwealth of Learning, **MoU** with Rehabilitation Council of India and so on.
4. The University adopted a **Performance Appraisal System** for assessing the performance of the employees and also has a distinct policy in this regard.
5. Since 2018, at the initiative of CIQA, a major drive was undertaken to deploy **Examination Monitoring Officers** to the examination centres all over Assam for ensuring internal quality of the examinations.
6. Action plans have been institutionalised to conduct audit of Self Learning Materials and Learner Support Services.
7. Plans and actions have been made to improve learner engagement through online/offline mentoring and counselling.
8. **Feedback mechanisms** are in place for collection of stakeholders' feedback.
9. Reviews of activities are regularly conducted in various meetings including meetings of CIQA committee. Accordingly follow-up measures are adopted.

In order to ensure efficiency and transparency in management, the Board of Management (BOM) in its 41st meeting held on February 27, 2018 decided to introduce **online admission system** for all under-graduate and post-graduate programmes. After the decision of the BOM, admissions into the UG and PG programmes have been made fully online.

For streamlining various payment related operations such as salary to the faculty and staff, payment to vendors, dealers, suppliers and contractors etc. the University availed the online CMP payment facility of State Bank of India.

File Description	Document
Minutes of the Governing Council / other relevant bodies for deployment / monitoring the deliverables	[View Document](#)
Any other relevant information	[View Document](#)
Perspective / Plan and deployment documents	[View Document](#)

6.2.2 Effectiveness and efficiency of functioning of the institutional bodies as evidenced by the policies, administrative setup, appointments, service rules, procedures etc

Response:

Administrative setup:

The Chancellor is the apex authority and Vice Chancellor is the principal academic and executive officer of the University. The Vice Chancellor supervises and exercises control over the affairs of the University and gives effect to the decisions of all the authorities of the University.The Registrar is the custodian of the records, common seal and other property of the University.The Finance Officer exercises general supervision over the funds of the University and advice in regard to its financial policy. The Dean (Academic) deals with the matters relating to the overall academics of the University including, inter alia, courses and programmes, instructional materials, academic calendar, research and publications. The Dean (Study Centres) deals with the overall functioning and performance of the study centres. The Controller of Examinations is responsible for managing and conducting the examinations of the University. The Assistant Librarian looks after the management of University Library.

Bodies:

The University is guided by the provisions of the Act/Ordinance/Statutes. It is managed by the Board of Management (BoM), which is the highest decision and policy making body. The Academic Council is the principal academic body of the University. The Finance Committee oversees the financial mattersof the University. For the formulation of development proposals of the University and for accumulation of funds from various sources, the University has a Planning and Development Committee. Besides, the University also constitutes other bodies like School of Studies, Research Advisory Committees and Internal Compliant Committee with specific mandates.

The effectiveness of these Bodies can be derived from their involvement in the affairs of the Universities and decisions taken resulting in formulation of various policies, rules and regulations. In the last 5 years, as many as 35 meetings of the BoM were held which resulted in some of the most important policy decisions. Similarly, during the same period, Academic Council has met ten times. All these meetings were attended by most of the members who engaged in thorough deliberations.

Policies:

In addition to the provisions made in the Act/Ordinance/Statutes, the University has adopted and followed various policies for effective and efficient functioning. These policies includePerformance Appraisal

Policy, Code of Ethics in Academics and Research, Policy on Welfare Measures, Promotion of Research Policy, Internal and External Audit Mechanisms Policy, Consultancy Policy, Credit Transfer Policy, Open Educational Resources (OER) Policy, Publication Policy, Resource Mobilisation Policy and Self Learning Materials Policy. These policies are the results of discussions held in different Bodies of the University.

Procedures:

Moreover, the University has clearly laid down various procedures to ensure effectiveness and efficiencies functioning such as SOP of examination, online admission procedure, online CMP payment procedure etc.

Appointments:

In the Act/Ordinance/Statutes, provisions are made regarding the recruitment of various provisions. Presently, the University has three Selection Committees viz. for selection of officers, for selection of teachers and selection of non-teaching and supporting staff. All appointments follow procedures duly laid down by the relevant Bodies and receive necessary approvals.

File Description	Document
Minutes of the meetings of various bodies / relevant committees	[View Document](#)
Any other relevant information	[View Document](#)
Annual Report of the preceding academic year	[View Document](#)
Organogram of the Institution	[View Document](#)

6.2.3 Areas of operation of Institution which has e-governance implementation

1. Planning and Development 2. Administration 3. Finance and Accounts 4. Student Admission and Support 5. Examination

Response: A. Any 4 or more of the above

File Description	Document
Screen shots of user interfaces	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
ERP Document	[View Document](#)
Any other relevant information	[View Document](#)

6.3 Faculty Development or Empowerment Strategies

6.3.1 The institution has effective welfare measures for teachers, other academics and non-academic

staff

Response:

The University is committed towards the welfare of its employees which entails various facilities, services and amenities offered by the employer to all its employees for improving their health, efficiency, economic betterment and social status.

The University has a specific **Policy on Welfare Measures**. The policy applies to all employees of the University holding a permanent appointment or a tenure appointment. While the permanent employees could get the benefit of all the welfare measures, contractual and part-time employees get the benefits of select welfare measures. The following measures have been taken up by the University for the benefit of its employees.

Medical benefits: The universityis providing medical benefits to its employees through medical reimbursement /health insurance schemes. Presently, Health insurance benefits can be availed by the employeesthroughGroup Mediclaim policy under National Insurance Co. Pvt. Ltd. The premium for the same is paid by the University.

Staff Welfare Fund: The University has a Staff Welfare Fund for the benefit of the interested staff members under which they can avail loans.

Canteen facility: The University provides canteen facilities at the City Campus at Khanapara where good quality food is served at a subsidised rate to the employees of the University.

Staff Bus service: The University provides Staff Bus Service to the employees and research scholars of the University free of cost.

Car/bike loan facility: The University has the provision for giving advances to buy Motor Car/Bike to the employees.

Day care centre (Crèche): The University has a Day Care Centre for its employees at the city campus, Khanapara.

Special room for women employees: A special room has been arranged for women employees specially the lactating mothers and others requiring such a facility.

Recreation centre: The University has proposed a recreation centre for the employees at the city campus.

Staff quarters: The University has the provision of residential facility to limited number ofits employees.

Leave Travel Concession: Leave Travel Concession (LTC) has been adopted by the University as provided to the Assam State Government employees.

Leave rules: Leave rules to the teaching and non-teaching staff are given as per the Ordinances of the University. These include maternity leave, paternity leave (for teachers), child care leave and medical leave along with other admissible leaves.

Contributory Provident Fund (CPF) and other statutory retirement benefits: The University has the provision of CPF and other retirement benefits for the welfare of its employees.

Internal Complaints Committee: The University constituted an Internal Complaints Committee for its employees to address any compliant of the University, which can be lodged in the dedicated email service provided for the purpose.

File Description	Document
Policy document on welfare measures	View Document
List of beneficiaries of welfare measures	View Document
Any other relevant information	View Document

6.3.2 Average percentage of teachers and other academics provided with financial support to attend conferences / workshops and towards membership fee of professional bodies year-wise over the last five years

Response: 9.33

6.3.2.1 Number of teachers and other academics provided with financial support to attend conferences / workshops and towards membership fee of professional bodies year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
5	7	6	3	0

File Description	Document
Letters to teachers and other academics provided with financial support to attend conferences, workshops etc	View Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

6.3.3 Total number of professional development / administrative training Programmes organized by the University for teachers, other academics and non-academic staff year wise over the last five years

Response: 6.6

6.3.3.1 Number of professional development or administrative training Programmes organized for teachers/ other academics / non-academic staff year-wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
22	6	3	0	2

File Description	Document
Schedules of programmes organized for teachers, other academics and non-academic staff	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
Any other relevant information	[View Document](#)

6.3.4 Average percentage of teachers and other academics attended Professional Development Programmes, viz.: Orientation Programme, Refresher Programme, Faculty Development Programme (FDP), year-wise over the last five years.

