

Office of the Registrar
Krishna Kanta Handiqui State Open University

Patgaon :: Rani Gate :: Guwahati -17

Ref.: KKHSOU/REG/GEN/11 /2009/209

Dated 14 August, 2020

Notification

This is for information of all concerned that the University has decided to establish a Single Window Student Grievance Redressal Cell at the City Office, Resham Nagar, Khanapara, Guwahati. The cell will receive grievances/complaints/suggestions/applications from learners and general public through e-mail, telephone call, sms, social media or by personal visit. The maximum admissible time for resolving those grievances will be 5 working days (1 week). In case the grievance is not resolved within the stipulated time, it must be brought into the notice of the Vice Chancellor with reasons thereof. On resolution of grievances/complaints/applications, the concerned learner/person will be intimated through e-mail, SMS, telephone calls or social media within 24 hours.

Dr. Kashyap Mahanta, Assistant Registrar (Examinations) will be responsible for maintaining the grievance cell (independent charge) in addition to his normal duties in Examination branch. Shri Abani Kumar Dauka, Section Officer will assist Dr. Kashyap Mahanta for resolution of the grievances related to matters other than examination. Dr. Mahanta will submit a report on the activities of the cell in every 15 days to the Vice Chancellor.

The front office of the cell will be manned by the following staff and will be under direct administrative control of the Assistant Registrar (Examination).

1. Shri Mahesh Deka, Senior Assistant
2. Ms. Manalisha Mahanta, Junior Assistant
3. Ms. Jutika Das, MTS
4. Shri Prakash Barman, MTS

All faculty members/officers/staff of the University are hereby requested to extend full cooperation to Dr. Kashyap Mahanta for smooth functioning of the cell.

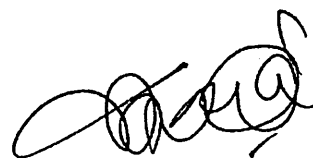
This will come into effect from 17.08.2020.

Issued with the approval of the Vice Chancellor.


Memo No. KKHSOU/REG/GEN/11/2009/209-A

Copy to:

1. Secretary to the Vice Chancellor
2. Controller of Examinations
3. Persons concerned
4. System Analyst – with a request to upload the notification



(Dibyajyoti Mahanta)
Registrar i/c
Dated 14 August, 2020



(Dibyajyoti Mahanta)
Registrar i/c