



NETAJI SUBHAS OPEN UNIVERSITY

(Established by WB Act (XIX) of 1997, Recognized by UGC)

Accredited by NAAC with grade A

Regional Centre, Durgapur

Jawahar Lal Nehru Road, Durgapur, Paschim Burdwan-713214

website: www.wbnsou.ac.in, Ph-3432500418

OPEN HOUSE

Minutes of the meeting with Learner Support Centres under R.C,Durgapur

Venue: Zoom Platform

Date: 15.05.2021 at 3PM

Members Present:

1. Prof. Asit Baran Aich, Director, Learner Support Centres
2. Prof. Anirban Ghosh, Director, CIQA
3. Shri Prosenjit Bhattachayra, Dy. Director, R.C., Durgapur
4. Shri Gopal Das, Assistant Registrar, Finance
5. Staff of R.C., Durgapur
6. Representatives from Learner Support Centres Under R.C., Durgapur, NSOU (20 Nos.)

With the permission of the Chair, Shri Prosenjit Bhattacharya Dy. Director, R.C., Durgapur initiated the discussion. Shri Bhattacharya, informed that the University has been awarded Grade "A" by NAAC. He conveyed his sincere thanks and gratitude to all Co-Ordinators, Asstt. Co-ordinators and other office staff of all Learner Support Centres under R.C., Durgapur for their whole hearted support during this drive. NAAC peer team in its report also suggested that university may work more closely with LSC's so that the services may be more improved. The meeting was convened to discuss the present situation of Learner Support Centres viz, problems they are facing to run the LSC during this pandemic and their suggestions to improve the services to the students. University also conveyed its future plan of action particularly for quality improvement in the relevant areas of the University with the help of Learner Support Centres.

Detailed deliberations on the below stated points were taken place:

1. SLM: On this agenda almost all LSC's were opined and reported that either they had received partial SLMs and, in some subjects, no SLMs were received.

Shri Sarbajit Chowdhury (Jr. Supdt. Store) was present and informed the status of dispatch of SLMs and updated the pending list. The recent Lockdown from 15.05.2021 would further delay the process. However, the shortfall reported by the LSCs have been noted and will be cross checked by Shri Chowdhury.

Concerned Dept. to address the Issue: Study Centres Department

2. Student Enrollment and Registration: Some of the LSC's had reported that they don't have the log in user ID and password for the admission portal. Thus, they could not access the student's enrollment details. Name of these LSC's were Bankura Christian College, (B01), Raghunathpur College, Purulia, (N01), Nistarini College, Purulia, (B07), Govt. General Degree College (K10).

And Memari College LSC, (N04) had reported that the phone nos. of the admitted students were missing from the downloaded docs from NSOU portal. Usually, the phone numbers are also available on the portal.

Concerned Dept. to address the Issue: Registrar Dept.

- 3. Examination and Assignments:** Most of the LSCs reported that learners were enquiring when they would receive the hard copies of Marksheet and they also requested to publish the probable date of submission of assignments. Many of the LSC's have reported that they still have not received the amount



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for assignment bill for 2020. Katwa College, (G06) informed that students are complaining for prolonged time taken for correction of names in their Marksheets and Certificates.

Concerned Dept. to address the Issue: Examination Department

- 4. Due in payment:** As per the recommendation of CIQA, Regional Centre, Durgapur conducted 4 (four) Induction meeting at LSCs. Memari College and Gushkara Mahavidyalaya on 9th Feb, 2020 (1st Half & 2nd Half) and B.B.College and Durgapur Govt. College on 15.02.2020 (1st Half and 2nd half) were visited. It was decided that LSC's would receive Rs.6000/- each to organize such Meeting. But till date none of the above LSCs received the grant for holding the Induction Meeting.

Concerned Dept. to address the Issue: Director, Study Centres

Miscellaneous : Some of the LSC requested to send the University statutes, reduced syllabus notice etc. On behalf of the University, Prof. A.B. Aich, Director S.C, and Prof. Anirban Ghosh, Director, CIQA tried their level best to address the aforesaid issues on this platform and given the practical demo of web site that from where these documents are available. Shri Pradipta Sarkar {T.D.B. College, Ranigunj, (L07)} informed that presently there is no Co-Ordinator in their LSC.

Sd/-

Prosenjit Bhattacharya, Dy. Dir, R.C