

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Students Grievance Redressal Cell

Khanapara, KKHSOU

1st December 2020 to 31st December 2020

Forwarding

Dated: 12/01/2021
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 December 2020 to 31st December 2020

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 one month from 1st December 2020 to 31st December 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	: 204 (Exam)+64 (Other)=268
Total number of Application received (by hand) B	: 481 (Exam)+179(Other)=660
Total number of Application Received (A+B)	: 685 (Exam)+243(Other)=928
Total number of Application Resolved	: 899
Total number of Application under Process	: 29
Total Grievances Received in grc@kkhsou.in	: 37
Total Grievances Resolved	: 37 (Within 5 days)

Emails & Phone Calls:

Total Number of Emails Received	: 365
Total Number of Emails Resolved	: 365
Total Number Phone Calls	: 1700

Social Media:

Total Number of WhatsApp Chats (all included)	: 1764
Total number of Face book Chats	: 316
Total number of Messenger Chats	: 92

Detailed Report

All previous months' 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 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 new admissions are also uploaded in the Social Media time to time.

Applications:

The front office team received all total 928 applications during this period (from 1st December 2020 to 31st December 2020) out of which 268 numbers received by post and 660 applications received by hand. 685 numbers of applications related to the examinations whereas 243 numbers of applications related to the other than examinations. Total 899 numbers of problems have been (from 1st December 2020 to 31st December 2020) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 29 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.

37 numbers of grievances including one from UGC have been received during this period in the dedicated email 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 we received emails of different queries out of which we selected 6 numbers of queries related to grievances. All the grievances are resolved accordingly in the stipulated time. 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. Total number of 365 emails has been received from the learners, coordinators and other general public during this period (from 1st December 2020 to 31st December 2020) out of which some were received from 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 1700 phone calls made by the learners, coordinators and other general public are received during this period (from 1st December 2020 to 31st December 2020) and all queries are resolved as soon as possible. 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 1st December 2020 to 31st December 2020). Total number of 1764 Chats has been made by all during this period which (Screen shots) are attached in Annexure III.

Telegram:

Due to the large number of learners participating in number of Whatsapp groups, some of the department started to use the Telegram group to accommodate thousands of learners instead of Whatsapp. Number of Chats has been made during this period which (Screen shots) are attached in Annexure IV.

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 316 Chats has been made during this period (from 1st December 2020 to 31st December 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 92 Chats has been made during this period (From 1st December 2020 to 31st December 2020).

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. 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. Till date, we have completed the following processes:

1. Installed the Complaint Box in the front office of the Reception Hall

2. Started the functioning of the Anti Ragging Committee of the University.
The following activities have been done under the Anti Ragging Committee-
 - Formation of Anti Ragging Committee in each Study Centre
 - Approve, publish and install the proper banner as per UGC guidelines
 - To initiate poster competition on the topic ‘Anti Ragging’
3. Published the “Students’ Charter” both in Assamese and in English. It will encourage a student to express their grievances freely and frankly without any fear and hesitation (Copy attached in Annexure V).

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 Telegram groups

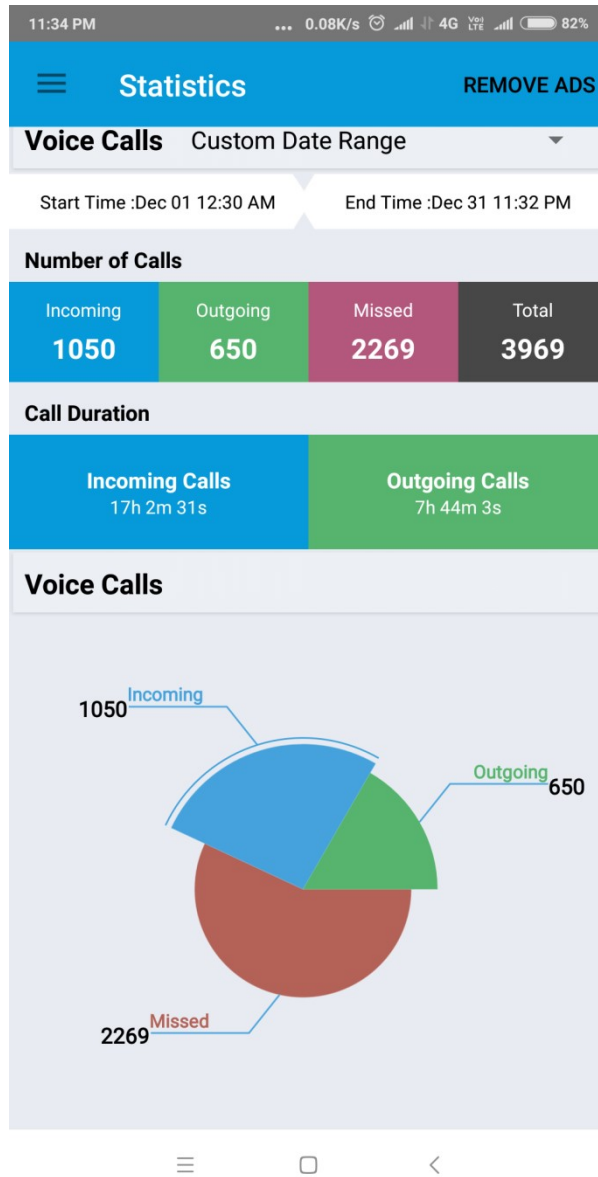
Annexure-V: Students' Charter (English & Assamese Version)

