Declaration

The Karnataka State Open University has established exclusive mechanism for handling Learners grievances and complaints in a fair and efficient manner. The university has also developed exhaustive Policy Document on Learners Grievance Handling Mechanism **(Annexure. 1)** These mechanisms typically involve the following steps.

- **Informal resolution:** Learners are encouraged to resolve their complaints informally by first discussing their concerns with faculty or staff member involved, or by contacting the relevant department chairperson or program coordinator.

- **Formal complaint:** If the issue is not resolved through informal means, the learner can file a formal complaint through the university web portal or by email or by letter. This may involve submitting a written complaint to the relevant authority, such as the Director Learner Welfare Cell, or the Registrar, or the Ombudsman.

- **Decision:** After the investigation is complete, a decision is made based on the findings. The decision may be communicated to the students in writing, outlining and actions to be taken, and providing an explanation for the decision.

- **Appeal:** if the student is not satisfied with the decision, they may appeal to a higher authority, such as the working committee for students support and Core Learner Welfare Committee which is headed by the Vice-Chancellor of the University **(Annexure – 2).**

Besides the above the university is also following the below mentioned mechanisms in order to resolve the grievances of learners.

1. The University has provided/established a platform for students to raise their grievances in a formal and structured manner.
2. Ensuring that the grievance redressal process is transparent, unbiased and efficient.
3. Appointed Nodal Officers/Director Learner Welfare Cell to address the learner grievances. **(Annexure – 3).**
4. Established clear timelines for resolving grievances and communicating the same to the learners.
5. Maintained proper records of grievances received, actions taken and outcomes achieved.
6. Ensured that the decisions taken by the working committee for students support and Core Learner Welfare Committee are communicated to the concerned leaner in a timely manner.
7. Improving the guidelines for taking necessary steps to address any systemic issues that may be causing learners grievances.

REGISTRAR
Karnataka state Open University
Mukthagangotri, Mysuru-570 006.

8. Conducted several training to the employees of Learner Welfare Cell and Nodal Officers on grievance handling.
9. Feedback mechanism has been put in place on the effectiveness of the grievance redressal process and making necessary improvements.

Further, the university has resolved overall 32 out of 59 the total registered grievances and 17 are the pending/unresolved grievances related to 2014-15 **(Annexure – 4)..** The issues pertaining to these are in Hon'ble Supreme Court. Hence, the university is awaiting for final judgment for resolving these pending issues.

Overall the university aims to establish a culture of accountability and responsiveness towards learner grievances, and ensure that the learners feel valued and respected within the university.

Registrar
REGISTRAR
Karnataka state Open University
Mukthagangotri, Mysuru-570 006.

ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
KARNATAKA STATE OPEN UNIVERSITY
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Policy Document
on
Grievance Redress System

ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ

KARNATAKA STATE OPEN UNIVERSITY
Mukthagangothri, Mysuru - 570 006

Policy Document
on
Grievance Redress System

Centre for Internal Quality Assurance

Foreword

Open-Distance-Learning (ODL) system is a mode of providing flexible learning opportunities by overcoming separation of teacher and learner using multimedia. It includes print, electronic, online and occasional interactive face-to-face meetings with the presence of support services to deliver teaching-learning experiences, including practical or work experiences. This system provides ample of opportunities to those who desire to have education of their choice without boundary restriction. It helps students to instill self-confidence and create awareness, as learning need not necessarily take place at the same time of teaching.

ODL system having excellent administrative capability, gives its students access to learning, evaluation and certification. It is one of the popular ways to meet the ever increasing demand for higher education especially in a biggest democratic country like India. The ODL system contributes significantly to the Gross Enrolment Ratio which is stressed in the National Education Policy 2020. It enables the learners to learn at their own pace, amidst their other constraints/ commitments. It is considered at par with conventional mode in terms of credits, teaching-learning, duration, evaluation, research etc. UGC is consistently striving to enhance the quality of distance education based on the feedback of the stake holders through accreditation process.

KSOU accord thrust on quality first and learners foremost. Learner is the prime stake holder; his/her delight is the prime task. The environment created in the university keep the learners happy from pre-admission counselling till exit, even thereafter. The University is self-financing institution as such student satisfaction is the utmost priority. Regular feedback is taken at various levels and sincere efforts are made to improve the quality of teaching learning evaluation and placement activities without any grievance.

In order to provide suitable guidelines for addressing grievances of the student, a policy on Grievance Redress System has been developed by CIQA in consultation with the examination section.

Prof. Sharanappa V. Halse
Vice-Chancellor

Contents:

1. Preamble:

The Office of the Registrar (Evaluation) has adopted an effective Student Grievance Redressal Mechanism. There is a separate Section to deal with the students' grievances headed by a Section Officer under the supervision of a Group 'A' Officer. The University has established Students Welfare and Grievance Redressal Cell, an online and offline system with a provision to register the grievances by the students and redressing the same by the university within stipulated period (normally within 3 working days). The University has developed this policy in line with the UGC Regulations (ODL and Online) 2020 notified on 18th September 2020.

The Section deals with the grievances of the students received in the following modes:

- ♦ Grievances registered with online portal
- ♦ Grievances submitted in person
- ♦ Grievances received through email
- ♦ Grievances forwarded by the Vice-Chancellors' Office
- ♦ Grievances forwarded by the Office of the Registrar
- ♦ Grievances forwarded by Regional Directors/ LSCs
- ♦ Grievances forwarded by the State Government offices

Every section has identified a Nodal person for dealing with the grievance cases. The information is also reflected on university website. The Students Welfare and Grievance Redressal Cell forward the grievances to the concerned sections. The concerned sections examine the same and forward the reply. The responses are forwarded to the Students Welfare and Grievance Redressal Cell, who in-turn inform the students or redress the same online or offline, as the case may be. In case of necessity, the concerned sections contact the students directly also through phone or email, if provided in the application, so as to avoid any delay in communication. All the sections maintain the records of earlier communication so that even if the student registers multiple grievances on the same issue, the Section ensures that the student gets responded for each grievance. If any particular aspect is partially addressed, the same will be resolved fully to the satisfaction of the student. Apart from that, the Registrar (Evaluation) section deals with

the grievances registered directly by the students at CPGRAMS/ Public Grievance Portal consisting of various sub-portals such as President's Secretariat/ PMO/ UGC/ Directorate of Higher Education, MHRD/ Directorate of Public Grievances, etc. A Nodal Officer has been appointed by Examination branch to deal with the PG portal at a single window. The examination branch holds periodical meetings among the Nodal Officers so that no redressal of grievance is unduly delayed. The Grievance Cell is submitting the data relating to number of grievances received, number of grievances settled and also the details of pending cases with reasons are submitted periodically to the higher authorities for monitoring and follow up action. Orientation sessions are also conducted to monitor and improve the grievance mechanism in examination section. This section is taking all precautions to deal with the grievance in time, so that no student faces any hardship. It also reduces the RTI queries, grievances at PG portal, court cases, etc. There is also a provision for re-evaluation of answer scripts, re-totaling and providing photocopy of evaluated answer scripts to the learners.

2. Title and Commencement:

This policy is called policy on Grievance Redress System in Karnataka State Open University. This policy comes into operating from the date of its approval in the Board of Management.

3. Scope of Grievance Redress System for Learners:

Karnataka State Open University which offer programmes through Open and Distance Learning mode, has a Grievance Redress System and Procedure published on the portal of University. It is the responsibility of the university to update the same as and when required. University has provided online facility for submitting grievances and for tracking their status. It is also responsible for monitoring, assessing and reviewing the effectiveness of its Grievance Redressal Procedures.

4. Guidelines and Standards for the Grievance Redress System:

The University has a policy on Grievance Redress System based on following guidelines and standards:

♦ The policy is unbiased and understandable.

♦ There is time frame for each stage of the process.

♦ The policy is published in the University website so that the learners may refer.

♦ The policy is made available to learners with disability in appropriate format and the provision is made accordingly.

♦ The authority or authorities involved in the grievance redressal process are treating and investigating the facts impartially

♦ The University addresses the grievances in a timely manner so as to lessen interruption in learning process of the learner

♦ The University provides a proper communication and escalation mechanism which is operated and maintained through the online software application.

