



## **Centre for Distance and Online Education Central University of Himachal Pradesh Dharamshala (H.P.)- INDIA**



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### **Grievance Redressal Mechanism and Guidelines**

The Central University of Himachal Pradesh (CUHP), Dharamshala has adopted the University Grants Commission (Grievance Redressal) Regulations, 2012. Accordingly, the Centre for Distance & Online Education (CDOE), Central University of Himachal Pradesh, Dharamshala has established a Responsive-cum-Proactive Grievance Redressal Mechanism to address learners' concerns promptly, ensuring a supportive and responsive educational environment to its ODL and OL learners. Learners may forward their grievance to the Office of the Assistant Director, CDOE who shall further refer the grievance to the Students' Grievance Redressal Committee of CDOE, chaired by Assistant Director, CDOE. Detailed guidelines to address the students' grievances, if any, of CDOE learners, are as follows:

#### **Purpose of Students' Grievance Redressal Committee**

CDOE has a duly constituted Grievance Redressal Committee for its learners with the aim to resolve the grievances / issues, if any, of our online and distance learners. The grievances of following type and nature are addressed by this Committee:

1. Admission-related grievances (Registration, Enrolment, Verification etc.)
2. Academic-related grievances (Course Registration, Course Material, Assignments, Practical work, Assignments etc.)
3. Grievances related to Administrative Matters (Fee, Fee Refund etc.)
4. Examination-related Grievances (Examination forms, CIA, Semester End Examination, Results, Grade Cards, Degree etc.)
5. Any other issues and concerns of CDOE learners.



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### **Composition of Students' Grievance Redressal Committee**

Students' Grievance Redressal Committee of the CDOE, CUHP is chaired by Assistant Director, CDOE. The members of this committee include concerned programme coordinator and 1-2 course coordinators of concerned programme. Assistant Registrar (Online) is the member secretary of this committee.

### **Rights and Responsibilities of Learners**

CDOE, CUHP makes every effort to ensure that its learners are able to pursue OL/ODL programme of study without any difficulty, but sometimes, due to lack of information and gap in communication, learners' may face problems. At CDOE, CUHP, we strongly believe that you, as learners of the CDOE, are entitled for the following:

- i. The learner has right to complain regarding any aspect related to his or her learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment etc.
- ii. The learner is entitled to approach the Learner Support Services (LSS) Cell and Students' Grievance Redressal Committee for submitting his or her complaint through any mode including online mode.
- iii. The learner shall submit a formal complaint in a manner prescribed by the CDOE regarding expression of dissatisfaction with a service or the lack of a service or the quality of a service provided to them.

### **Responsibilities of the CDOE, CUHP**

CDOE, CUHP assumes following responsibilities towards its learners:

- i. CDOE, CUHP works with the principles of openness, fairness, transparency and mutual coordination & collaboration.
- ii. CDOE, CUHP is responsible for privacy and confidentiality of learner and investigating team unless disclosure is necessary to proceed in the matter.



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- iii. CDOE, CUHP strives to achieve excellence and continuously improve the services it offers for its learners. As and when a learner's grievance is received, the CDOE shall investigate it thoroughly and shall make necessary improvement(s) in its services.
  - iv. CDOE, CUHP encourages Learner Support Services (LSS) Cell to make initial attempts to address and resolve complaints as early as possible to the point of origin, and with the minimum of formalities.
  - v. CDOE, CUHP operationalize the Grievance Redressal process through its Helpdesk-cum-LSS Cell.
  - vi. CDOE, CUHP has a mechanism to monitor the grievance redressal process through Centre for Internal Quality Assurance (CIQA) for ensuring quality of its services.

### Complaint Handling Mechanism

For effective handling and dealing with any type of grievance/issue of CDOE learner, a dedicated Helpdesk-cum-Learner Support Services (LSS) Cell of CDOE, CUHP is working to ensure the hassle free learning experience for its learners and provide every kind of guidance and counseling as well as 24x7 support for 365 days in an year. This Helpdesk-cum-LSS Cell is a central access point for all learners to address their issues. Learners may approach the Cell for all issues related to admission counselling, e-SLM, assignments, Fee, Examinations, award of degrees, handling of online platforms (SAMARTH, SWAYAM, LMS and others) etc.

Learners may contact this Helpdesk / Cell at the following:

- Phone No. 01892-229330
  - Email: [helpdeskcdoe.cuhp@hpcu.ac.in](mailto:helpdeskcdoe.cuhp@hpcu.ac.in)
- Contact Persons:**
- ❖ Dr. Sudam Charan Sahu
  - ❖ Ms. Aishwarya Rai
  - ❖ Sh. Rohit Dhiman



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If learners are not satisfied from the response getting from Helpdesk / Cell and still have any grievance/ issue, they may approach Students' Grievance Redressal Committee. The learners' grievances / issues, if any, shall be addressed in the following manner:

- i. A student, who has any Grievance of the nature and type as mentioned above, may submit an application to the Assistant Director CDOE by Post/ e-mail ([assistantdirector.cdoe@hpcu.ac.in](mailto:assistantdirector.cdoe@hpcu.ac.in)) or in person. A Google form has also been created and link for the same is given at the end of these guidelines to address the learners' grievances in a time bound manner.
- ii. The Committee shall conduct a meeting and verify the facts and try to redress the grievance of the student at the earliest possible.
- iii. The Committee shall make all efforts to resolve the student' grievance within a period of 15 days of its receipt by the office of Assistant Director, CDOE.
- iv. While dealing with the complaint, the Committee will observe and follow law of natural justice and hear the complainant and concerned persons/officials.
- v. Learners with disability may submit their grievances through telephone and/or email to Helpdesk-cum-LSS Cell (Phone No. 01892-229330, Email: [helpdeskdoe.cuhp@hpcu.ac.in](mailto:helpdeskdoe.cuhp@hpcu.ac.in)).
- vi. Learners may withdraw grievance without prejudice at any time.
- vii. Learner may know about the status of his or her queries or grievance on priority through phone or e-mail.
- viii. Learners of CDOE, CUHP can submit their grievances online with regard to admission / result / fee / SLM / assignments etc. by filling the Grievance Form through following Google Form Link :

[https://docs.google.com/forms/d/e/1FAIpQLSftZUtlUJcom2Y1LWn81InHrNAxTC7-1zGQlIXzm5\\_f406yg/viewform?usp=sharing](https://docs.google.com/forms/d/e/1FAIpQLSftZUtlUJcom2Y1LWn81InHrNAxTC7-1zGQlIXzm5_f406yg/viewform?usp=sharing)

**Prof. Vishal Sood**  
**Director, CDOE**