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

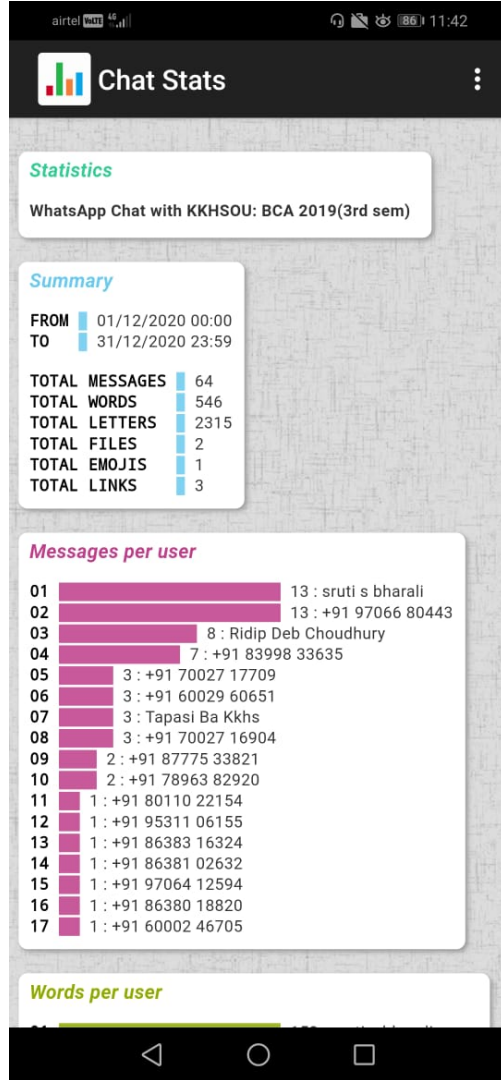
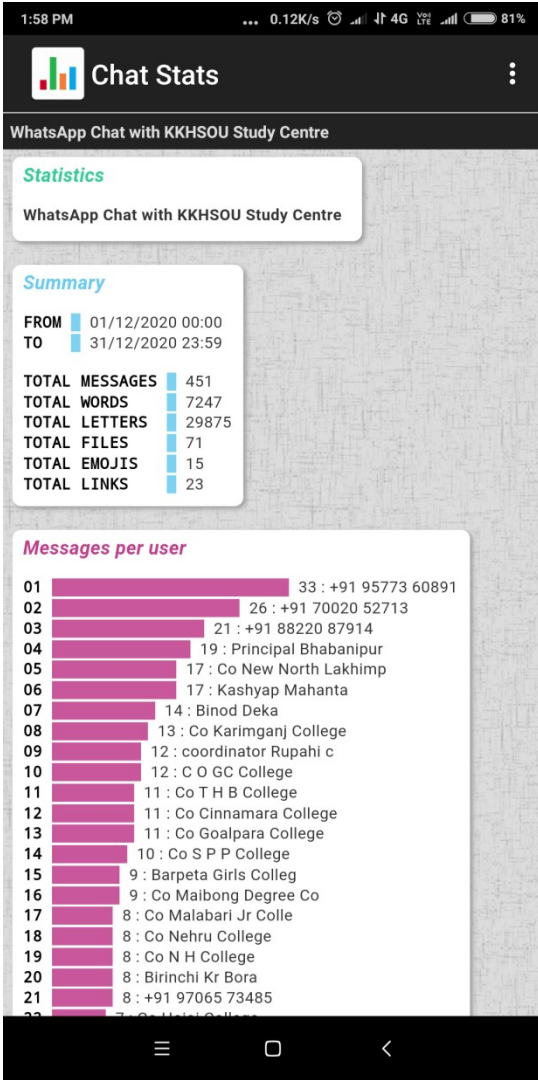
SL. No.	Date of Receipt	Postage/Courier/By hand	From whom received (Letter No.)	Purpose	Status
2444	01/12/20	By hand	KKHSOU City Study Centre, Rinku Karmakar, En.no.19005517	Application for BA 2nd sem. ABS & NC result 2020	Under Process
2445	01/12/20	By hand	BHB College, Abdul Mannan Ahmed, En.no.17001306.	Application for Correction of Father name in BA R/C 2017 & A/C 1st to 6th sem. Original Submit. With Challan Rs.1000.00, Jr.no.38087528, Dt.19-11-2020	Done, dt.01-12-20
2446	01/12/20	By hand	Shalbagan Jr. Comm. Commerce, Shyam Kanta Barman, en.no.16019994.	Application for correction of ABS M/S BA 3rd sem. 2020, Original M/S Submit.(SENG ABS Assignment)	Done, Dt.08-12-20, 3rd sem. M/S
2447	01/12/20	Speed Post	Sarupathar College, Mohen Gogoi, En.no.13014996	Application for ADDED in home Assignment Marks BA 3rd sem. M/S 2020, Assignment Marks & Photocopy M/S Submit.	Done, Dt.08-12-20, 3rd sem. M/S .A4
2448	01/12/20	Speed Post	Sarupathar College, Mohen Gogoi, En.no.13014996	Application for BA 1st sem. M/S issue, 2020	Done, dt.05-12-20., A4

