

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Student Grievance Redressal Cell

Khanapara, KKHSOU

1st July 2021 to 31st December 2021

Forwarding

Dated: 08/03/2022
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 2021 to 31st December 2021

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 2021 to 31st December 2021. 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 : 988(Exam)+578 (Other)=1566

Total number of Application received (by hand) B : 927 (Exam)+823(Other)=1750

Total number of Application Received (A+B): 1915 (Exam)+1401 (Other)=3316

Total number of Application Resolved : 2989

Total number of Application under Process : 327

Total Grievances Received in grc@kkhsou.in : 1150

Total Grievances Resolved/Informed : 1150 (Within 5 days)

Total Grievances Received From **UGC** : 05

Total Grievances Resolved (Received From **UGC**) : 05

1. UGC Grievance ID: GRIEVANCE-STU-2021-90746-1
2. UGC Grievance ID: GRIEVANCE-STU-2021-90744-1
3. UGC Grievance ID: GRIEVANCE-STU-2021-90743-1
4. UGC Grievance ID: GRIEVANCE-STU-2021-83545-2
5. UGC Grievance ID: GRIEVANCE-STU-2021-83545-3

KKHSOU Grievance Regressal Portal Report:

Total number of Application Received : 1172

Total number of Application Resolved : 968
Total number of Application under Process : 165

Detailed Report

Already all previous activity report has been submitted successfully 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 other activities are also uploaded in the Social Media time to time.

Applications:

The front office team received all total 3316 applications during this period (from 1st July 2021 to 31st December 2021) out of which 1566 numbers received by post and 1750 applications received by hand. 1915 numbers of applications related to the examinations whereas 1401 numbers of applications related to the other than examinations. Total 2989 numbers of problems have been (from 1st July 2021 to 31st December 2021) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 327 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 1150 numbers of grievances have been received during this period in the dedicated email grc@kkhsou.in. Five numbers of grievances have been received from the UGC. 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 248 numbers of queries related to grievances. The emails are from 1st July 2021 to 31st December 2021. We have also resolved the problems received to our official and personal email ids from the learners, coordinators and other general public. About 6550 emails have been received from the learners, coordinators and other general public during this period (from 1st July 2021 to 31st December 2021) out of which some were received in km@kkhsou.in and some were 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.

A number of phone calls made by the learners, coordinators and other general public are received during this period (from 1st July 2021 to 31st December 2021) and all queries are resolved as soon as possible. Most of the phone calls are related to the Online Examinations, Open Book Examinations, 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.

Annexure-I: Details of Applications received

Annexure-II: KKHSOU Grievance Regressal Portal Report

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
1398	01-06-2021	By Hand	Ross, Alisha Daimari, En.no.13027908	Application for BA Final /Consolidated M/S issue 2020	Done, dt.02-07-21, A4, Already Original Sent
1399	01-06-2021	COE Mail Print	Cahar College, Nayan Kar, En.no.17002371	Application for BA Final /Consolidated M/S issue 2020	Done, Dt.02-07-21, Org Cons.
1400	01-06-2021	COE Mail Print	Srikishan Sarada College, Abu Md Ashraf Uddin, En.no.17008314.	Application for BA Final /Consolidated M/S issue 2020	Done, Dt.02-07-21, Org Cons.
1401	01-06-2021	Speed Post	Mangaldai College, Sashima Das, en.no.17023262, mob.no.6000595611	Application for MA Final /Consolidated M/S issue 2019.	Done, dt.17-07-21, Cons. Org. M/S
1402	01-06-2021	Speed Post	Sipajhar College, Bubul Baruah, en.no.14039698., mob.no.7002943166	Application for BA Final /Consolidated M/S issue 2019.	Done, dt.17-07-21, Cons. & 6th sem. Org. M/S
-	-	-	-	-	-
4157	31-12-2021	By Hand	Bikash Kr. Sharma, En. No: 17021284	Application for correction of BA 5th sem OBE ABS result 2021	Done
4158	31-12-2021	By Hand	Pompi Roy, En. No: 15012478	Application for consolidated M/S of BA, Rs. 100.00, Challan No: WSM20636113362, Dtd: 31/12/2021	Done
4159	31-12-2021	By Hand	Ajay Thakuria, En. No: 16018392	Application for correction of BA 1st sem OBE ABS result 2021	Done
4159 (A)	31-12-2021	By hand	Manuj Sonowal, En. No: 10007100719	Application for correction of BA 3rd year M/S	Done, Dtd: 31/12/2021

Annexure-II: Screen shot of KKHSOU Grievance Regressal Portal Report

The screenshot displays the 'Complaint Management System' interface. On the left is a navigation menu with the following items: Dashboard, User Profile, Circular, MIS, My Leave, My Attendance, and Intercom List. The main content area features three tables, each representing a 'Year Wise Report' for a specific year. The tables are titled 'Year Wise Report 2020', 'Year Wise Report 2021', and 'Year Wise Report 2022'. Each table has columns for Year, Recieved, Under Process, Solved, Pending, and Rejected. The data for 2020 shows 3170 Recieved, 2950 Solved, 0 Pending, and 220 Rejected. The data for 2021 shows 2029 Recieved, 1789 Solved, 166 Pending, and 74 Rejected. The data for 2022 is not visible in the screenshot. The footer of the page contains the text '© 2017, KKHSOU, All rights reserved'.

Complaint Management System

Year Wise Report 2020

Year	Recieved	Under Process	Solved	Pending	Rejected
2020	3170		2950	0	220

Year Wise Report 2021

Year	Recieved	Under Process	Solved	Pending	Rejected
2021	2029		1789	166	74

Year Wise Report 2022

Year	Recieved	Under Process	Solved	Pending	Rejected
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