

## Part – IX: Grievance Redressal Mechanism

### 9.1 Compliance status of ‘Grievance Redressal Mechanism’ – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020

*HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.*

#### 9.1 Compliance status of ‘Grievance Redressal Mechanism

##### **Mechanism in Place:**

The Higher Educational Institution (HEI) has established a Grievance Redressal System for learners enrolled in Open and Distance Learning (ODL) and Online programmes. The policy and procedure are published on the HEI portal and updated regularly. Learners can submit grievances online and track their status. The HEI monitors, assesses, and reviews the effectiveness of this mechanism to ensure timely resolution.

##### **Key Features of the Grievance Redressal System:**

1. Unbiased, understandable, and learner-friendly policy.
2. Defined timelines for each stage of grievance handling.
3. Accessibility of the policy for learners with disabilities.
4. Confidential handling of complaints and protection of complainant identity.
5. Provision to withdraw complaints without prejudice.
6. Proper escalation and communication mechanism maintained through the online portal.
7. Timely information to learners regarding the status of their grievance.

##### **Learner Rights and Responsibilities:**

- Learners can submit complaints related to programme quality, learning resources, learner support, teaching, learning, and assessment.
- Complaints can be submitted individually or collectively via the online portal or Learner Support Centres (for ODL programmes).
- Learners are required to provide reasons for dissatisfaction and reference the Online Grievance Registration Number.

**Responsibilities of HEI:**

- Investigate grievances thoroughly and take corrective measures.

Encourage resolution at the Learner Support Centre level whenever possible.

- Maintain privacy and confidentiality.
- Provide timely written responses to learners with actions taken.

**Awareness Creation:**

- The HEI informs learners about the Grievance Redressal Mechanism during enrolment and through notifications on the website.
- A dedicated link titled “Complaint Handling Mechanism” is available on the HEI homepage for easy access.
- All UGC instructions regarding timely and fair resolution of complaints are followed

**9.2 Details of Grievance received**

Numbers of Grievance Received	Numbers of Grievance Resolved
0	N/A

### 9.3 Complaint Handling Mechanism

*HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations. Also, mention details of Nodal Officers.*

The UGC (Redress of Grievances of students) Regulation, 2019 to redress the grievances of the students has been adopted by the University as per the norms of the regulation, an Institutional Student Grievance Redressal committee (ISGRC) is constituted from time to time. For the CDOE Program, Prof. Manish Shrivastava, Director, CDOE is the nodal Officer.

### 9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	N/A	N/A