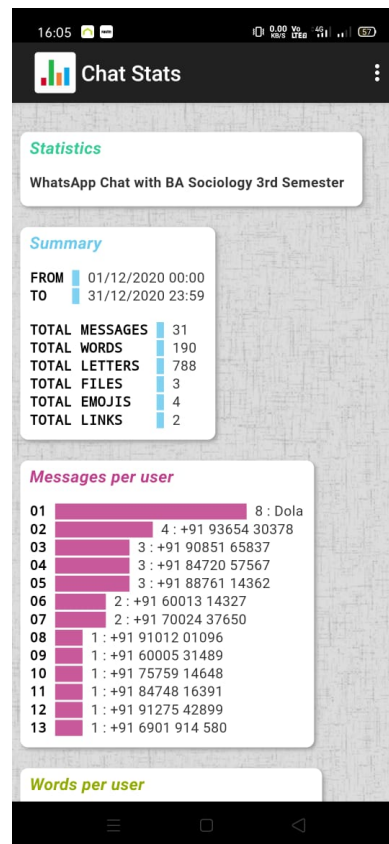
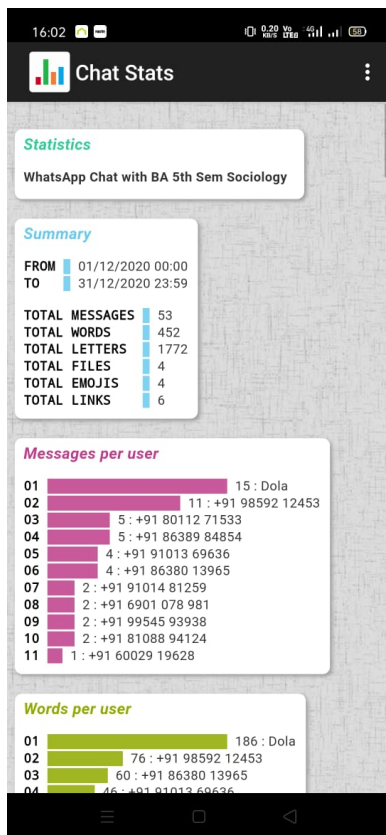
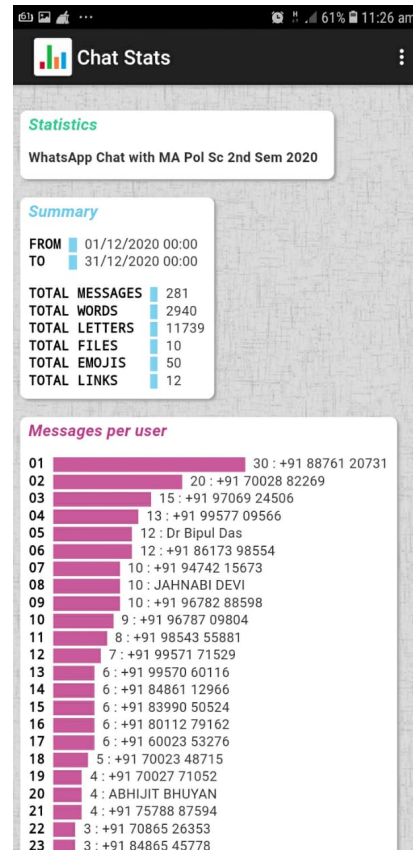
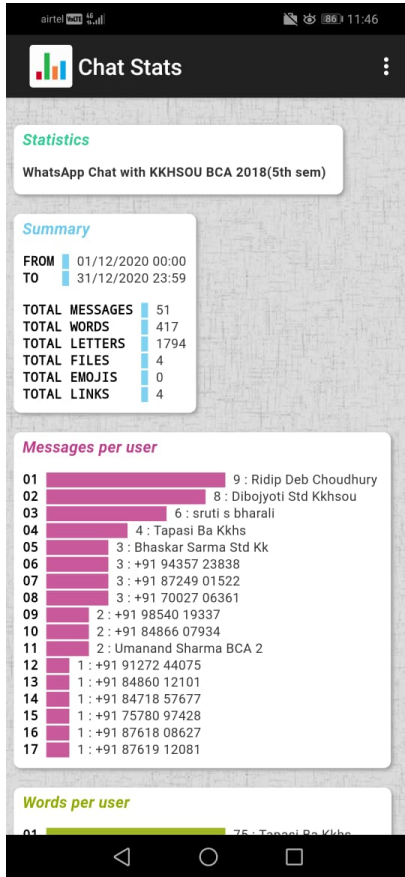
-	-	-	-	-	-
3124	31/12/2020	By hand	Dispur College, Prasanta Kr. Das, En.n.15013946	Application for BA 5th sem. A/C issue 2019, Challan Candidate Copy Submit.	Done, dt.31- 12-20
3125	31/12/2020	Speed Post	Katigora Jr. College, Debojit Das, En.no.17002728.	Application for BA 2nd sem. Result 2020, Assignment Added. (Photocopy M/S 2018 Submit.)	Done, dt.18- 01-21, A4
3126	31/12/2020	Speed Post	Dr. Nobin Bordoloi College, Ankit Shyam, En.no.17008812.	Prayer for issue of new M/S BA 6th sem. Correction of Subject in M/S BA 6th sem. 2020, Photocopy M/S Submit.(Allredy done No doc.)	Done, dt.19- 01-21A4
3127	31/12/2020	By hand	Barkhetri Jr. College, En.no.15019065	BA R/C issue 2015	Done, dt.31- 12-20
3128	31/12/2020	By hand	KKHSOU City Study centre, Subhash Bappi Sinha, En.no.19014303, Mob.no.8794738284, 9730699036.	Application for correction of ABS M/S Mcom 1st sem.2020, OBE Mail Receipt Copy Submit.	Under Process

