

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Students Grievance Redressal Cell

Khanapara, KKHSOU

1st November 2020 to 30th November 2020

Forwarding

Dated: 13/12/2020
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 November 2020 to 30th November 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 November 2020 to 30th November 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	: 77 (Exam)+47 (Other)=124
Total number of Application received (by hand) B	: 291 (Exam)+121(Other)=412
Total number of Application Received (A+B)	: 368 (Exam)+168(Other)=536
Total number of Application Resolved	: 518
Total number of Application under Process	: 18
Total Grievances Received in grc@kkhsou.in	: 38
Total Grievances Resolved	: 38 (Within 5 days)

Emails & Phone Calls:

Total Number of Emails Received	: 239
Total Number of Emails Resolved	: 239
Total Number Phone Calls	: 2114

Social Media:

Total Number of WhatsApp Chats (all included)	: 1803
Total number of Face book Chats	: 139
Total number of Messenger Chats	: 71

Detailed Report

All 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 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 admissions are also uploaded in the Social Media time to time.

Applications:

The front office team received all total 536 applications during this period (from 1st November 2020 to 30th November 2020) out of which 124 numbers received by post and 412 applications received by hand. 368 numbers of applications related to the examinations whereas 168 numbers of applications related to the other than examinations. Total 518 numbers of problems have been (from 1st November 2020 to 30th November 2020) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 18 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.

38 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 3 numbers of queries related to grievances. The email grc@kkhsou.in is used from the 1st September 2020. As already stated in the previous report, 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 239 emails has been received from the learners, coordinators and other general public during this period (from 1st November 2020 to 30th November 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 2114 phone calls made by the learners, coordinators and other general public are received during this period (from 1st November 2020 to 30th November 2020) and all queries are resolved as soon as possible. Most of the phone calls are related to the Results, Online Examinations, 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 November 2020 to 30th November 2020). Total number of 1803 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 139 Chats has been made during this period (from 1st November 2020 to 30th November 2020).

Messenger:

The questions asked by the learners and general public through Messenger have been immediately replied. Total number of 71 Chats has been made during this period (From 1st November 2020 to 30th November 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

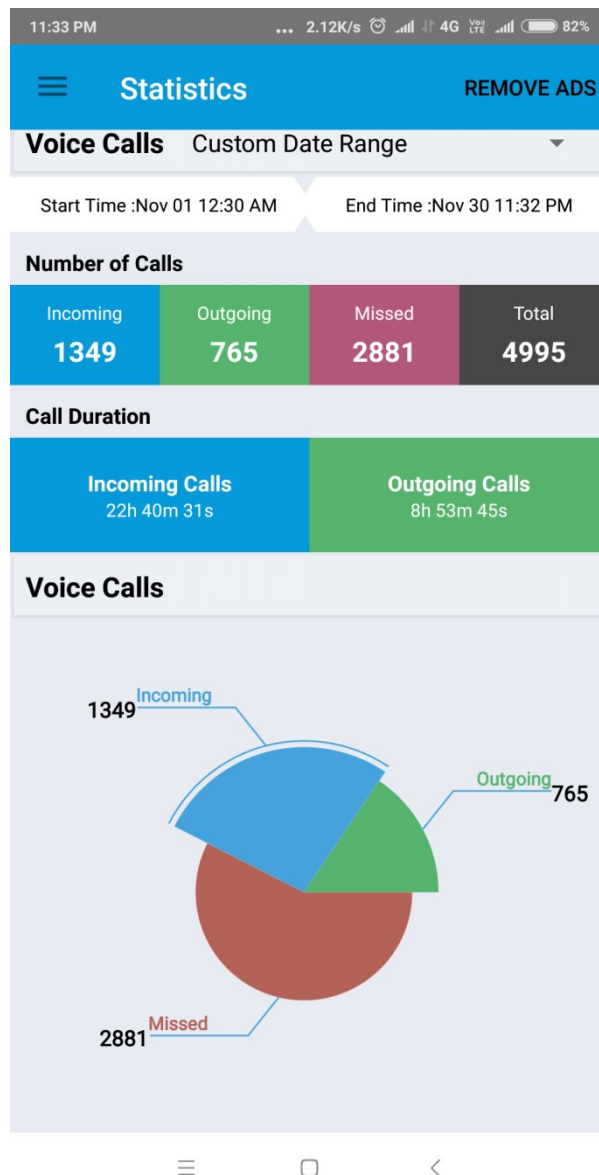
Annexure-IV: Screen shot of Facebook posts and comments in various times

