

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Students Grievance Redressal Cell

Khanapara, KKHSOU

1st January 2021 to 30th June 2021

Forwarding

Dated: 19/08/2020
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 January 2021 to 30th June 2021

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 of six months from 1st January 2021 to 30th June 2021. 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 : 453 (Exam)+353 (Other)=806

Total number of Application received (by hand) B : 944 (Exam)+823(Other)=1767

Total number of Application Received (A+B): 1397 (Exam)+1176 (Other)=2573

Total number of Application Resolved : 2413

Total number of Application under Process : 160

Total Grievances Received in grc@kkhsou.in : 136

Total Grievances Resolved : 136 (Within 5 days)

Total Grievances Received From **UGC** : 02

Total Grievances Resolved (Received From **UGC**) : 02

(1. UGC Grievance ID: GRIEVANCE-STU-2021-83545-1

2. UGC Grievance ID: GRIEVANCE-STU-2021-77736-1)

Emails & Phone Calls:

Total Number of Emails Received : 1255

Total Number of Emails Resolved : 1249

Total Number Phone Calls : 3891

Social Media:

Total Number of WhatsApp & Telegram Chats (all included) : 4863

Total number of Face book Chats : 860
Total number of Messenger Chats : 362

Month wise total Grievances Received in grc@kkhsou.in : 136

January 2021: 21
February 2021: 18
March 2021: 25
April 2021: 23
May 2021: 16
June 2021: 33

KKHSOU Grievance Regressal Portal Report:

Total number of Application Received : 334 (Exam)+523 (Other)=857
Total number of Application Resolved : 316(Exam)+505 (Other)=821
Total number of Application under Process : 01
Total number of Application Rejected : 35

Month wise total grievances received in KKHSOU Grievance Redressal Portal: **857**

January 2021: 176
February 2021: 136
March 2021: 167
April 2021: 100
May 2021: 42
June 2021: 236

Detailed Report

Already all activity report has 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 other activities are also uploaded in the Social Media time to time.

Applications:

The front office team received all total 2573 applications during this period (from 1st January 2021 to 30th June 2021) out of which 806 numbers received by post and 1767 applications received by hand. 1397 numbers of applications related to the examinations whereas 1176 numbers of applications related to the other than examinations. Total 2413 numbers of problems have been (from 1st January 2021 to 30th June 2021) resolved within stipulated time and informed to the concerns through phone calls and SMS immediately (within 24 hours). 160 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.

136 numbers of grievances have been received during this period in the dedicated email grc@kkhsou.in. Two numbers of grievances has been received from the UGC. 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 136 numbers of queries related to grievances. The email is used from the 1st September 2020. We have also resolved the problems received to our official and personal email ids from the learners, coordinators and other general public. Total number of 1255 emails has been received from the learners, coordinators and other general public during this period (from 1st January 2021 to 30th June 2021) 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 3891 phone calls made by the learners, coordinators and other general public are received during this period (from 1st January 2021 to 30th June 2021) and all queries are resolved as soon as possible. Most of the phone calls are related to the Online Examinations, Open Book Examinations, Admit cards, SLM and Admission related issues. 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 January 2021 to 30th June 2021). Some departments like Assamese, where number of learners are too high, they create and use Telegram groups to chat. Total number of 4863 WhatsApp and Telegram 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 860 Chats has been made during this period (from 1st January 2021 to 30th June 2021). Some Screen Shots of Facebook posts and comments are shown in the Annexure IV.

Messenger:

The questions asked by the learners and general public through Messenger have been immediately replied. Total number of 362 Chats has been made during this period (From 1st January 2021 to 30th June 2021).

KKHSOU Grievance Regressal Portal Report:

Total number of 857 number of grievances made by the learners, coordinators and other general public are received during this period (from 1st January 2021 to 30th

June 2021) through the dedicated University Grievance Redressal Portal out of which 821 queries are resolved within stipulated time. 35 numbers of grievances have been cancelled due to various reasons, one grievance has been under process. Screen Shots of Month wise Portal Reports are shown in the Annexure V.