Response: 22.58

6.3.4.1 Total number of teachers and other academics attended PDPs year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
18	14	7	10	1

File Description	Document
Letters to teachers and other academics attending PDPs over the last five years (Data Template)	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
CIQA report summary	[View Document](#)

6.3.5 Average percentage of non-academic staff attended training Programmes, year-wise over the last five years

Response: 13.79

6.3.5.1 Total number of full time non-academic staff attaneding PDPs year wise over the last five year

2019-20	2018-19	2017-18	2016-17	2015-16
60	0	0	0	0

6.3.5.2 Number of full- time non-academic staff..

2019-20	2018-19	2017-18	2016-17	2015-16
87	80	67	64	55

File Description	Document
Letters to non-academic staff attending administrative training programmes	View Document
Institutional data in prescribed format file	View Document
CIQA report summary	View Document

6.3.6 Institution has Performance Appraisal System for teaching and non-teaching staff

Response:

The University has a specified **Performance Appraisal Policy** which outlines the principles and mechanisms for performance appraisal. There are three types of Appraisal System applicable for the teachers, officers and other employees of the University.

The performance appraisal of the faculty members of the University is conducted as per the UGC regulations and guidelines. There is a duly approved 'Career Advancement Scheme' (CAS) for the faculty members as per the UGC regulation wherein there are laid down mechanisms for assessment of teaching learning profile, co-curricular and research activities of the concerned faculty. The concerned faculty member, within a specified period of service, is required to earn a specific number of points in Academic Performance Indicators (API) in accordance with the laid down criteria to be eligible for career advancement. In addition to the above, the University has approved the consideration of Post Graduate Diploma in Distance Education for career advancement purposes.

The performances of non-teaching staff of the University are assessed as per the laid down procedure by the Government. For the non-teaching employees of all cadres, the respective Controlling Officer submits Confidential Report of the concerned employee based on which career advancements of the employees are decided. As per the performance appraisal system adopted by the University, generally the following actions are taken:

- If employee's performance falls below expectations, the authority communicates to her/him in writing and takes actions accordingly. Performance counselling is also done for poor performances of the employees if required.

- In case of a newly recruited employee who is performing assigned duties in a satisfactory manner, the reviewing authority recommends that employee be made permanent. If performance is found

less than satisfactory, the reviewing authority recommends extension of probationary period.

- The reviewing authority considers the performance of the employees serving under probationary period and accordingly makes recommendation towards confirmation or extension of probationary period as may be the case.

The final decision regarding career advancement of the employees of the University is taken by the Board of Management considering all necessary evidences and recommendations.

File Description	Document
Performance appraisal policy of the Institution	View Document
Document on promotion/CAS for teachers, other academic and non-academic	View Document

6.4 Financial Management and Resource Mobilization

6.4.1 Institution conducts internal and external financial audits over the last five years

Response:

Internal and External Audit Mechanisms Policy:

The University's internal and external audits are guided by its **Internal and External Audit Mechanisms Policy**, whose aimis to ensure that University's funds and resources are used only for the University purposes, and those are utilised effectively and efficiently. Towards this, the Policy urges on developing mechanisms of appropriate financial control so that abuse and/or misuse of the University's funds and resources can be avoided. The policyis applicable to all stakeholders namely,faculty members, employees, learners, coordinators, content writers, counselors and all those who have financial interests/responsibilities in the University. This policy acts as a critical defence against all kinds of frauds, and brings in transparency and accountability to the management and utilisation of the funds of the University.

Distinct Institutional Arrangement:

The University has a **distinct institutional arrangement,** which facilitates the conduct of audit and preparation of the annual financial statements at the end of each financial year. There are pre-defined rolesforkey stakeholders in this process. The Finance and Accounts Branch is responsible for general supervision, management and monitoring of the funds of the University.

The Finance and Accounts Branch:

The Finance and Account Branch, under the overall stewardship of the Finance Officer, functions within the mandate and provisions of the University Act,Statutes and Ordinances. The Senior Accounts Assistant has been entrusted with the responsibility of looking after the matters related to internal audit in addition to his normal duties. The study centres under the jurisdiction of the University submit Statements of Accounts of their respective centres, duly audited by the appropriate accounting bodies, recognised by

ICAI and other regulatory authorities, on a regular basis. There are similar regulations in place for vendors/manufactures/authorised dealers/bidders etc. dealing with the University. The employees and the rest of the stakeholders comply with this aforementioned institutional arrangement so as to enable a smooth and timely conduct of audit. This has helped to perform a due diligence review for stakeholders concerned and enhance the reputation of the University.

Internal and External Audits:

The University regularly audits its financial accounts in accordance to the rules promulgated by the respective accounting and financial authorities of the University. The **University appoints its internal auditor with due approval of the Finance Committee** with well defined scope of work for verification of its accounts.Pradeep Modi & Associates conducted the internal audit of the University during the period 2006-07 to 2016-17; while Apurba Banerjee & Co was entrusted with conducting internal audit of the University for the financial year 2017-18. During the period 2018-19 to 2019-20 S.K. Patodia & Associates conducted the internal audit of the University. The **Directorate of Audit (Local Fund), Assam** has conducted the External Audit of accounts of the University for the year 2018-19. **The Accountant General (AG)**, audit branch has recently audited accounts of the university for the period 2006-07 to 2017-18.

File Description	Document
Any other relevant information	[View Document](#)
Policy on internal and external audit mechanisms	[View Document](#)
Financial audit reports over the last five years	[View Document](#)

6.4.2 Institutional strategies for mobilization of funds and optimum utilization of resources

Response:

Resource Mobilisation Policy:

The University has adopted a **Resource Mobilisation Policy** in 2019 which was approved by the 51st meeting of the Board of Management. The objective of this Resource Mobilisation Policy is to develop a structure of nurturing and enhancing the University's resources and creating models for their sustenance and to encourage and enhance the flow of resources coming from the society for development of the University. It also emphasises on encouraging the stakeholders of the University to mobilise resources and facilitate participation as well as contribution of society in its development.The policy has a rather broad idea of resources of the University, which includes financial, human, academic as well as technical resources.

Strategies and Institutional Arrangements:

The University has certain strategies and institutional arrangementsfor the mobilisation of its fund and optimum utilisation of resources. Accounts under different heads are maintained, which are subjected to regular internal and external audits. The University follows standard practices of record keeping,

preparation and submission of accounting statements as per the requirements of professional bodies like ICAI and other regulatory bodies.

Sources of Fund:

The funds obtained from different sources such as grants in aid, development grant etc. along with its own revenues generated through various avenues including admission of its learnersform the total revenue inthe Annual Budgets for each financial year, which are then approved by the Board of Management. For the Financial Year, 2019-20, the revenue generated from income from own sources, grants-in-aid, supplementary demand including arrear and income from radio services are 71.92 percent, 25 percent, 5 percent and 0.08 percent respectively.

Utilisation of Resources:

The University utilises its resources for both committed and developmental expenditures. In principle, the University tries to **contain the committed expenditures** so that development expenditures can be raised. Accordingly, the University utilises its resources for development of infrastructure, creating learner support services and facilities, publication of study materials, production of learner support materials, faculty development programmes, organising trainingsand workshops, holdingstakeholders' meeting etc., which contribute towards enhancement of the academic and corporate life of the University.Notwithstanding, while organising seminars, trainings and conferences etc. the University makes adequate **efforts to mobilise funds and other resources from partnering/sponsoring institutions**. Also, while offering the different educational programmes, the University always emphasises on the fact that the various cost components are duly addressed through fixation of fees.