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

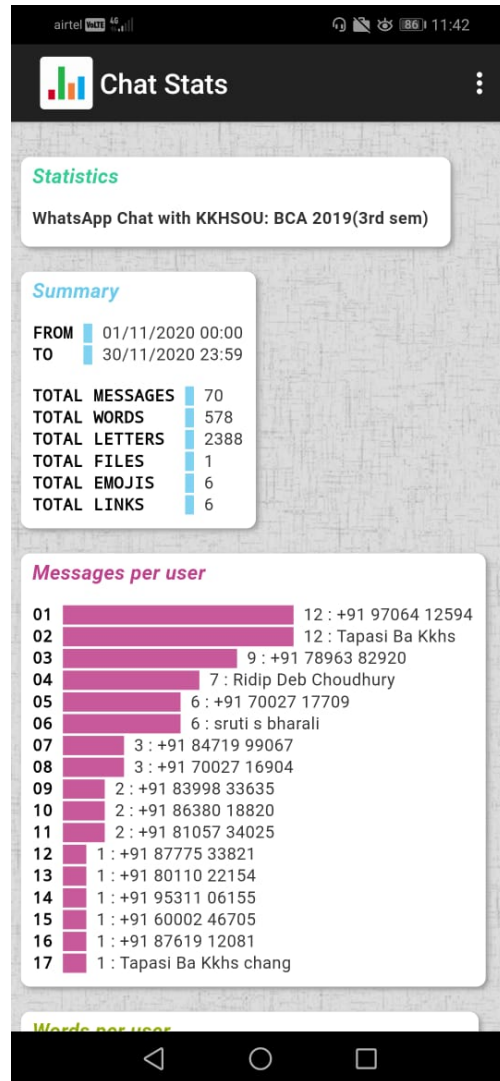
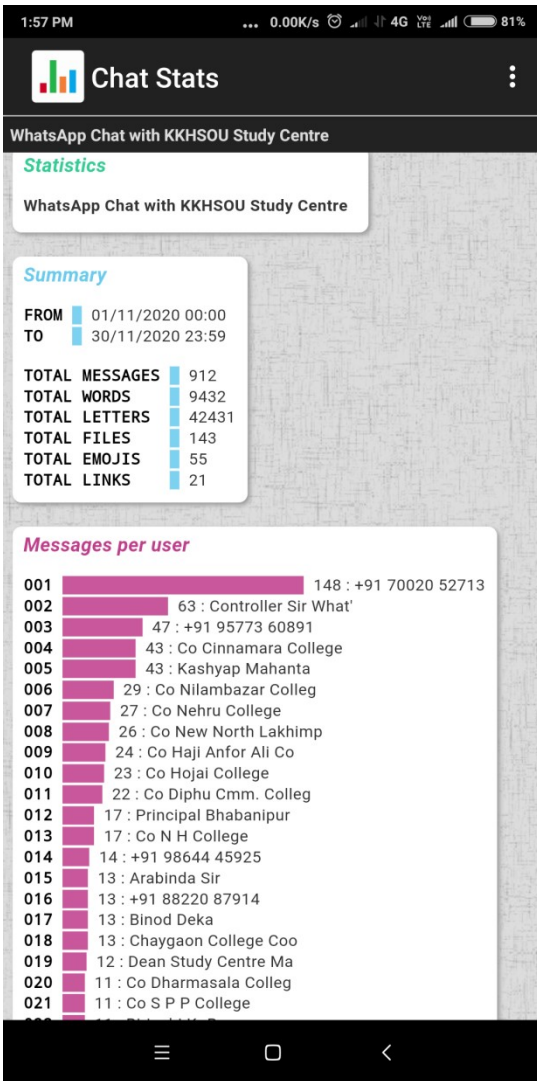
SL. No.	Date of Receipt	Postage/Courier/ By hand	From whom received (Letter No.)	Purpose	Status
2078	02-11-20	By hand	Barkhetri Jr. College, Ganesh Ch. Deka, En.no.16023576	Application for BA Final /Consolidated M/S issue 2019. 6th sem Original M/s submit.	Done, Dt.02-11-20
2079	02-11-20	By hand	Cacher College Sankhi Deb, En.no.11040401364	Prayer for Considration of Pratical Mark M/A 3rd sem.2017.	Processed
2080	02-11-20	Speed Post	Nalbari Comm. College, Debajit Biswas, En.no.15015357	Application for BA Final /Consolidated M/S issue 2018. 6th sem. Original M/S Submit.	Done, dt.18-11-20 6th sem. M/S
2081	02-11-20	By hand	MNC open College, Dwijen Ch. Das,En.no.18006487	Application for Correction of ABS M/S BA 3rd sem. 2020,Attendance, Topsheet Submit.	Done, dt.10-11-20
2082	02-11-20	Speed Post	Cacher College, Tapajyoti Deb, en.no.18000709.	Application for BA 4th sem. Result 2020, Admissin pement Fees Copy Submit.	Returnd, Dt.07-11-20
-	-	-	-	-	-