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

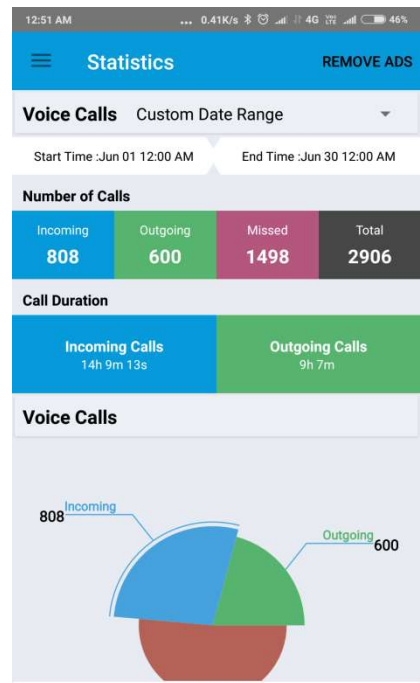
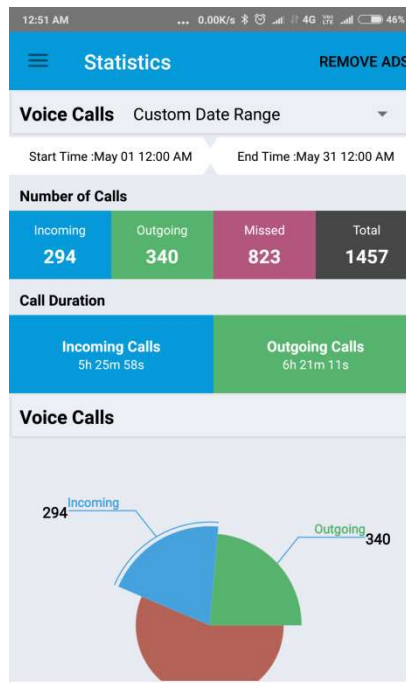
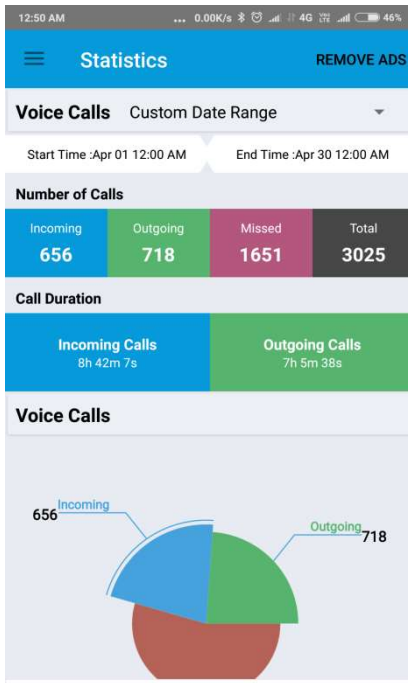
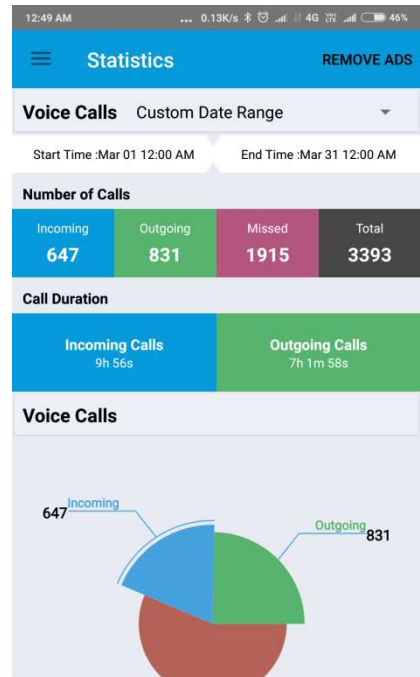
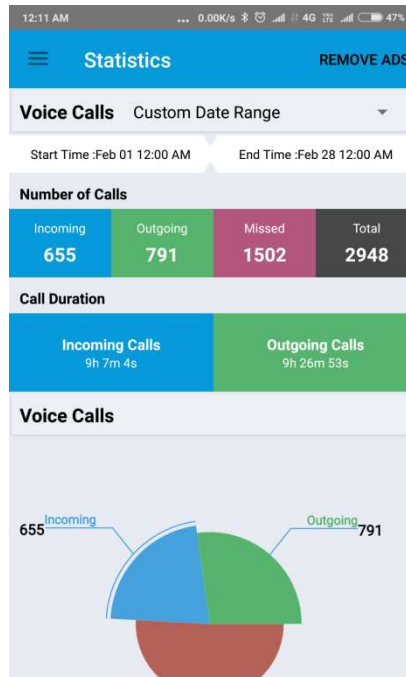
Annexure-IV: Screen shot of Facebook posts and comments in various times

