

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়  
**KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY**  
GUWAHATI, ASSAM



**ACTIVITY REPORT**

**Students' Grievance Redressal Committee**

Khanapara, KKHSOU

1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023

## Forwarding

Dated: 20/02/2024  
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 Committee of KKHSOU for the period of 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023

Sir,

With reference to the notification no. KKHSOU/UGC/DEC/39/2010/405 dated on 22/05/2023, I have the honour to submit the Activity Report of 'Students Grievance Redressal Committee' of KKHSOU for the period of six months from 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023. 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



(Prof. N. N. Sarma)  
Chairman  
Students Grievance Redressal  
Committee  
KKHSOU

## Summary Report

### Application:

Total number of Application Received (by post) A : 1263 (Exam)+268(Other)=1531

Total number of Application received (by hand) B :1634 (Exam)+882(Other)=2516

Total number of Application Received (A+B): 2897 (Exam)+1150 (Other)=4047

Total number of Application Resolved : 3898

Total number of Application under Process : 149

Total Grievances Received in [grc@kkhsou.in](mailto:grc@kkhsou.in) & [km@kkhsou.in](mailto:km@kkhsou.in): 189

Total Grievances Resolved in [grc@kkhsou.in](mailto:grc@kkhsou.in) & [km@kkhsou.in](mailto:km@kkhsou.in): 189 (Within 5 days)

Total Grievances Received From UGC : Nil

Total Grievances Resolved (Received From UGC) : N/A

### Emails:

Approximate Number of Emails Received : 1787

Approximate Number of Emails Resolved/Replied : 1787

## Detailed Report

The functioning of the redressal of different grievances of the students and general public under Student Grievance Redressal Committee 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. Subsequently, on 22<sup>nd</sup> May 2023, a new committee has been reconstituted vide notification no. KKHSOU/UGC/DEC/39/2010/405. The new committee members 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 arranged to provide 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 4047 applications during this period (from 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023) out of which 1531 numbers received by post and 2516 applications received by hand. 2897 numbers of applications related to the examinations whereas 1150 numbers of applications related to the other than examinations. Total 3898 numbers of problems have been (from 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 149 numbers of applications are under process. Most of the 'by hand' applications were resolved within 2-5 hours and handed over the results immediately to the concerned.

Total 189 numbers of grievances have been received during this period in the dedicated email [grc@kkhsou.in](mailto:grc@kkhsou.in) and [km@kkhsou.in](mailto:km@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) and [km@kkhsou.in](mailto:km@kkhsou.in) we received emails of different queries out of which we selected 189 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

1787 emails has<sup>4</sup> been received from the learners, coordinators and other general public during this period (from 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023) 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.

### **Some Functions of the Students Grievance Redressal Committee:**

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 Committee.

Functioning the Students Grievance Redressal Committee 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	02-01-2023	By Hand	Pulak Baro En-16018824	Application For BA Consolidated M/S & P/C Rs-100/235 YSM21650996731/YSM21651020478Dtd-02-01-2022	Done Dtd-02-01-2023
2	02-01-2023	By Hand	Probesh Hojai En-15015488	Application For BA Consolidated M/S & P/C Rs-100/235 YSM21565603815/YSM21565611367Dtd-17-11-2022	Done Dtd-14-02-23
3	03-01-2023	By Hand	Rupam Jyoti Kalita En-16022322	Application For BA Consolidated M/S & P/C Rs-100/235 YSM21653240331Dtd-03-01-2022/YPMP1638419333Dt d-26-12-2022	Done Dtd-18-01-23
4	03-01-2023	By Hand	Jaya Talukdar En-16018528	Application For BA Consolidated M/S & P/C Rs-100/235 YUR31644447034Dtd-29-12-2022/YUR31653265708Dt d-03-01-2022	Done Dtd-06-01-23
5	03-01-2023	By Hand	Robinson Soren En-16017087	Application For BA 6th Sem ABS Result Attendance Sheet Submit	Done Dtd-18-05-2023
6	03-01-2023	By Hand	Geeta Mary Sangma En-21003683	Application For BA 2nd Sem ABS Result Attendance Sheet Submit	Done Dtd-20-01-23
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4045	28-06-2023	By Hand	Himangshu Barman En No. 21007108	Application for updation of BCom 3rd Sem 22 result shwoing ABSENT - Assignment	Done 29/09/23
4046	28-06-2023	By Hand	Raihana Sultana En No. 19010645	Application for BSW PC - Payment not needed	Done Dtd- 25-07-2023
4047	28-06-2023	By Hand	Jugal Boruah En No. 18008175	Application for BBA Consolidated m/s & PC - Payment not needed	Only P/C Done Dtd- 30-08-2023

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