



Netaji Subhas Open University

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REPORT

**A Sensitisation Programme on
The Code of Conduct & Learners' Grievance Redressal Mechanism
Organised by
Students' Grievance Redressal Committee, NSOU**

Venue: NSOU HQs, Salt Lake City, Kolkata

Date: 25th June, 2025

Time: 2:30 pm to 04:15 pm

Mode: Blended

Number of Participants: 98 participants

Programme:

The Students' Grievance Redressal Committee of Netaji Subhas Open University organized a sensitization programme on 'Code of Conduct & Learners' Grievance Redressal Mechanism' to enhance the learners' awareness about the Students' Grievance Redressal Committee and the Students' Grievance Redressal Mechanism. Learners enrolled in various courses at Netaji Subhas Open University participated in the sensitization program online.

Objectives of the Sensitisation Programme:

Upon successful participation in the sensitization programme, learners as well as all the stakeholders are expected to be able to:

- Understand the code of conduct that they should follow
- Know the functioning of the Students' Grievance Redressal Committee
- Access the Learner Grievance Redressal System
- Submit successfully the Learner Grievance Form
- Understand the role of the Ombudsperson
- Understand the role of RTI related to examination and other than examination

Session-Wise Description of Activities:

The inaugural session of the sensitisation programme was initiated with an enticing welcome address by Dr. Bibhas Guha, Professor in Zoology; Director, School of Sciences & Member, SGRC followed by the Inaugural Address by Prof. Anirban Ghosh, Director, CIQA; Director (i/c), School of Vocational Studies; Director (i/c), School of Professional Studies; & Chairperson, SGRC. Prof. Ghosh highlighted the overview of the sensitisation programme along with objectives and expected outcomes. He expressed his gratitude to Professor. Indrajit Lahiri, Vice-Chancellor, NSOU, for his continuous encouragement and support for such initiatives. Special message from Smt. Ananya Mitra, Registrar (Additional Charge) & Joint Registrar (Administration), was conveyed to the participants.



First Session:

This session focused on the code of conduct for the NSOU learners. Dr. Srideep Mukherjee, Associate Professor in English; Officer-in-Charge, School of Humanities & Member, SGRC enlightened the participants about the expected code of conduct and academic integrity that they should follow. Dr. Mukherjee also made the learners aware of the consequences of ragging and how to behave on online platforms, including social media, as a learner of an esteemed institution. The participants were enriched with the resourceful deliberation of the resource person.

Second Session:

The second session was facilitated by Prof. Ritu Mathur Mitra, Professor in History & Convener, SGRC. The session started by focusing on the functioning of the Students' Grievance Redressal Committee. Prof. Mathur Mitra provided an overview of the grievance redressal mechanism followed successfully by the University with hundred per cent redressal record over the last two years. She highlighted the role of the Ombudsperson, role of PIO I and PIO II in grievances related to other than examination and related to examinations, respectively.

In addition, the session was enriched with the deliberation by Prof. Barnana Guha Thakurta (Banerjee), Director, School of Social Sciences, who urged the students to put their faith in SGRC for redressal of their grievances

Third Session:

In the third session, Shri Hillol Ghosh, IT Officer, demonstrated the Learner Grievance Redressal System on the website of NSOU. Shri Ghosh also demonstrated the detailed procedure of submission of the Learner Grievance Form online. He emphasized providing the correct email ID and phone number while submitting the form online.

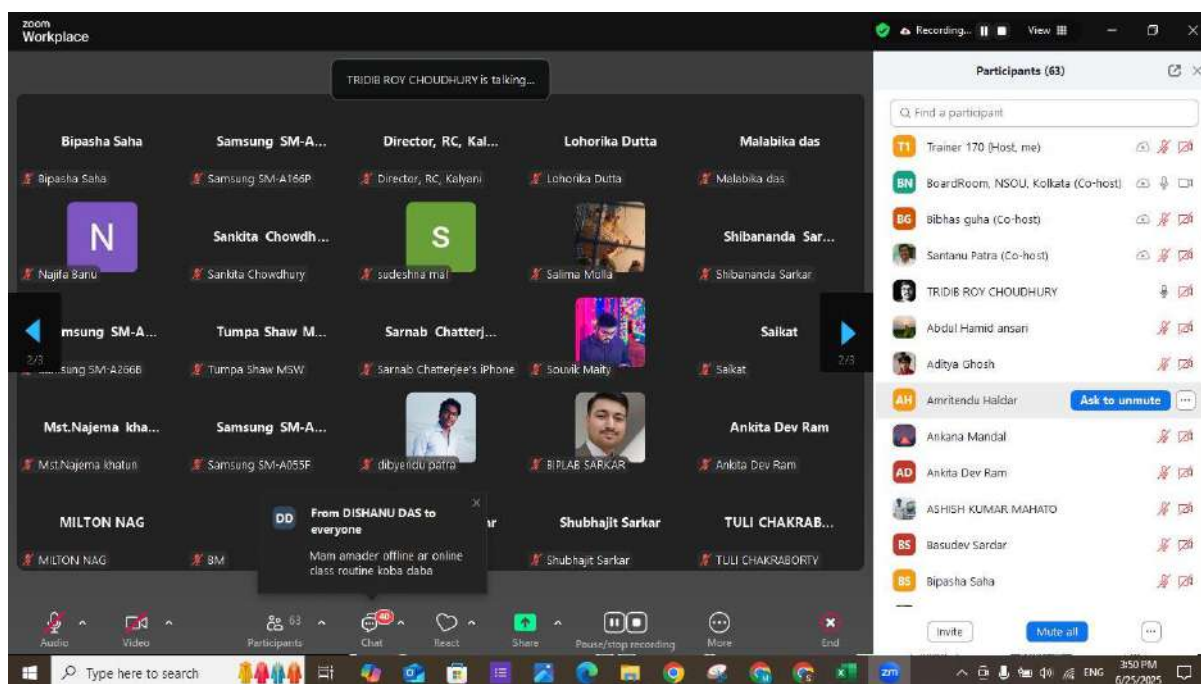
The screenshot displays a Zoom meeting window with a web browser open to the NSOU Learner Grievance Redressal System. The form fields are as follows:

- Enrollment No.: [Text box]
- Email ID: [Text box]
- Mobile No.: [Text box]
- Learner Support Centre: [Dropdown menu]
- Grievance Category: [Dropdown menu]
- Grievance Sub-category 1: [Dropdown menu]
- NOTE: PLEASE PROVIDE
 - Not received the corrected enrolment certificate cum ID Card
 - Not received the enrolment certificate cum ID Card from LSC
 - Unable to download personal enrolment certificate along with Token for SLN
- Grievance description: [Text box]
- Attach Document: [Choose File / No file chosen]
- Declaration: [Text box]

The Zoom interface shows a list of participants on the right, including Trainer 170 (Host, me), BoardRoom, NSOU, Kol., and several students. The Windows taskbar at the bottom shows the time as 3:27 PM on 4/23/2025.

Fourth Session:

The fourth session was dedicated to interaction through questions and answers. The resource persons answered and provided suggestions on all the questions of the participants. Their enthusiastic participation, insightful questions, and keen interest made the programme successful and meaningful.



Shri Santanu Patra, Research Scholar, NSOU; and member of SGRC, proposed the vote of thanks to conclude the sensitization programme with huge appreciation for the initiative of the Students' Grievance Redressal Committee of Netaji Subhas Open University and the active participation of the stakeholders of NSOU in the programme.

Report prepared by –

Shri Santanu Patra, Research Scholar, NSOU; and member of SGRC