Annexure-V: KKHSOU Grievance Regressal Portal Report (Month wise)

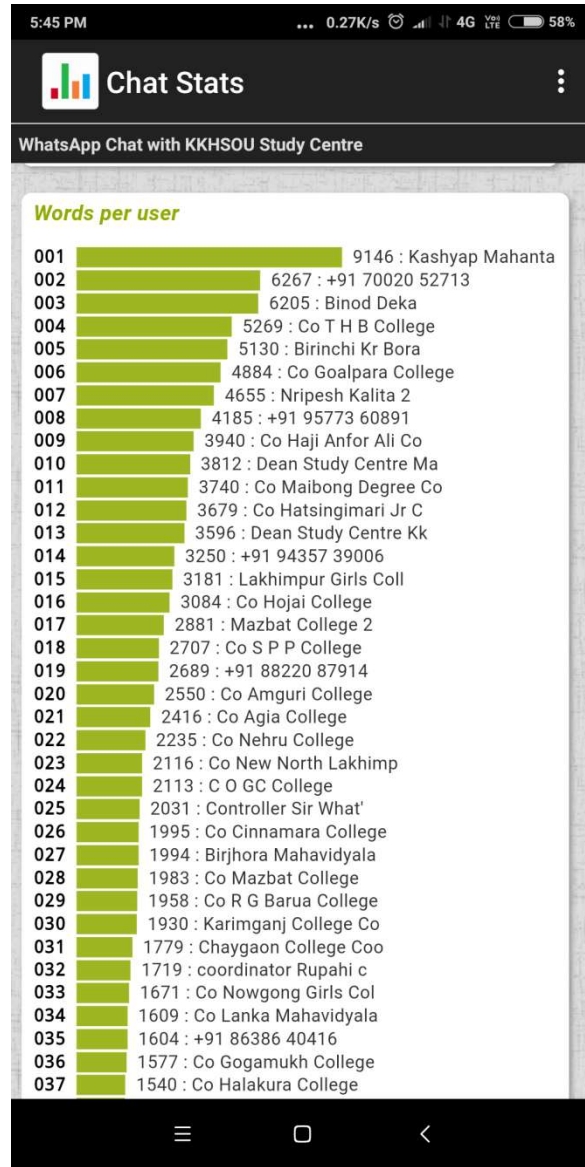
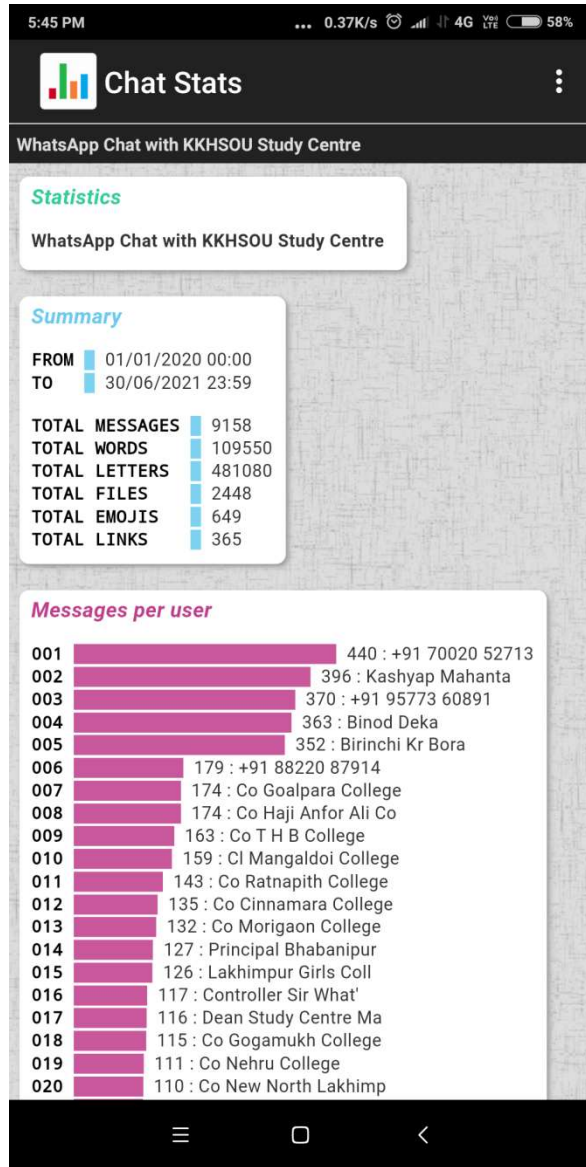
Annexure-I: Details of Applications received (a part from the all)

