



# NETAJI SUBHAS OPEN UNIVERSITY

## Facilities for Students/ Learners

The University is committed to providing a safe, secure and joyful learning environment for all its learners. Learners can achieve their highest educational attainments only when they are happy, and safe, and when there is a favourable learning environment. The major objective of the University is to provide educational opportunities to the unreached segment of the population and particularly to reach out to the deprived and denied sections of the society, i.e., those belonging to the SC/ST/OBC, rural people, women, people living in the remote areas and in-service persons. The following facilities are provided to the learners of the University.

- The institution has a dedicated online / offline helpdesk for learners and prospective learners.
- A transparent online admission procedure is already in place and continuous efforts are made to make it glitch-free for the learners as far as possible.
- Induction meeting is organized at the LSCs to acquaint the freshly enrolled learners about the ODL system and the facilities provided to the students in this learner-centric pedagogy.
- NSOU Mobile App provides access to academic content like course materials, AV Lectures.
- SMS alert facility for the students regarding renewal, payment of fees, examination etc.
- Learners' Facilitation Centres at all the three Regional Centres have been set up to provide free internet facility to the students for the purpose of admission, renewal, downloading the course content etc.
- The university provides facility for uploading of CVs by students seeking employment.
- Disabled friendly amenities are available in the Institution like lifts, ramps, rails, rest rooms, braille sign boards, braille software facilities.
- Anti-Ragging Committee is in place
- The University has its presence on social media like twitter, Facebook.
- Important National and International Days are observed to inculcate national values and universal brotherhood to make better national and global citizens.
- Bus service for the students has been introduced between the city campuses.

### **A learner is entitled to the following Privileges....**

- i) s/he will be treated with dignity and respect by all in the University.
- ii) s/he will have access to correct information on the requirements, contents and outcomes of an educational programme and on other academic matters.
- iii) s/he can study in an environment that promotes openness, autonomy in learning, critical thinking and personal growth.
- iv) s/he has access to the support services of the University to meet my individual academic needs and overcome the barriers to study.
- v) s/he will not face any discrimination on the basis of gender, caste, religion, sexuality, ethnicity and ability.
- vi) s/he can express freely and wish that her/his views and opinions are valued by others.
- vii) s/he has the right to be recognized for her/ his academic achievements.
- viii) s/he is entitled to a free and fair appeal against any act of the University which is discriminatory.
- ix) s/he will have the right to appeal to Vice-Chancellor if any of her/ his privileges are breached at any stage place at Headquarter, Study Centres and Regional Centres.

### Other facilities available to the learners:

- **Students' Grievance Redressal System:** Grievance Redressal Mechanism has been strengthened as per UGC Regulations 2023 and a new Student Grievance Redressal Committee (SGRC) is in place. A new SGRC portal has been launched. Grievances on UGC e-Samadhan are also being dealt by SGRC.
- **Internal Complaints Committee:** The Internal Complaints Committee (ICC) is in place. The complaint box in the campus has been installed by the ICC of the University to indicate that harassment against women learners, faculties and employees are to be taken care of with utter seriousness thereby ensuring gender equality within the campus.
- **Health Camp:** University authorities are very much concerned about the mental and physical health of the of the learners. The university regularly organize free health check up camp at its Headquarters and LSCs. It also organizes seminars related to mental wellness, psychological counselling and activities related to Yoga.
- **Hygiene and Security:** The University has outsourced the housekeeping job to provide and maintain a clean campus with the help of good number of trained housekeeping staff. A good number of dedicated Security staff maintains round the clock security at all the campuses. As one of the primary safety mechanism for women students, faculties and employees, CCTV are installed at the administrative building and Examination Department of the University.
- **Purified Drinking water:** Potable drinking water is provided through water filters installed in all the blocks of the University.
- **Day care centre:** The University has a Day Care Centre at the Durgapur RC. University recognizes that child care is not just the responsibility of women and families but also of university in the public sphere like the University where workers/students, especially women who are also parents are constrained by the simultaneous responsibilities of childcare and work. Hence the University has provided for the Day Care Centre on the campus with nominal fees so that all the staff can access its services.

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