

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

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



## ACTIVITY REPORT

### **Students Grievance Redressal Cell**

Khanapara, KKHSOU

17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020

## Forwarding

Dated: 08/09/2020  
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 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 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 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 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	: 100
Total number of Application received (by hand) B	: 144
Total number of Application Received (A+B)	: 244
Total number of Application Resolved	: 242
Total number of Application Under Process	: 02 (Sent to the office of the Registrar)
Total Grievances Received (including UGC)	: 02
Total Grievances Resolved (including UGC)	: 02

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

Total Number of Emails Received	: 106
Total Number of Emails Resolved	: 106
Total Number Phone Calls	: 1202

#### **Social Media:**

Total Number of WhatsApp Chats (all included)	: 1350
Total number of Face book Chats	: 338
Total number of Messenger Chats	: 78

## **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 new admissions are also uploaded in the Social Media time to time.

### **Applications:**

The front office team received all total 244 applications during this period (from 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020) out of which 100 numbers received by post and 144 applications received by hand. 127 numbers of applications related to the examinations whereas 117 numbers of applications related to the other than examinations. All the problems have been (from 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). Most of the 'by hand' applications were resolved within 1-4 hours and handed over the results immediately to the concerned.

Two grievances have been received during this period out of which one from the UGC (through forwarded email). Both grievances has 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:**

During this COVID-19 pandemic, all learners and coordinators like to send applications through emails rather than by post or by hand. Therefore it is very urgent to update the system to solve all kind of applications and grievances received in a particular email id by all. It also helps us to count the total numbers of emails received within a stipulated period, and see the status. A dedicated email id for resolving all kind of problems related to the Student Grievances has been created with the help of IT Cell, KKHSOU. The dedicated email id is [grc@kkhsou.in](mailto:grc@kkhsou.in) (first letter of Grievance Redressal Cell). 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. Total number of 106 emails has been received from the learners, coordinators and other general public during this period (From 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 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 1202 phone calls made by the learners, coordinators and other general public are received during this period (From 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020) and all queries are resolved as soon as possible. Most of the phone calls are related to the Open Book Examinations and Online Examinations. 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:**

Department wise WhatsApp groups have been created to provide instant support and services to all the learners of all courses. It will also help to promote department wise cordial Student-Student relationship and Student-Teacher relationship. A dedicated 'App' has been installed in almost all the faculty members and provided a 'demo' how to use the 'App' to submit a report to the Student Grievance Redressal Cell time to time. Almost all the departments have submitted the detailed report of Chats along with Screen shots made with the learners during this period (From 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020). Total number of 1350 Chats has been made by all during this period which (Screen shots) are attached in Annexure III.

**Facebook:**

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 338 Chats has been made during this period (from 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 2020). There is a plan to change the name 'Asstt Registrar' in Facebook to 'Student\_Grievance\_Redressal\_Cell' with the emblem of the university. The statistics of the Chats list are attached in Annexure IV.

**Messenger:**

The questions asked by the learners and general public through Messenger have been immediately replied. Total number of 78 Chats has been made during this period (From 17<sup>th</sup> August 2020 to 31<sup>st</sup> August 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. Initially, we have started the following processes:

1. Collection and approval of the official email ids and contact numbers of all faculty members and officials
2. Approval of the official email id of Student Grievance Redressal Cell [grc@kkhsou.in](mailto:grc@kkhsou.in), so that faculty members and all officials can forward emails related to grievances to the Student Grievance Redressal Cell directly and vice versa.

3. Approval of different formats to submit reports and others to the Hon'ble VC
4. Approval of the Contact Numbers of Student Grievance Redressal Cell to facilitate supports to the learners and general public
5. Approval of the writings both in Assamese and in English of Students' Charter. It will encourage a student to express their grievances freely and frankly without any fear and hesitation.
6. Approval of the Forms for applying Online Applications by the learners
7. Approval to change name 'Asstt Registrar' to 'Student\_Grievance\_Redressal\_Cell' in Facebook and to use the same to Chats with different learners and general public and upload different university notifications and information time to time on behalf of the university.

