

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Students Grievance Redressal Cell

Khanapara, KKHSOU

1st October 2020 to 31st October 2020

Forwarding

Dated: 11/11/2020
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 1st October 2020 to 31st October 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 October 2020 to 31st October 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	: 94 (Exam)+56 (Other)=150
Total number of Application received (by hand) B	: 261 (Exam)+236(Other)=497
Total number of Application Received (A+B)	: 355 (Exam)+292(Other)=647
Total number of Application Resolved	: 639
Total number of Application under Process	: 8
Total Grievances Received in grc@kkhsou.in	: 29
Total Grievances Resolved	: 29 (Within 5 days)
Total Grievances Received From UGC	: NIL

Emails & Phone Calls:

Total Number of Emails Received	: 216
Total Number of Emails Resolved	: 216
Total Number Phone Calls	: 2176

Social Media:

Total Number of WhatsApp Chats (all included)	: 1164
Total number of Face book Chats	: 197
Total number of Messenger Chats	: 86

Detailed Report

The all previous activity reports have 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 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 647 applications during this period (from 1st October 2020 to 31st October 2020) out of which 150 numbers received by post and 495 applications received by hand. 355 numbers of applications related to the examinations whereas 292 numbers of applications related to the other than examinations. Total 639 numbers of problems have been (from 1st October 2020 to 31st October 2020) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 08 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.

29 numbers of grievances 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 5 numbers of queries related to grievances, which are resolved immediately along with the other queries. The email grc@kkhsou.in is used from the 1st September 2020. Due to well publicity, it is informed to almost all the coordinators of KKHSOU present in the Coordinators' Meeting held on 05.10.2020 at the KKHSOU City Office, Khanapara, Resham Nagar, Guwahati-22. 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 216 emails has been received from the learners, coordinators and other general public during this period (from 1st October 2020 to 31st October 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 2176 phone calls made by the learners, coordinators and other general public are received during this period (from 1st October 2020 to 31st October 2020) and all queries are resolved as soon as possible. Most of the phone calls are related to the results of the Open Book Examinations (OBE), Online Examinations Apps, Online Examinations and Admission related. 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 October 2020 to 31st October 2020). Total number of 1164 Chats has been made by all during this period which (Screen shots) are attached in Annexure III.

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 197 Chats has been made during this period (from 1st October 2020 to 31st October 2020).

Complaint Box:

To bring into the light of different sensitive issues, the Complaint Box has been installed under the 'Students Grievance Redressal Cell' in the reception hall, so that learners and general public can submit letters, suggestions and complaints

directly to the higher authority. The box is opened at an interval of time under the direct supervision of the VC.

Messenger:

The questions asked by the learners and general public through Messenger have been immediately replied. Total number of 86 Chats has been made during this period (From 1st October 2020 to 31st October 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.

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

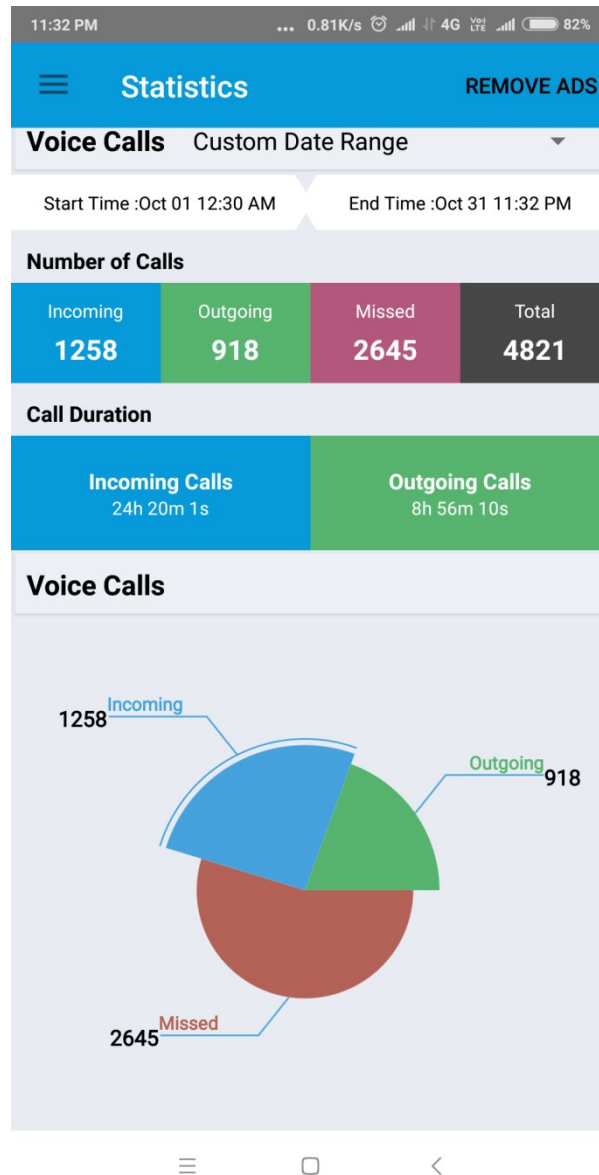
Annexure-IV: Photographs of the Complaint Box, installed in the Reception Hall