File Description	Document
Procedures for optimal resource utilization	[View Document](#)
Any other relevant information	[View Document](#)
Resource Mobilization policy document duly approved by the Board of Management / Syndicate / Governing Council	[View Document](#)

6.4.3 Average percentage of expenditure by the Institution on learner support services year-wise over the last five years

Response: 30.39

6.4.3.1 Total expenditure on learner support services

2019-20	2018-19	2017-18	2016-17	2015-16
692.05	878.16	1091.1	971.55	1134.66

File Description	Document
Statement of expenditure over the last five years	View Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document
Link for additional information	View Document

6.5 Internal Quality Assurance System

6.5.1 Details of the activities of CIQA listed below:

1. Number of Programme Project Reports (PPRs) prepared   2. Number of workshops/ seminars organized on quality related themes   3. Number of innovative practices implemented for quality enhancement 4. Number of initiatives undertaken for system based research   5. Number of feedback mechanisms developed for different stakeholders   6. Activities undertaken for recognition and accreditation of the Institution 7. Any other activity

Response: A. More than 5 of the above

File Description	Document
Scan copies of programme schedules	View Document
Reports of the activities	View Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

6.5.2 Impact Analysis of various initiatives carried out and used for quality improvement with reference to learner performance, teaching-learning, assessment process and learning outcomes, research, learner and other stakeholders feedback, administrative reforms, financial management, etc

Response:

The University has undertaken several measures for bringing key institutional reforms with the overarching aim of **improving quality** in terms of **delivery of services** as well as **learner-performance** and **outcome**. The reforms include **systemic changes and interventions** coupled with **innovation** and **application of ICT**. Some of the significant institutional reforms adopted by the University during the last five years across select dimensions can be summarised as under:

Domain of Institutional Reform	Key Interventions	Outcome/Impact
Learners' Performance	Introducing the learners' mentoring system 2020	Theory of Change:

	Institutionalisation of the Single Window Student Grievance Redressal Cell/Online Complaint Handling System Link: http://www.kkhsou.in/complain/ui/index.php	Interventions aim at improving the **learner-facilitator linkage**, which, in turn, improves:
	Establishment of Model Study Centres	1. Enrolment 2. Completion, and 3. Performance
	Introduction of the *Siksharthi Mitra* scheme	
	Adoption of the *Learners Charter*	
	Development of *Android Mobile Application*	
	Programme of personal contact with dropouts	
Teaching-Learning	Introduction of learning management system (LMS)	**Key Results of Impact Study** The Impact Assessment Study shows that the initiatives has resulted in • Improvement in quality intake and enrolment of learners • Improvement in retention and completion of programmes by learners, and • Improvement in the learner performances In view of the above the assessment concludes that the initiatives and interventions have been evidently effective in yielding the desired outcomes as envisaged through the underlying

	Launching of digital teaching initiatives: e-bidya	theory of change.
	Development of Audio-Visual learning materials and making them available through a dedicated Youtube channel	
	Emphasising on e-SLMs and continuous revision of self-learning materials	
	Use of Online Learning Platforms and virtual classroom software, web-casting	
	Streamlining the counselling sessions and strengthening of learner support system	
	Adoption of Lateral Entry for Learners	
	Adoption of Institutional OER Policy	
	Jail inmates, transgender, persons with disabilities and women learners are provided additional benefits during the admission process in terms of fee concession/waive	
Assessment Process	Adoption of examination reform and monitoring mechanism	
	Adoption of Standard Operating Procedures for the conduct of examination	
	Use of ICT in conduct and management of Examination System including • Online Admit Card for Examination • Online Submission of Internal Assessment Marks • Provision for E-marksheets	
	Adoption of Credit Transfer Policy	
Research	Adoption of Code of ethics in Academics and Research Policy, Promotion of Research Policy and Research Mobilization Policy	
	Launching of Full-fledged MPhil and PhD Programme	
	Establishment of Banikanta Kakati Research Institute	

	Organisation of research capacity development programmes, workshops for promotion of research culture	
	MoUs are in place with institution of National, International importance and other universities, institutions etc for research purpose	
	Research projects received by the University from CoL-CEMCA, UGC-DEC, UGC-DEB, ICSSR, UNICEF	
	The University has a scheme for KKHSOU- DEC Research and training Assistantship	
	Introduction of Research Fellowship for economically deserving candidates to pursue their PhD	
Stakeholders' Feedback	Introduction of multi-pronged feedback mechanisms	
	Conduct of Stakeholders' Feedback Survey	
Administrative Reform	Introduction of School Systems for interdisciplinary learning	
	Establishment of the Centre for Internal Quality Assurance to ensure quality higher education	
	Adoption of complete online admission process	
	Making the University No smoking/No Tobacco Zone and No use of Plastic Zone	
	Adoption of Standard Operating Procedure and Management of Study Centre	
	Introduction of e-office system	
Financial Management	Adoption of Resource Mobilisation Policy	
	Adoption of Internal and External Audit Policy	
	Adoption of e-procurement and e-payment systems	

File Description	Document
Any other relevant information	<u>View Document</u>
Relevant Reports/Minutes approved by concerned Authorities	<u>View Document</u>
Documents / information on the process and results of Impact Analysis	<u>View Document</u>

Criterion 7 - Institutional Values and Best Practices

7.1 Institutional Values and Social Responsibilities

7.1.1 Number of initiatives undertaken by the Institution year-wise during the last five years for empowering the marginalized and the weaker sections, the disadvantaged: women, SC, ST, OBC, PwD, transgender, jail inmates, defence personnel, persons residing in rural and remote areas, backward and tribal areas.

Response: 29

7.1.1.1 Total number of initiatives undertaken by the Institution

2019-20	2018-19	2017-18	2016-17	2015-16
9	5	5	5	5

File Description	Document
Report(s) of the event(s)	[View Document](#)
Minutes of relevant statutory bodies like Academic Council/ BoS meetings etc	[View Document](#)
List of initiatives undertaken by the Institution	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
Any other relevant information	[View Document](#)

7.1.2 Institution shows gender sensitivity in providing facilities such as: a) Safety and Security at the work place b) Grievance redressal for sexual harassment at work place c) Day care centre (Creche) d) Provision for redressal for sexual harassment at work place e) Any other

Response:

The University upholds, promotes and practises gender sensitive measures and policies. Several initiatives have been taken and implemented by the University in order to ensure gender sensitivity and equality in general,which is evidenced by the fact that out of 45 faculty members 25 are women and out of 87 non teaching employees, 18 are women. Also, the University adopts a series of policy measures to preventdiscrimination and harassment of women employees in particular. The University provides for the following gender sensitive entitlements:

- Child Care Leave
- Maternity leave
- Maternity Leave for women PhD scholars as well as additional period for completion
- Adequate representation of women in various committees and statutory bodies

Besides, the University also emphasises creating adequate facilities for catering to the specific needs of the women faculty members, other non-academic staff and learners. The University has made the following provisions for the purpose:

Gender Sensitive Physical facilities

- **Day Care Centre (Crèche)**: The University has a provision for a day care centre at the City Campus at Khanapara for the benefit of women faculty, employees and learners.
- **Special room for women**: The University has provided for a special room for women at the City campus at Khanapara with toilets which can be used by women employees, learners and other visitors in case of emergency.
- **Adequate washrooms and toilets:** The University has made adequate provisions for separate washrooms and toilets for women. The City campus has 32 separate toilets for women for 38 women faculty and employees.
- **Sanitary napkin vending machine and incinerator in women toilets:** The University has also made provisions for sanitary napkin vending machines and incinerators in women toilets.

