



কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়
KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
Khanapara, Resham nagar, Guwahati-22

Ref.: KKHSOU/ARE/Exam/2018/03

Date: 20/09/2022

Notice

In reference to the notification vide number KKHSOU/COE/2022/Grievance/002 dated 30/5/2022 regarding Online Query cum Complaint Handling System issued by the Controller of Examinations of KKHSOU, all concerned are informed that the Examination Branch of KKHSOU installed a system from 1st June 2022 to make a systematic time bound query resolving mechanism in the Examination Branch of KKHSOU. All examination related queries and complaints lodged by the learners through the Online Query cum Complaint Handling System available on the University website, will receive their responses within 10 (ten) days from the date of lodging the query on the system. Therefore, the undersigned is directed to inform all the concerned to use the system to resolve all kind of examination related issues, instead of using phone call/email/WhatsApp etc.

Assistant Registrar (Exam)
KKHSOU

Assistant Registrar (Examination)
Krishna Kanta Handiqui State
Open University, Assam



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KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
RESHAM NAGAR, KHANAPARA, GUWAHATI-22, ASSAM

Dr. Bhabaranjan Sarmah
Controller of Examinations

KKHSOU/COE/2022/Grievance/002

30.05.2022

NOTICE

(Examination Complaint/Query Handling system)

It's observed that learners use different media to lodge their queries and complaints regarding examinations under KKHSOU. In order to make a systematic time bound query resolving mechanism related to the Examinations under KKHSOU, the Examination branch has constituted a **Complaint cum Query Redress Committee** with Mr. Arabinda Saikia, Deputy Registrar Examinations as the Chairman and Dr. Kashyap Mahanta, Assistant Registrar Examinations as the coordinator. This committee will address all examination related queries and complaints lodged by the learners through the Online Query Handling System available on the University website and the learners will receive their responses within 10 (ten) days from the date of lodging the query on the system.

The learners are to Note the following points for timely resolution of their query/complaint.

1. All complaints / query **MUST be submitted** through the **Online Complaint/Query Handling System (OCQHS) available on the University website only**.
2. **Other mode of communications**, like email/whatsApp etc., **will NOT be entertained** for such timely resolution of their Query/Complaint.
3. Learners will receive one Ticket number against their Query/Complaint submitted on the OCQHS on the University website. They may check the status of their query/complaint by putting the Ticket number on the same portal.
4. All issues will be resolved/ responded within maximum of 10 (ten) days from the date of lodging the complaint/query.
5. Any other stakeholder who receives any such query/complaint from a learner may lodge the same through the OQHS, if s/he wants. No such communication should be made through phone/email/WhatsApp.
6. **Helpdesk numbers (8811016410/7099002956/7099002950)** will be there for any other form of help to the learners. However, these forms of communications will be for temporary help and not a time bound University guaranteed system.
7. In case of failure of response within the specified time, the matter will automatically be forwarded to the higher authority.

This notice will be effective from 1st June, 2022 for all such Examination related complaints/queries. The link for the OCQHS is <https://www.kkhsou.in/complain/ui/index.php> . **It's available on the Homepage of the University website www.kkhsou.in.**

Controller of Examinations
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