

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Student Grievance Redressal Cell

Khanapara, KKHSOU

1st July 2022 to 31st December 2022

Forwarding

Dated: 08/02/2023
Guwahati

To,
The Hon'ble VC,
Krishna Kanta Handiqui State Open University,
Patgaon, Rani Gate,
Guwahati-17, Assam

Sub.: Submission of the Activity Report of Student Grievance Redressal Cell of
KKHSOU for the period of 1st July 2022 to 31st December 2022

Respected Sir,

With reference to the notification no. KKHSOU/REG/GEN/11/2009/209 dated on 14th August 2020, I have the honour to submit the Activity Report of 'Student Grievance Redressal Cell' of KKHSOU for the period of six months from 1st July 2022 to 31st December 2022

. I shall be highly obliged to you if you kindly go through the activity report and give us advice, guide and support.

This is for your kind information and needful action.

Thanking you,

Yours faithfully



(Dr. Kashyap Mahanta)
In Charge
Student Grievance Redressal Cell
KKHSOU

Student Grievance Redressal Cell, KKHSOU

Staff in the Student Grievance Redressal Cell:

Assistant Registrar	: 1	(In Charge)
Section Officer	: 1	
Senior Assistant	: 1	
Junior Assistant	: 1	
Multi-Tasking Staff	: 2	

Summary Report

Applications:

Total number of Application Received (by post) A : 750(Exam)+495 (Other)=1245

Total number of Application received (by hand) B : 1289 (Exam)+1065 (Other)=2354

Total number of Application Received (A+B): 2039 (Exam)+1560 (Other)=3599

Total number of Application Resolved : 3287

Total number of Application under Process : 312

Total Grievances Received in grc@kkhsou.in : 845

Total Grievances Resolved/Informed : 845 (Within 5 days)

Total Grievances Received From **UGC** : Nil

KKHSOU Grievance Regressal Portal Report (1st July 2022 to 31st December 2022):

Total number of Application Received : 2118 [Annexure II]

Total number of Application Resolved : 1993

Total number of Application under Process : 125

Detailed Report

The functioning of the redressal of different grievances of the students and general public under Student Grievance Redressal Cell of KKHSOU has been started from publish of the notification vide no. KKHSOU/REG/GEN/11/2009/209 dated on 14th August 2020. The full team dedicatedly concentrated on resolving all the grievances, complaints as well as all kind of applications received from the students, guardians and general public. They also provided support through phone calls, emails, SMS and Social Medias like Facebook, WhatsApp, Messenger etc. Up to date notifications relevant to the examinations and other activities are also uploaded in the Social Media time to time.

Applications:

The front office team received all total 3599 applications during this period (from 1st July 2022 to 31st December 2022) out of which 1245 numbers received by post and 2354 applications received by hand. 2039 numbers of applications related to the examinations whereas 1560 numbers of applications related to the other than examinations. Total 3287 numbers of problems have been (from 1st July 2022 to 31st December 2022) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 312 numbers of applications are under process. Most of the 'by hand' applications were resolved within 1-4 hours and handed over the results immediately to the concerned.

About 845 numbers of queries and grievances have been received during this period in the dedicated email grc@kkhsou.in. All queries and grievances have been resolved within 5 days (from the day of receipt) and accordingly informed to the concerned. No grievances received from the UGC during this period.

Detailed list of applications with application number, receipt date, purposes and present status are attached in Annexure I.

Emails & Phone Calls:

In the dedicated email id grc@kkhsou.in we received emails of different queries out of which we selected 112 numbers of queries related to grievances. The emails are from 1st July 2022 to 31st December 2022. We have also resolved the problems received to our official and personal email ids from the learners, coordinators and other general public. About 2455 emails have been received from the learners, coordinators and other general public during this period (from 1st July 2022 to 31st December 2022) in km@kkhsou.in. All are resolved within stipulated time and necessary relevant results/documents have been sent to the concerned.

A number of phone calls made by the learners, coordinators and other general public are received during this period (from 1st July 2022 to 31st December 2022) and all queries are resolved as soon as possible. Most of the phone calls are related to the Fee Payment Receipt, Subject Combination, Mark sheets, Admit cards, SLM and Admission related issues.

Function of the Student Grievance Redressal Cell:

As per notification vide no. KKHSOU/REG/GEN/11/2009/209 dated on 14th August 2020, the Student Grievance Redressal Cell, KKHSOU shall exercise the following role and perform the following functions-

1. To receive all kind of grievances, complaints, suggestions and applications from learners and general public through emails, telephone calls, SMS, Social Media or by personal visit.

2. To redress all grievances, solve all problems, forward all suggestions to the concerned persons with a responsive and accountable attitude (among all stakeholders) within 5 working days and inform the status of the applications to the concern within 24 hours from the resolve time.
3. If any grievances not resolved within 5 working days, it must be brought to the notice of the Hon'ble VC with reasons by the In-Charge of the Cell.

Functioning the Student Grievance Redressal Cell in a proper and efficient way, we involved all the officers, faculty members and other employees of the University.

New Committee: As the Single Window Student Grievance Redressal Cell, KKHSOU has successfully completed its two years' full term, a new committee has been constituted vide number KKHSOU/Reg/Gen/11/2009/243/1848 dated 29/11/2022 by the office of the Registrar, KKHSOU [Annexure-III].