Safety and Security at work place

- **Extensive surveillance**: The University has 24x7 security surveillance with adequate numbers of Close Circuit Camera for effective security of the campus.
- **Women Security Guard:** The University has well-trained security personnel for round the clock security. Specific provision is made for arranging women security personnel at the City Campus, which also accommodates the model study centre for the learners.
- **Gender Norm**: The University also adopts a clearly defined gender norm which mandates gender sensitive attitude and behaviour among the University community including the learners and visitors.

Grievance Redressal for sexual harassment

The University has also put in place both off-line and online grievance redressal mechanisms for effective handling of internal complaints including those related to sexual harassments.The university has Internal Complaint Committee on Sexual harassment at work place since 2015. And the committee organises different awareness programmes to sensitise its employees in gender issues.

Other Measures

- For promoting gender awareness the University has a provision of Committee on Gender Champion
- The University regularly celebrates the International Women's Day for promotion of gender sensitivity

The University also organises various seminars, talks, workshops and other such programmes on gender issues for promotion of gender awareness and sensitivity.

File Description	Document
Any additional information	[View Document](#)
Minutes of the meeting of the Committee	[View Document](#)
Notification of Committee of Prevention of Sexual Harassment at Workplace	[View Document](#)
Specific facilities provided for women as listed above	[View Document](#)

7.1.3 Disabled friendly amenities are available in the Institution

1) Lifts 2) Ramps 3) Rails 4) Rest Rooms 5) Scribes 6) Braille sign boards 7) Braille Software/facilities 8) Audio books 9) Sign language facilities 10) Accessible website 11) Accessible study material 12) Any other similar facility (Specify)

Response: A. Any 7 or more of the above

File Description	Document
Minutes of relevant statutory bodies like Academic Council/ BoS meetings etc	[View Document](#)
List of amenities available in the institution for PwD	[View Document](#)
Institutional data in prescribed format	[View Document](#)
Any additional information	[View Document](#)
Link to photos and videos of amenities for PwD	[View Document](#)

7.1.4 Green practices are being implemented in the Institution over the last five years 1. Smoke free campus 2. Plastic free campus 3. Paperless office 4. Rainwater harvesting 5. Waste management 6. Renewable energy initiatives 7. Energy efficiency practices 8. Any other

Response: C. Any 3 – 4 of the above

File Description	Document
Photographs of green initiatives	[View Document](#)
Institutional data in prescribed format file	[View Document](#)
Green audit report of the University	[View Document](#)
Any other relevant information	[View Document](#)

7.1.5 The institution has taken measures to set up a 'green campus' over the last five years

1. Landscaping of the campus
2. Maintenance of natural forest area
3. Planting of tress
4. Development of farms on campus
5. Planting of ornamental plants
6. Planting of potted flowering and foliage plants
7. Re-cycling of agro-waste into compost
8. Created rainwater harvesting trenches
9. Recycling of sewage water
10. Any other

Response: B. Any 5 - 6 of the above

File Description	Document
Photographs of green campus	View Document
Institutional data in prescribed format file	View Document
Award for the green campus	View Document
Any other relevant information	View Document

7.1.6 Quality audits on environment and energy regularly undertaken by the Institution and any awards received for such green campus initiatives

1. Green audit 2. Energy audit 3. Environment audit 4. Clean and green campus recognitions / awards 5. Beyond the campus environmental promotion activities

Response: B. Any 3 of the above

File Description	Document
Reports on environment and energy audits	View Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

7.1.7 Stakeholders code of conduct exists in the Institution

1. Teachers and other academics   2. Non-academic staff 3. LSC functionaries 4. Learners

Response: A. All of the above

File Description	Document
Institution code of conduct for teachers and other academics	View Document
Institution code of conduct for non-academic staff	View Document
Institution code of conduct for LSC functionaries	View Document
Institution code of conduct for Learners	View Document
Institutional data in prescribed format file	View Document
Any other relevant information	View Document

7.1.8 Core values of the Institution displayed on its website

Response: Yes

File Description	Document
Provide URL of website that displays core values	View Document
Institutional data in prescribed format	View Document

7.1.9 Institution plans and organizes appropriate activities to increase consciousness about national identities and symbols; Fundamental Duties and Rights of Indian citizens, Right to Information Act and other constitutional obligations amongst different stakeholders over the last five years

Response: 26

7.1.9.1 Number of activities organized year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
8	8	6	3	1

File Description	Document
Reports of activities	View Document
Photographs of activities organized to increase consciousness about national identities and symbols	View Document
Institutional data in prescribed format file	View Document

7.1.10 Number of activities conducted for promotion of universal values (Truth, Righteous conduct, Love, Non-Violence and peace); national values, human values, national integration, communal

harmony and social cohesion as well as for observance of fundamental duties year-wise over the last five years

Response: 17

7.1.10.1 Number of activities conducted for promotion of universal values (Truth, Righteous conduct, Love, Non-Violence and peace); national values, human values, national integration, communal harmony and social cohesion as well as for observance of fundamental duties year wise over the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
8	3	4	1	1

File Description	Document
Reports of activities conducted for promotion of universal values	[View Document]()
Photographs of activities	[View Document]()
Institutional data in prescribed format file	[View Document]()
Any other relevant information	[View Document]()

7.1.11 Efforts of the Institution in organizing national festivals and birth / death anniversaries of the great Indian personalities

Response:

With the aim of celebrating the diversity and richness of cultures as well as upholding the ideals of unity, peace and harmony, the University maintains the tradition of observing regional, national and international festivals along with celebrating the significant contributions of eminent personalities. The University observes the following national festivals.

- **Republic Day** celebrated yearly on 26 January
- **Independence Day** celebrated yearly on 15 August
- **Quit India Movement Day** celebrated yearly on 8 August
- **Gandhi Jayanti** celebrated yearly on 2 October
- **Teacher's Day** celebrated yearly on 5 September
- **Children's Day** celebrated yearly on 14 November
- **Constitution Day** is held on 26 November

The University also celebrates the birth and death anniversaries of the following great and renowned personalities:

- **Mahatma Gandhi:** Birth Anniversary and Death Anniversary of Mahatma Gandhi are organised every year.

- **Krishna Kanta Handiqui:** Professor Krishna Kanta Handiqui Memorial Lecture is held on 20 July every year.
- **Dr Bhupen Hazarika:** Birth Anniversary of Dr. Bhupen Hazarika and Dr. Bhupen Hazarika Memorial Lecture are held.
- **Banikanta Kakati:** Banikanta Kakti Memorial Lecture is held on 15 November every year.
- **Achyut Lahkar:** Achyut Lahkar Memorial Drama Evening is held on 12 June.
- **Brajen Baruah:** Brajen Baruah Memorial Documentary Festival held in various jails of the State.

Among the celebrations of International occasions, the following international days are observed

- **World Environment Day** is observed on 5 June every year to emphasise the role of the present generation in securing the environment.
- **International Women's Day** is celebrated every year on 8 March with academic talks, various activities including the inauguration of the yearly University Wall Magazine.
- **World Philosophy Day** is celebrated each year with various academic programmes on the contributions of renowned philosophers and their philosophical ideas while also highlighting the relevance of ethics in the modern world.
- **International Yoga Day** is also celebrated every year highlighting the importance of Yoga as the way of healthy life and its underlying humanitarian foundation rooted in the philosophy of *Vasudhaiva Kutumbakkam*.