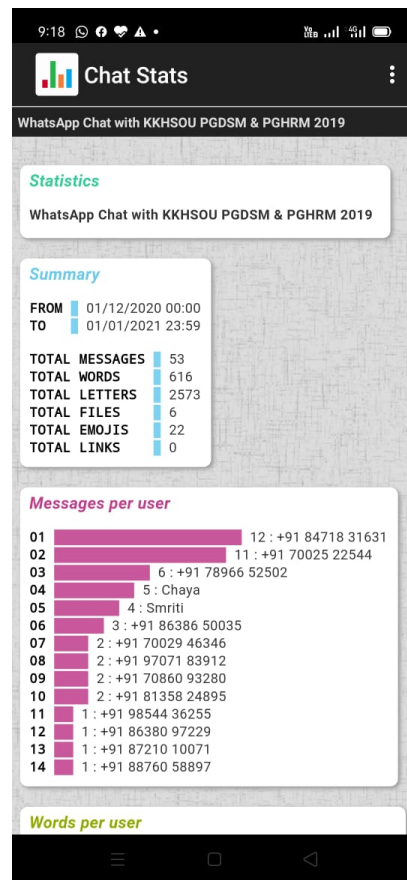
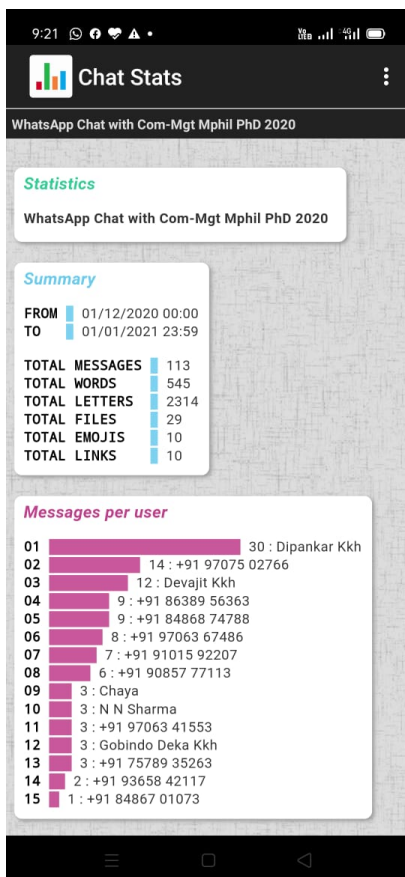
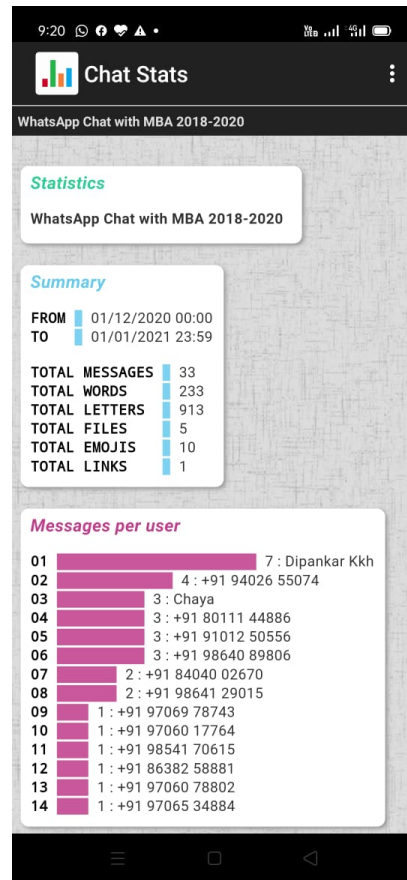
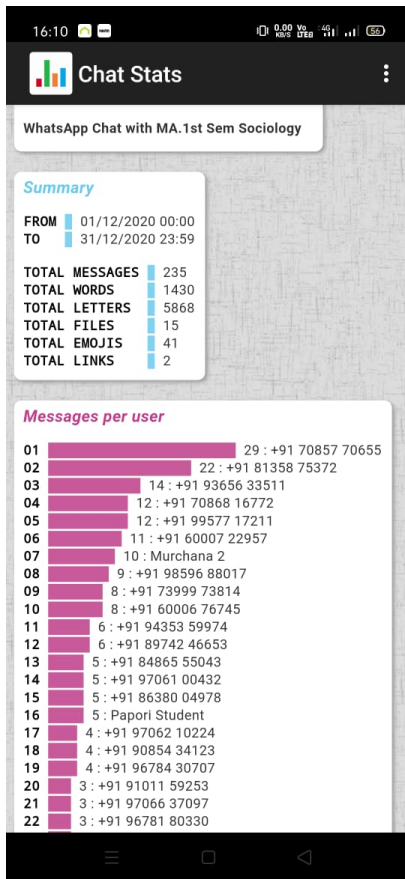
Annexure-II: Screen shot of statistics/graphical presentation of Phone call records