♦ It maintains the confidentiality of the complainant as far as possible.

♦ The learners are kept informed of the status in relation to his or her queries or grievance on priority.

5. Rights and Responsibilities of Learners:

The rights and responsibilities of a learner are as under:

♦ The learner has right to complain regarding any aspect related to his or her learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment.

♦ The learner is entitled to approach the respective Learner Support Centres (for ODL programmes) for submitting his or her complaint. The learners of online mode may submit their complaint directly to the University. The complaint can be submitted individually or collectively by a group of learners.

♦ The learner shall submit a formal complaint in a manner prescribed by the University regarding dissatisfaction with a service provided or the lack of a service or the quality of a service. Such expression shall be correlated with what the learners were entitled to receive.

6. Responsibilities of the University:

The responsibilities of the University are as under:

♦ It works with the principles of openness and collaboration.

♦ It continuously improves the services it offers. As and when a grievance is received, the University shall investigate it thoroughly and make the necessary improvement(s) in its services.

♦ It shall encourage Learner Support Centres to make initial attempts to address and resolve complaints as close as possible to the point of origin with the minimum of formality.

♦ It monitors Grievance Redressal process through its Learner Support Centres

♦ It maintains privacy and confidentiality unless disclosure is warranted to proceed in the matter.

♦ The grievance shall be accompanied with the reasons for dissatisfaction and expected remedy. The learner shall also give the reference of Online Grievance Registration number generated at the time of submitting the complaint to the Learner Support Centre.

♦ The Chairperson of the Department/ Registrar (Evaluation)/ Grievance Redressal Officer of the university shall investigate the complaint(s) or refer the matter(s) to a competent authority, body or committee or departments, as deem fit.

♦ It shall be the responsibility of the Department/ Registrar (Evaluation)/ Grievance Redressal Officer of the university to monitor the progress and to timely resolve the matter.

♦ The Department/ Registrar (Evaluation)/ Grievance Redressal Officer of the University shall respond in writing (letters or email etc.) through offline or online mode giving reasons for a decision and action taken there to.

7. Complaint Handling Mechanism:

The Online Complaint Handling Mechanism facilitates learners to submit online complaints through the interactive web portal and track their resolution status. The University shall take action as under:

- The University follows guidelines related to the Complaint Handling Mechanism notified by the UGC from time to time.
- The University shall upload all information issued by the UGC regarding the Complaint Handling Mechanism on the website.
- The University shall inform learners enrolled about the Compliant Handling Mechanism.
- The University shall provide a link with title 'Complaint Handling Mechanism' on homepage of University website for creating awareness amongst the stakeholders.
- The University shall comply with all instructions as issued by the UGC regarding timely and judicious resolution of all complaints raised by the learners.

7.1 Grievance Redressal Support:

The University takes serious note of issues concerning the students. It shall create appropriate mechanism to address grievances of students. This includes

- Call center facility
- Registering Online grievance in the university website
- Providing an email ID to receive complaints
- Resolve the grievances raised within fixed time frame.
- The university shall decide timeframe to address complaints such as change of name in mark cards, wrong entry of marks, issue of duplicate marks card etc.,

7.2 Classification of Enquiries/ Grievances:

Sl. No.	Section	Enquiries on	Grievances	Contact Person
1	Admission	1. Period of Admission 2. Details of Programmes 3. Change of Courses/Programmes 4. Fee Structure 5. Eligibility 6. Recognitions	1. ID Card 2. Payment of Fee 3. Lesson slip 4. Changes in the application	Deputy Registrar (Admissions) Assistant Registrar (Admissions)
2	Lesson	1. Issue of Lesson 2. Issue of Second set of Lesson 3. Change of Lesson	1. Lessons	Deputy Registrar (Lessons)
3	Academic Departments	1. Assignment Questions (All UG/PG/Diploma/Certificate Programmes) 2. Contact Programme 3. Internal Marks 4. Laboratories 5. Project Report	1. Assignment submission 2. Project 3. Internal Assessment Marks	Chairperson of concerned Departments
4	Learner Support Centres (UG)	Counselling Sessions	1. Regional Centre 2. Learner Support Centre 3. IA Marks	Dean (SC) Regional Centres
5	Examination	1. Dispatch of Marks cards 2. Announcement of Result 3. Commencement of Examinations 4. Change of Exam Centre 5. Admission Ticket	1. Exams 2. Marks Cards 3. Results	All DR, AR and Superintendents (Exam Section)
6	Skill Development Course	1. Class Details 2. Hands on Experience	Certificates	Skill Development Coordinator
7	KSOU APP	Methods	Login Issue	IT Director and Nodal Officer – KSOU App
8	Library	1. Library Cards and Books 2. e-books 3. e-journals	Previous Question Papers	Assistant Librarian, Deputy Librarian and Librarian
9	Hostel/ Guest House	Rooms	Facilities	Hostel in charge

8. Follow Up:

The committee for grievance redressal shall meet periodically to take stock of the pending grievances which are not addressed by the concerned. Special meetings may be conducted if required on approval by the Vice Chancellor. Follow up of the committee meeting shall be made by the Grievance Redressal Officer. The minutes of the Grievance Redressal Committee meeting shall be recorded and forward to office of Registrar who shall place before the statutory bodies for final approval. The action taken report shall be submitted to the concerned authority within fixed time frame mandatorily.

Annexure

Annexure - 1: Extract of Academic Council Proceedings held on 20-05-2022

ವಿಷಯ ಸಂಖ್ಯೆ: 59.13

ವಿಷಯ : ಕರಾಮುವಿಯ Grievance Redress Policy ಯನ್ನು ಅನುಮೋದಿಸುವ ಬಗ್ಗೆ.

UGC – ODL Regulation – 2020 ರನ್ನೆಯ ಪುಟ ಸಂಖ್ಯೆ: 107ರ Annexure – 10 ರಲ್ಲಿ Grievance Redress Mechanism ಬಗ್ಗೆ ಪ್ರಸ್ತಾಪಿಸಿದ್ದು, ಅದರನ್ನೆಯ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದಲ್ಲಿ Grievance Redress System ಗೆ ಸಂಬಂಧಪಟ್ಟಂತೆ ಒಂದು Policy ಯನ್ನು ಹೊಂದುವುದು ಅವಶ್ಯವಿರುವ ಹಿನ್ನೆಲೆಯಲ್ಲಿ, Grievance Redress System ನ Policy ಯನ್ನು ಸಿದ್ಧಪಡಿಸಲಾಗಿದ್ದು, ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿಯ ಅವಗಾಹನೆಗೆ ತರುತ್ತಾ, ಚರ್ಚೆ ಮತ್ತು ನಿರ್ಣಯಕ್ಕಾಗಿ ಮಂಡಿಸಿದೆ.

<u>ತೀರ್ಮಾನ</u> : Grievance Redress System ಗೆ ಸಂಬಂಧಿಸಿದ Policy ಯನ್ನು ಒಪ್ಪಲಾಯಿತು. ವಿದ್ಯಾರ್ಥಿಗಳ ಕುಂದು ಕೊರತೆ ನಿರ್ವಹಣೆಯನ್ನು ವಿದ್ಯಾರ್ಥಿ ಕಲ್ಯಾಣ ಘಟಕದಲ್ಲಿ ನಿರ್ವಹಿಸಲು ತಿಳಿಸಲಾಯಿತು.

ಕುಲಸಚಿವರು

ಕುಲಪತಿಗಳು

Annexure - 2: Extract of Board of Management Proceedings

Extracts of the proceedings
of the.168.BOM Meetings
held on...17 - 06 - 2022

ವಿಷಯ ಸಂಖ್ಯೆ : 168.14

ವಿಷಯ : ೫೯ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳ ಸಾಮಾನ್ಯ ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸುವ
ಕುರಿತು.