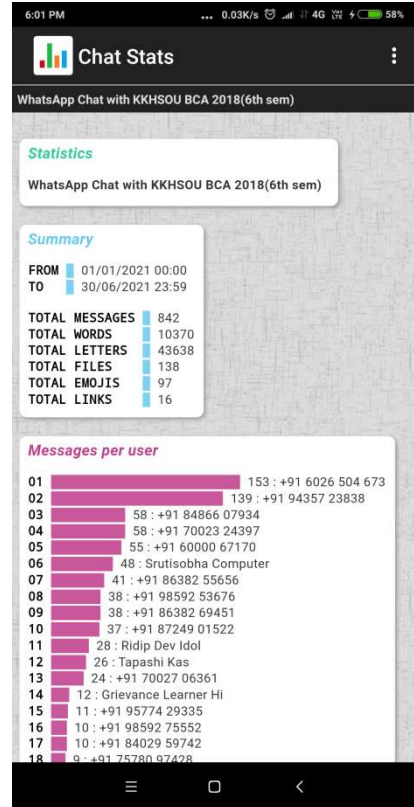
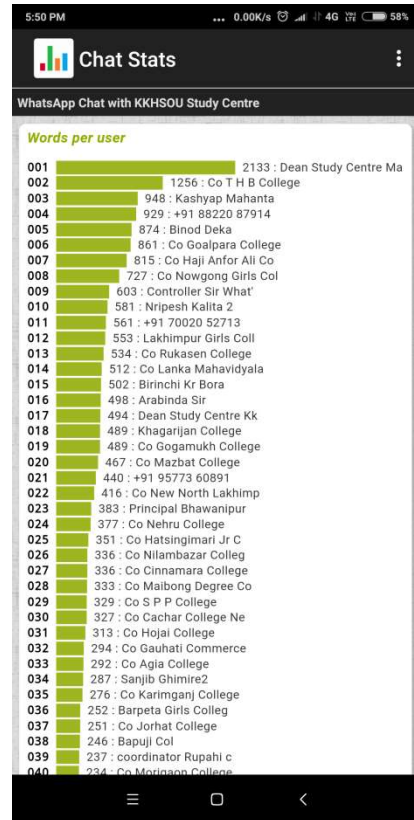
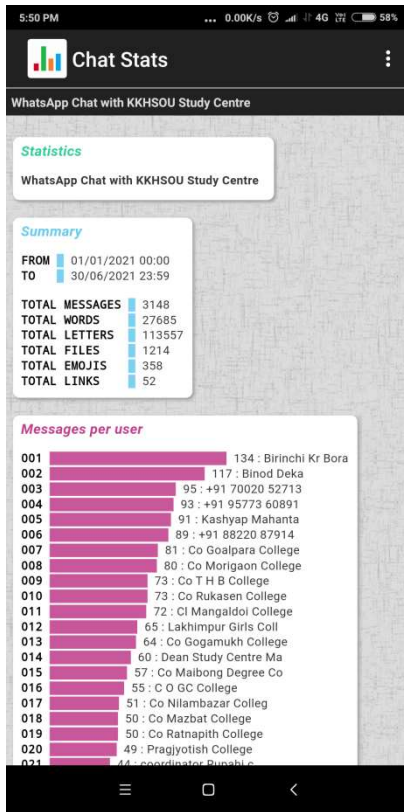
SL. No.	Date of Receipt	Postage/Courier/ By hand	From whom received (Letter No.)	Purpose	Status
1	01/01/21	By hand	KKHSOU City Study Centre, Khai Siamlal Guite, En.no.19014155	Application for correction of ABS M/S MBA 1st sem. OBE exam. 2020, Hard Copy Submit.	Done
2	01/01/21	Speed post	Morigaon College, Gyanashri Deka, En.no.19013107.	Submission of MA 1st sem.Exam. 2020 OBE Hard Copy 3nos.	Done
3	01/01/21	Speed post	Highbrow Monojyoti Ray, En.no.17024972	Prayer for Cancellation of Betterment Application and issue Final Consolidated Marksheet. Challan Rs. 900.00 submit.	Done
-	-	-	-	-	-
1394	30/6/2021	Speed Post	Cacher CollegeMuallima Firdausee Khan, en.no.18008883	Submission of MA 4th sem. Home assignment & with Fine Challan Rs. 300.00, Trans.no.vur29914659241, dt.19-04-21.	Done
1395	30/6/2021	Speed Post	Cacher College, En.no.17002501	Submission of BA 3rd sem. Home assignment & with Fine Challan Rs. 300.00, Jr.no.090698205., dt.21-01-21.	Done
1396	30/6/2021	Speed Post	Cacher College, Biswajit Das, en.no.18008840., mob.no.9435175858.	Result of the MA Pol. Science 4th sem. Exam. held in Jan-Feb.2021,Back in Previous Exam.	Done
1397	30-06/2021	By hand	KKHSOU City Centre, Ranit Choudhury, En.no.19014410	Correction of PGDBM 2nd sem. ABS M/S 2021	Done

