

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

**KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY**  
GUWAHATI, ASSAM



## ACTIVITY REPORT

### **Students Grievance Redressal Cell**

Khanapara, KKHSOU

15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020

## Forwarding

Dated: 12/10/2020  
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 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020

Respected Sir,

With reference to the notification no. KKHSOU/REG/GEN/11/2009/209 dated on 14<sup>th</sup> August 2020, I have the honour to submit the Activity Report of 'Student Grievance Redressal Cell' of KKHSOU for the period 15 days from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020. 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**

#### **Application:**

Total number of Application Received (by post) A	: 35 (Exam)+37 (Other)=72
Total number of Application received (by hand) B	: 120 (Exam)+55(Other)=175
Total number of Application Received (A+B)	: 155 (Exam)+92(Other)=247
Total number of Application Resolved	: 236
Total number of Application under Process	: 11
Total Grievances Received in <a href="mailto:grc@kkhsou.in">grc@kkhsou.in</a>	: 54
Total Grievances Resolved	: 54 (Within 5 days)
Total Grievances Received From UGC	: 01
Total Grievances Resolved (Received From UGC)	: 01

#### **Emails & Phone Calls:**

Total Number of Emails Received	: 339
Total Number of Emails Resolved	: 339
Total Number Phone Calls	: 1422

#### **Social Media:**

Total Number of WhatsApp Chats (all included)	: 1118
Total number of Face book Chats	: 286
Total number of Messenger Chats	: 79

## **Detailed Report**

Already two activity report has been submitted successfully from the start of the Student Grievance Redressal Cell. 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 14<sup>th</sup> 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 new admissions are also uploaded in the Social Media time to time.

### **Applications:**

The front office team received all total 247 applications during this period (from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020) out of which 72 numbers received by post and 175 applications received by hand. 175 numbers of applications related to the examinations whereas 72 numbers of applications related to the other than examinations. Total 236 numbers of problems have been (from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 11 numbers of applications is under process. Most of the 'by hand' applications were resolved within 1-4 hours and handed over the results immediately to the concerned.

55 numbers of grievances including one from UGC have been received during this period in the dedicated email [grc@kkhsou.in](mailto:grc@kkhsou.in). All grievances have been resolved within 5 days (from the day of receipt) and accordingly informed to the concerned.

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](mailto:grc@kkhsou.in) we received emails of different queries out of which we selected 55 numbers of queries related to grievances. The email [grc@kkhsou.in](mailto:grc@kkhsou.in) is used from the 1<sup>st</sup> September 2020. Due to well publicity, it is informed to almost all the coordinators of KKHSOU present in the Coordinators' Meeting held on 05.10.2020 at the KKHSOU City Office, Khanapara, Resham Nagar, Guwahati-22. Presently we have resolved the problems received to our official and personal email ids from the learners, coordinators and other general public. Step by step we are trying to shifting the emails related to different grievances, complaints and suggestions from official/personal emails of all officers and others to the dedicated email ids [grc@kkhsou.in](mailto:grc@kkhsou.in). Total number of 339 emails has been received from the learners, coordinators and other general public during this period (from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020) out of which some were received from [info@kkhsou.in](mailto:info@kkhsou.in) forwarded by the IT Cell, KKHSOU. All are resolved within stipulated time and necessary relevant results/documents have been sent to the concerned.

Total number of 1422 phone calls made by the learners, coordinators and other general public are received during this period (from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020) and all queries are resolved as soon as possible. Most of the phone calls are related to the Online Examinations Apps, Online Examinations and Admission related. Screen shot of the statistics and graphical representation of phone calls are attached in Annexure-II.

**Social Media:**

Presently, we are providing support to the learners, coordinators and other general public through the Social Media like WhatsApp, Facebook and Messenger.

**WhatsApp:**

All the departments have submitted the analysed data of the WhatsApp groups. WhatsApp groups have been created to provide instant support and services to all the learners of all courses. It will help to promote department wise cordial Student-Student relationship and Student-Teacher relationship. Almost all the reports which are processed with the dedicated 'App' are received by the Student Grievance Redressal Cell from the departments in time. Almost all the departments have submitted the detailed report of Chats along with Screen shots made with the learners during this period (From 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020). Total number of 1118 Chats has been made by all during this period which (Screen shots) are attached in Annexure III.

