

Office of the Registrar
Krishna Kanta Handiqui State Open University
Head Office: Patgaon :: Rani :: Guwahati – 17
City Office: NH-37 :: Resham Nagar :: Khanapara :: Guwahati-22

Ref. No. KKHSOU/DA/UGC Matter/4/2024/5

Date: 22/07/2025

This is for information of all concerned that the University has decided to establish a Single Window Student Grievance Redressal Cell at the City Office, Resham Nagar, Khanapara, Guwahati. The cell will receive grievances/complaints/suggestions/applications from learners, Ph.D. scholars and general public through e-mail, telephone call, text message, social media or by personal visit. The maximum admissible time for resolving those grievances will be 5 working days (1 week). In case the grievance is not resolved within the stipulated time, it must be brought into the notice of the Vice Chancellor with reasons thereof. On resolution of grievances/complaints/applications, the concerned learner/person will be intimated through e-mail, SMS, telephone calls or social media within 24 hours.

Shri Arabinda Saikia, Deputy Controller of Examinations will be responsible for maintaining the grievance cell (independent charge) in addition to his normal duties. Shri Abani Kumar Dauka, Section Officer will assist Shri Saikia for resolution of the grievances. Shri Saikia will submit a report on the activities of the cell in every 15 days to the Vice Chancellor.

The front office of the cell will be manned by the following staff and will be under direct administrative control of the Deputy Controller of Examinations.

1. Shri Mahesh Deka, Senior Assistant
2. Ms. Manalisha Mahanta, Junior Assistant
3. Ms. Jutika Das, MTS
4. Shri Prakash Barman, MTS

All faculty members/officers/staff of the University are hereby requested to extend full cooperation to Shri Arabinda Saikia for smooth functioning of the cell.

This new notification is an addendum to the previous notification (Ref: KKHSOU/REG/GEN/11/2009/209, dated 14th August, 2020) and will come into immediate effect.

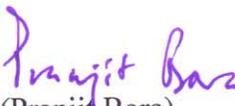
This is issued with the approval of the Vice Chancellor.


(Pranjit Bora)
Registrar i/c

Memo No. KKHSOU/DA/UGC Matter/4/2024/5-A, dated 22-07-2025

Copy to:

1. Secretary i/c to Vice Chancellor, KKHSOU.
2. System Analyst- for circulation
3. Guard file


(Pranjit Bora)
Registrar i/c