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ದಿನಾಂಕ: ೨೦.೦೫.೨೦೨೨ರಂದು ನಡೆದ ೫೯ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳ ಸಾಮಾನ್ಯ ಸಭೆಯ
ನಡವಳಿಯನ್ನು ಮುಂದಿನ ವ್ಯವಸ್ಥಾಪನಾ ಮಂಡಳ ವಿಶೇಷ ಸಭೆಯಲ್ಲಿ ಮಂಡಿಸಲು ಕೋರಿರುವುದರಿಂದ
ಅನುಮೋದನೆಗಾಗಿ ಮಂಡಿಸಲಾಗಿದೆ.

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ತೀರ್ಮಾನ :

೫೯ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳ ಸಾಮಾನ್ಯ ಸಭೆಯ ವಿಷಯದ ಬಗ್ಗೆ ಚರ್ಚಿಸಿದ ಸಭೆಯು,
ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸಿತು.

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ಕುಲಸಚಿವ
ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
ಮುಕ್ತಗಂಗೋತ್ರಿ, ಮೈಸೂರು ೫೭೦ ೦೦೬.

08-07-22
ಡೀನ್ (ಶೈಕ್ಷಣಿಕ)
ಕ.ರಾ.ಮು.ವಿ.

Exclusive University to offer Distance Education in the State of Karnataka

Policy Document on Learners Support System

ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
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ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ

KARNATAKA STATE OPEN UNIVERSITY
Mukthagangothri, Mysuru - 570 006

Policy Document
on
Learners Support System

Centre for Internal Quality Assurance

Foreword
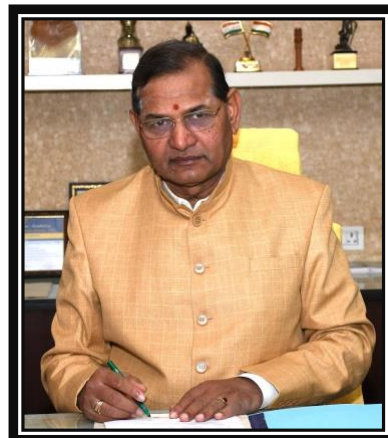
Karnataka State Open University was established in June 1996 with a motto **"Higher Education to Everyone, Everywhere".** The University blossomed in the era of globalization in which the economies of the world are being transformed from their original closed self-sustaining structure to the globalized context, where they can expose themselves to the competitive world. This transition forced the arena of knowledge emphasizing itself to more of its application than of accumulation of facts. The University, in order to cope with the present global environment, is attempting to integrate interdisciplinary approaches in the dissemination of knowledge with the aim of achieving overall human personality development.

The University is situated at heart of Mysuru city. It operates in 50 Acre of land in a fully green ambience. The University is offering UG, PG and Ph.D. programs besides Diploma and PG Diploma programs in various disciplines such as Humanities, Social Science, Science, Education, Commerce and Management. The Institution is fully equipped with 33 Academic Departments monitored by the chairpersons and supported by other faculty and non-teaching staff. The University is carved mainly with the motto of promoting unprivileged section of society and hence the fees for all the programmes are at affordable rate. KSOU operates in a 3 tier system with its Headquarters in Mysuru, 23 Regional Centres and 149 Learner Support Centres across the state of Karnataka.

KSOU accord thrust on "quality first and learners foremost". The learner is the prime stake holder; his/ her delight is the prime task of our university. The environment created in the centres keep the learners happy from pre-admission counselling till exit, even thereafter. The University is self-financing institution as such student satisfaction is the utmost priority. Regular feedback is taken at various levels and sincere efforts are made to improve the quality of teaching-learning, evaluation and placement activities.

In this backdrop, a policy on Learners Support System has been developed by the CIQA based on the recommendations of the expert committee. The policy guides the employees to ensure learners satisfaction and thereby delight.

Prof. Sharanappa V. Halse
Vice-Chancellor

Contents:

1. Introduction:

Karnataka State Open University was established mainly to empower the people from socially, economically and physically disadvantaged segments. A student is a person enrolled for learning so as to get better future. It is striving to impart quality education through distance mode by the use of ICT also. It offers need based programmes under the UGC regulations mainly to empower the learners to achieve their aspirations in their life. It extends student support services to the learners under 3 tier system namely; Headquarters, Regional Centres and Learners Support Centres. The learners of various programs can seek assistance from enrolment till examination in any one of the aforesaid system depending upon the convenience. Students grievance redressal mechanism is established, in which the compliant or query can be addressed. Further the issues of the students are solved under SAKALA, a scheme of the state government within the time span. As such, students enrolment and students satisfaction play a very important role in building the brand image of the University. Unlike conventional universities, the learners do not have regular access; hence a strong Learner Support System is given priority.

2. Learners Support Services:

Learners support services are the most vital component of the university. It includes wide range of academic, evaluation, extension and other related activities. The support services should not only be responsive to the needs of the distance learners but also proactive. The University is monitoring the support services on a continuous basis, which is an ongoing exercise. This brings in constant improvement through innovations in the support services. Learners' welfare shall be ensured by facilitating mechanisms like academic counselling, attending to queries, timely information, grievance-redressal and rewarding meritorious students. The University has created a better academic ambience for the learners who enjoy the academic experience which in turn enable them to be university ambassadors for its wellbeing.

3. Outline of Learner Support Policy:

1. Learners' satisfaction is the foremost priority as it helps sustainability.
2. Promotional activities and pre-admission counselling programs are the tools to reach the unreached.
3. Learners friendly support services enable the learners to pursue their studies without any hardship.
4. Zero tolerance to the negligence, misbehavior, misconduct, misguidance, misleading, misuse, by the university employees towards learners.
5. Grievances of the students will be addressed within a fixed timeframe.
6. Conducive academic environment for learners in the Headquarters, Regional Centres and Learner Support Centres.
7. Proper mechanism is put in place to provide information to all the queries raised by the students, the prospective learners and old students.
8. Core committee resolves the grievances raised by the students within a fixed timeframe.
9. Learner Welfare Cell headed by a Student Welfare Officer works under the supervision of Dean (Study Centre).
10. Call Centre facility may be outsourced to focus on grievances/ enquiries of existing, prospective and old students. They shall transfer all the data and documents as and when the university demands.

4. Three Tier System of Learners Support:

The University is committed to cater to the academic requirements of the students. It has established Regional Centres across state to facilitate interactions between students and university on all aspects of academia and administration.

The University functions in 3 tier system of student support services Viz.,

1. Headquarters
2. Regional Centres
3. Learner Support Centre (Study Centre)

The Headquarters controls all the activities of Regional Centres and Learner Support Centres. The Regional Centres led by the Regional Directors carry out admission process, issue of study material, besides the management of counselling/ PCP and also continuous assessment. The Regional Centres update all the information to the students from time to time, as and when university initiates. Candidates can select the convenient Regional Centres and Learner Support Centres for availing educational services.

Library at Headquarters, Mysuru:

Library of the University caters to the need of the students, research scholars, faculty members and non-teaching staff since 1996. At present, the collection of the library exceeds one lakh volumes, apart from the conventional book resources. It comprises of a good number of periodicals, reference books, encyclopedia, reports, theses, dissertations, audio visual resources, CD/DVDs, adequate National and International Journals.

All the students of the University can become the members of the library. The library provides Reference and Referral Service, Current Awareness Service, Users' Orientation Service, Bibliographic Service, News Paper Clipping Service, Photocopy Service, etc. provided to the users. The Library has a well-equipped computer lab with internet facility to cater to the needs of the users. The housekeeping operations and catalogue is computerized using NewGenLib integrated library management software. Web based Online Public Access Catalogue is provided to the users. Library facility is also extended to the students in Regional Centres.

5. Types of Learner Support:

The supports provided by the university are related to as under:

1. Promotion of Programs so as enable the interested candidates to know about the programmes.
2. Pre admission counselling so as to provide required information.
3. Admission.
4. Self-Learning Material.

5. Contact Programme and Counselling Classes.

6. Evaluation.

7. Queries.

8. Grievance Redressal.

9. Miscellaneous.

Miscellaneous Supports:

1. **Health:**

   The University has established a Health Centre to attend to the urgent and immediate need of the students during their stay in the campus.

2. **Accommodation:**

   The University has provided hostel facility both for men and women separately.

3. **Placement cell:**

   The University has a placement cell which provides placement assistance.