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

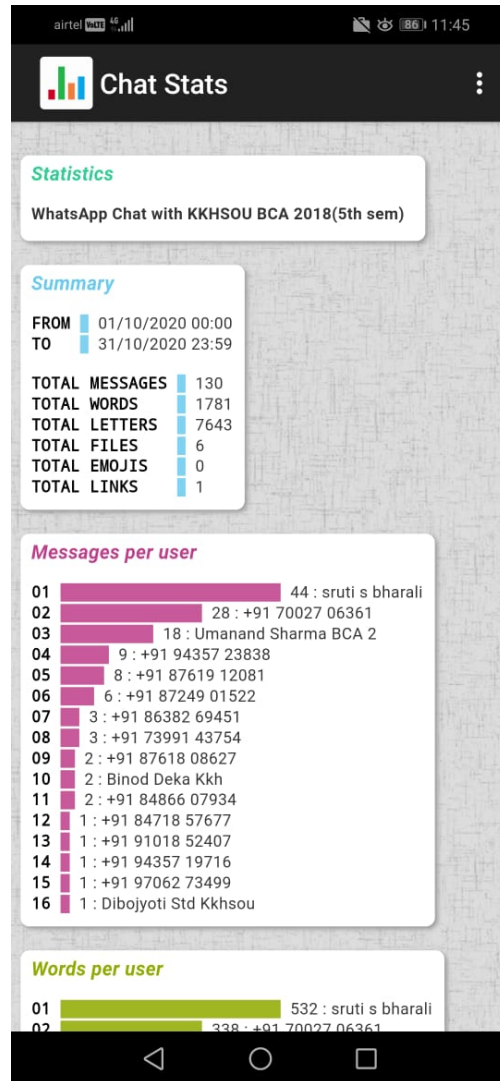
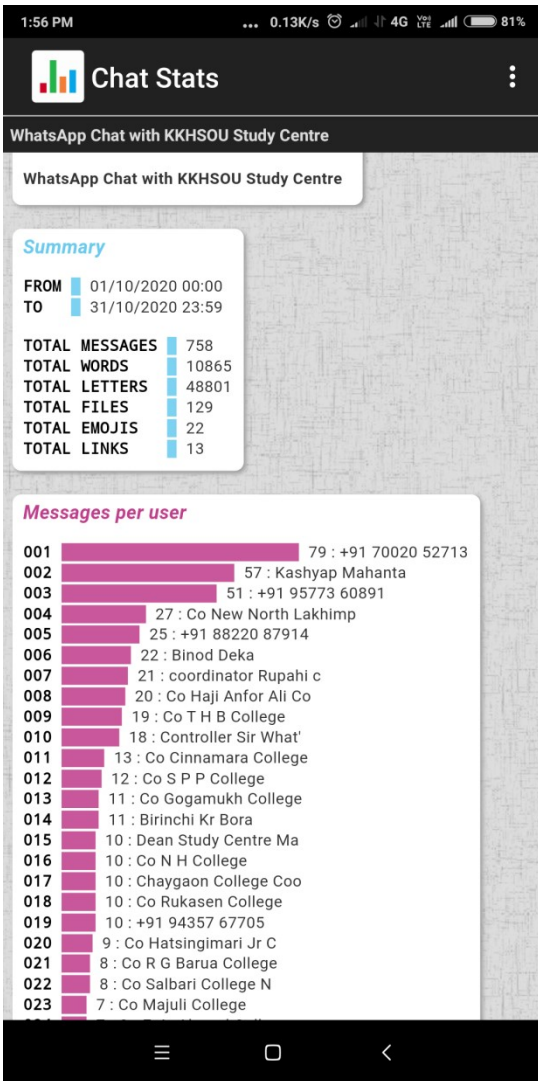
SL. No.	Date of Receipt	Postage/ Courier/ By hand	From whom received (Letter No.)	Purpose	Status
1724	01-10-20	By hand	Purbanchal Jynpith, Badaruz Zaman, En.no.15008391	Application for BA Final /Consolidated M/S issue & 3rd year Duplicate M/s issue Challan submit Rs.200.00	Done, Dt.01- 10-20, 3rd sem. cons. & 6th sem. M/S
1725	01-10-20	Speed Post	Dudhnoi College, Mrigendra Nath, En.no.19002909,, Mob.no.9101077345.	Application for Correction of ABS M/S BA 1st sem. 2019-20, Attendance, topsheet submit.	Online Update, Dt. 05-10-20, no doc
1726	01-10-20	Speed Post	Gogamukh College, Albin Vishal Hemrom, En.no.14025205, Mob.no.6900950850	Application for BA Final /Consolidated M/S issue 2016.	Done, Dt.03- 10-20, Cons. & 6th sem. M/S
1727	01-10-20	Speed Post	Sonari College, En.no.15019317,16016751, 17018782,17018783,17018	Regarding not Reflecting of Learners Enrollment number in	Done, dt.06- 10-20