**Facebook:**

On behalf of the Students Grievances Redressal Cell, KKHSOU; all Chats of the Facebook presently are made through 'Asstt Registrar' and all questions asked by the learners and other general public are replied immediately. Total number of 286 Chats has been made during this period (from 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020). Some Screen Shots of Facebook posts and comments are shown in the Annexure IV.

**Messenger:**

The questions asked by the learners and general public through Messenger have been immediately replied. Total number of 79 Chats has been made during this period (From 15<sup>th</sup> September 2020 to 30<sup>th</sup> September 2020).

### **Function of the Student Grievance Redressal Cell:**

As per notification vide no. KKHSOU/REG/GEN/11/2009/209 dated on 14<sup>th</sup> 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. The In-Charge of the Student Grievance Redressal Cell will submit a report on the different activities of the Cell in every 15 days to the Hon'ble VC.
4. 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 have to involve all the officers, faculty members and other employees of the university.

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Annexure-I: Details of Applications received

Annexure-II: Screen shot of statistics/graphical presentation of Phone call records

Annexure-III: Screen shot of statistics/graphical presentation of WhatsApp Chat records

Annexure-IV: Screen shot of Facebook posts and comments in various times

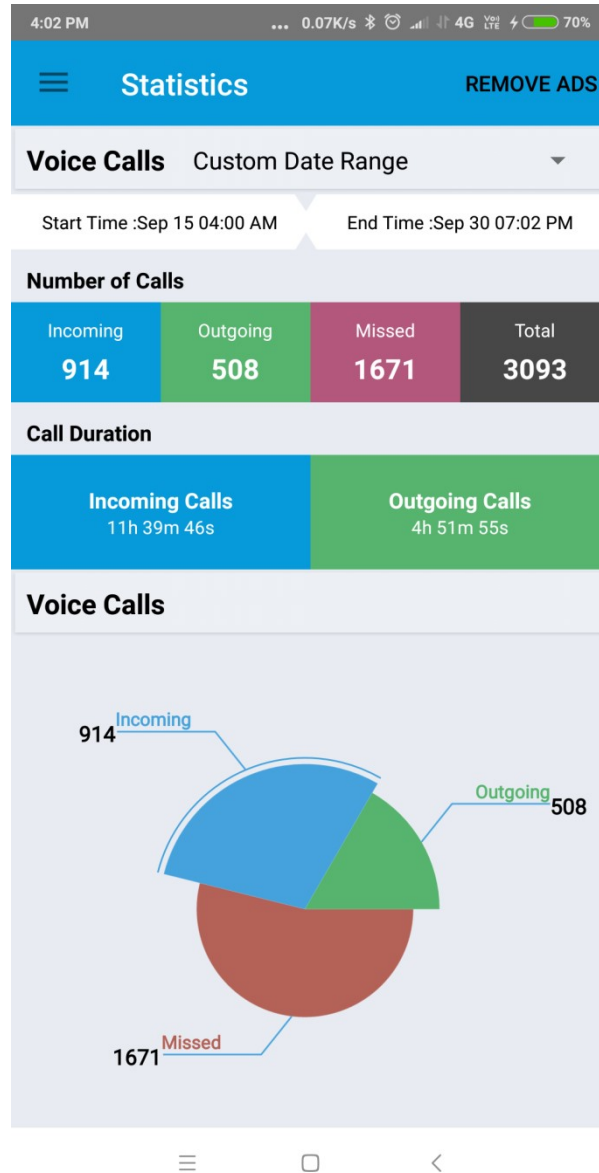
**Annexure-I: Details of Applications received (a part from the all)**

SL. No.	Date of Receipt	Postage/Courier/ By hand	From whom received (Letter No.)	Purpose	Status
1569	15/9/2020	By hand	Diphu Comm. College, Royalson Timung, En.no.17024900	Application for MA Final /Consolidated M/Sissue 2019.	Done, Dt.15-09-20
1570	15/9/2020	By hand	Pub Majuli College, Manigopal Mudo, en.no.15022578, Mob.no.8638064230	Application for MA Final /Consolidated M/Sissue 2019.	Done, Dt.15-09-20
1571	15/9/2020	By hand	Pub Majuli College, Moonmi Borah, En.no.15022582	Application for MA Final /Consolidated M/Sissue 2019.	Done, Dt.15-09-20
1573	15/9/2020	By hand	Nizana Saikia, En.no.12020256	Application for Duplicate BA Consolidated M/S issue, Police Report & Fees Submit. rs.100.00, dt.15-09-20	Done, Dt.15-09-20
1574	15/9/2020	By hand	Guwahati Public College, Bhaskar Teron, En.no.14030307, Mob.no.9577769586	Application for BA Final /Consolidated M/Sissue 2016.	Done, dt.15-09-20