4. **KSOU App:**

   The University has developed an App which can be downloaded from the Google Play store. This App provides all communication, circulars, notification and alert.

5. **KSOU Connect:**

   KSOU connect is a Web Based interactive platform developed by the University. It is used to conduct online classes, Counselling session and Special lectures. Students will get a link which enables them to join the sessions.

6. **Video Lectures:**

   The University has developed video lectures which are uploaded in the YouTube Channel (Drushyavahini).

7. **FM Radio:**

   The University has setup web radio to provide radio programmes for the benefit of the students. Audio tapes related to various programmes shall be broadcasted at scheduled time.

8. **CMKKY:**

   The University is a training partner to Chief Ministers Koushalya Karnataka Yojane (CMKKY).

9. **Support to Unreached and Financially Weaker Section:**

Government of Karnataka provides scholarship to socially backward category, minority and farmer students. University has started Mukthasanjiveeni, scholarship plan for meritorious student. Women Candidates coming under the category of Below Poverty Line (BPL), seeking admission to UG/PG will be given concession in the Tuition Fee.

10. **Other Facilities:**

   ♦ Well maintained cafeteria
   ♦ State Bank of India with its ATM facility
   ♦ Post Office
   ♦ Wi-Fi Facility
   ♦ Well maintained play ground
   ♦ Pure drinking water facility
   ♦ Restrooms
   ♦ Multi Gym facility for student community
   ♦ Competitive Examination Training Centre

6. Structure of Learner Support System:

The University extends services to the learners and they are classified as under; Prospective Students Support, Current/ Enrolled Students Support and Alumni Support.

1. **Prospective Students Support:**

   a. Information about various programmes, syllabus, curricular, fee structure, prospectus etc., shall be hosted in the university website.

   b. The Academic Departments in the Headquarters, Regional Centres and Learner Support Centres conduct counselling to the prospective students who visit/ contact them. A ledger shall be maintained about such pre-admission counselling activities in Academic Departments, Admission Section, Regional Centre and Learner Support Centre.

   c. The University provides pre-admission counselling.

d. The University online admission facilitates the students to enroll on their own to the programme of their choice.

e. The learner welfare cell shall inform prospective learners about academic programmes, scholarships, gold medals, progression, career opportunities, placement, etc.

f. The University shall engage in digital marketing.

2. Existing Students Support:

The admitted students wish to establish communication with the university. For this purpose an appropriate mechanism shall be created to provide timely information to such students. This includes

a. Call Centre facility.

b. Availability of answers under Frequently Asked Questions in the website.

c. Sending of information through social media platforms, bulk messages, KSOU App, WhatsApp and Telegram.

d. The dispatch of study materials to student's doorsteps within fixed time frame and uploading of e-SLM in KSOU App.

e. Uploading circulars about admission, assignments, contact programme/ counselling sessions/ examination notification/ time table, results, marks sheet, convocation and all such other information in the website well in advance.

f. There shall be an exclusive Learner Welfare Cell in the Headquarters to provide information to the students.

g. An induction programme shall be conducted to familiarize the freshly enrolled learners' about the ODL and OL system and also the programme.

h. The learner welfare cell strives to reduce dropout rates through follow up. The university impress upon the students who do not renew admission for some reasons or the other to continue their education.

3. **Alumni Students Support:**

   a. Information about the revaluation, board valuation, challenge valuation and supplementary examination.

   b. Information about the convocation and degree certificate.

   c. Validation of marks card, transcript, PDC and degree certificate.

   d. Persuasion of old students to become member of Alumni Association.

   e. Alumni meet periodically and follow up actions on the proceedings of the meeting for the betterment of the old students and the university.

   f. Placement support.

4. **Grievance Redressal Support:**

   The University takes serious note of issues concerning the students. The university addresses grievances of students through appropriate mechanism. This includes

   a. Contact call centre and enquire about specific problem.

   b. Registering online grievance in the university website.

   c. Providing an email ID to receive complaints.

   d. Resolve the grievances raised within fixed time frame.

   e. Timeframe is fixed for clearing each type of complaint such as change of name in mark cards, wrong entry of marks, issue of duplicate marks cards, PDC, any other omissions and commissions etc.

   f. The University has a grievance redressal committee which examines the case by case and provides suitable suggestions which shall be placed in meeting of the statutory bodies.

7. Core Learners Welfare Committee:

There shall be a Core Learners Welfare Committee, which comprises of

1. Vice-Chancellor - Chairperson

2. Registrar - Member

3. Dean (Academic) - Member

4. Dean (SC) - Member

5. Registrar (Evaluation) - Member
6. CIQA Director - Member
7. Director Admission - Member
8. Director Scholarship Cell - Member
9. Director R & D - Member
10. Director PMEB - Member
11. Student Welfare Officer - Member Convener

Any other officer of the university can be a special invitee with the prior approval of the Chairperson, if required.

The core committee meets periodically to review the grievances which are not addressed with in time frame.

8. Working Committee for Students Support:

There shall be a working committee which will work in co-ordination for solving the cases.

1. Student Welfare Officer - Convener
2. Assistant Registrar and the office staffs of the Learner Welfare Cell
3. Chairpersons of all Academic Departments
4. All Assistant Registrars/ Superintendents working in the Admission Section and Examination Section
5. All other Deputy Registrars/ Assistant Registrars/ Superintendents working in the University
6. Regional Directors of all Regional Centres
7. Librarian

9. Learner Welfare Cell:

Structure of the Learner Welfare Cell shall be as below
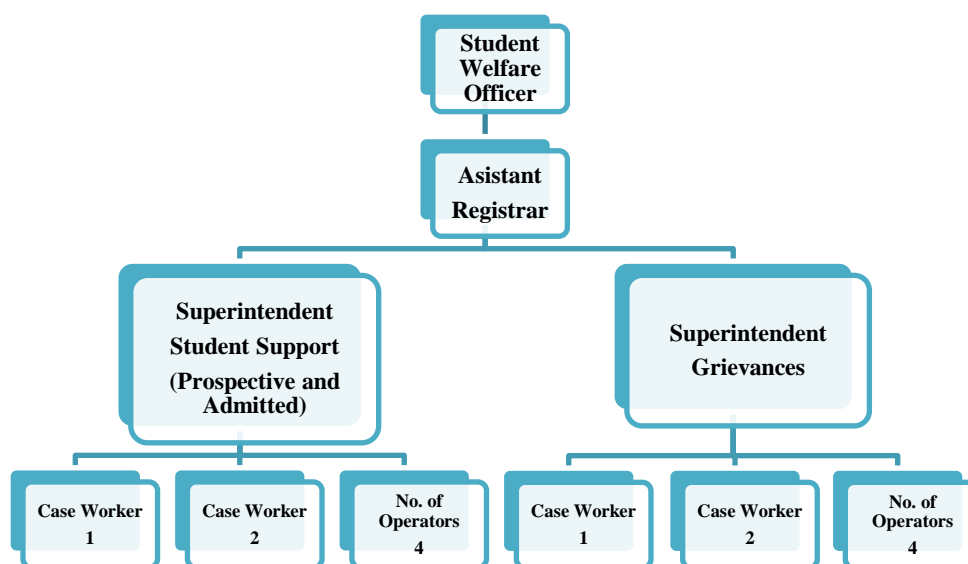
10. Student Welfare Officer:

A person who has technical and academic knowledge shall work as a student welfare officer in the cell on full time basis. He/She shall suggest measures to various departments based on grievances raised by the students. He/She shall ensure that the queries raised by the students are answered satisfactorily and grievances are resolved within a fixed time frame with the help of working committee members. In case they are not resolved within the fixed time, he/she shall bring it to the notice of the core committee. The officer shall also follow up the implementation of the decisions made in the core committee. Further he/she shall suggest welfare measures based on students' queries and grievances to the Dean (Study Centre) who shall in turn place it before to Academic Council meeting for suitable decisions. He/She shall ensure the cell works effectively and resolve all the complaints to the satisfaction of the students.

11. Learner Support Cell Mechanism:

1. The students can access to the communication in the university on all working days.

2. The students shall call the call centre or visit cell or visit website or send email or upload their grievances in the online grievance redressal system in the website, to register their complaint.