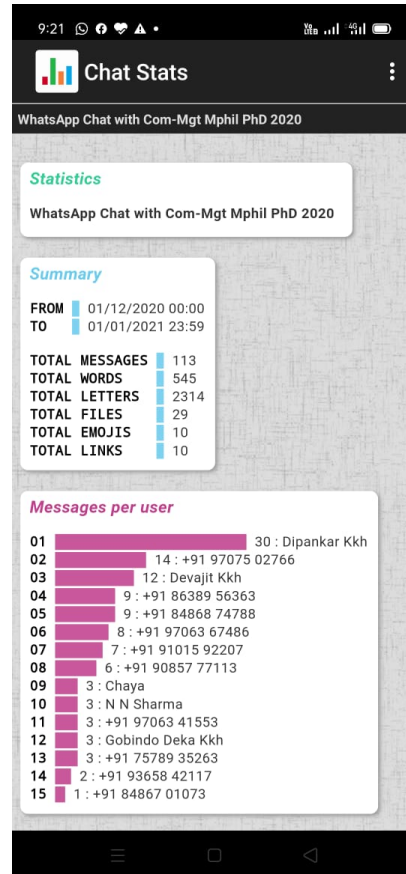
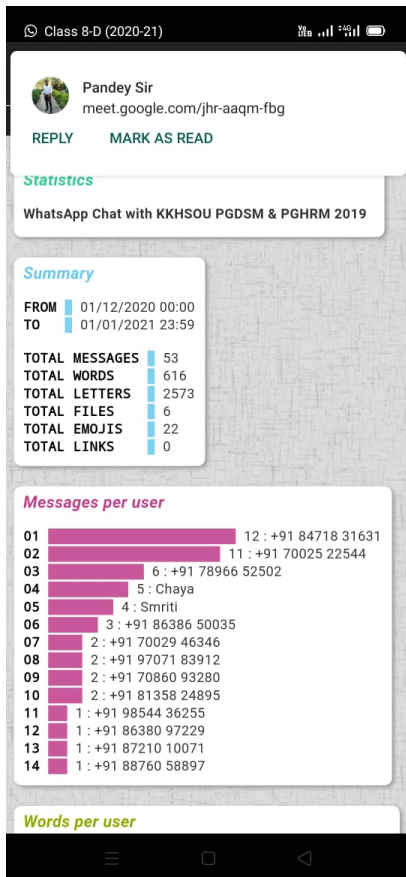
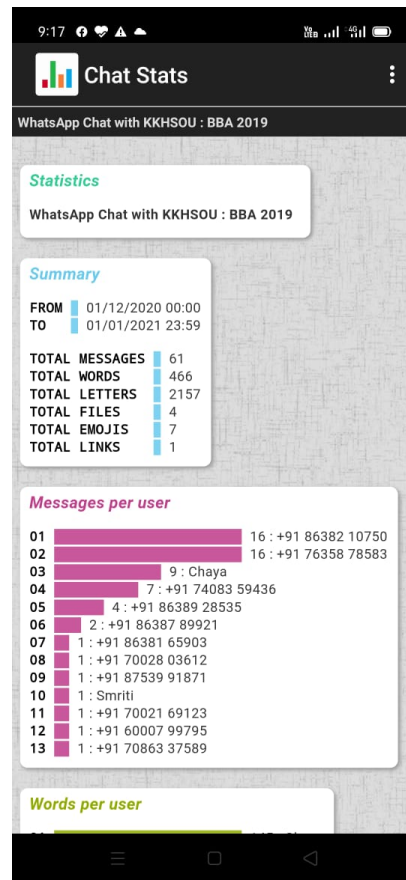
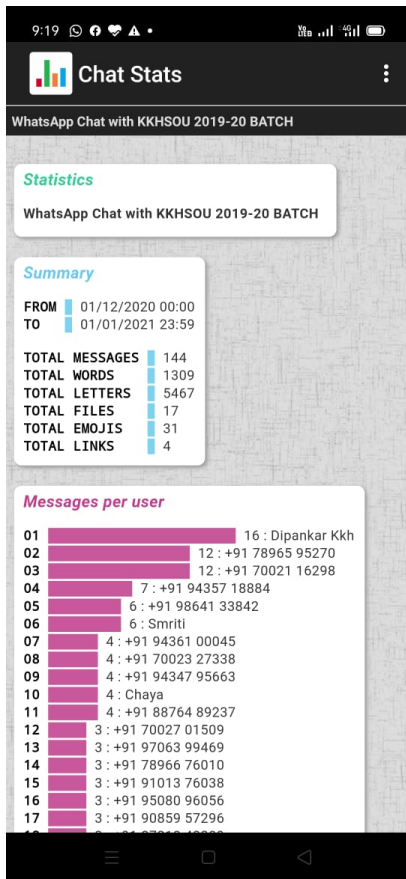