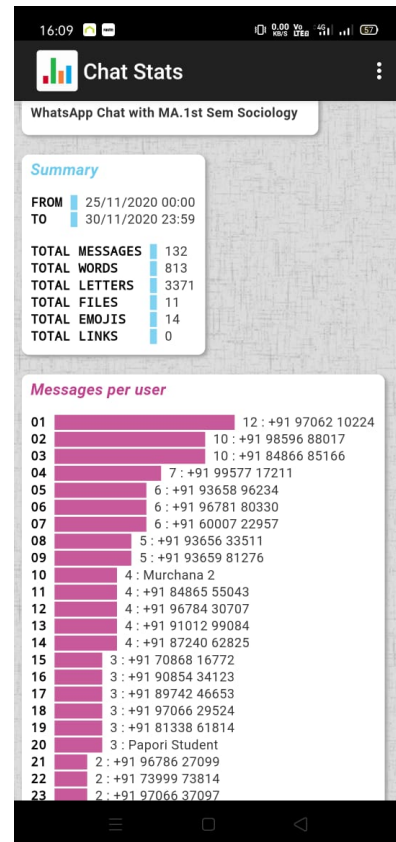
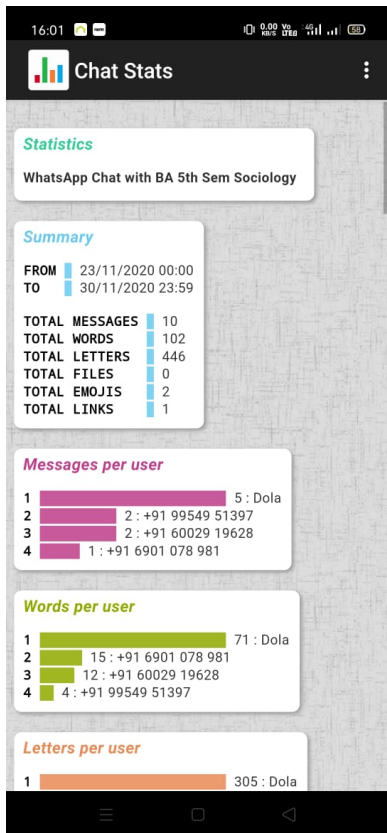
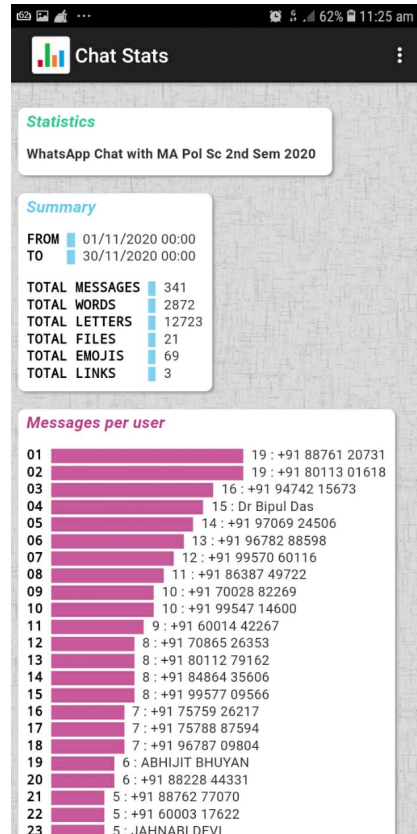
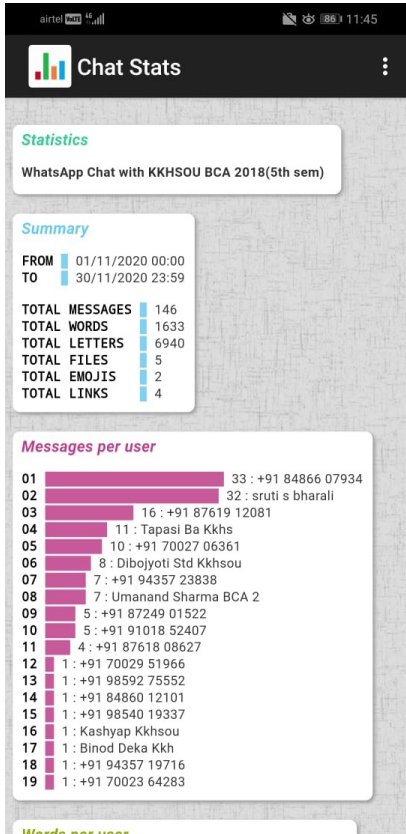
2442	27/11/2020	By hand	National College IT Kharupetia, Aftara Begum, En.no.17003579	Application for BA Final /Consolidated M/S issue. 2017	Done, Dt.08-12-20, Cons. & 6th sem. A4
2443	27/11/2020	By hand	National College IT Kharupetia, Abdul Aziz, En.no.17003568.	Application for BA Final /Consolidated M/S issue. 2017	Done, Dt.08-12-20, Cons. & 6th sem. A4