**Suggestions for better support services in future:**

1. Install a Suggestion Box/Complaint Box in the front office, Khanapara City Office, which would be opened in a month by a High Level Committee in presence of Hon'ble VC.
2. Install an anti-Ragging Cell to support learners in the concerned Study Centre and University City Office.
3. A Standard Operating Procedure of 'Student Grievance Redressal Cell' should be initiated and make it available in between all the general public, learners and guardians.
4. To develop a proper 'Online Grievance Redressal Management System' software

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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 statistics/graphical presentation of Facebook Chat records

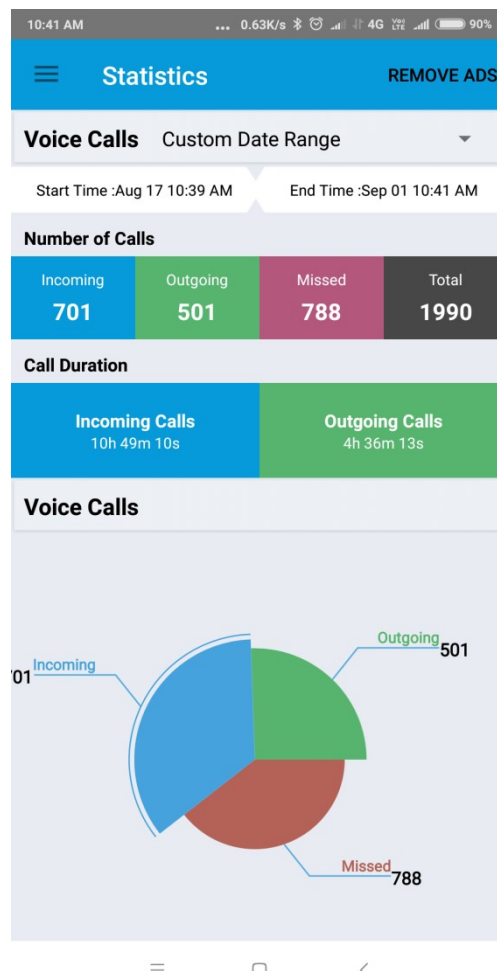
**Annexure-I: Details of Applications received (a part from the all)**

SL. No.	Date of Receipt	Postage/Courier/ By hand	From whom received (Letter No.)	Purpose	Status
1306	17/8/2020	Speed post	Pragjyotish College, En.no.17010971	Application for BA 3rd sem. withheld Result. 2019-20.Challan Candidate copy submit, Rs. 600.00, Jr.no.056825001, Dt.29-10-18.	Already sent in lot Prov. Certificate & Consolidated M/S. (6thsem. M/S Done, dt.18-08-20)
1307	17/8/2020	Speed post	Karmashree HS College, En.no.Raj Boruah, En.no.14031106, Mob. No.7002359327	Application for BA Final /Consolidated M/S issue 2018. 6th sem. Original M/S Submit	Done, dt,17-08-20, Cons. M/S & Prv. Cetificater.
1308	17/8/2020	By hand	Sonitpur Dhatri Sewa Samity, Kiran Jaiswal, En.no.14039340	Application for BA Final /Consolidated M/S issue 2019.	Done, dt,17-08-20, Prov Cer., Cons. M/s & 6th sem. M/S/
1309	17/8/2020	By hand	Lakhipur College, Dipankar Das, En.no.15009861.	Application for BA Final /Consolidated M/S issue 2019. & Provisional Certificate	Done, dt.17-08-20

