

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

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



**ACTIVITY REPORT**

**Student Grievance Redressal Cell**

Khanapara, KKHSOU

1<sup>st</sup> January 2022 to 30<sup>th</sup> June 2022

## Forwarding

Dated: 02/09/2022  
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 1<sup>st</sup> January 2022 to 30<sup>th</sup> June 2022

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 of six months from 1<sup>st</sup> January 2022 to 30<sup>th</sup> June 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**

#### **Application:**

Total number of Application Received (by post) A : 857(Exam)+440 (Other)=1297

Total number of Application received (by hand) B : 1690 (Exam)+709(Other)=2399

Total number of Application Received (A+B): 2547 (Exam)+1149 (Other)=3696

Total number of Application Resolved : 3354

Total number of Application under Process : 342

Total Grievances Received in [grc@kkhsou.in](mailto:grc@kkhsou.in) : 600

Total Grievances Resolved : 600 (Within 5 days)

Total Grievances Received From **UGC** : 02

Total Grievances Resolved (Received From **UGC**) : 02

(1. UGC Grievance ID: GRIEVANCE-STU-2016-4217-1

2. UGC letter with F.No. 74-1/2022(DEB-III, dated 20<sup>th</sup> April 2022)

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

Approximate Number of Emails Received : 3200

Approximate Number of Emails Resolved/Replied : 3200

## **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 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 other activities are also uploaded in the Social Media time to time.

### **Applications:**

The front office team received all total 3696 applications during this period (from 1<sup>st</sup> January 2022 to 30<sup>th</sup> June 2022) out of which 1297 numbers received by post and 2399 applications received by hand. 2547 numbers of applications related to the examinations whereas 1149 numbers of applications related to the other than examinations. Total 3354 numbers of problems have been (from 1<sup>st</sup> January 2022 to 30<sup>th</sup> June 2022) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 342 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 600 numbers of grievances have been received during this period in the dedicated email [grc@kkhsou.in](mailto:grc@kkhsou.in). Two 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](mailto:grc@kkhsou.in) we received emails of different queries out of which we selected 97 numbers of queries related to grievances. We have also resolved the problems received to our official and personal email ids from the learners, coordinators and other general public. About 3200 emails has been received from the learners, coordinators and other general public during this period (from 1<sup>st</sup> January 2022 to 30<sup>th</sup> June 2022) out of which some were forwarded 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.

### **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. 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.

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#### Annexure-I: Details of Applications received

#### 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
1	03-01-2022	By hand	Rumi Patar, En. No: 192002940	Application for correction of BA 3rd sem OBE ABS result 2021	Done
2	03-01-2022	By hand	Mamani Hajong, En. No: 19002932	Application for correction of BA 1st sem OBE ABS result 2021	Done
3	03-01-2022	By hand	Altaf Hussain, En. No: 16028905	Application for subject correction of MA 4th sem	Done, Dtd: 03/01/2021
4	03-01-2022	By hand	Chandana Bala Nath, En. No: 20000341	Application for correction of En. No. on OBE BA 1st sem 2021	Done
5	03-01-2021	By hand	Mastufa Ahmed, En. No: 16028913	Application for consolidated M/S of MA, Rs. 100.00, Challan No: WSM20482292605, Dtd: 15/12/2021	Done, Dtd: 05/01/2022

6	03-01-2022	By hand	Harsha Jyoti Nath, En. No: 15013912	Application for provissional M/S of BA	Done, Dtd: 03/01/2021
-	-	-	-	-	-
2577	30-06-2022	By hand	Sajal Shome, En. No: 15012824	Application for cons M/S and P/C of BA, rs. 100.00+235.00, Challan No: WHMP1246206963, Dtd: 30-06-2022, WHMP1231781788, Dtd: 23-06-2022 (Original 6th sem M/S submit)	Done Dtd- 25-07-2022
2578	30-06-2022	By hand	Jyotismrita Das, En. No: 16025717	Application for add H/A marks of B. Com 4th and 5th sem , H/A marks with late fee Rs. 300.00+300.00, Challan No: WSBI1186492077, WSBI1186508812, dtd: 02- 05-2022 submit.	Done, Dtd: 30-06-2022
2579	30-06-2022	By hand	Co-Ordinator, Dikowmukh College, (18009815)	Application for cons M/S and P/C of MA	Done Dtd- 25-07-2022

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