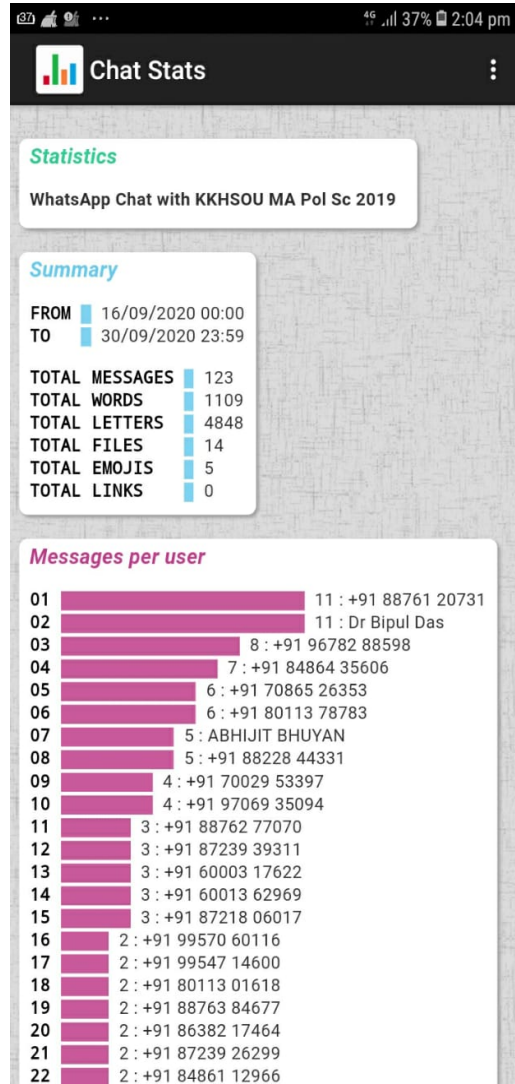
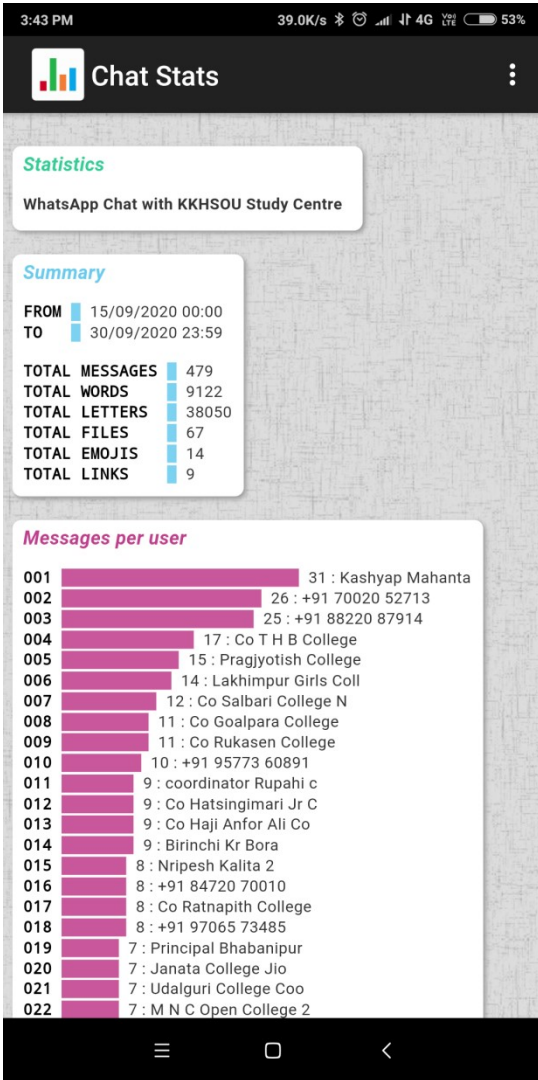