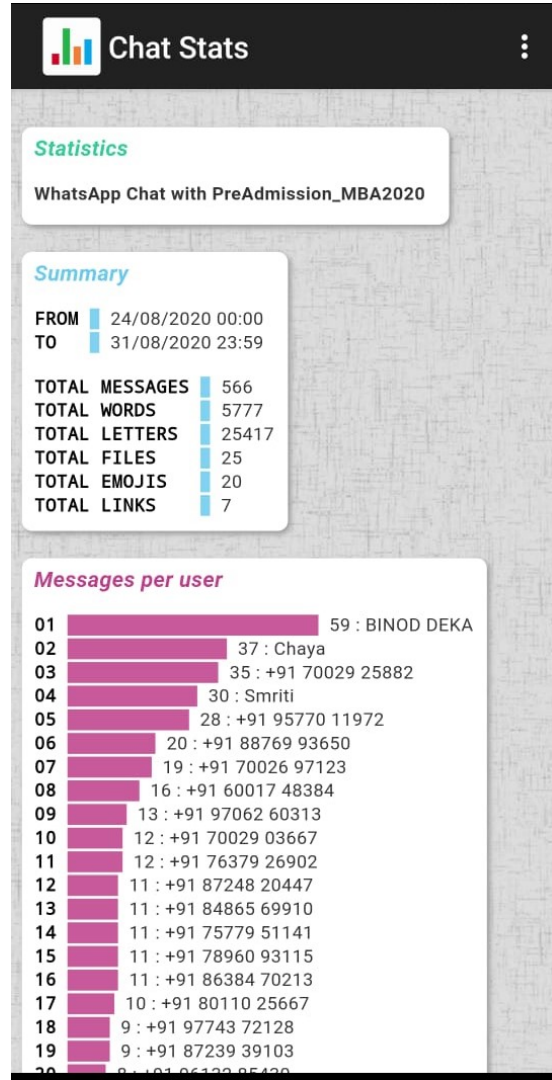
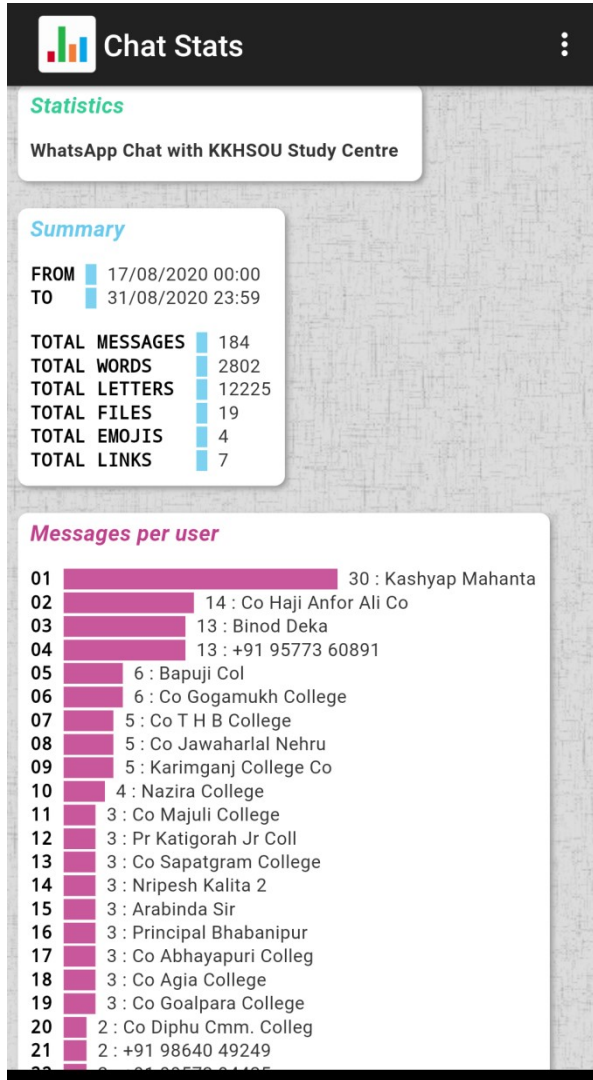
1310	17/8/2020	By hand	SBMS College, Amarendra Bhandar Kayastha, En.no.17010009, Mob.no.9854123526	Application for correction of name in BA R/C 2017 & A/C 4th sem. 2019, Ch.no.36170716, Rs.500.00, Dt.11-06-20	Done, dt.18- 08-20, ,5th ,6th M/S , cons. M/S & prov. Certificate
1311	17/8/2020	By hand	Karmashree HS college, Ritumoni Borah, En.no.16015653, Mob.no.7896377250	Application for BA 5th sem. M/S issue, , Assignment Marks & Challan Rs.300.00 submit, Jr.no.032000284, Dt.17-08-20	Done, Dt.17- 08-20
1312	17/8/2020	COE	Dispur College, Pallab Kumar Bora, En.no.19005492	Application for change of subject Eco. to History.	Done, dt.18- 08-20, Consolidated & 4th sem. clear M/S
1313	18/8/2020	By hand	Jnyanam Educational Institute, Manoj Kr. Deka, En.no.13043522, Mob.no.8402922504	Application for MA Final /Consolidated M/S issue 2019. 4th sem. Original M/s submit.	Done, dt.26- 08-20
1314	18/8/2020	By hand	Cacher College, Pradeep Kr. Dutta, En.no.16026649, Mob. No.7002753269.	Application for MA Final /Consolidated M/S issue 2019.	Done, dt.25- 08-20
1315	18/8/2020	By hand	Karmashree HS College	Returnd Cheque,D.D.no.020423 Rs.208084.00, dt.13- 08-20	Done
1316	18/8/2020	Speed Post	Sibsagar Comm. College, Krishanu Bharali, En.no.16017563	Application for BA Final /Consolidated M/S issue 2019.	Done, dt.19- 08-20
1317	18/8/2020	Speed Post	Johat College, Priyakhi Hazarika, En.no.19004202, Mob.no.600135709	Application for correction of subject in Alt. English instead of Adv. Assamese. BA2nd sem.	Done, dt.19- 08-20