3. There shall be minimum 4 operators to attend calls, view emails to record enquiries and grievances in ledger/excel sheets for further follow up.

4. Assistant Registrar shall work on full time basis in the cell.

5. In case the telephone operators do not have the information, they shall forward the grievance to the Learner Welfare Cell. The cell can collect the required information from the designated contact person (See table) and pass to the learners who made query.

6. The cell shall reply to the student within three working days. The cell shall transfer the issue to the section concerned and follow up them on case by case basis.

Officers to Address Enquiries/ Grievances

Sl. No.	Section	Enquiries on	Grievances	Contact Person
1	Admission	1. Period of Admission 2. Details of Programmes 3. Change of Courses/ Programmes 4. Fee Structure 5. Eligibility 6. Recognitions	1. ID Card 2. Payment of Fee 3. Lesson slip 4. Changes in the application	Deputy Registrar (Admissions) Assistant Registrar (Admissions)
2	Lesson	1. Issue of Lesson 2. Issue of Second set of Lesson 3. Change of Lesson	1. Lessons	Deputy Registrar (Lessons)
3	Academic Departments	1. Assignment Questions (All UG/PG/Diploma/Certificate Programmes) 2. Contact Programme 3. Internal Marks 4. Laboratories 5. Project Report	1. Assignment submission 2. Project 3. Internal Assessment 4. Marks	Chairperson of concerned Departments

4	Learner Support Centres (UG)	Counselling Sessions	1. Regional Centre 2. Learner Support Centre 3. IA Marks	Dean (SC) Regional Centres
5	Examination	1. Dispatch of Marks cards 2. Announcement of Result 3. Commencement of Examinations 4. Change of Exam Centre 5. Admission Ticket	1. Exams 2. Marks Cards 3. Results	All DR, AR and Superintendents (Exam Section)
6	Skill Development Course	1. Class Details 2. Hands on Experience	Certificates	Skill Development Coordinator
7	KSOU APP	Methods	Login Issue	IT Director KSOU APP Nodal Offiecer
8	Library	1. Library Cards and Books 2. e-books 3. e-journals	Previous Question Papers	Assistant Librarian, Deputy Librarian and Librarian
9	Hostel/ Guest House	Rooms	Facilities	Hostel in charge

12. Follow Up:

The core committee shall meet at the end of every month to examine pending issues if any. Special meetings may be conducted if necessary on prior approval of the Vice Chancellor. Follow up of the proceedings of core committee meeting shall be made by the Student Welfare Officer. The Minutes of Core Committee meeting shall be recorded and forward to office of Registrar. The action taken report shall be submitted to the concerned authority within fixed time frame mandatorily.

Annexure

Annexure - 1: Committee for Developing Policy for Learner Support System

ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
ಮುಕ್ತಗಂಗೋತ್ರಿ, ಮೈಸೂರು– 570 006
ನ್ಯಾಕ್ ಘಟಕ

email:naacksou@gmail.com   Extn No: 255,256,257

ಕಛೇರಿ ಆದೇಶ

ವಿಷಯ: Learner Welfare System ಕುರಿತಾದ Policy Document ಅನ್ನು ಸಿದ್ಧಪಡಿಸುವ
ಸಂಬಂಧ ತಜ್ಞರ ಸಮಿತಿಯನ್ನು ರಚಿಸುವ ಬಗ್ಗೆ.

ಉಲ್ಲೇಖ: ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಅನುಮೋದನೆ ದಿನಾಂಕ: 30.04.2022

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ಪ್ರಸ್ತಾವನೆ:

ವಿಶ್ವವಿದ್ಯಾನಿಲಯಕ್ಕೆ NAAC ಮಾನ್ಯತೆಯನ್ನು ಪಡೆಯುವ ಸಂಬಂಧ NAAC Manual ನ Criteria-5 ರಲ್ಲಿನ ನ 5.1.7 **Addressing learners grievances** ನಲ್ಲಿ ತಿಳಿಸಿರುವಂತೆ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದಲ್ಲಿ Learner Welfare System ಕುರಿತಾದ document ಅನ್ನು ಹೊಂದುವುದು ಆವಶ್ಯವಾಗಿರುತ್ತದೆ. NAAC ಮಾನ್ಯತೆಯನ್ನು ಪಡೆಯಲು ಸದರಿ Policy Document ಗಾಗಿ 10 weightage points ಗಳನ್ನು ನಿಗದಿಪಡಿಸಲಾಗಿರುತ್ತದೆ. Learner Welfare System ಕುರಿತಾದ Policy ಅನ್ನು ಸಿದ್ಧಪಡಿಸಲು ಈ ಕೆಳಕಂಡಂತೆ ತಜ್ಞರ ಸಮಿತಿಯನ್ನು ರಚಿಸಲಾಗಿರುತ್ತದೆ.

ಆದೇಶ ಸಂಖ್ಯೆ: ಕರಾಮುವಿ/NAAC/Policy/16/2021-22 ದಿನಾಂಕ: 30.04.2022

ಮೇಲಿನ ಪ್ರಸ್ತಾವನೆಗೊಳಪಟ್ಟು ಹಾಗೂ ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಅನುಮೋದನೆ ಮೇರೆಗೆ, ವಿಶ್ವವಿದ್ಯಾನಿಲಯಕ್ಕೆ NAAC ಮಾನ್ಯತೆಯನ್ನು ಪಡೆಯುವ ಸಂಬಂಧ ಅವಶ್ಯವಿರುವ "Policy Document on Learner Welfare System" ಅನ್ನು ಸಿದ್ಧಪಡಿಸಲು ಕೆಳಕಂಡ ಸಮಿತಿಯನ್ನು ರಚಿಸಿ ಆದೇಶ ಹೊರಡಿಸಲಾಗಿರುತ್ತದೆ. ಸಮಿತಿಯು ಅಗತ್ಯ ಸಭೆಗಳನ್ನು ನಡೆಸಿ Policy Documentಅನ್ನು ಸಿದ್ಧಪಡಿಸಿ ಕುಲಸಚಿವರಿಗೆ ಸಲ್ಲಿಸುವಂತೆ ಈ ಮೂಲಕ ಸೂಚಿಸಲಾಗಿದೆ.

ಕ್ರಮ ಸಂಖ್ಯೆ	ಹೆಸರು ಮತ್ತು ಹುದ್ದೆ	ಪದನಾಮ
1	ಕುಲಸಚಿವರು	ಅಧ್ಯಕ್ಷರು
2	ಕುಲಸಚಿವರು (ಪರೀಕ್ಷಾಂಗ)	ಸದಸ್ಯರು
3	ಪ್ರೊ. ಅಶೋಕ್ ಕಾಂಬ್ಳೆ, ಡೀನ್ (ಶೈಕ್ಷಣಿಕ), ಕರಾಮುವಿ.	ಸದಸ್ಯರು
4	ಡಾ. ಷಣ್ಮುಖ , ಡೀನ್ (ಅಧ್ಯಯನ ಕೇಂದ್ರ)	ಸದಸ್ಯರು
5	ಡಾ. ನಿರಂಜನ್ ರಾಜ್. ಎಸ್, ನಿರ್ದೇಶಕರು, (CIQA).	ಸದಸ್ಯರು
6	ಡಾ. ರಮಾನಂದ. ಎಂ. ಎಸ್. ನಿರ್ದೇಶಕರು (ಪ್ರವೇಶಾತಿ)	ಸದಸ್ಯರು
7	ಶ್ರೀ. ನಂದೀಶ್. ಎಂ. ವಿ, ಉಪಕುಲಸಚಿವ, ಪ್ರವೇಶಾತಿ	ಸದಸ್ಯರು
8	ಡಾ. ಹೆಚ್. ರಾಜೇಶ್ವರಿ, ಸಂಯೋಜನಾಧಿಕಾರಿ, ನ್ಯಾಕ್ ಘಟಕ.	ಸದಸ್ಯ ಸಂಚಾಲಕರು

ಆದೇಶದ ಮೇರೆಗೆ,

ಕುಲಸಚಿವರು

ಗೆ:
ಸಮಿತಿಯ ಎಲ್ಲಾ ಸದಸ್ಯರುಗಳಿಗೆ, ಕರಾಮುವಿ, ಮೈಸೂರು

ಪ್ರತಿ,
1. ಎಲ್ಲಾ ಶಾಸನಬದ್ಧ ಅಧಿಕಾರಿಗಳು, ಕರಾಮುವಿ, ಮೈಸೂರು.
2. ಡೀನ್ (ಅಧ್ಯಯನ ಕೇಂದ್ರಗಳು), ಕರಾಮುವಿ, ಮೈಸೂರು.
3. ನಿರ್ದೇಶಕರು, CIQA, ಕರಾಮುವಿ, ಮೈಸೂರು.
4. ಅಧಿಕಾರಿ, NAAC Criteria 5, ಕರಾಮುವಿ, ಮೈಸೂರು.