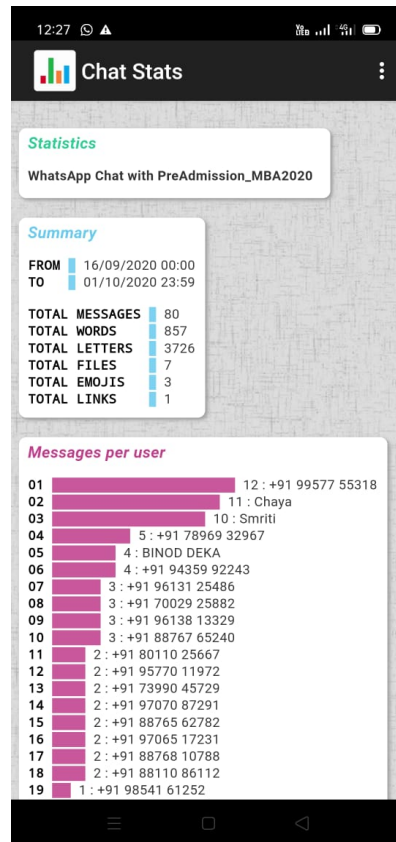
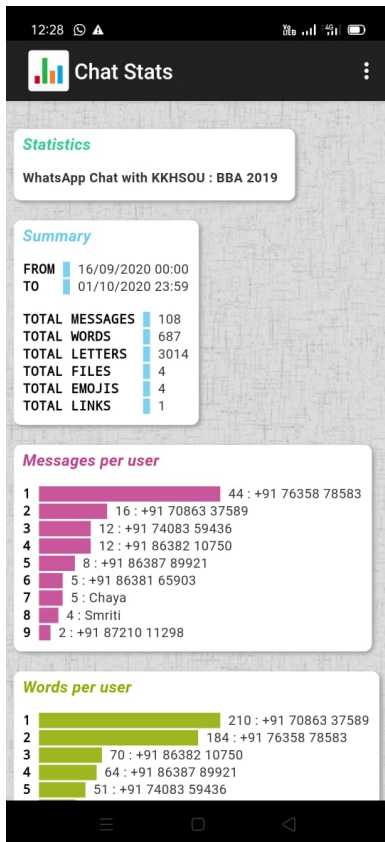
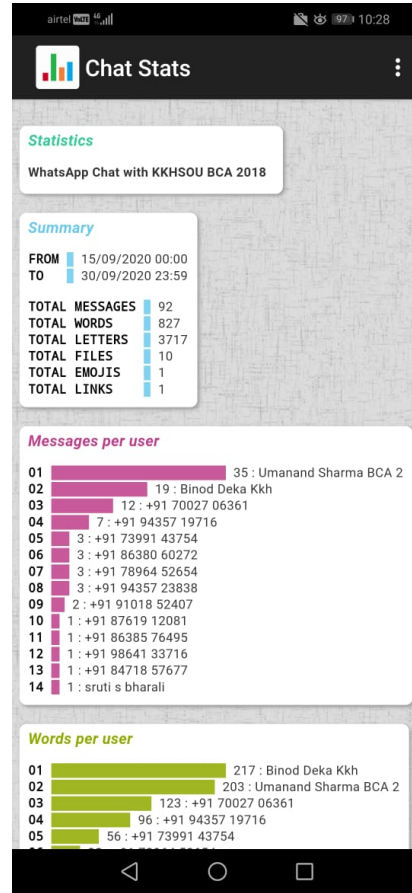
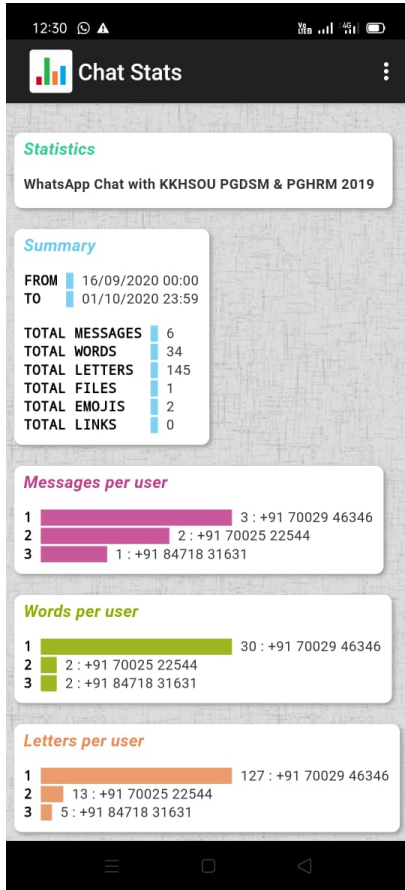
-	-	-	-	-	-
1721	30-09-20	By hand	Nalbari Comm. College, Subham Jain, en.no.11004115571	Application for BCA Final /Consolidated M/S issue 2017.	Done, dt.30-09-20
1722	30-09-20	By hand	Nalbari Comm. College, En.no.15015458	Application for Added in Home Assignment Marks BA 6th sem,. M/S 2019, Assignment Submit with Challan Rs.300.00 Trans. No.SUR29277660514. Dt.30-09-20	Processed
1723	30-09-20	By hand	Nalbari Comm. College, BA 4th sem. - En.no.16023052, BA 2nd sem. - En.no.17017520	Application for Added in Home Assignment Marks BA 6th sem,. M/S 2019, Assignment submit with Challan Par Rs.300.00 .Trans.no.SUR29277652044, Trans.no.SUR29277655822 dt.30-09-20.	Processed