Annexure-III: Screen shot of statistics/graphical presentation of some of the WhatsApp Chat records

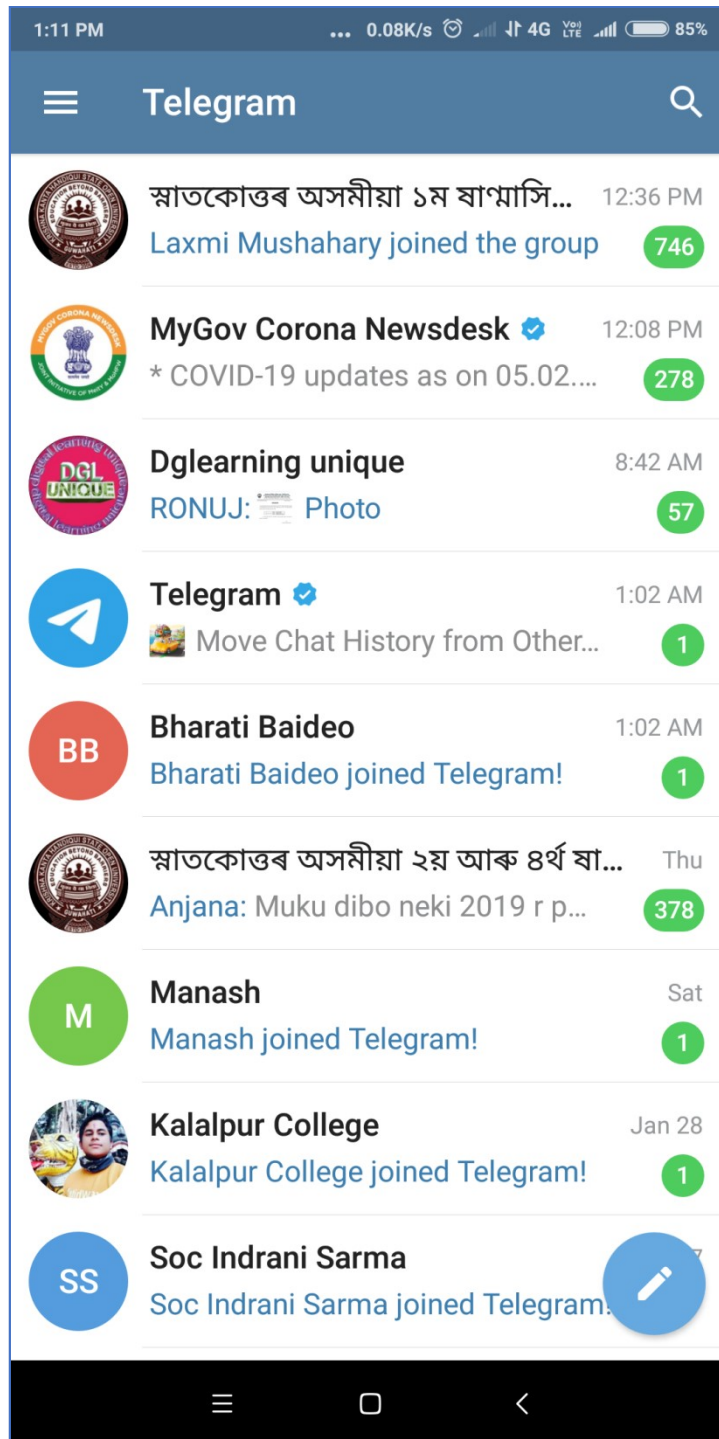








Annexure-IV: Screen shot of Telegram groups



Annexure-V: Students' Charter (English Version)

Krishna Kanta Handiqui State Open University

Being a learner at KKHSOU, I am entitled to the following Privileges...