Annexure - 2: Extract of Academic Council (AC) Proceedings held on 20-5-2022

ವಿಷಯ ಸಂಖ್ಯೆ: **59.26**

ವಿಷಯ: Policy Document on Learner Welfare System ಗೆ ಅನುಮೋದನೆ ಕೋರುವ ಬಗ್ಗೆ.

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ವಿಶ್ವವಿದ್ಯಾನಿಲಯಕ್ಕೆ NAAC ಮಾನ್ಯತೆಯನ್ನು ಪಡೆಯುವ ಸಂಬಂಧ NAAC Manual ನ Criteria-5 ರಲ್ಲಿನ ನ 5.1.7 Addressing Learners Grievances ನಲ್ಲಿ ತಿಳಿಸಿರುವಂತೆ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದಲ್ಲಿ Learner Welfare System ಕುರಿತಾದ document ಅನ್ನು ಹೊಂದುವುದು ಅವಶ್ಯವಾಗಿರುತ್ತದೆ. NAAC ಮಾನ್ಯತೆಯನ್ನು ಪಡೆಯಲು ಸದರಿ Policy Documentಗಾಗಿ 05 weightage points ಗಳನ್ನು ನಿಗದಿಪಡಿಸಲಾಗಿರುತ್ತದೆ.

ಈ ಸಂಬಂಧ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದಲ್ಲಿ Addressing Learners Grievances ಅನ್ನು ಒಳಗೊಂಡಂತೆ Policy Document on Learner Welfare System ಅನ್ನು ಸಿದ್ಧಪಡಿಸಲು ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಅನುಮೋದನೆ ಮೇರೆಗೆ ತಜ್ಞರ ಸಮಿತಿಯನ್ನು ರಚಿಸಲಾಗಿದ್ದು, ಸದರಿ ಸಮಿತಿಯು ದಿನಾಂಕ: 04.05.2022ರಂದು ಸಭೆ ಸೇರಿ Policy Document on Learner Welfare System ನ ಕರಡನ್ನು ಸಿದ್ಧಪಡಿಸಲಾಗಿರುತ್ತದೆ.

Policy Document on Learner Welfare System ಅನ್ನು ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಭೆಯ ಅವಗಾಹನೆಗೆ ಹಾಗೂ ಅನುಮೋದನೆ ಕೋರಿ ವಿಷಯ ಮಂಡಿಸಿದೆ.

ತೀರ್ಮಾನ : Policy Document on Learner Welfare System ಅನ್ನು ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಭೆಯು ಅನುಮೋದಿಸಿತು. ಸದರಿ **Policy Document** ನಲ್ಲಿ ತಿಳಿಸಿರುವಂತೆ **Learner Welfare** ಘಟಕವನ್ನು ಸ್ಥಾಪಿಸಿ, ಸಿಬ್ಬಂದಿಗಳನ್ನು ನಿಯೋಜಿಸಿರುವುದನ್ನು ಅನುಸಮರ್ಥಿಸಲಾಯಿತು. ವಿದ್ಯಾರ್ಥಿಗಳಿಗೆ ಹಾಗೂ ಪ್ರವೇಶಾರ್ಥಿಗಳಿಗೆ ಸಮರ್ಥ ಸೇವೆ ಒದಗಿಸುವ ನಿಟ್ಟಿನಲ್ಲಿ ಹೊರ ಗುತ್ತಿಗೆ ಮೂಲಕ ಒಂದು **Call Center** ಸ್ಥಾಪಿಸಲು ಅನುಮೋದನೆ ನೀಡಲಾಯಿತು.

ಕುಲಸಚಿವರು   ಕುಲಪತಿಗಳು

Annexure - 3: Extract of Board of Management Proceedings to Approve AC Proceedings

Extracts of the proceedings
of the.168TH.BOM Meetings
held on...17-06-2022

ವಿಷಯ ಸಂಖ್ಯೆ : 168.14

ವಿಷಯ : ೫9ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಾಮಾನ್ಯ ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸುವ
ಕುರಿತು.

* * * * *

ದಿನಾಂಕ: 20.05.2022ರಂದು ನಡೆದ ೫9ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಾಮಾನ್ಯ ಸಭೆಯ
ನಡವಳಿಯನ್ನು ಮುಂದಿನ ವ್ಯವಸ್ಥಾಪನಾ ಮಂಡಳಿ ವಿಶೇಷ ಸಭೆಯಲ್ಲಿ ಮಂಡಿಸಲು ಕೋರಿರುವುದರಿಂದ
ಅನುಮೋದನೆಗಾಗಿ ಮಂಡಿಸಲಾಗಿದೆ.

* * * * * *

ತೀರ್ಮಾನ :

೫9ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಾಮಾನ್ಯ ಸಭೆಯ ವಿಷಯದ ಬಗ್ಗೆ ಚರ್ಚಿಸಿದ ಸಭೆಯು,
ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸಿತು.

* * * * * * *

ಕುಲಸಚಿವ
ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
ಮುಕ್ತಗಂಗೋತ್ರಿ, ಮೈಸೂರು ೫೭೦ ೦೦೬.

08-07-22
ಡೀನ್ (ಶೈಕ್ಷಣಿಕ)
ಕ.ರಾ.ಮು.ವಿ.

Annexure - 4: Extract of Finance Committee (FC) Proceedings held on 25-08-2022

<u>ವಿಷಯ ಸಂಖ್ಯೆ: **85.10E**</u>

ವಿಶ್ವವಿದ್ಯಾನಿಲಯದಲ್ಲಿ ರಚಿಸಲಾಗಿರುವ ವಿವಿಧ Policy Documents ಗಳಿಗೆ ಅನುಮೋದನೆ ಕೋರುವ ಬಗ್ಗೆ.

ವಿಶ್ವವಿದ್ಯಾನಿಲಯದ ಸಮಗ್ರ ಅಭಿವೃದ್ಧಿಗಾಗಿ ಈ ಕೆಳಕಂಡ Policy Documents ಗಳನ್ನು ಮಾನ್ಯ ಕುಲಪತಿಗಳಿಂದ ಅನುಮೋದಿಸಲ್ಪಟ್ಟು ಪರಿಣಿತರ ಸಭೆಗಳಲ್ಲಿ ರಚಿಸಲಾಗಿರುತ್ತದೆ.

1. Policy Document on Employee Welfare Measure
2. Policy Document on Quality and Strategic Plan.
3. Policy Document on Promotion of Research.
4. Policy Document on Consultancy.
5. Policy Document on Learner Welfare System.

ಸದರಿ Policy Documents ಗಳನ್ನು ದಿನಾಂಕ 20.05.2022 ರಂದು ನಡೆದ 59ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಭೆ ಹಾಗೂ ದಿನಾಂಕ 17.06.2022 ರಂದು ನಡೆದ 168ನೇ ವ್ಯವಸ್ಥಾಪನಾ ಮಂಡಳಿ ಸಭೆಯಲ್ಲಿ ಮಂಡಿಸಿ ಅನುಮೋದನೆ ಪಡೆಯಲಾಗಿರುತ್ತದೆ. ಇವುಗಳನ್ನು ಯಥಾವತ್ತಾಗಿ ಹಣಕಾಸು ಸಮಿತಿ ಸಭೆಯ ಅನುಮೋದನೆ ಕೋರಿ ವಿಷಯ ಮಂಡಿಸಿದೆ.