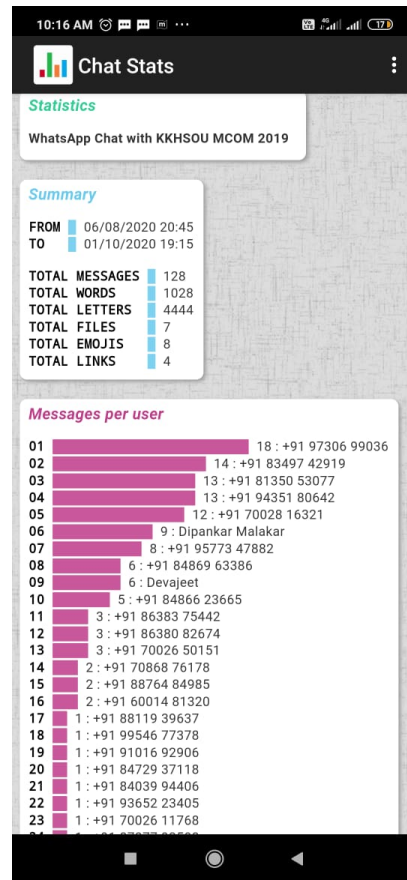
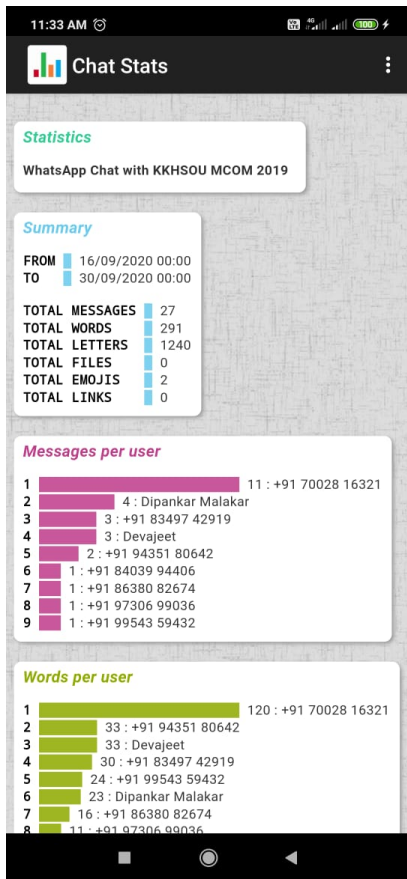
## Annexure-II: Screen shot of statistics/graphical presentation of Phone call records