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

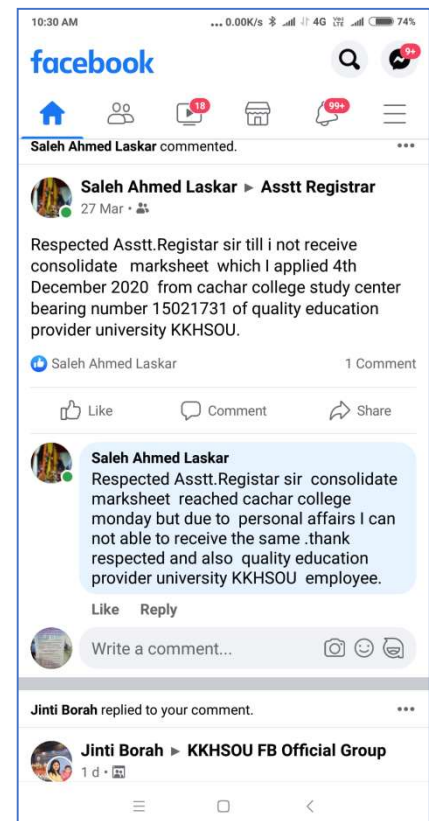
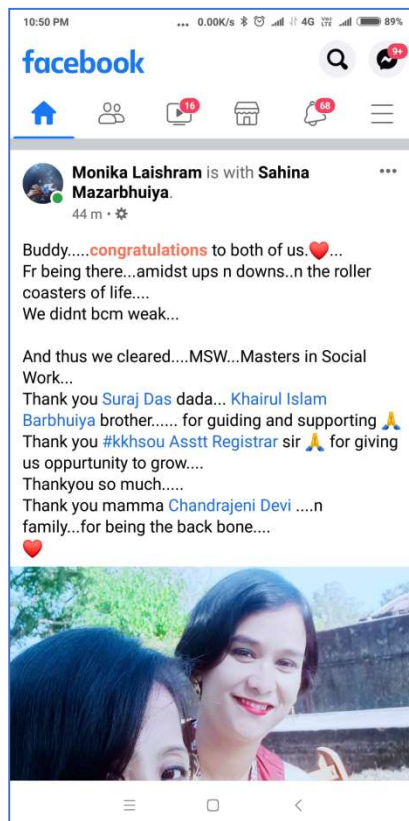
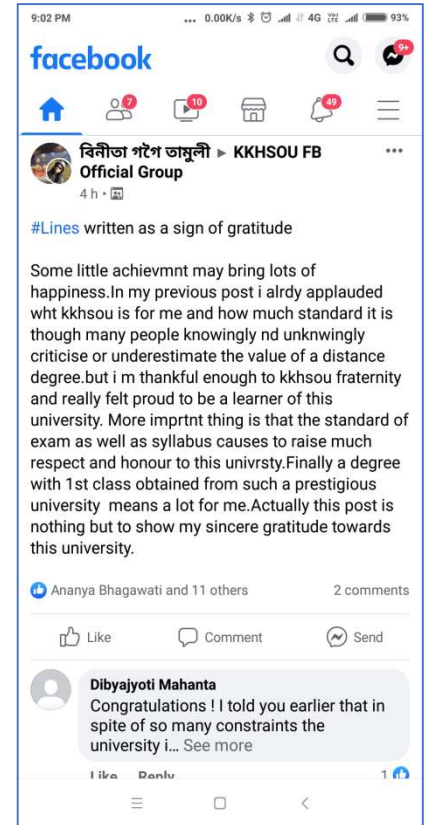
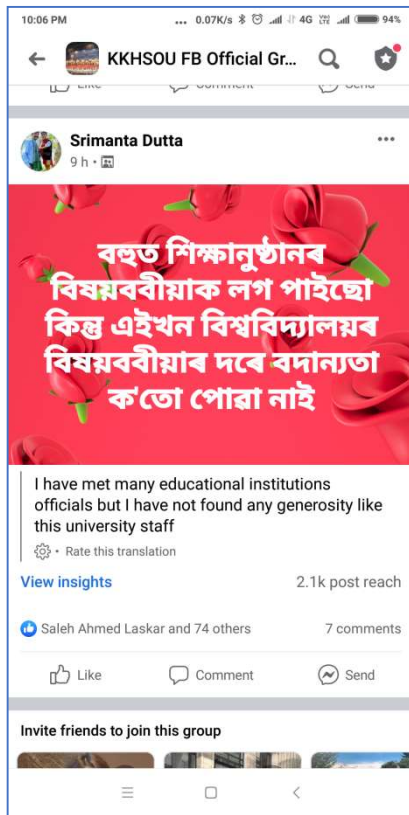


Annexure-III: Screen shot of statistics/graphical presentation of some of the WhatsApp Chat records





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



12:40 AM ... 1.21K/s 4G 58%

← KKHSOU FB Offi... 🔍 🗑️ 🌟

Gogoi Lokeswar LG 1 d · 🌐

অশেষ ধন্যবাদ আৰু কৃতজ্ঞতা জ্ঞাপন কৰিছোঁ #KKHSOU আৰু আমাৰ অধ্যয়ন কেন্দ্ৰক (ডি.আৰ. কলেজ, গোলাঘাট)।

আজি অধ্যয়ন কেন্দ্ৰৰ পৰা স্নাতকোত্তৰ ডিগ্রীৰ Consolidated Mark sheet আৰু Provisional certificate লাভ কৰিলোঁ।

(Thanks and gratitude to KKHSOU and our Study Centre (DR College, Golaghat).)

Today I received my Consolidated Mark sheet and Provisional certificate of Master Degree from the study centre.)