ತೀರ್ಮಾನ :

59ನೇ ಶೈಕ್ಷಣಿಕ ಮಂಡಳಿ ಸಭೆ ಹಾಗೂ 168ನೇ ವ್ಯವಸ್ಥಾಪನಾ ಮಂಡಳಿ ಸಭೆಯ ತೀರ್ಮಾನದಂತೆ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದ ಸಮಗ್ರ ಅಭಿವೃದ್ಧಿಗಾಗಿ ಅಳವಡಿಸಿಕೊಳ್ಳುವ Policy Documents ಗಳನ್ನು ಪರಿಶೀಲಿಸಿ ಹಣಕಾಸು ಸಮಿತಿಯು ಅನುಮೋದಿಸಿತು.

Page **13** of **14**

Annexure - 5: Extract of Board of Management Proceedings to Approve FC Proceedings

ವಿಷಯ ಸಂಖ್ಯೆ : 169.16

ವಿಷಯ : ಹಣಕಾಸು ಸಮಿತಿಯ 85ನೇ ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸುವ ಕುರಿತು.

* * * * * * *

ದಿನಾಂಕ: 25.08.2022ರಂದು ನಡೆದ ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯದ ಹಣಕಾಸು ಸಮಿತಿ 85ನೇ ಸಭೆಯ ನಡವಳಿಯನ್ನು ವ್ಯವಸ್ಥಾಪನಾ ಮಂಡಳಿಯ 169ನೇ ಸಾಮಾನ್ಯ ಸಭೆಗೆ ಅನುಮೋದನೆಗಾಗಿ ಮಂಡಿಸಲಾಗಿದೆ.

* * * * * *

ತೀರ್ಮಾನ :

ಹಣಕಾಸು ಸಮಿತಿಯ 85ನೇ ಸಭೆಯ ವಿಷಯದ ಬಗ್ಗೆ ಚರ್ಚಿಸಿದ ಸಭೆಯು, ಸಭೆಯ ನಡವಳಿಯನ್ನು ಅನುಮೋದಿಸಿತು.

* * * * * * *

ಕುಲಸಚಿವ
ಕುಲಸಚಿವ
ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
ಮುಕ್ತಗಂಗೋತ್ರಿ, ಮೈಸೂರು ೫೭೦ ೦೦೬.

KARNATAKA STATE OPEN UNIVERSITY
Mukthagangothri, Mysuru - 570 006
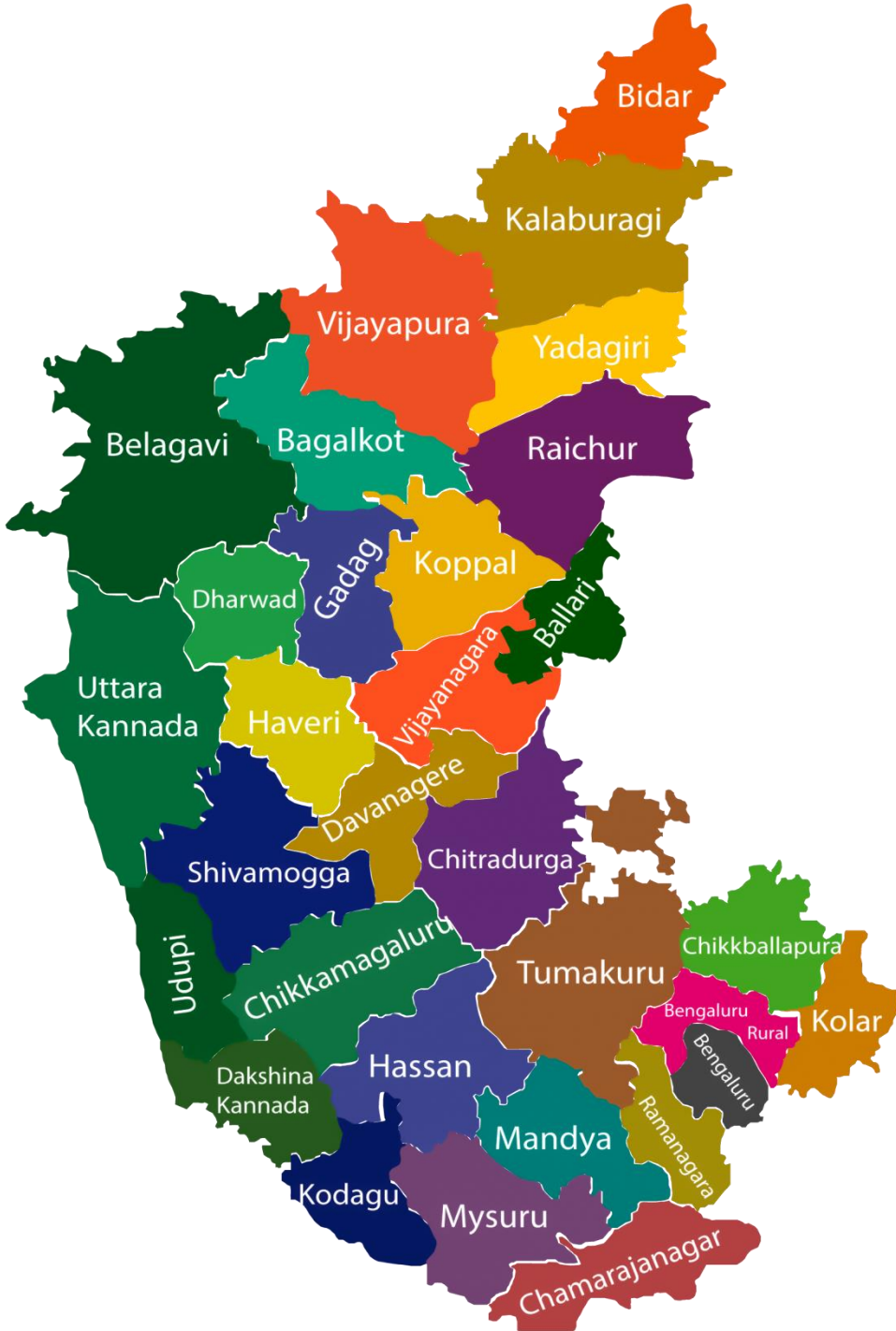
Exclusive University to offer Distance Education in the State of Karnataka

13

KARNATAKA STATE OPEN UNIVERSITY
Mukthagangotri, Mysore – 570 006
Administration Branch

No.KSOU/AB/Est-2/953/2019-20

Date: 13.09.2019

ORDER

Sub: Appointment of Dr. T S Harsha, Assistant Professor, Department of Studies and Research in Environment Science of this University as Nodal Officer.

Ref: Approval of the Hon'ble Vice Chancellor Dated:09.09.2019

*****

Dr. T S Harsha, Assistant Professor, Department of Studies and Research in Environment Science of this University is hereby appointed as Nodal Officer to deal with regard to the grievances of the students of various programmes as well as e-Janaspandana and also relating to the grievances of the students received from the Ministry of Human Resources and Development, Govt. of India, New Delhi.

Dr. T S Harsha, Assistant Professor is also assigned with the responsibility of correspondence between this University and Student Grievances Redressal Portal Team, University Grants Commission, Bahadurshah Zafar Marg, New Delhi on behalf of the Examination Branch of this University.

This order comes into force with immediate effect and will remain until further orders.

By Order

Registrar

To:

Dr. T S Harsha, Assistant Professor, Department of Studies and Research in Environment Science KSOU, Mysore-for information and necessary action.

Copy to:

1. All the officers of this University for information
2. The OSD, Hon'ble VC's Secretariate, KSOU, Mysuru.
3. Office Copy.

KARNATAKA STATE OPEN UNIVERSITY

Mukthagangotri, Mysore – 570 006

Administration Branch

No.KSOU/AB/Est-2/953/2020-21

Date: 05.03.2021

OFFICE ORDER

Sub: Appointed Dr. S.S. Janhavi, Deputy Registrar(Evaluation) and Assistant Professor, Department of Law of this University as Nodal Officer.

Ref: Approval of the Hon'ble Vice Chancellor Dated: 01.02.2021.