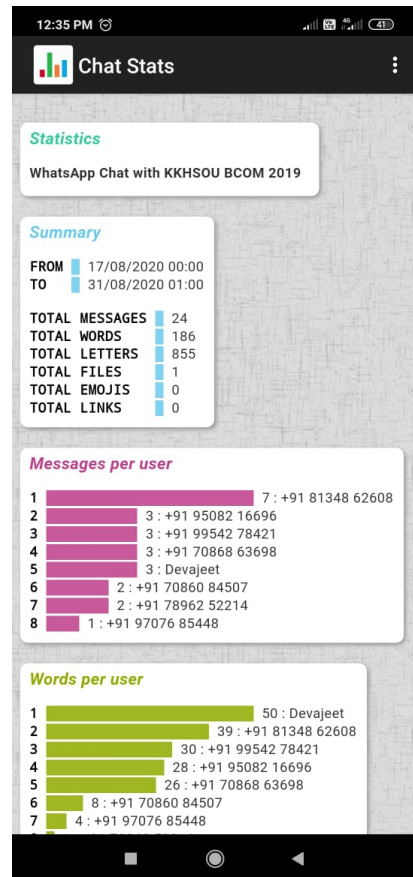
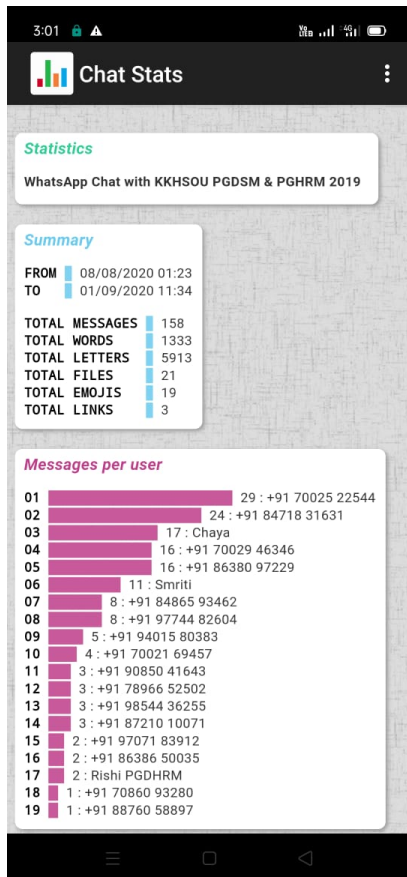
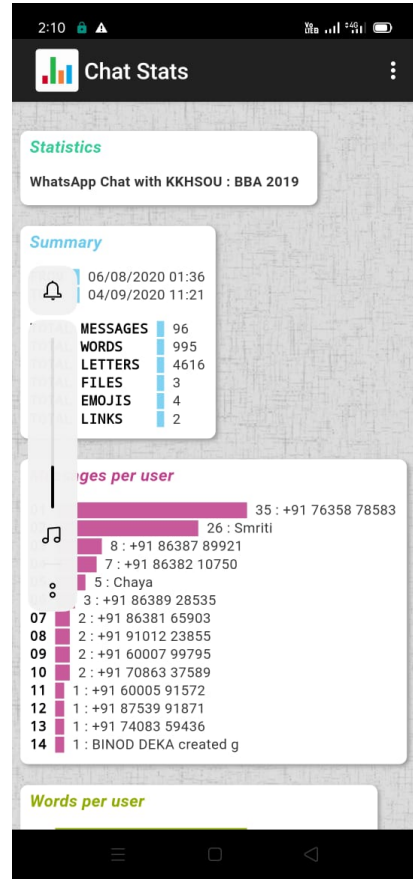
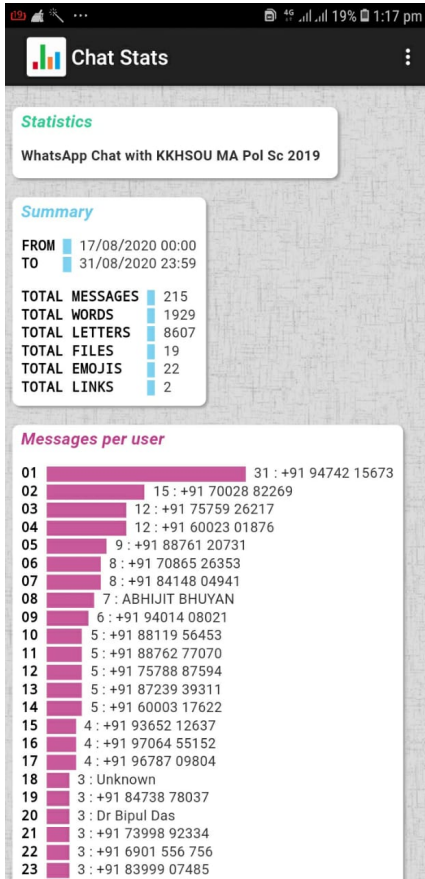
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1431	31/8/2020	Speed post	Duliajan Girls College, Ajoy Ch. Dey, En.no.19014593, Mob.no.9859528650	Submission of Feedback form for apprenticeship course and report (DLIS-05)	Done
1432	31/8/2020	Speed post	Duliajan Girls College, Dipika Das, En.no.19014594, Mob.no.9706015099	Submission of Feedback form for apprenticeship course and report (DLIS-05)	Done