See translation

View insights 1.9k post reach

👍 You, Jyoti Khataniar and 39 others 10 comments

👍 Like 🗨️ Comment

Rakash Deb 15 Jun · 🌐

6th semester ot Admission koriboloi chesta korisu bt na hol,etu popup show kori ase...please etu deki kohok jodi khr jana ase to....

☰ □ <

12:15 PM ... 1.77K/s 4G 82%

👍 You, Binod Deka and 52 others > 🌟

All comments ▾

মিদু দত্ত

এই মুক্ত বিশ্ববিদ্যালয়ৰ এজন শিক্ষার্থী হ'বলৈ পাই পৌৰণ অনুভৱ কৰিছো।
See translation

19 h Like Reply

Dibyajyoti Mahanta Admin

আমাৰ অভৰভৰা শুভেচ্ছা সদায় আছে। কৰ্মেৰে সহযোগিতাৰ বাবে চেঁটা কৰি থকা হৈছে। এটা মাত্ৰ আহ্বান, শিক্ষার্থীসকলেও কষ্ট কৰি লক্ষ্যত উপনীত হবলৈ যত্ন কৰক। ভাল দিন আহক, সকলোকে বিশ্ববিদ্যালয়লৈ আমন্ত্ৰণ কৰিছোঁ।
See translation

4 h Like Reply 2 👍

Write a comment... 📷 🎬 😊 🗨️

☰ □ <

12:14 PM ... 0.08K/s 4G 82%

← KKHSOU FB Offi... 🔍 🗑️ 🌟

Atul Boruah 21 h · 🌐

কৃষ্ণ কান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ৰ বিষয়ে দুবাৰাৰ - কৃষ্ণ কান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয় খন হল উত্তৰ পূবাঞ্চলৰ প্ৰথমখন ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়। শিক্ষাৰ উত্তৰনৰ ক্ষেত্ৰত ইয়াৰ শিক্ষা ব্যবস্থা অতিকৈ চকুত লগা। বৰ্তমান সময়ত উচ্ছ শিক্ষাৰ যি প্ৰাধান্যতা সেই প্ৰাধান্যতাৰ প্ৰতি লক্ষ্য আগত ৰাখি বিশ্ববিদ্যালয়খনে সমানুপাতিক যি শিক্ষা ব্যবস্থা তাৰ প্ৰতি ফেৰ মাৰিব পৰাকৈ বিভিন্ন ধৰনৰ কাৰিকৰী বিষয়ত শিক্ষা প্ৰদান কৰি অহা দেখা গৈছে। বিশ্ববিদ্যালয়ৰ যি 'মুক্ত আৰু দুৰত্ব' এই দুয়োটা বিষয় বৰ্তমান সময়ত ন-ন প্ৰযুক্তিৰ ব্যবহাৰৰ আহিলাৰে শিক্ষার্থী সকলক একেবাৰে ওচৰ- চপাই অনা দেখা গৈছে। বিশ্ববিদ্যালয়খনৰ যি 'মূল মন্ত্ৰ' বা'ধাৰ প্ৰাচীৰ নেউচি উচ্চ শিক্ষা। এই মূল মন্ত্ৰই একাংশ লোকৰ যি উচ্ছ শিক্ষাৰ প্ৰতি থকা সপোন সেই সপোনক বাস্তবায়িত ৰূপ দিয়াৰ উপৰিও বিভিন্ন কাৰনত কাৰাগাৰত আবদ্ধ হৈ থকা কৰ্মী সকলেও এই শিক্ষাৰ লাভৰ জৰিয়তে তেওঁলোকে এটা নতু জীৱনৰ সন্ধান বিচাৰি পাইছে। গতিকে বিশ্ববিদ্যালয়ৰ যি মূল মন্ত্ৰ সেই মূল মন্ত্ৰক আৰু এখোজ আগবঢ়াই নিয়াত বিশ্ববিদ্যালয় কতৃপক্ষই দিনে নিশাই প্ৰমুত্তি চলাই থকা দেখা গৈছে। তেওঁলোকৰ এই মহান কাৰ্যই বিশ্ববিদ্যালয়খন আৰু এটাপ আগবঢ়াই যাওঁক। সেই কামনাৰে বিশ্ববিদ্যালয়ৰ প্ৰতিজন কতৃপক্ষক প্ৰণাম।

