



OPEN HOUSE MEET

Minutes of the meeting with Learner Support Centres (LSCs) under R.C, Kalyani

As per recommendation of CIQA, NSOU; vide dated 06/05/2021 and approved by competent authority; Regional Director, Kalyani organized the online meeting with LSCs and details of the meeting is as follows:

Venue: Zoom Platform,
Meeting ID: 276 615 1416
Passcode: 04_2021
Date: 22.05.2021 at 3PM

Members Present:

1. Prof. Asit Baran Aich, Director, Study Centres
2. Prof. Anirban Ghosh, Director, CIQA
3. Dr. Premananda Jana, Director, R.C, Kalyani
4. Dr. Sudeshna Chatterjee, Dy. Registrar (Academic)
5. Shri Prosenjit Bhattachayra, Dy. Director, R.C., Durgapur
6. Shri Gopal Das, Assistant Registrar, Finance
7. Shri J. P Chowdhary, Asst. Director, R.C, Kalyani
8. Shri Sarbajit Chowdhury, Jr. Super., Store
9. Shri Gourab Barua, Asst. Registrar
10. Shri Debraj Sarkar, System Analyst, R.C, Jalpaiguri
11. Coordinator(s)/Representative(s), LSCs/SCs, R.C., Kalyani, NSOU (17 Nos.)

With the permission of the Chair, Dr. Premananda Jana, Director, R.C., Kalyani initiated the discussion. Prima facie, he welcomed heartily to all officers of NSOU, coordinators of LSC and other participants through the virtual platform. In the beginning, he informed about the grade awarded by NAAC in the first cycle and also mentioned the unstinted support/cooperation of all stakeholders of NSOU under the leadership of Director, CIQA. He further mentioned that our goal is to provide better service to our learners through LSCs to achieve better grade in next cycle. He also requested Dr. Anirban Ghosh, Director, CIQA to share his next course of action in this regard.

The meeting was convened to discuss the present situation of LSCs viz. mainly the problems facing by coordinators to run the LSC during this pandemic and their suggestions to improve the services to the students. University also conveyed the 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:** Most of the LSCs reported that they received either very few SLMs of PG and/or BDP or, no SLMs were received in some courses (detailed feedback is enclosed in Annexure-I). As a result, they are not in the position to distribute the SLMs. All are suggesting the learners to download the e-SLM during this pandemic situation and also requested to the university authorities to send the remaining SLMs at the earliest after the lockdown so that they can distribute among the learners.



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

- 2. Student Enrollment, Registration and Renewal:** Coordinators also requested for the list of newly admitted learners (for both BDP & PG) or User ID & Password of NSOU admission portal to access the student's enrollment details, which will be helpful to distribute the SLMs. Requested for one more Scope for Renewal of BDP & PG.

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 Mark sheet and 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 for assignment bill for 2020.
- Coordinators also requested to take necessary steps for assignment marks of few candidates whose results (recently published) are showing NC status.

Concerned Dept. to address the Issue: Examination Dept.

- 4. Due in payment:** Most of the LSCs reported that maintenance grant is due after submission of audit report.

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

5. Miscellaneous:

- It is informed that all students cannot attend the class via NSOU app.
- Nagar College Study Centre (I-05) is interested to introduce BDP course.
- It is observed that Coordinators of two Study Centres, Karimpur Pannadevi College (D-05) and Taki Govt. College (H-02) has been changed but not reported to the University. Prof. A. B Aich (Director, Study Centres) is requested to look into the matter.

On behalf of the University, Prof. A.B. Aich, Director, Study Centre; Prof. Anirban Ghosh, Director, CIQA and Dr. Sudeshna Chatterjee, Dy. Registrar (Academic) tried level best to address the aforesaid issues through this online platform. The meeting was concluded with a vote of thanks to all participants.

30/05/2021

Dr. Premananda Jana
Director
Regional Centre, Kalyani, NSOU