

**OFFICE OF THE REGISTRAR  
KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY  
HEAD OFFICE: PATGAON, RANI GATE, RANI  
GUWAHATI- 781017**

**No. KKHSOU/REG/GEN/11/2009/203**

**Date :12/05/2020**

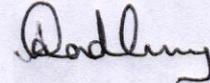
**NOTIFICATION**

This is for general information of all concerned that a "Complaints Handling Mechanism" committee has been constituted to deal with "Three Tier Complaints Handling Mechanism" as suggested by Distance Education Bureau (DEB), UGC in its 545<sup>th</sup> meeting held on 19.12.2019.

1. Prof. N.N. Sarma, Director, CIQA : Chairperson
2. Dr Sangita Kakoty, Deputy Director, MCMC : Member
3. Dr. Smritishikha Choudhury, Assistant Professor : Member
4. Sri Kashyap Mahanta, Assistant Registrar ( Examination) : Member
5. Sri Binod Deka, System Analyst : Member
6. Dr Samar Bhattacharyya, Assistant Registrar(SLM) : Member
7. Dr. Kanta Chakravarty , Assistant Registrar : Member Convener

A copy of the odl.ugc mail dated 31<sup>st</sup> March 2020 is enclosed here with for reference.

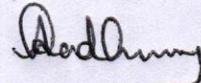
This is issued with the approval of the Vice Chancellor.



Arupjyoti Choudhury  
Registrar

Copy to

1. Secretary to Vice Chancellor
2. Persons Concerned
3. System Analyst-with a request to circulate the notification



Arupjyoti Choudhury  
Registrar



The HEIs recognized by UGC to offer ODL/ Online programmes, along with HEIs enlisted under Category-I and entitled to offer programmes through ODL mode vide UGC notification, are requested to take note of the above for compliance and are also requested for necessary actions, as under:

1. To provide a link with title 'Complaint Handling Mechanism' on homepage of HEI website for creating awareness amongst the stakeholders.
2. To communicate/forward email mentioning the details of 'Complaint Handling Mechanism' to all currently enrolled and also to passed out students.

It is requested that necessary actions as per point '1' and '2' above may please be taken at the earliest possible and confirmation to that effect may be sent at [deb.query@inflibnet.ac.in](mailto:deb.query@inflibnet.ac.in)

For general query write to: [deb-ugc@gov.in](mailto:deb-ugc@gov.in)  
For technical support write to: [odl.ugc@inflibnet.ac.in](mailto:odl.ugc@inflibnet.ac.in)

Regards,  
Thank You  
UGC DEB