File Description	Document
Reports of activities	[View Document](#)
• Photographs of activities	[View Document](#)
• Any additional information	[View Document](#)

7.1.12 Efforts of the Institution towards maintenance of complete transparency in its financial, academic, administrative and auxiliary functions within maximum of 500 words

Response:

Being a public institution established under the provision of the KKHSOU Act of 2005 enacted by the Government of Assam, and subsequently notified in the Assam Gazette (extraordinary) on 29 September, 2005, the University follows the principles and ideals of transparency in its management and functioning. The University maintains transparency at various levels, which can be broadly summarised as under:

Transparency in Financial Matters

- The financial rules, regulation and policies followed by the University are made publicly available which can be accessed by anyone whenever he/she wants.
- The financial matters are subject to the approval of the Finance Committee duly constituted by the provisions of the Statute.
- The decisions regarding any purchase of equipment, stationery and logistics are routed through the Tender cum Purchase Committee, and all payments are made through cheque or bank transfer.

- The University annually conducts internal audit by a certified auditor duly appointed by the Board of Management and audited reports of accounts are included in the annual report for public scrutiny.

Academic Transparency

- All academic decisions and activities of the University are discussed in the Academic Council meetings, proceedings of which are made available in the website.
- All relevant details and credentials of academic programmes of the University are made available in the website.
- Learning materials are open sourced under the Creative Commons licensing (CCBYNCSA) and the study materials are uploaded in the website.
- Audio-Visual study materials are uploaded in the University website and are also kept open for scrutiny by all stakeholders and the general public.
- The University has adopted a Learner's Charter which highlights the Rights and Responsibilities of the learners as well as those of the University.
- The University follows a fully transparent examination system and a Standard Operating Procedure (SOP) is followed for the smooth conduct of examinations.
- The University follows online admission process which ensures bias free admission of the learners.
- Details of Study Centres where learners can enrol themselves are also available in the University website.
- Learners' Feedback mechanism is also in place.

Administrative Transparency

- The key rules, policies and regulations governing the University administration are well-framed, notified as well as uploaded in the University website.
- The composition of the statutory bodies and their proceedings are available in the University website.
- The recruitment policy, placement and increments are well defined and notified to all the staff members. All recruitments of the University are done through open advertisement and via transparent process.
- All the official documents, notices etc. are made available in e-office for better transparency. The leave management is also made transparent through e-office.
- The University also has Grievance Redressal mechanism (both online and offline) and Grievance Redressal Committee.
- Administrative transparency is highly maintained through the fixed time period of 5 working days for responding/replying/resolving various issues raised by various stakeholders of the University.

File Description	Document
Any additional information	[View Document](#)
Policy document (if any)	[View Document](#)

7.2 Best Practices

7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.

Response:

The University adopts several best practices related to responsiveness towards learners' accountability and transparency.

Responsiveness towards Learner

Grievance Redressal Mechanism:

The University has developed a unique and structured grievance redressal mechanism consisting of a **Single Window Cell** to deal with the grievances and/or complaints. The six-member Cell functions under the overall supervision of an Assistant Registrar and attends to all grievances received through multiple channels viz. e-mail, call, SMS, social media platforms like Facebook, WhatsApp, Messenger, Telegram or personal visit by the learners and other stakeholders. The University follows a policy of **resolving the grievances within 5 working days** and informs the concerned learner and/or stakeholder about the steps taken within 24 hours. The Cell reports the status of the grievances received and redressed to the Officer-in-charge every 15 days.

The University has also adopted a **Learners' Charter** which embodies the commitment to the rights of the learners and responds to their requirements. The Charter makes the provision for learners to approach the Vice Chancellor in case their grievances are not handled satisfactorily within stipulated time.

- Policy Announcement (http://www.kkhsou.in/web_new/pdf/grievance/grevianceOrder.pdf)
- Online Grievance Redressal Complaint. Link: http://www.kkhsou.in/complain/ui/index.php
- Learner's Charter. Link: http://kkhsou.in/web_new/pdf/student/Standee%204%20Assamese-converted(1).pdf

Institutional System of Learner Feedback

The University has introduced a unique **Learner Mentoring System** to reach out to the learners and institutionalise a feedback mechanism. This serves as an additional and more personalised channel of feedback besides the

Under the Learner Mentoring System, every faculty creates a Mentoring Group using online medium like WhatsApp and/or Telegram to connect to the respective learners of his/her programmes. The Groups cater to the needs of the learners at different levels. Additionally, each faculty is assigned a few Study Centres and they are given the task of creating Mentoring groups (WhatsApp and Telegram) for the learners of those Study Centres. Thus, a large network of learner-faculty interactions has been created under the system.

The system not only offers regular counselling or consultation but it also allows the learners to provide feedback regarding the online classes, exams, assignments etc. This System acts as a medium to close the gap between the learners and the teacher-facilitators so that the former can give his/her feedback without any hesitation.

