

Compliance with regard to Application submitted by Karnataka State Open University, Karnataka for recognition of ODL programmes for academic year 2023-24, session beginning July-August 2023 and onwards as per UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020

Compliance to defects/deficiencies communicated

Sl. No.	Defect/Deficiency	Compliance	Document Link
1.	Appointment letters of Head of Studies submitted by the HEI are not proper, correct appointment letters of Head of Studies to be submitted by the HEI.	The correct appointment letters of the Directors for different Schools has been attached.	https://app.ksoumysuru.ac.in/web-site/documents/ppr/Appointment%20Orders%20of%20School%20Directors.pdf
2.	A copy of the application is not displayed on HEI website	The copy of the application is displayed on the HEI Website	https://app.ksoumysuru.ac.in/web-site/documents/ppr/PPRs%20submitted%20to%20UGC-DEB-2023-24%20dated%2031-3-2023.pdf
3.	HEI needs to submit Regulatory Authority (NCTE) approval for B.Ed programme.	The Regulatory Authority (NCTE) approval for B.Ed. programme is attached.	https://app.ksoumysuru.ac.in/web-site/documents/ppr/Regulatory%20Authority%20Approval%20for%20B.Ed..pdf
4.	Documentary proof of Science programme being offered from the Head Quarters and/or only from such Learner Support Centers to be submitted.	The Science programmes are currently offered from the Headquarters only (since the admission for science programmes is low, right now the programmes are being offered only from the headquarters). A declaration is being submitted in this regard.	https://app.ksoumysuru.ac.in/web-site/documents/ppr/Declaration%20regarding%20Science%20Programmes.pdf
5.	Approval of statutory bodies for all PPRs and SLMs to be submitted.	The approval letters from Academic Council and Board of Management for the PPRs and SLMs is submitted.	https://app.ksoumysuru.ac.in/web-site/documents/ppr/Statutory%20Body%20approval%20of%20PPRs,%20Syllabus,%20and%20SLMs.pdf

			Ms.pdf
6.	Appointment letters, Joining reports and Qualification of full time dedicated faculty for ODL programmes are to be submitted.	Appointment letters, Joining reports and Qualification of full time dedicated faculty for ODL programmes are submitted as attachment.	https://ksoumysuru.ac.in/repository/drive/s/EFSToXzj3zt6bj4F6sAr6z5lhddSSH
7.	Most of the documents submitted by the HEI in Regional language may be submitted in English language.	The documents which were in regional language are translated into English and the same have been submitted.	https://app.ksoumysuru.ac.in/web-site/documents/ppr/CIQA%20Approval%20of%20PPRs.%20Syllabus%20and%20SLMs.pdf https://app.ksoumysuru.ac.in/web-site/documents/ppr/Appointment%20Orders%20of%20School%20Directors.pdf https://app.ksoumysuru.ac.in/web-site/documents/ppr/Statutory%20Body%20approval%20of%20PPRs.%20Syllabus.%20and%20SLMs.pdf
8.	For Master of Library and Information Sciences (M.Lib.I.Sc) the entry qualification shall be Bachelor of Library and Information Sciences (B.Lib.I.Sc) and the minimum duration of M.Lib.I.Sc is one year, as per the UGC specification of degrees. In the application it is mentioned as "Bachelors", meaning any bachelors. This needs to be clarified.	It is herewith clarified that for Master of Library and Information Sciences (M.Lib.I.Sc) the entry qualification shall be Bachelor of Library and Information Sciences (B.Lib.I.Sc) and the minimum duration of M.Lib.I.Sc is one year, as per the UGC specification of degrees.	-
9.	Similarly, the entry qualification for Bachelor of Library and Information Sciences	The entry qualification for Bachelor of Library and Information Sciences (B.Lib.I.Sc)	-

	<p>(B.Lib.I.Sc) is 'bachelors' not plus two, as per the UGC specification of degrees. Though it is clear in the PPR, the data entered it is shown as plus two.</p>	<p>is 'bachelors' as per the UGC specification of degrees. Changes to this effect has been made in the PPR.</p>	
<p>10.</p>	<p>The institution has 56 running cases on different matters in different courts in India. Looking at the number of complaints received each day, there is no functional grievance handling mechanism in the university. We may seek the initiatives of the institution in this regard before processing the case further. As the institution has an already tainted background, the centers need not be approved only after physical/virtual visit.</p>	<p>The institution has a strong grievance redressal mechanism which is as follows:</p> <p>The University has established Learner Welfare Center.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Karnataka State Open University has put in place a policy for Learners Support System. <input type="checkbox"/> There is a Core Welfare Committee, which looks in to the different kinds student's grievances from time to time. <input type="checkbox"/> The University has made clear provision for online submission grievances through the university official website. In the university website a page is dedicated to the students Zoon which has a separate tab for grievances. In which the students can submit their grievance online (https://ksoumysuru.ac.in/grievance.php) <input type="checkbox"/> In addition a nodal officer is appointed for resolving the grievances received through CPGRAMS (Centralized Public Grievance Redress and 	<p>https://app.ksoumysuru.ac.in/web-site/documents/ppr/Declaration%20of%20Learner%20Grievance%20Redressal%20Mechanism%20Followed%20in%20KSOU.pdf</p>

Monitoring System)

University has appointed a nodal officer for resolving the grievances received through IPGRS (Integrated Public Grievance Redressal System of Government of Karnataka).

A feedback mechanism is also available for students in the KSOU student's app.

The students can also submit their grievances in person at the office of the Learner Welfare Cell.

University had made provision for resolving the student's grievances at each academic department either in person or through social media platforms like, email, WhatsApp, telegram etc.

The university has established dedicated Call Centre for addressing the students grievances on top most priority.

The university from its side has made all possible efforts to promptly and timely resolve all the grievances received from its learners. However, the grievances which have been received by UGC pertaining to KSOU may be kindly re-forwarded to us, so that we will resolve each of them immediately.

However, due the problem of the

2012-13 and 2013-14 during which the university did not have UGC recognition, some of the students who were admitted during those years have not been given degree certificates. These students have approached the different Courts in the country, due to which there are number of court cases. Since, the matter is subjudice, university is bound to wait for the court orders. Otherwise, all other students' grievances are being addressed in a timely manner.


Registrar
REGISTRAR

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