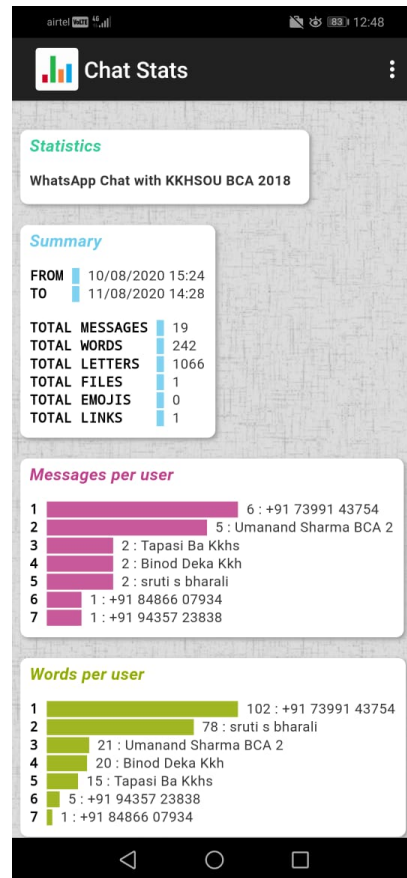
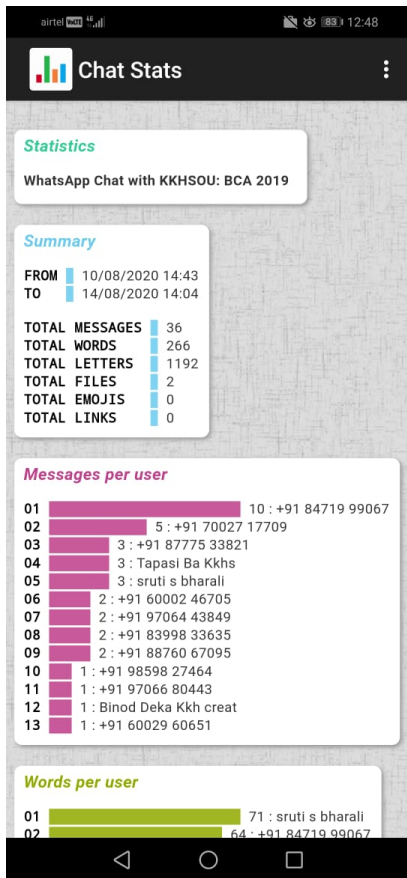
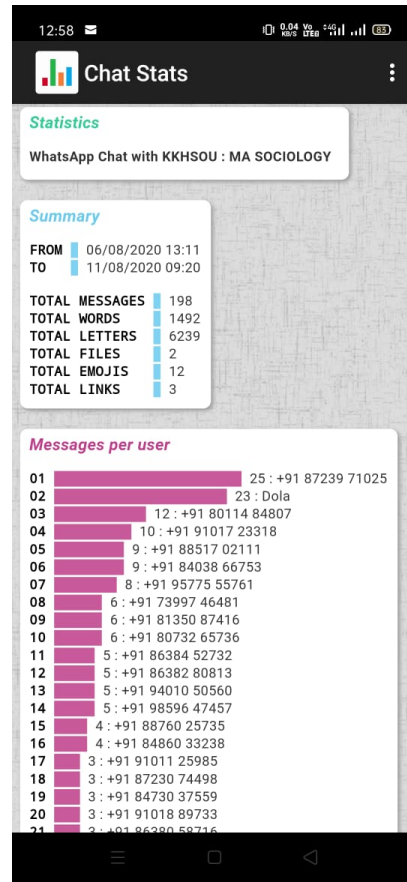
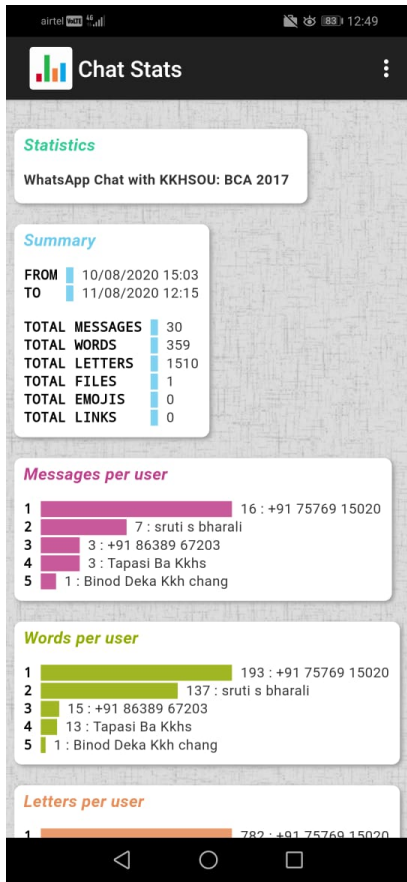
**Annexure-II: Screen shot of statistics/graphical presentation of Phone call records**