Link: http://www.kkhsou.in/web_new/pdf/learners/lmentoring.pdf

Links for study centre mentoring Group

https://chat.whatsapp.com/EAQCSKv6KXkEV1p8R38SFY

https://t.me/joinchat/HKWLWXhCiT7H1086

https://chat.whatsapp.com/GiduYyC51m7GU46kVJrj1Z

https://t.me/joinchat/VtVXg0phdJm8x-23

http://chat.whatsapp.com/LOC6IYDIFh546peuV/e3Wj

https://t.me/KKH_Mentor_Mrinal

https://chat.whatsapp.com/DMxrRKxc5iWIY8ew5epgVo

https://chat.whatsapp.com/CYJoxmYT8aeEfQHEZUj6qx

https://chat.whatsapp.com/FTBCIiCAR0W5Tvfk9zFv6i

https://chat.whatsapp.com/CXvHxrMSlavFTqFvt0dJrj

https://chat.whatsapp.com/LrKAErIAt3ODqkF63EQulC

https://chat.whatsapp.com/LrKAErIAt3ODqkF63EQulC

https://chat.whatsapp.com/CFysCTn9DASFtkKWKfhYsV

https://chat.whatsapp.com/FIsWb0mHLTm8UdGD1QsXRv

https://chat.whatsapp.com/CZbDu0yMlvwENMj37ybuvc

https://chat.whatsapp.com/CNyY7Kwtv6NFweIYH16XMP

https://chat.whatsapp.com/KlitSYokgizLKuXLLYvQEQ

https://t.me/joinchat/FwSnIlo0RBtG7RuK

https://chat.whatsapp.com/H9XU5FfYRShCIwIy2fhM8A

https://t.me/joinchat/GTc8ex_iuSRh__g9

https://chat.whatsapp.com/KEtw8hKNfvcGEKZTiE2mtn

https://chat.whatsapp.com/G0DLHcwYbmKKAWtRwPQcnR

https://chat.whatsapp.com/GOjqjPIXQV4KwCtguShAEa

https://chat.whatsapp.com/J5OJzTPWJrtK9lZOiTZBzU

https://chat.whatsapp.com/CN3hxKApLUXA0qhknu6YcW

https://chat.whatsapp.com/EbGBz7LgZjpHAtfbCHD7UO

https://chat.whatsapp.com/EDQI8PhzPojGq1BKyUwLgr

https://chat.whatsapp.com/GDqsFYzm260Fwb2GNQQdFy

Links for Subject Mentoring Group

https://chat.whatsapp.com/BqkS2wQnDwqIUa6f150YdP

https://t.me/joinchat/U-nl-lbLiK7KjhVi

https://chat.whatsapp.com/CqPb0zxOol03h5LnwavdGF

https://t.me/joinchat/G_I4589CfmAJ0oWJ

https://t.me/joinchat/F9-_lcNByc71UTn_

http://t.me/joinchat/HBINNFtGz7hx78XL

https://t.me/joinchat/WFJZjeM7MeLDpEd0

https://t.me/KKH_5th_CS_2020

https://t.me/joinchat/SFhgUE-Vdgf86gTApZFBZA

https://t.me/joinchat/RSipppe878FticTs

https://t.me/joinchat/RedCdlPp5fq1aCf-Q8nXpg

https://t.me/joinchat/Si4D7xW6BJ0KIOdZVKSmVQ

https://chat.whatsapp.com/H9XU5FfYRShCIwIy2fhM8A

https://chat.whatsapp.com/E9LygvR0TSrITj82vc6CpSom/H9XU5FfYRShCIwIy2fhM8A

https://t.me/joinchat/RedCdlPp5fq1aCf-Q8nXpg

https://t.me/joinchat/TfTHDxn4JKNS6JEiw3Mi0Q

https://t.me/KKH_AS_3rd_M_P_2020

https://chat.whatsapp.com/GOdYvFmK6hM4LRaxSZiyKU

https://chat.whatsapp.com/KTCzGhVJoy3L8R08m9IAHP

https://chat.whatsapp.com/DMOt0RiTIcg4BdcFRKgTsc

https://t.me/joinchat/GQnWupOhrvU8j7Tw

https://chat.whatsapp.com/DZZoW4uahe51cxbj37ydIo

https://chat.whatsapp.com/Ezw2AIoG5xUA2cHTePe4R5

https://t.me/joinchat/Fbtpxf3Ongn5A4z6

https://t.me/joinchat/HWUN2sBFkH6oQb-M

https://t.me/joinchat/GMCPEdWiC1yF9iUn

https://chat.whatsapp.com/BoBm8XV4PoQ5q9ESv9b6LL

https://t.me/joinchat/GOPwwTJIn9neNv44

https://t.me/joinchat/SqSn_huRNqblSvTb9YPD9w

https://t.me/joinchat/Gg9mQE8AK8OrbdXs

https://t.me/joinchat/GOPwwTJIn9neNv44

https://t.me/joinchat/Gg9mQE8AK8OrbdXs

https://t.me/joinchat/SqSn_huRNqblSvTb9YPD9w

https://t.me/joinchat/HNiwAK5QkEk5Blr3

https://chat.whatsapp.com/BoBm8XV4PoQ5q9ESv9b6LL

https://t.me/joinchat/GTc8ex_iuSRh__g9

https://chat.whatsapp.com/DZZoW4uahe51cxbj37ydIo

https://chat.whatsapp.com/GOdYvFmK6hM4LRaxSZiyKU

https://chat.whatsapp.com/Ezw2AIoG5xUA2cHTePe4R5

https://chat.whatsapp.com/DMOt0RiTIcg4BdcFRKgTsc

https://chat.whatsapp.com/KTCzGhVJoy3L8R08m9IAHP

https://t.me/joinchat/HWUN2sBFkH6oQb-M

https://t.me/joinchat/Fbtpxf3Ongn5A4z6

https://t.me/joinchat/GMCPEdWiC1yF9iUn

https://t.me/joinchat/TfTHDxn4JKNS6JEiw3Mi0Q

https://chat.whatsapp.com/Ly9uLoefi1C86kmBPXsrJi

https://chat.whatsapp.com/GMe11zXRvSIKajFG9eyjYl

https://chat.whatsapp.com/FbVKUgFdD2z2Hl9ytOcPmD

https://chat.whatsapp.com/K8nhlhOcjKvKNOp86MQCYW

https://chat.whatsapp.com/EXmZgEh9QZ1LVZWkZuVDVh

https://chat.whatsapp.com/Dpyr3gAUqDqHLjvNeROBec

https://t.me/joinchat/HQp3FOmv6sCrX4j5

Accountability

Regular Meeting of the Statutory bodies as per statutory provisions

The statutory bodies of the University are formed as per the provisions of the Acts, Statutes and Ordinances of the University. The University has the following statutory bodies

- Board of Management
- Academic Council
- Finance Committee
- Schools of Studies
- Planning and Development Committee
- Research Advisory Committee
- CIQA Committee

The statutory bodies meet regularly, as per the provisions in the Statutes and the minutes and proceedings of the meetings are shared with all stakeholders through the University website. Important resolutions are adopted in regularly held and well attended Board of Management Meetings. The BOM meetings are held once in two to three months every year in presence of 80-90% of the members. During the last five years, the Board has met thirty-five times. In this regard, following web-links are provided.

- Table indicating the regularity of the BoM meetings- http://ciqa.kkhsou.in/naac_doc/criteria_7/7.1/BoM_table.pdf
- Proceedings of the Board of Management- http://dlkkhsou.inflibnet.ac.in/handle/123456789/786
- Proceedings of the Academic Council- http://dlkkhsou.inflibnet.ac.in/handle/123456789/761
- Proceedings of the Research Advisory

Council- http://dlkkhsou.inflibnet.ac.in/handle/123456789/769
- Proceedings of CIQA Committee- http://dlkkhsou.inflibnet.ac.in/handle/123456789/779

All procurements are done as per the defined process

The University has clearly defined the rules and regulations for all procurements. In this regard, a **Purchase Committee** has been set up with the Finance Officer (FO) as the Chairperson and two other members. A **Tender Committee** has also been constituted for the purpose of procurement with the Finance Officer as the Chairperson and two nominated members by Board of Management, one member from the faculty and one officer as the Convener. The University also has a **Purchase Manual** which sets the guidelines for the purchase and procurement of materials required. All the purchases and procurements are routed through the office of the Finance Officer for ensuring accountability. The procurements are reflected in the annual expenditure statements of the University which is subjected to scrutiny by qualified auditors appointed by the Board of Management. **Audit reports** are discussed and approved by the Statutory Authorities of the University. Approved audit reports are included in the **Annual Reports** of the University which are made available for the stakeholders and public through the University's website. Moreover, all financial transactions of the University are subjected to **government audit** at regular interval.

Link of the **Purchase Manual**– http://dlkkhsou.inflibnet.ac.in/bitstream/123456789/951/1/Purchase%20Manual_KKHSOU.pdf

Link of the **Annual Reports**- http://dlkkhsou.inflibnet.ac.in/handle/123456789/654

Link of the **Annual Audit Reports** for the last 5 years- http://ciqa.kkhsou.in/naac_doc/criteria_6/6.4/6_4_1_Financial%20audit%20reports%20over%20the%20last%20five%20years.pdf

The **Internal and External Audit Mechanisms Policy** of the University is stated in the web-link below-

Internal and External Audit Mechanisms Policy- http://dlkkhsou.inflibnet.ac.in/handle/123456789/832

Resource Mobilisation- http://dlkkhsou.inflibnet.ac.in:8080/jspui/bitstream/123456789/826/1/KKHSOU_Resource%20Mobilisation%20Policy.pdf

Transparency

Proper Sharing of information with the concerned Stakeholders

The University ensures proper sharing of information with all stakeholders. The **website** of the University serves as the **single point store-house** of all relevant information. The **Learners' Portal** is a unique feature in the University website containing all relevant informationfor the learners. The portal can be accessed by providing enrolment number and name. This portal allows the learners to have access to the SLMs, assignments, old question papers, mark-sheets, admit-cards along with all latest news about the University and live radio service.

The **mentoring platforms** formed by the faculty in social mediaalso serve as an information sharing platform. Here, the learners can get all information from their teachers and Counsellors regarding their classes, exams etc.

The University considers academic and administrative audit as an integral part of its functioning. The **Academic and Administrative Audit** report of 2019-20 also appreciates the role of the University.