Annexure-I: Details of Applications received

Annexure-II: KKHSOU Grievance Regressal Portal Report

Annexure-III: New Committee Notification

Annexure-I: Details of Applications received (a part from the all)

SL. No.	Date of Receipt	Postage/ Courier/ By hand	From whom received (Letter No.)	Purpose	Status
2580	01-07-2022	By hand	Durga Das, 15007291	Application for Consolidate M/S of BA Rs.100/-Journal no.WSM2148579380	Done, By hand Dtd-25-07-2022
2581	01-07-2022	By hand	Shahidul Ialam En-17027555	Application for M Sc -IT Registrati on Certificati Issue	Done, By Post, Dtd: 11-07-2022
2582	01-07-2022	By hand	Biju Dey En-15017357	Application For BA Consolidated M/S & P/C Rs-100/235WSM21248723404dt d-01-07-2022/WHMP1076801669 Dtd-12-04-2022	Done, By hand Gonesh Baro
2583	01-07-2022	By Hand	Bharati Choudhury En-16015983	Application For BA Consolidated M/S & P/C Rs-100/235WSM21145871098Dt d-14-05-2022/WHMP1248841880Dtd-01-07-2022	Done, By Post Dtd-25-07-2022
2584	01-07-2022	By Hand	Bornali Payeng En-16015985	Application For BA Consolidated M/S & P/C Rs-100/235WSM21145890219Dt d-14-05-2022/WHMP1248853663Dtd-01-07-2022	Done, By Post Dtd-25-07-2022
2585	01-07-2022	By Hand	Bedanta Kumar Sarma En-18008460	Application for B Com Consolidate M/S & P/C	Done, By hand Dtd: 14-07-2022
-	-	-	-	-	-
3928	30-12-2022	Speed Post	Debjani Paul En-14023826	Application For BA Consolidated M/S	No Payment/ Done, By Post Dtd-14-02-23
3929	30-12-2022	By hand	Kanjit Kumar Das En-19015111	Application For PGDY Consolidated M/S & P/C	Done, By hand Dtd-31-12-2022
3930	30-12-2022	By hand	Bidisha Phukon En-17018640	Application For BA 4th Sem ABS Result 2019	Done, By hand Dtd-30-12-2022

3931	30-12-2022	By hand	Tombirei Singha En-14006455	Application For DELEd Duplicated Consolidated M/S Rs-100YSBI1628647884 Dtd-20-12-2022 Police Report & Paper Cut Submit	Done, Dtd-30-12-2022
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Annexure-II: Screen shot of KKHSOU Grievance Regressal Portal Report (Year Wise)

The screenshot displays the 'Complaint Management System' interface. On the left is a navigation menu with options: Dashboard, User Profile, Circular, MIS, My Leave, My Attendance, and Intercom List. The main content area shows three tables representing year-wise reports for 2020, 2021, and 2022. Each table has columns for Year, Recieved, Under Process, Solved, Pending, and Rejected.

Year Wise Report 2020					
Year	Recieved	Under Process	Solved	Pending	Rejected
2020	3170		3170	0	0

Year Wise Report 2021					
Year	Recieved	Under Process	Solved	Pending	Rejected
2021	2029		1917	107	5

Year Wise Report 2022					
Year	Recieved	Under Process	Solved	Pending	Rejected
2022	4540	128	3443	720	377

Annexure-III: New Committee Notification

Office of the Registrar
Krishna Kanta Handiqui State Open University
Head Office: Patgaon :: Rani :: Guwahati – 17
City Office: NH 37:: Resham Nagar:: Khanapara:: Guwahati-22

Ref: KKHSOU/Reg/Gen/11/2009/243/1848

Date: 29/11/2022

NOTIFICATION

It is for information of all concerned that the Single Window Student Grievance Redressal Cell is being re-constituted for a term of 2 (two) years for Three Tier Complaints/ Grievances/ Queries handling of the University as per guidelines of Distance Education Bureau (DEB), UGC with the following members:

- | | | | |
|----|---|---|-----------------|
| 1. | Dr. Joydeep Bruah, Professor | - | Chairman |
| 2. | Dr. Gobinda Deka, Associate Professor | - | Member |
| 3. | Dr. Neeva Rani Phukan, Associate Professor | - | Member |
| 4. | Dr. Bhaskar Bhattacharya, Assistant Professor | - | Member |
| 5. | Dr. Samar Bhattacharyya, Asst. Registrar, SLM | - | Member |
| 6. | Sri Binod Deka, System Analyst | - | Member |
| 7. | Sri Baban Sarma, Student | - | Special Invitee |
| 8. | Dr. Kushyap Mahanta, Asst. Registrar (Exam) | - | Convenor |

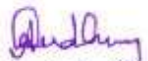
This is issued with the approval of the Hon'ble Vice Chancellor.


(Arupjyoti Choudhury)
Registrar

Memo No. KKHSOU/Reg/Gen/11/2009/243-A, dated 29/11/2022

Copy to:

1. Secretary (i/c) to the Vice Chancellor
2. Persons concerned
3. System Analyst –with a request to circulate the information
4. Guard file


(Arupjyoti Choudhury)
Registrar