## Annexure-III: Screen shot of statistics/graphical presentation of some of the WhatsApp Chat records







Questions Responses **73**

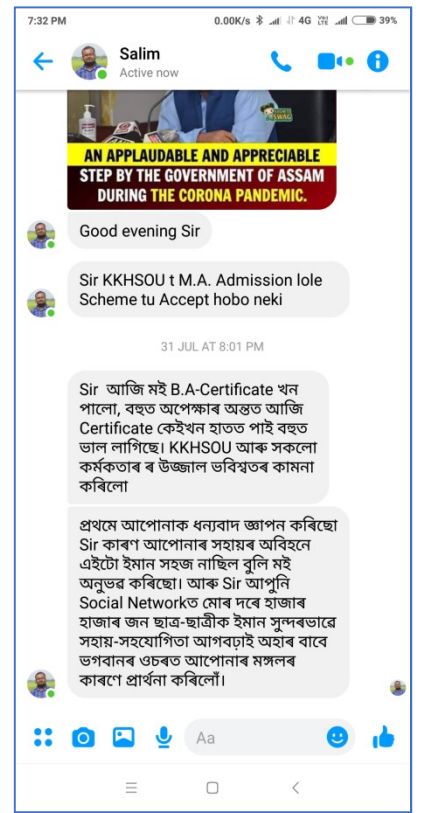
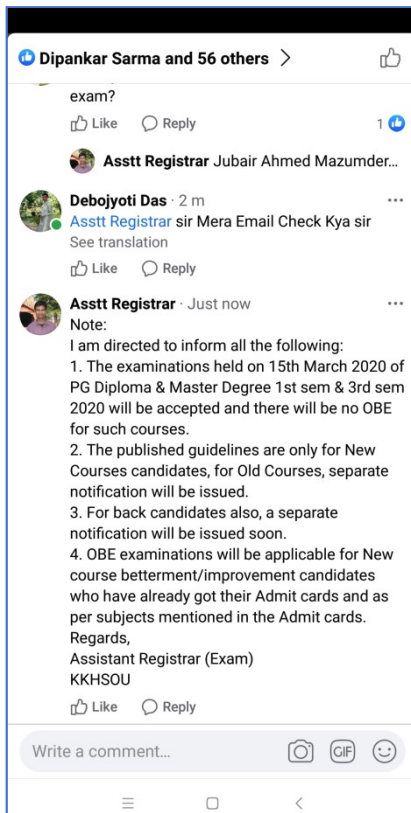
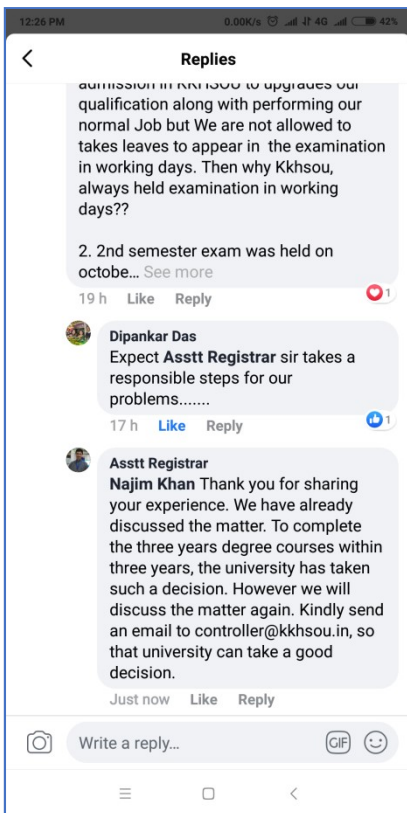
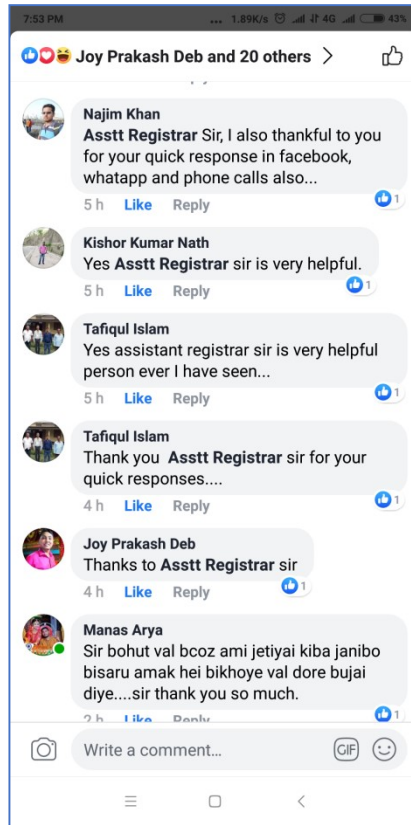
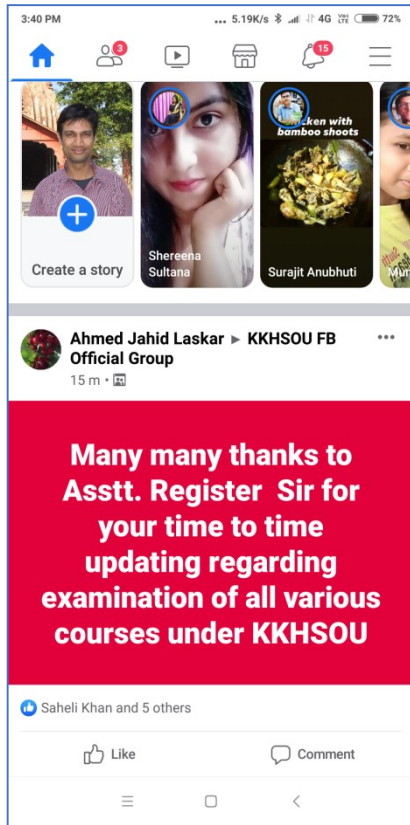
**Untitled form**