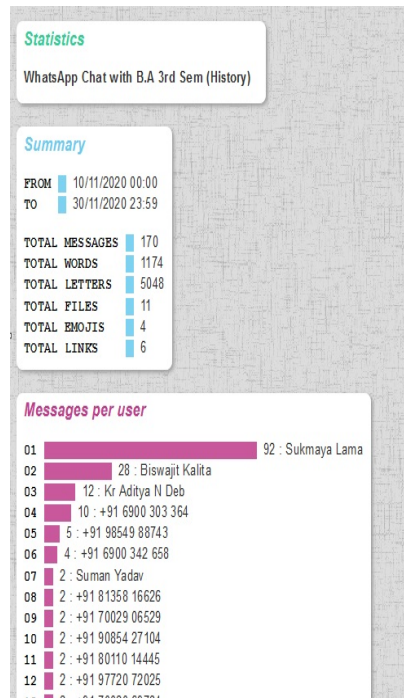
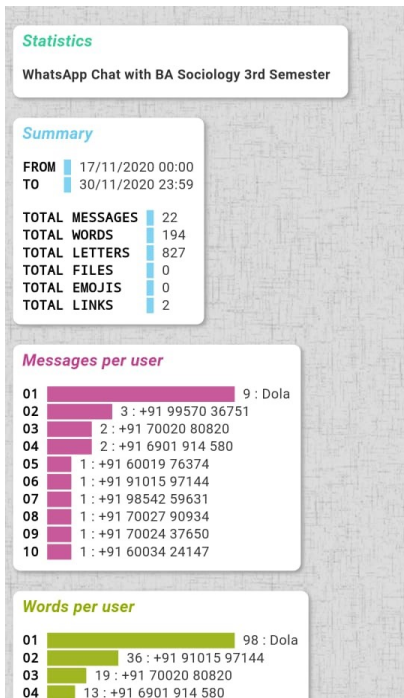
Annexure-II: Screen shot of statistics/graphical presentation of Phone call records



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







Annexure-IV: Screen shot of Facebook posts and comments in various times

