



OPEN HOUSE MEET

Report of the Zoom meeting with LSCs under the jurisdiction of Regional Centre Jalpaiguri, held on 26th June, 2021 at 3.00 p.m.

As resolved in the 8th CIQA meeting (Sl. No.4), Regional Centre Jalpaiguri convened online meeting with the Learner Support Centre under their jurisdiction which has been approved by Dy. Director, Jalpaiguri RC& have organized the said Online Meeting with the LSC. The specific agenda of the meeting were:

- i) Registration related issues
- ii) Finance related issues
- iii) Exam related issues
- iv) SLM related issues
- v) Teaching-learning related issues etc., etc.

Members Present:

- Director, Study Centres
- Director, CIQA/ SPS & SVS
- Dy. Registrar, Academic
- Director, RC, Kalyani
- Dy. Director, RC, Durgapur
- Assistant Registrar, SC
- Sri Debraj Sarkar, System Analyst, RC-Jalpaiguri
- Sri Gourab Barua, Assistant Registrar (Admin)
- Prof. S. Chattoraj, Professor of Education
- Mr. Niladri Sekhar Mondal, Assistant Professor of ENVS
- Mr. Ashif Ahamed, Assistant Professor of Zoology
- Dr. Ushnish Sarkar, Assistant Professor of Mathematics
- Non-Teaching Staffs of NSOU
- Principals/Coordinators/Asst. Coordinators of LSCs
- Other stake holders

Date & Day of Meeting: 26th June, 2021 (Saturday)

Time of Inspection: 3:00 P.M.

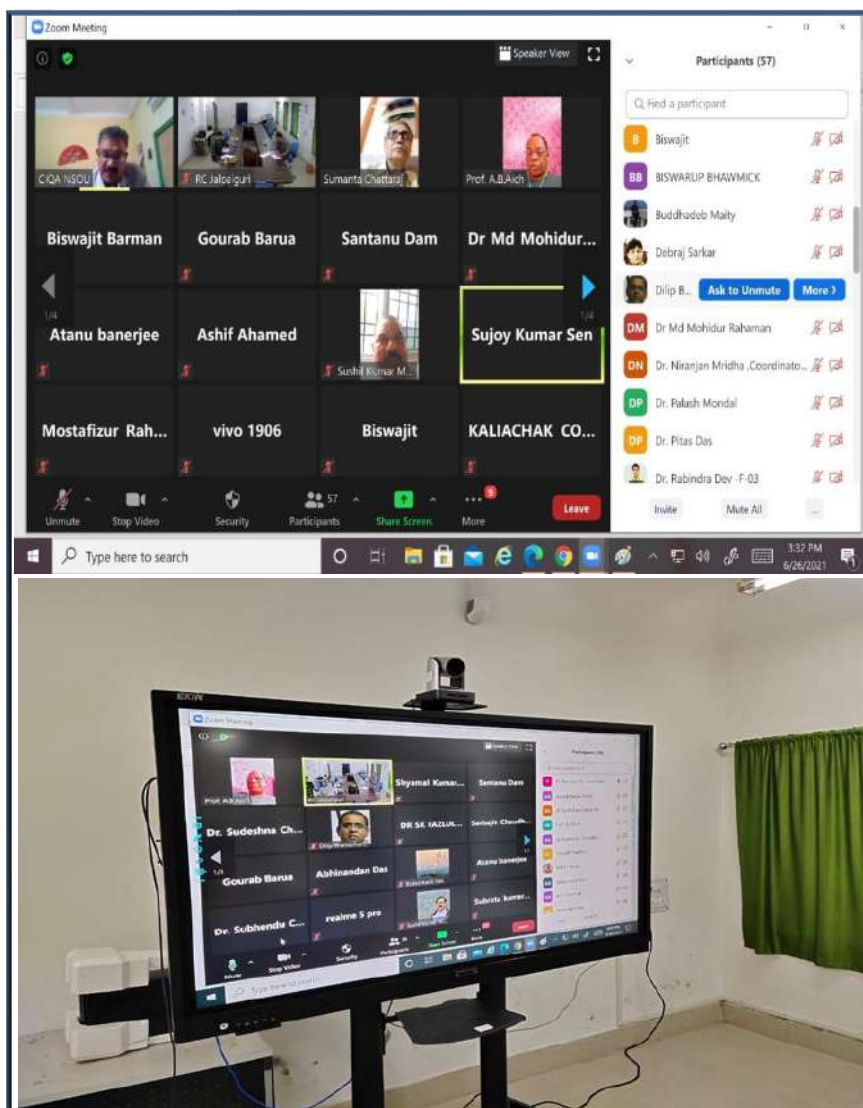
Venue of Inspection: Zoom Meeting
(<https://us02web.zoom.us/j/2766151416?pwd=MlBYWnlKWFRrakV1UjRONm1naWNFQT09>)