Two words about Krishna Kanta Sandikoi State Open University - Krishna Kanta Sandikoi State Open University is the first state open university in North East. Its education system is very attractive when it comes to education. At present keeping the importance of higher

☰ □ <

Annexure-V: Screen shot of KKHSOU Grievance Regressal Portal Report (Month wise)

The screenshot displays the 'Complaint Management System' interface. On the left is a navigation menu with options: Dashboard, User Profile, Circular, MIS, My Leave, My Attendance, and Intercom List. The main content area is titled 'Complain Statistics Current Month' and contains three data tables.

Complain Statistics Current Month

Complain Recieved	Solved	Under Process	Pending
365	311	0	43

Month Wise Report 01/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
01/2021	176		174	1	1

Month Wise Report 02/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
02/2021	136		123	0	13

You are signed in as kashyap.ma X (1,873 unread) - kashyap.mahar X kkhsou.in/e-office/pages/users X KKHSOU

www.kkhsou.in/e-office/pages/users/complain_report.php

e Office Automation
 କଳିଙ୍ଗରାଜ୍ୟ ସର୍ବନିମ୍ନ ବାଣିଜ୍ୟିକ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ
 KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

- Dashboard
- User Profile <
- Circular <
- MIS <
- My Leave <
- My Attendance <
- Intercom List <

Complaint Management System

Month Wise Report 03/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
03/2021	167		153	0	14

Month Wise Report 04/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
04/2021	100		99	0	1

Month Wise Report 05/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
05/2021	42		42	0	0

Month Wise Report 06/2021

Month	Recieved	Under Process	Solved	Pending	Rejected
06/2021	236		231	0	5

KKHSOU 1.1

You are signed in as kashyap.m... (1,873 unread) - kashyap.maha... kkhso.in/e-office/pages/user: X KKHSSOU

www.kkhso.in/e-office/pages/users/complainListCategoryWise.php?q=Results Not Found

Office Automation
କୃଷ୍ଣା କାନ୍ତା ହାଣ୍ଡିକୁ ଓପେନ ୟୁନିଭର୍ସିଟି
KRISHNA KANTA HANDEKUI STATE OPEN UNIVERSITY

Dashboard
User Profile
Circular
MIS
My Leave
My Attendance
Intercom List

ComplaintList Category Wise

List of all Complaints

Results Not Found(120)

Results Not Found

Show 10 entries Search:

Complain No	Description	Category	Date of Complain	Complain Status	Action
2103151	Not found M a 3rd semester rejuilt paper name is teacher education By :17023912 Course: M.A(education) Semester.III Name :Kristibonya saikia Phone :8638732932	Results Not Found	2021/03/15	Solved	Solved
2103154	Respected Sir Respectfully informed you that I have cleared all semester examination except BA 2nd semester Examination.The 2nd semester examination was not hold due to pandemic situation and allowed all students but my result is not found till date for which I have lost the opportunity to take admission in MA . Therefore request you kindly to look into the matter seriously so that I can take admission in MA within 31st March. By :17020896 Course: BA Semester.II Name :Chandan Kalita Phone :7002760644	Results Not Found	2021/03/15	Solved	Solved
2103155	Respected Sir Respectfully informed you that I have cleared all semester examination except BA 2nd semester Examination.The 2nd semester examination was not hold due to pandemic situation and allowed all students but my result is not found till date for which I have lost the opportunity to take admission in MA . Therefore request you kindly to look into the matter seriously so that I can take admission in MA within 31st March. By :17020971 Course: BA Semester.II Name :Phuleswar Nath Phone :7002760644	Results Not Found	2021/03/15	Solved	Solved
2103174	I have not got any result	Results Not Found	2021/03/17	Solved	Solved

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