

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
GUWAHATI, ASSAM



ACTIVITY REPORT

Students Grievance Redressal Cell

Khanapara, KKHSOU

1st September 2020 to 14th September 2020

Forwarding

Dated: 22/09/2020
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 1st September 2020 to 14th September 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 15 days from 1st September 2020 to 14th September 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	: 49 (Exam)+33 (Other)=82
Total number of Application received (by hand) B	: 86 (Exam)+59(Other)=145
Total number of Application Received (A+B)	: 135 (Exam)+92(Other)=227
Total number of Application Resolved	: 227
Total number of previous Application Resolved	: 02
Total number of Application Under Process	: Nil
Total Grievances Received in grc@kkhsou.in	: 17
Total Grievances Resolved	: 17 (Within 5 days)

Emails & Phone Calls:

Total Number of Emails Received	: 132
Total Number of Emails Resolved	: 132
Total Number Phone Calls	: 1176

Social Media:

Total Number of WhatsApp Chats (all included)	: 2098 (Increase in 55.4%)
Total number of Face book Chats	: 369
Total number of Messenger Chats	: 92

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

Applications:

The front office team received all total 227 applications during this period (from 1st September 2020 to 14th September 2020) out of which 82 numbers received by post and 145 applications received by hand. 135 numbers of applications related to the examinations whereas 92 numbers of applications related to the other than examinations. All the problems have been (from 1st September 2020 to 14th September 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.

17 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:

A dedicated email id grc@kkhsou.in (first letter of Grievance Redressal Cell) is generated with the help of IT Cell, KKHSOU and started functioning from the 1st September 2020. 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 132 emails has been received from the learners, coordinators and other general public during this period (from 1st September 2020 to 14th September 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 1176 phone calls made by the learners, coordinators and other general public are received during this period (from 1st September 2020 to 14th September 2020) and all queries are resolved as soon as possible. Most of the phone calls are related to the Admissions 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:

All the departments have supported to create the WhatsApp groups and analyze data. 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 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 September 2020 to 14th September 2020). Total number of 2098 Chats has been made by all during this period which (Screen shots) are attached in Annexure III. It is very impressive that an increase in about **55.4%** WhatsApp Chat have been made than the previous reports.

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 369 Chats has been made during this period (from 1st September 2020 to 14th September 2020). 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 92 Chats has been made during this period (From 1st September 2020 to 14th September 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. Initially, we have completed the following processes:

1. Collected and approved the official email ids and contact numbers of all faculty members and officials
2. Approved of the official email id of Student Grievance Redressal Cell 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. Approved all the different formats to submit reports and others from the Hon'ble VC
4. Approved of the Contact Numbers of Student Grievance Redressal Cell to facilitate supports to the learners and general public

5. Approved 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. Approved of the Forms for applying Online Applications by the learners
7. Approved 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.

Annexure-I: Details of Applications received

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

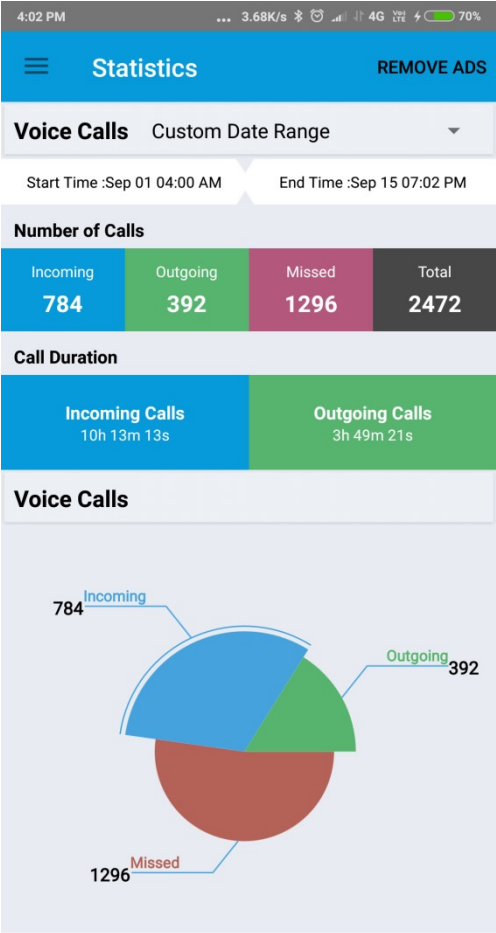
Annexure-III: Screen shot of statistics/graphical presentation of WhatsApp Chat records

Annexure-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
1433	01/09/20	Speed post	NLB City College, Chanan Sharma, En.no.15013583	Application for Added in Home Assignment Marks in BA 6th sem. M/S 2018,	Done, dt.01-09-20, 6th sem. M/S , Cons M/S & Prov Cert.
1434	01/09/20	By hand	Sonitpur Dhatri Sewa Samity, Monsuma Daimary, En.no.16025061,	Application for BA Final /Consolidated M/S issue 2018.	Done, dt.01-09-20, 6th sem. M/S

			Mob.no.7002720619		
1435	01/09/20	By hand	Sonitpur Dhatri Sewa Samity, Rupjyoti Barman, En.no.12016138, Mob.no.9613937857.	Application for BA Final /Consolidated M/S issue 2018.	Done, dt.01-09-20, Cons M/S & 6th sem. M/S
1436	01/09/20	Mail	SPP College, Pubali Boruah, En.no.16016707	Consolidated M/S & Prov. Certificate issue BA 2020	Done, dt.01-09-20, Cons M/S & Prov Cert.
1437	01/09/20	By hand	Rangia College, Tapan Das, En.no.18004002	Correction of BA 1st sem. M/S 2020, (2nos photocopy M/S Submit 2019,2020)	Done, Dt.01-09-20, Prov.A4
-	-	-	-	-	-
-	-	-	-	-	-
1566	14/9/2020	Speed Post	DDR College, (1)Puspanjali Gogoi, en.no.17006289, (2) Dibyananda Saikia, En.no.17006251.	Application for BA 1st sem. Examination Results.	Returned, dt.22-09-20
1567	14/9/2020	Speed Post	North Darrang Jr. college, Arzia Begum, En.no.17021118.	Application for Added in Home assignment Marks BA 2nd sem. M/S 2019, Assignment submit.	update, dt.23-09-20

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