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

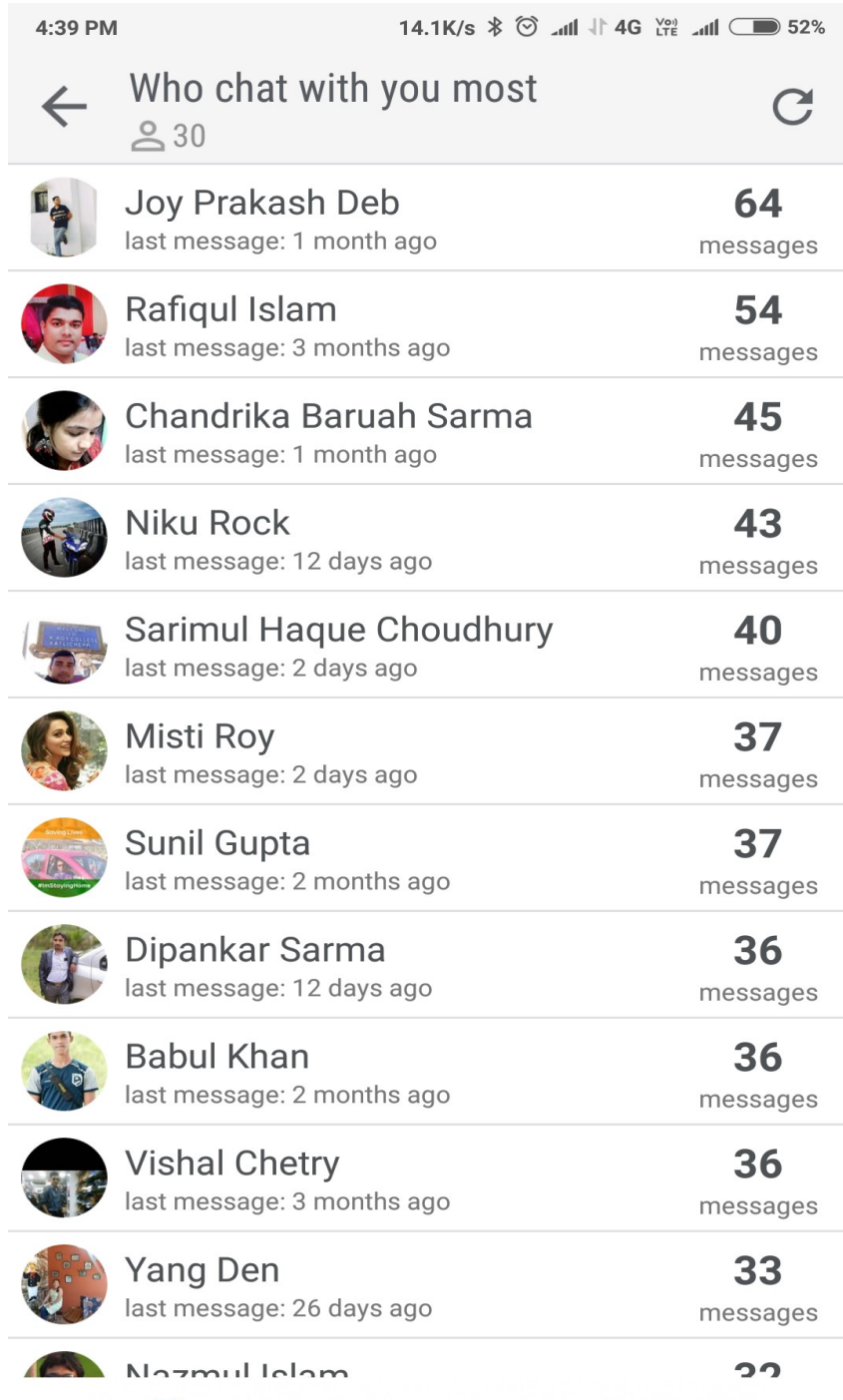








**Annexure-IV: Screen shot of statistics/graphical presentation of Facebook  
(Asstt Registrar) Chat records**



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