1. I am treated with dignity and respect by all in the University.
2. I have access to correct information on the requirements, contents and outcomes of an educational programme and on other academic matters.
3. I can study in an environment that promotes openness, autonomy in learning, critical thinking and personal growth.
4. I have access to the support services of the University to meet my individual needs and overcome the barriers to study.
5. I shall not face any discrimination on the basis of gender, castes, religion, sexuality, ethnicity and ability.
6. I can express freely and wish that my views and opinions are valued by others.
7. I have the right to be recognised for my academic achievements.
8. I am entitled for a free and fair appeal against any act of the University which is discriminatory.
9. I shall get any academic/administrative problem solved within 7 days from the date of application in clear and transparent manner.
10. I shall have the right to know the reasons if the issue raised in my application/complaint is not resolved within the specified time.
11. I have the right to privacy and to protection against misuse of my personal information by anyone in the University.
12. I shall have the right to appeal to the Vice Chancellor if any of my privileges are breached at any stage.

Being a learner at KKHSOU, I have the following Duties and Responsibilities...

1. I shall demonstrate the highest standard of academic integrity and adhere to the commonly accepted standards of ethical behaviour.
2. I shall be liable to disciplinary action, if I violate academic integrity.
3. I shall make judicious use of the information, advice, guidance and support services provided to me to achieve my academic goals.
4. I shall participate in the counselling sessions, field trips, practical classes, and other co curricular activities of the University as organised from time to time.
5. I shall submit assignments, projects etc. within the specified time for completion of the educational programme.
6. I shall never resort to unfair means during examination or other assessment.
7. I shall communicate with my teachers, peers and the University staff in a respectful manner both in person and online.
8. While interacting in Social Media, I shall act according to the requirements of the educational programme only.
9. I shall be open to ideas and opinions and shall never resort to verbal or physical abuse of those whose beliefs or behaviours differ from mine.
10. I shall never involve in any criminal activities against anyone on the basis of race, religion, ethnicity, gender, sexuality or ability.
11. I shall never resort to any antisocial activities like bullying and ragging of fellow and junior learners.
12. I shall always respect the Act and Policies of the University.
13. I shall always respect National and International diversity as reflected in the services of the University.



Krishna Kanta Handiqui State Open University

www.kkhsou.in

Students Charter (Assamese Version):

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

বিশ্ববিদ্যালয়ৰ এগৰাকী শিক্ষার্থী হিচাপে মই লাভ কৰোঁ

নিম্নলিখিত অধিকাৰসমূহ—

- ১) বিশ্ববিদ্যালয়ৰ ফালৰ পৰা অমায়িক আৰু সন্মানজনক আচৰণ।
- ২) কোনো পাঠ্যক্রমৰ বাবে প্ৰয়োজনীয় অৰ্হতা, বিষয়বস্তু আৰু সেই পাঠ্যক্রম অধ্যয়নৰ সু-সমাপ্তিৰ ফলশ্ৰুতি তথা অন্যান্য শৈক্ষিক বিষয় সম্পৰ্কে শুদ্ধ তথ্য।
- ৩) মুক্তচিন্তাৰ উদগনি, শিকণৰ স্বতন্ত্ৰতা, সমালোচনাত্মক চিন্তাৰ প্ৰস্ফুটন আৰু ব্যক্তিগত বিকাশৰ পোষকতা কৰা পৰিবেশ এটাত অধ্যয়ন কৰাৰ সুবিধা।
- ৪) অধ্যয়নৰ ক্ষেত্ৰত থকা অন্তৰায়সমূহ অতিক্ৰম কৰিবলৈ বিশ্ববিদ্যালয়ে ব্যক্তিগত পৰ্যায়ত প্ৰদান কৰা শিক্ষার্থী সমৰ্থন সেৱাসমূহ।
- ৫) লিংগ, জাতি, ধৰ্ম আৰু সামৰ্থৰ ভিত্তিক অবৈষম্যমূলক আচৰণ।
- ৬) মুকলিকৈ প্ৰকাশ কৰা ব্যক্তিগত ভাব, দৃষ্টিভঙ্গী তথা মতামতৰ গুৰুত্ব লাভ।
- ৭) ব্যক্তিগত শৈক্ষিক সফলতাৰ বিশেষ স্বীকৃতি।
- ৮) বিশ্ববিদ্যালয়ৰ যিকোনো ধৰণৰ বৈষম্যমূলক কামৰ বিৰুদ্ধে মুকলিকৈ আৰু ন্যায়সংগতভাৱে অভিযোগ দাখিল কৰাৰ সুবিধা।
- ৯) যিকোনো শৈক্ষিক/প্ৰশাসনীয় সমস্যা সমাধানৰ বাবে জনোৱা ব্যক্তিগত আবেদনৰ ৭ কৰ্ম দিনৰ ভিতৰতে এক স্পষ্ট তথা স্বচ্ছ পদ্ধতিৰে বিশ্ববিদ্যালয়ে আগবঢ়োৱা সমাধান।
- ১০) আবেদন জনোৱাৰ ৭ কৰ্ম দিনৰ ভিতৰত সমাধান লাভ নকৰিলে ইয়াৰ কাৰণ জনাৰ অধিকাৰ।
- ১১) বিশ্ববিদ্যালয়ত জমা দিয়া ব্যক্তিগত তথ্যৰ গোপানীয়তা তথা সুৰক্ষাৰ অধিকাৰ, যাতে কোনেও ইয়াৰ অপব্যৱহাৰ কৰিব নোৱাৰে।
- ১২) উল্লিখিত অধিকাৰসমূহ সঠিকভাৱে লাভ নকৰিলে বিশ্ববিদ্যালয়ৰ উপাচার্যৰ ওচৰত পোনে পোনে অভিযোগ দাখিল কৰাৰ অধিকাৰ।