Link- http://ciqa.kkhsou.in/doc/Academic_Administrative_Audit_KKHSOU_Report.pdf

The **mobile app** also serves as an important tool for the dissemination of information.

Link- https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en

The support Services for the learners are also made available. For example, the library is easily accessible to the research scholars of the University.

Web-link of the **Central Library**, KKHSOU- http://library.kkhsou.in

Web-link of the KKHSOU **Digital Library**- http://dlkkhsou.inflibnet.ac.in/

The learners can access any information related to their academic or non-academic queries through the exclusive **learner's portal**. The web-link for the portal is http://learnerportal.kkhsou.in/.

The feedbacks from all the stakeholders are made available for the public too. The web-link to the following reports are given below-

- Feedback of the Non-Teaching Staff- http://dlkkhsou.inflibnet.ac.in/handle/123456789/741
- Feedback of the Academic Staff- http://dlkkhsou.inflibnet.ac.in/handle/123456789/742
- Feedback of the Alumni- http://dlkkhsou.inflibnet.ac.in/handle/123456789/740
- Programme Expectation Survey from freshly enrolled learners- http://dlkkhsou.inflibnet.ac.in/handle/123456789/745
- Feedback of Current Learners- http://dlkkhsou.inflibnet.ac.in/handle/123456789/746
- 360 degree Report of the Feedback Survey- http://dlkkhsou.inflibnet.ac.in/handle/123456789/760

The web-link of the policy documents of the University are listed below-

http://dlkkhsou.inflibnet.ac.in/handle/123456789/824

All relevant information are made available in the public domain

The user-friendly **website** of the University provides information about the University and its credentials along with various programmes it offers. The profiles of all the academic and non-academic staff including the high officials of the University are posted in the website. Similarly, the Acts, Statutes, Ordinances, Rules, Regulations, Policies, Notifications, Annual Reports and Proceedings of the meetings are also posted in the website. Moreover, all information related to recruitment, internships, fellowships are also published in the University website.

The website allows all kinds of **support services** to the learners. The University has an **online learners' feedback mechanism**, where learners can give their feedback and communicate with the concerned authority. The unique **online grievance redressal mechanism** is also available in the website.The website also contains a**Learners' Charter**clearly specifying the rights, duties and responsibilities of the learners.

- Online Grievance Redressal Complaint- http://www.kkhsou.in/complain/ui/index.php
- Learner's Charter- http://kkhsou.in/web_new/pdf/student/Standee%204%20Assamese-converted(1).pdf

7.3 Institutional Distinctiveness

7.3.1 Institution's performance in any 5 of the following areas distinctive to its vision, priority and thrust

1. **E-Governance**
2. **Globalized Content**
3. **Innovative Pedagogies**
4. **Technology enabled Learner Support**
5. **Penetration into Remote and Tribal Areas**
6. **Content in Regional languages**
7. **Enhancing Research and Innovation**
8. **Social Responsibility Endeavours**
9. **Secure Databases**
10. **Modern Infrastructure Facilities**
11. **Landscaping the Campus**
12. **National/ International Recognition**
13. **Any other (appropriate for ODL system)**

Response:

The following are the areas of Distinctiveness on the part of the University.

Modern Infrastructure Facilities

Both the Campuses of the University Headquarters are equipped with modern infrastructural facilities.

The City Campus at Khanapara is about 3.5 acres of land and has modern buildings with upto date architecture. This campus building is designed and constructed following the important features of Green Building Concept. The total built up area of the City Campus is approximately 96,000 square feet out of which 40% is complete and under occupation. The buildings are equipped with CC TV surveillance, fire fighting mechanism, several lifts, adequate toilets including special arrangement for differently abled persons, ramps and rails, smoke detectors, air conditioning etc. Six 8 storied towers, connected with airy corridors covers a huge atrium. The whole complex uses only LED lights and provision has been made for alternative power generation (solar).

The buildings house administration, examination, multimedia unit (studio etc.), central library, server rooms, computer laboratory, faculty rooms, conference halls, class rooms, model study centre, front office, canteen, material storage and distribution, day care centre and other modern facilities required for an education institution.

Besides the other regular features, the following special facilities also exist in the City Centre campus:

- Community Radio Station
- Sanitary napkin vending machine and Incinerators
- Braille Printer

The green Rani Campus is of 38,000 square feet of land having a three-storied building in an area of approximately 15,263 square feet along with an Assam Type House of 52 square feet. It houses-

- Bulk distribution of SLMs with all logistic facilities
- Vocational & Skill Development Centre
- Training Hall for Vocational Trade with residential facilities for 50 trainees

Penetration into Remote and Tribal Areas

Nearly half of the study centres cater to the needs of these areas—study centres in hills (2%), tea garden (11%), border (7%) and riverine (char) areas (27%). Efforts are also made to equip these centres by providing computers and audio-visual aids to make learning more accessible to the learners. The University has learners (56% of the total enrollment) from various disadvantaged groups such as **ST/SC/OBC/Tea Tribe**. Besides, 40% of the total enrolment is women. The University also provides learning materials in three local languages- Assamese, Bangla and Bodo.

E-Governance

The services currently in practice can be described under as the following:

- **Administration:** To provide a hassle-free and convenient delivery of administrative services the University adopts office automation system. The system has options for circulating and processing circulars, notices and orders. The leave management of the staff is also done through e-office.
- **Examinations:** The University uses E-Governance in smooth conduct of examinations. Online examination was conducted during pandemic COVID 19 (through open book and MCQs). The University's examination related rules and Standard Operating Procedure (SOP) are available in the website. Different notices and routines for examinations are also available in website.
- **Finance:** The fees of the learners are deposited through online payment gateway. All the payments towards purchase of equipment, stationary and all logistics are made through cheque/online bank transfer. The salary of all the staff members is deposited in their bank account.

Technology Enabled Learner Support

The University has always laid emphasis on developing technology enabled learner support services for the benefit of the learners.The initiatives are briefly described below:

- **University Website:** The University website consists of the e-services provided to the stakeholder. The user friendly website serves as the storehouse of all information and services relating to learners, programmes and study centres.
- **Learner Management Service:** KKHSOU has developed its own Learner Management Service **eBidya** for the benefit of the learners.
- **E-SLM:** All Self Learning Materials developed by the University are available in the website. Any learner with basic internet connectivity and knowledge can access these e-SLMs.

- **KKHSOU Android APP:** The University has developed its own Android application. It is freely available in Google play store. By installing the APP, one can always be connected to the University.
- **Digital Library at KKHSOU:** The University provides access to the digital library for all its stakeholders. It provides links to different research publications, theses, details of conferences held, working papers, journal etc.
- **Learners Portal:** If a learner registers himself/herself in the Learners Portal, he/she will be able to easily access the relevant SLM, old question papers, latest notifications, e-admit card, mark-sheets etc.
- **FM Radio:** The University had taken the initiative to launch the first Community Radio Service of the region on 28th of January, 2009 at 90.4 MHz (now 90.0 MHz). The regular broadcasting of the radio started from November 20, 2010.
- **YouTube Channel:** The University produces video classes, informative documentaries, discussion sessions and all these videos are uploaded to the KKHSOU You Tube Channel, from where anybody can access it.
- **Social Media Support:** The University has formed a Facebook group for the learners, where learners of the University, faculty members and officers of the University are members. The University also has WhatsApp and Telegram groups for learners.

Social Responsibility Endeavours through Extension Activities

The University provides various services to the society through **Mother Teresa Social Welfare Mission** and **APJ Abdul Kalam Student Welfare Mission**. The University has adopted five tribal villages, arranged donations for flood victims, scholarships for women civil services aspirants etc. Some of the initiatives are given below:

- **Free Health Check-up camp** on 7th August, 2016 at Hanapara village supported by a team of doctors from Gauhati Medical College.
- The University provides **flood relief** to the affected people under its "Mother Teresa Social Welfare Mission" from time to time.
- In order to improve the **mental health of women**, on 9th November, 2017 the University organized a Mother Counselling programme in Hanapara Village.

