



# NETAJI SUBHAS OPEN UNIVERSITY

## STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

*Organizes*

### A SENSITISATION PROGRAMME ON CODE OF CONDUCT & LEARNERS' GRIEVANCE REDRESSAL MECHANISM

**: Date--25 June 2025 : : Time--2.30 pm to 4.15 pm :**

**Joining link: <https://us02web.zoom.us/j/81456675968>**

#### PROGRAMME SCHEDULE

Time	Programme
2:30 pm – 2:35 pm	Inaugural Address by Prof. Anirban Ghosh, Director, CIQA; Director (i/c), School of Vocational Studies; Director (i/c), School of Professional Studies; & Chairperson, SGRC
2:35 pm – 2:40 pm	Welcome Address by Dr. Bibhas Guha, Associate Professor in Zoology; Director, School of Sciences & Member, SGRC
2:40 pm – 2:45 pm	Special Address by Smt. Ananya Mitra, Registrar (Additional Charge) & Joint Registrar (Administration)
2:45 pm – 2:55 pm	Sensitisation on the 'Code of Conduct' for NSOU Learners by Dr. Srideep Mukherjee, Associate Professor in English; Officer-in-Charge, School of Humanities & Member, SGRC
2:55 pm – 3:05 pm	Sensitisation on the 'Functioning of the Students' Grievance Redressal Committee' by Prof. Ritu Mathur Mitra, Professor in History & Convener, SGRC
3:05 pm – 3:15 pm	Demonstration of 'Learner Grievance Redressal System / Learner Grievance Form' by Shri Hillol Ghosh, IT Officer
3:15 pm – 3:25 pm	Awareness on the 'Role of the Ombudsperson' by Prof. (Retd.) Debnarayan Modak, Ombudsperson, SGRC
3:25 pm – 3:35 pm	Special lecture on 'RTI Related to other than Examination' by PIO I, Smt. Nilanjana Chatterjee, Assistant Director, Study Centres
3:35 pm – 3:40 pm	Special lecture on 'RTI Related to Examination' by Dr. Anjan Saha, PIO II, Deputy Registrar, Examinations
3.40 pm – 4.10 pm	Question - Answer Session
4.10 pm – 4.15 pm	Vote of Thanks by Dr. Gahul Amin, Associate Professor in Physics & Member, SGRC
Programme compered by Shri Santanu Patra, Research Scholar & Member, SGRC	