1. The Dy. Director, RC-Jalpaiguri, NSOU initiated the meeting by welcoming all the participants including the Directors, Deputy Directors, Professors and staffs of the university. He also expressed his sincere gratitude to the all Principals, Coordinators, assistant coordinators and office assistants for their presence and active participation. He also acknowledged their support during NAAC accreditation process which helped in earning Grade 'A' by the University. He emphasised that the effort should be continued so that a higher Grade could be obtained in future. He also discussed the agenda of the meeting to identify the issues and glitches which are arising in financial, academic and administrative levels for smooth operation of the LSCs.
2. The Director, CIQA welcomes all the participants. He discussed that the Centre for Quality Assurance Cell (CIQA) of Netaji Subhas Open University, as a part of executing its responsibility, organized this meeting under the patronage of honourable Vice-Chancellor Prof. Subha Sankar Sarkar. He also discussed the importance of the meeting which need to be held



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regular basis with a view to discuss various issues that have faced by different LSC during this ongoing pandemic.



3. The Director, S/C, NSOU initiated the discussions by explaining the purpose of this interactive meeting. He took into account the problems faced by the LSCs on non-availability of PG SLMs. It was informed that the process of printing and delivery of SLMs has already been initiated. The situation is likely to be normal after COVID-19 induced lockdown is withdrawn and all activities are resumed.
4. The common issue was non-receipt of grants by the study centres. The Director, S/C, NSOU took note of the same and stated that releasing grants would require audited Utilization Certificates from the centres. In case of audited report, it needs to be included three components viz (i) Balance sheet, (ii) income/expenditure certificate and (iii) receipt payment. He also assured works on the pending cases are presently running and expected to be over soon.



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5. Dy. Registrar (Academic) discussed various issues regarding admission. It was also discussed that an online training session will be held regarding BDP admission to facilitate the learners.
 - a. She noted the issues regarding renewal process of the university.
 - b. She explained what are to be done for non-receiving enrolment certificates.
 - c. The students were also raised the question of not receiving messages to their phones regularly. The same issues were noted and discussed by Dy. Registrar (Academic). She assured the LSCs on resolving the issues soon.
 - d. She also noted the problem of non-receiving user id and password (if any) of the coordinator and do accordingly.
 - e. LSCs expressed their concerns over a few problems relating to renewal of BDP students. Some incidents were cited from AY 2015-16 and 2017-18 which were noted and discussed by Dy. Registrar (Academic). She assured the LSCs that the issues will be resolved soon.
 - f. She also requested to the coordinators to contact academic department for the individual discrepancy of the learners (if any) regarding studentship certificate, renewal, refund and others for better redressal.

6. The next issue discussed was on problems faced by some students while joining online classes and/or using of app/software provided by the University. The same was taken up by the Director, CIQA and he assured to take necessary initiative by informing the competent persons so that these can be resolved soon.

7. Coordinators expressed their thanks for the interactive online classes which is regularly conducted by university. They also acknowledged the participation of huge number of students in these online classes really beneficial during this pandemic.

8. The coordinator discussed with the officers of the university various issues regarding –
 - a. Discrepancies found in marksheets of learners
 - b. Name and spelling mistakes in the enrolment certificate, admit card etc.
 - c. Marks transfer policy of NSOU
 - d. Query regarding upcoming exams
 - e. Distribution of remuneration for the PCP counselling, assignment evaluation of answer script correction etc.
 - f. Queries regarding financial grant.
 - g. Processing of refund fees.
 - h. It has requested that whenever university released any grant on a particular head in favour of LSC that should be forwarded by a covering letter for better accountability.
 - i. Issues with courier service.
 - j. Opening of BDP/PG courses.
 - k. It is also acknowledged that such interactive programmes would be held regularly.

The meeting ended with Vote of thanks given by Sri Soumitra Sengupta ,Jr. Superintendent, Jalpaiguri RC. He also expressed his views regarding the meeting and its effectiveness.

Santanu Dam

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Deputy Director, Jalpaiguri RC