File Description	Document
Relevant links	[View Document](#)
Any other additional information	[View Document](#)

5. CONCLUSION

Additional Information :

- It is worth mentioning that 90 percent of the University employees belong to the age group of 25-45 years which provides vibrancy and openness to embrace new ideas, values and practices.
- The University has already acquired land for establishing Regional Centres at Jorhat and Lakhimpur.
- The emerging modern infrastructure of the University at the City Campus shall not only ensure greater visibility of the University but also will reflect modern outlook.
- The Government of Assam provides financial support to the University covering the salary component and other development requirements.

Concluding Remarks :

The University, with its overarching mandate of providing quality education to the unreached and underserved, is well prepared to face and overcome the emerging challenges and also to harness the myriad opportunities that have surfaced during the recent times. Being the only State Open University in the region with all its strengths, the University is expected to play a pivotal role in providing affordable, socially relevant, flexible and accessible quality education with a strong focus on equity and social justice. As the post Covid-19 world is witnessing the significant transformation in the teaching learning environment, the University intends to undergo necessary institutional reforms in order to cater to the needs of the aspiring learners of the region. The University strongly believes in making the best use of Information and Communication Technology (ICT) in its teaching learning processes to keep pace with the global standards. The University is committed and has made significant investments in ICT to upscale the existing practices towards this direction.

6.ANNEXURE

1.Metrics Level Deviations

Metric ID	Sub Questions and Answers before and after DVV Verification
1.3.2	Number of courses imparting awareness/ life skills /soft skills/value-added (credit/ non-credit) have been offered by the Institution over the last five years 1.3.2.1. Number of courses imparting awareness/ life skills /soft skills/value-added (credit/ non-credit) have been offered by the Institution Answer before DVV Verification: <table><tr><td>2019-20</td><td>2018-19</td><td>2017-18</td><td>2016-17</td><td>2015-16</td></tr><tr><td>439</td><td>408</td><td>370</td><td>370</td><td>370</td></tr></table> Answer After DVV Verification : <table><tr><td>2019-20</td><td>2018-19</td><td>2017-18</td><td>2016-17</td><td>2015-16</td></tr><tr><td>06</td><td>06</td><td>06</td><td>06</td><td>06</td></tr></table> Remark : DVV has made the changes as per excluding Diploma, Certificate and D.Ed. From imparting awareness/ life skills /soft skills/value-added by HEI.
2.4.3	Programmes offered which are developed through collaboration with Government / other agencies year-wise over the last five years 2.4.3.1. Number of Programme developed in collaboration with Government/ other agencies Answer before DVV Verification: <table><tr><td>2019-20</td><td>2018-19</td><td>2017-18</td><td>2016-17</td><td>2015-16</td></tr><tr><td>0</td><td>0</td><td>1</td><td>1</td><td>1</td></tr></table> Answer After DVV Verification : <table><tr><td>2019-20</td><td>2018-19</td><td>2017-18</td><td>2016-17</td><td>2015-16</td></tr><tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table> Remark : DVV has made the changes as per excluding diploma programmes by HEI.
2.4.5	Percentage of full time teachers and other academics who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies year -wise over the last five years 2.4.5.1. Number of full time teachers and other academics who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies year-wise

over the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
6	1	1	1	3

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
2	1	0	0	0

3.2.1	Grants for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etc has been received by the Institution in last five years (INR in Lakhs)

3.2.1.1. Total grants received by the institution yearwise for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etc

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
4	0	0	0	0

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
113.34	0	0	0	0

3.4.3	Average number of research papers published by teachers and other academics of the Institution in the Journals notified on UGC website / peer reviewed journals year wise over the last five years

3.4.3.1. Number of research papers published by teachers and other academics of the Institution in the Journals notified on UGC website / peer reviewed journals

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
4	5	2	0	2

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
2	3	0	0	2

3.4.4	Number of books and chapters/ units in books/ SLMs on an average published by teachers and other academics of the Institution.

3.4.4.1. Number of books and chapters/ units in books/ SLMs published by teachers and other academics of the Institution year-wise over the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
351	145	121	30	22

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
330	131	112	22	14

3.6.2	Number of awards and recognition received for extension activities from Government /recognized bodies year-wise over the last five years

3.6.2.1. Total number of awards and recognition received for extension activities from Government /recognised bodies year-wise during the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
1	0	0	1	0

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	1	0

3.6.3	Total number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations over the last five years .

3.6.3.1. Number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations year-wise over the last five years.

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	2	2	0

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	2	0

4.1.2	Average percentage of expenditure incurred for infrastructure augmentation

4.1.2.1. Expenditure incurred for infrastructure augmentation and total expenditure excluding

salary year -wise over the last five years (INR in lakhs

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
3239.26	1692.61	138.79	133.57	69.20

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
3239.26	1692.60	121.77	130.66	68.42

5.1.6 Number of modes employed by the Institution to provide academic counseling services to its learners

1. Face to face counselling sessions

2. Interactive radio counselling

3. Online LMS based counselling

4. Teleconferencing

 5. Web-conferencing

6. Laboratory based counselling

7. Internship

8. Workshops

9. Field study

10. Seminar

11. Extended Contact Programme (ECP)

12. Enhancement of Professional Competency (EPC)

13. Any other (please specify)

Answer before DVV Verification : C. Any 4-5 of the above
Answer After DVV Verification: E. None of the above
Remark : DVV has not consider provided report by HEI.

6.3.3 Total number of professional development / administrative training Programmes organized by the University for teachers, other academics and non-academic staff year wise over the last five years

6.3.3.1. Number of professional development or administrative training Programmes organized

for teachers/ other academics / non-academic staff year-wise over the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
22	9	8	0	3

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
22	6	3	0	2

6.3.4	Average percentage of teachers and other academics attended Professional Development Programmes, viz.: Orientation Programme, Refresher Programme, Faculty Development Programme (FDP), year-wise over the last five years.

6.3.4.1. Total number of teachers and other academics attended PDPs year wise over the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
45	21	9	7	1

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
18	14	7	10	1

Remark : DVV has made the changes as per provided report by HEI.

6.3.5	Average percentage of non-academic staff attended training Programmes, year-wise over the last five years

6.3.5.1. Total number of full time non-academic staff attaneding PDPs year wise over the last five year

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
60	41	36	2	2

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
60	0	0	0	0

6.3.5.2. Number of full- time non-academic staff..

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16

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6.4.3	Average percentage of expenditure by the Institution on learner support services year-wise over the last five years

6.4.3.1. Total expenditure on learner support services

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
692.05	870.16	1091.1	971.55	1134.66

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
692.05	878.16	1091.1	971.55	1134.66

Remark : DVV has made the changes as per provided report by HEI.

7.1.10	Number of activities conducted for promotion of universal values (Truth, Righteous conduct, Love, Non-Violence and peace); national values, human values, national integration, communal harmony and social cohesion as well as for observance of fundamental duties year-wise over the last five years

7.1.10.1. Number of activities conducted for promotion of universal values (Truth, Righteous conduct, Love, Non-Violence and peace); national values, human values, national integration, communal harmony and social cohesion as well as for observance of fundamental duties year wise over the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
10	5	7	2	3

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
8	3	4	1	1

2.Extended Profile Deviations

ID	Extended Questions
1.1	Number of programs offered year-wise for last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
22	22	24	24	24

Answer After DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16

22	14	21	25	24