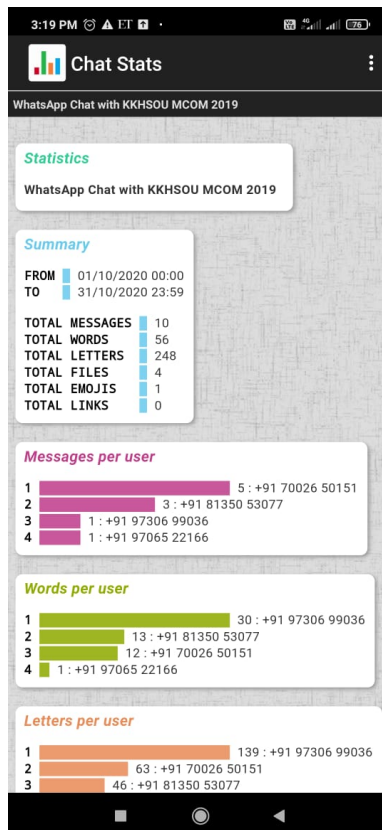
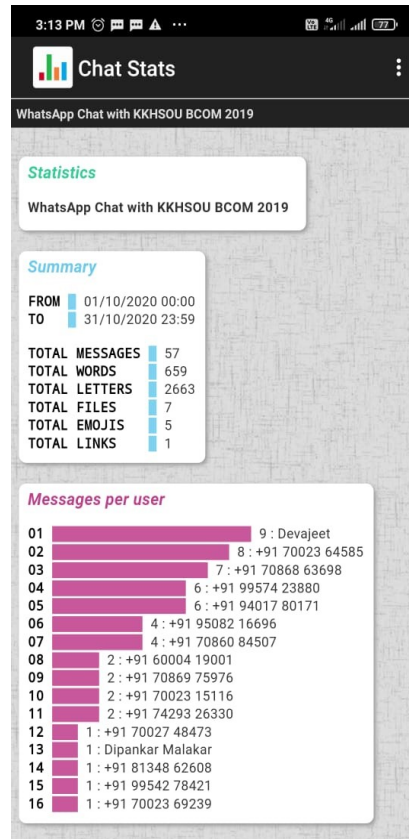
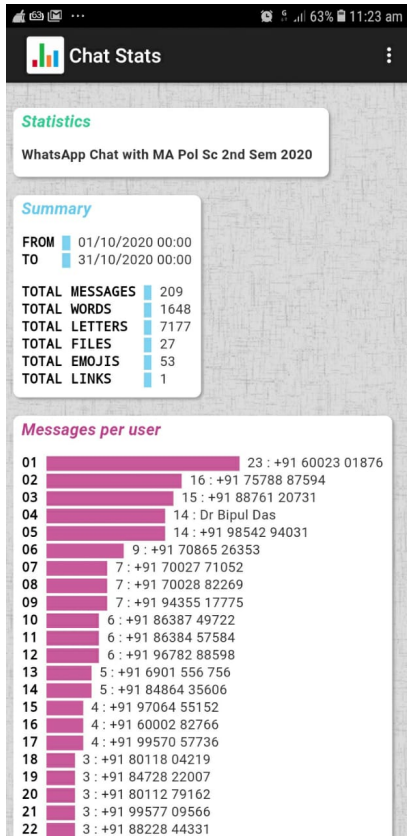
			784,17018794,17018798,17018813,17018815,17018818,17018831,17018832,17018836,17018850,17018852,17018854,17018859,17018860,17018861,17018862,17018877.	the list of online Assignment Marks entry sheet BA 6th sem. Learners.	
1728	01-10-20	Speed Post	Sonari College, En.no.17018782,17018784, 17018850,17018859	Regarding Delay Submission of Admission Documents. (Admission Challan xerox copy Submit Original challan submit En.no.17018784)	Done, dt.06-10-20
1729	01-10-20	By hand	Morigaon College, Kamal Chetry, en.no.13022180, Mob.no.6362009591	Application for BA Final /Consolidated M/S issue 2016.	Done, dt.01-10-20 6th & Cons. M/S
-	-	-	-	-	-
2075	31/10/2020	By hand	1510, Manash Jyoti Talukdar, En.no.18004313, Mob.no.8876481311	Application for BA 2nd sem.Back Result 2020, Exam. Challan xerox copy submit.	Under Process
2076	31/10/2020	By hand	National College IT Kharupetia, Roushanara Begum, En.no.17003575, mob.no.7002646550	Application for correction of Father name in title in Admt & R/C (Original A/C submit)with Fees Rs.500.00 (Islsm to islam) R/C issue.	Done, Dt.07-11-20
2077	31/10/2020	By hand	National College IT Kharupetia, Nurul Islam, En.no.17003585,mob.no.	Application for correction of name in title in Admt & R/C (Original A/C submit)with Fees Rs.500.00(Tislum to islam) R/C issue	Done, Dt.07-11-20

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: Photographs of the Complaint Box, installed in the Reception Hall