*****

Dr. S.S. Janhavi, Deputy Registrar(Evaluation) and Assistant Professor, Department of Law of this University is hereby appointed as Nodal Officer to attend the grievances of the students of various programmes as well as e-Janaspandana and also relating to the grievances of the students received from the Ministry of Human Resources and Development, Govt. of India, New Delhi.

Dr. S.S. Janhavi, Deputy Registrar(Evaluation) and Assistant Professor is also assigned with the responsibility of correspondence between this University and Student Grievances Redressal Portal Team, University Grants Commission, Bahadurshah Zafar Marg, New Delhi, on behalf of the Examination Branch of this University.

This order comes into force with immediate effect and will remain until further orders.

By Order.

Registrar

To:

Dr. S.S. Janhavi, Deputy Registrar(Evaluation) and Assistant Professor, Department of Law, KSOU, Mysore-for information and necessary action.

Copy to:

1. All the Officers of this University for information.
2. The OSD, Hon'ble VC's Secretariate, KSOU, Mysuru.
3. Office Copy.

KARNATAKA STATE OPEN UNIVERSITY
Mukthagangotri, Mysuru – 570 006
Administration Branch

No.KSOU/AB/Est-2/953/2020-21   Date: 30.03.2021

OFFICE ORDER

Sub.: Appointed Dr. A. S. Madhura, Assistant Professor, Department of English of this University as Nodal Officer.

Ref.: 1. Our Office letter dated: No. KSOU/ AB/ Est-2/ 953/ 2020-21 Date: 05.03.2021.
     2. Dr. S. S. Janhavi, Assistant Professor, Dept. of Law letter dated : 30-03-2021.
     3. Approval of the Hon'ble Vice Chancellor Dated: 30.03.2021.

*****.

Dr. A. S. Madhura, Assistant Professor, Department of English of this University is hereby appointed as Nodal Officer, assigned with the responsibility of correspondence between this University and Student Grievances Redressal Portal Team, University Grants Commission, Bahadurshah Zafar Marg, New Delhi, on behalf of this University.

This order comes into force with immediate effect and will remain until further orders.

By Order,

Registrar

To:

1. Dr. A. S. Madhura, Assistant Professor, Department of English, KSOU, Mysuru-for information and necessary action.
2. Dr. S. S. Janhavi, Deputy Registrar(Evaluation) and Assistant Professor, Department of Law, KSOU, Mysuru-for information.

Copy to:

1. All the Officers of this University for information.
2. The OSD, Hon'ble VC's Secretariat, KSOU, Mysuru.
3. Office Copy.
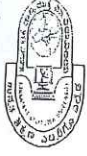
KARNATAKA STATE OPEN UNIVERSITY

Mukthagangotri, Mysuru-570 006

Administration Branch

No. KSOU/AB/Est-2/953/2021-22 Date: 07.02.2022

OFFICE ORDER

SUB: Appointed Dr. Srikanth S. Assistant Professor, Department of English Of this University as Nodal Officer.

Ref: 1.Our Office Letter dated:No. KSOU/AB/EST-2/953/2020-21, Date:30.03.2021.

2.Approval of the Hon'ble Vice Chancellor Dated:03.02.2022.

*****

Dr. Srikanth S. Assistant Professor, Department of English of this University is hereby appointed as Nodal Officer, assigned with the responsibility of correspondence between this University and Student Grievances Redressal Portal Team, University Grants Commission, Bahadurshah Zafar Marg, New Delhi.

This order comes into force with immediate effect and will remain until further orders.

By Order,

Registrar

To,

1. Dr. Srikanth S. Assistant Professor, Department of English, KSOU, Mysuru - for information and necessary action.
2. Dr. A.S.Madhura, Assistant Professor, Department of English, KSOU, Mysuru - for information .

Copy to:

1. All the Officers of the University for information.
2. The OSD, Hon'ble VC's Secretariat, KSOU, Mysuru.
3. The Personal Assistant to Registrar, KSOU, Mysuru.
4. Office Copy.

No. KSOU/Admn./Est-2/953/2023-24

Date : 21.04.2023

OFFICE ORDER

Sub: Appointment of Dr. H.R. Jayapal, Assistant Professor, Department of
Studies in Sociology as Director, Student Welfare Center.

Ref: Approval of Hon'ble Vice-Chancellor dated:21.04.2023.

*****

Dr. H.R. Jayapal, Assistant Professor, Department of Studies in Sociology, KSOU, is hereby appointed as Director, Student Welfare Center, KSOU, assigned with the responsibility of correspondence between University, University Grant Commission and other Stake holders regarding grievance redressal.

This order comes into force with immediate effect and will remain until further orders.

By Order

Registrar

To,

Dr. H.R. Jayapal, Assistant Professor, Department of Studies in Sociology, KSOU, Mysuru – for information and necessary action.

Copy To,

1. All Statutory officer, KSOU, Mukthagangotri, Mysuru
2. Dean (Study Centre), KSOU, Mukthagangotri, Mysuru
3. Chairperson, Dept. of Studies and Research in Sociology, KSOU, Mukthagangotri, Mysuru
4. Director , NAAC Cell, KSOU, Mukthagangotri, Mysuru
5. Director, IT Cell, KSOU, Mukthagangotri, Mysuru
6. Nodal Officer, Web Site, KSOU, Mukthagangotri, Mysuru- Further needful action
7. Deputy Registrar, General Section, KSOU, Mukthagangotri, Mysuru
8. Office Copy.

CPGRAMS PORTAL

CentralizedPGRAMS   ≡

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Dr. Srikanth S.
Assistant Professor
Karnataka State Open University Mysuru

Appeal Desk

🏠 Home   Appeal

Grievance   ⌄

📄 New(Pending for initial Action)

📋 Grievances Under Process

🔔 Reminder / Clarification

💼 Utilities   ‹

👁 Monitoring Desk   ‹

📑 Reports   ‹

☰ Appeal   ‹

🔴 Covid-19 Related Grievances

☑ Tree Dashboard

☑ AI Dashboard

📄 Documentation

	COMMENT REQUIRED NODAL APPELLATE AUTHORITY 0		COMMENT REQUIRED SUB-APPELLATE AUTHORITY 0		COMMENT SENT 0

List of appeals : Comments Required

Show 10 rows	Copy	Excel	PDF	Print

Search: [   ]

Appeal Number	Grievance Number	Complainant	Appeal Date
	No data available in table		

Start

IPGRS PORTAL

DEEPASHREE, Assitant Registrar (Evaluation)-Mysore-6/Karnataka State Open University, Mysore-Mysore-6 and Assitant Registrar(Administration)-Mysore-3/Karnataka State Open University, Mysore-Mysore-3 ∨

ಕನ್ನಡ

"Nothing like Voting, I Vote for Sure"

Government of Karnataka

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Registration Number ನೋಂದಣಿ ಸಂಖ್ಯೆ	Citizen Name ನಾಗರಿಕರ ಹೆಸರು	Grievance Description ಕುಂದುಕೊರತೆ ವಿವರಣೆ	Mobile Number ಮೊಬೈಲ್ ನಂಬರ	Address ವಿಳಾಸ	Assigned date ನೇಂದಾಯಿಸಿದ ದಿನಾಂಕ	Time Left(in days) ಉಳಿದಿರುವ ಸಮಯ (ದಿನಗಳಲ್ಲಿ)	Action ಕ್ರಿಯೆ
		issue the certificate, mark-sheet & verify the degree whenever required. But, till today neither KSOU nor UGC has given any notification regarding the same. As of 10 years, I & lakhs of students just waiting for certificates. I took admission, as it is a Government University & was recognized by the erstwhile DEC of UGC, and we can pursue our carrier further. If there is any issue between UGC & KSOU then, what is the fault of us poor students? It is the only hope of my & the victim student that, the only Respected PM should intervene in the matter and give justice to me & poor students, please.					
		Dear Prime Minister, Sir, The UGC Delhi has recognized the KSOU 2012-13 batch, but at the same time it is preventing the university from issuing certificates to KSOU					

Showing 1 to 10 of 11 entries (filtered from 181 total entries)

Previous [1] 2 Next