Dear Learners of BA Education,  
Welcome to Mentoring Services of KKHSOU.  
We shall be interacting with you through this mentoring service so that we can solve your academic problems in a more engaging way. I, Dr. Ritimoni Bordoloi, one of your teachers in Education, request you all to fill up the form and submit your responses so that we know about you in some detail and can arrange more of such academic support services to you Semester wise in the days ahead. So, all the very best

Your Name

Short answer text

## Annexure-IV: Screen shot of Facebook posts and comments in various times



5:55 PM ... 1.04K/s 4G 43%

**Amal Saharia** > **KKHSOU FB Official Group**  
2 d · 📷

Suggest me please!  
KKHSOU-r exam bur xomoi mote hoine? Results, Certificates bur thik time ote diyene? Moi Idol ot porhi asu MA Assamese. Eku e time mote hua nai etia loi.

7 12 comments

Like Comment

**বিনীতা গগৈ ভাস্কৰী**  
Kkhsou ajir date t distance course provide kora best state university of assam.iat exam conduct aru result declaration regular university r dorei timely hoi aru khub strict and sincere ai khetrot.even exam hall burot cctv logua thake.agote sob study centre tei exam hoisil babe kisuman study cebtre e nijor result val koruar sesta kore buli avijug asil.heye pasot aitu holoni kori kebol nirdharito centre t he exam cebtre dia hol.in short like all other regular universities of assam kkhs can provide same degree with same efficiency nd sincerity and they even listen to learner's advice and objections all.so i think u can take admission here without any hesitation and will get qity education here.the study materials are also highly up to date.u can apply in any job using dis

5:54 PM ... 0.00K/s 4G 43%

লাচিত গগৈ পোলাঘাট  
KKHSOU ত সময়মতে ফলাফল দিয়ে, সময়মতে পৰীক্ষা হয়, কিন্তু চাৰ্টিফিকেটৰ কথাটো নাজালো।  
See translation 2 d Like Reply 2

**Navaneeta Boruah Borah**  
Moi kkh val paisu... 2 d Like Reply 1

**Nabin Swargiary**  
Kkh bortoman valei soli ase pasoloi kobo nuwaru ki hoi 2 d Like Reply 1

**Namrata Kumari**  
KKH is a good choice.. I like the system and administration... Very helpful 2 d Like Reply 1

**SD Budheswar**  
Painding somosya borot careless hoi 2 d Like Reply 1

**Biswajit Borah**  
মই 2012 চনৰ পৰা KKHSOU ত অধ্যয়ন কৰি আছো। আজিলৈকে একো অসুবিধা পোৱা নাই। সকলো সময়মতে হোৱা দেখিছো।

Write a comment... GIF 📷

10:40 PM ... 0.37K/s 4G 43%

Baba ra ikan building

Write a comment... 📷 📷

**Sayed Dilwar Hussain** > **KKHSOU FB Official Group**  
2 d · 📷

Asstt. Registrar Sir, on behalf of students, I request you that please provide us a video that how to send the answersheet in website and all others things related to examination procedures. This will be help us a lot.. So if possible sir please give us such a video because we have never given 'OBE' or 'online' examination in such a way.. Thank you

Yang Den and 20 others 14 comments

Like Comment

**Harjyoti Deka**  
I also agree

Write a comment... 📷 📷

**Manjit Bhattacharyya** is feeling happy with **Rumi Goswami**.  
13 h · 🌟

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