বিশ্ববিদ্যালয়ৰ এগৰাকী শিক্ষার্থী হিচাপে মই পালন কৰিম
নিম্নলিখিত কৰ্তব্য আৰু দায়িত্বসমূহ—

- ১) শৈক্ষিক সততাৰ সৰ্বোৎকৃষ্ট মান প্ৰদৰ্শন আৰু নৈতিক আচৰণৰ সৰ্বজনগ্ৰাহ্য মান অক্ষুণ্ণ।
- ২) শৈক্ষিক সততা ভংগ কৰিলে অনুশাসন ভংগৰ বিহিত শাস্তি ভোগ।
- ৩) শৈক্ষিক লক্ষ্যত উপনীত হ'বলৈ লাভ কৰা তথ্য, পৰামৰ্শ, দিক্‌নিৰ্দেশনা আৰু সমৰ্থন সেৱাবোৰৰ যথোচিত ব্যৱহাৰ।
- ৪) বিশ্ববিদ্যালয়ে সময়ে সময়ে আয়োজন কৰা পৰামৰ্শদান শ্ৰেণী, ক্ষেত্ৰভ্ৰমণ, ব্যৱহাৰিক পাঠদান আৰু অন্য সহঃপাঠ্যক্রমভিত্তিক কাৰ্যকলাপত অংশগ্ৰহণ।
- ৫) পাঠ্যক্রম নিৰ্ধাৰিত সময়ৰ ভিতৰত সমাপ্ত কৰিবলৈ প্ৰয়োজনীয় পদত্ৰ কৰ্ম, প্ৰজেক্ট আদি নিৰ্ধাৰিত সময়ত জমা।
- ৬) যিকোনো ধৰণৰ অসাধু উপায় অবলম্বন নকৰাকৈ পৰীক্ষা নাইবা পাঠ্যক্রম ভিত্তিক যিকোনো পদত্ৰ কৰ্ম জমা।
- ৭) ব্যক্তিগতভাৱে আৰু অনলাইন যোগে শিক্ষক, সহপাঠী আৰু বিশ্ববিদ্যালয়ৰ অন্য কৰ্মচাৰীসকলৰ সৈতে সন্মান সহকাৰে যোগাযোগ স্থাপন।
- ৮) 'চ'ছিয়েল মিডিয়া'ত মত বিনিময়ত কেবল শৈক্ষিক পাঠ্যক্রমৰ প্ৰয়োজনীয়তাত হে গুৰুত্ব প্ৰদান।
- ৯) ব্যক্তিগতভাৱে অন্যৰ চিন্তা আৰু মতামত মুকলি মনেৰে গুনাৰ লগতে পৃথক বিশ্বাস নাইবা আচৰণ প্ৰদৰ্শনকাৰী কাকোৱেই অপদস্থ নকৰোঁ মৌখিক অথবা শাৰীৰিকভাৱে।
- ১০) লিপ্ত নহওঁ আনৰ বিপক্ষে জাতি, ধৰ্ম, নৃগোষ্ঠীয় পৰিচয়, লিংগ, লিংগত্ব অথবা সামৰ্থৰ আধাৰত কোনো অপৰাধমূলক কাৰ্যত।
- ১১) জড়িত নহওঁ কেতিয়াও সহপাঠী আৰু কনিষ্ঠ শিক্ষার্থীক মানসিক হাৰাশাস্তি অথবা 'বেগিং' কৰাৰ দৰে সমাজবিৰোধী কাৰ্যত।
- ১২) সদায় সন্মান প্ৰদৰ্শন কৰিম বিশ্ববিদ্যালয়ৰ আইন আৰু নীতিসমূহক।
- ১৩) বিশ্ববিদ্যালয়ৰ সেৱাসমূহত প্ৰতিফলিত হোৱা ৰাষ্ট্ৰীয় তথা আন্তৰ্জাতিক বৈচিত্ৰ্যক সদায় সন্ত্ৰমূলক আচৰণ প্ৰদৰ্শন।



কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

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