



DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
MAHARAJA SRIRAM CHANDRA BHANJA DEO UNIVERSITY
(*Erstwhile North Orissa University*)

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Grievance Redressal Mechanism for the students studying in ODL mode at Directorate of Distance and Continuing Education (DDCE) , Maharaja Sriram Chandra Bhanja Deo University

Introduction

The Directorate of Distance and Continuing Education at Maharaja Sriram Chandra Bhanja Deo University is committed to provide a conducive and supportive learning environment for all its learners. To ensure a prompt and efficient resolution of grievances, the University has established a Grievance Redressal Mechanism following the guidelines outlined by the UGC. This mechanism is designed to offer a fair, transparent, and timely process for addressing concerns related to various aspects of the learning experience.

Scope of Grievance Redress System

Our Grievance Redress System encompasses various issues, including program quality, learning resources, learner support and guidance, teaching, learning, and assessment.

Rights and Responsibilities of Learner

Rights:

- Learners have the right to lodge complaints related to any aspect of their learning experience.
- Complaints can be submitted individually or collectively by a group of learners.
- Learners can approach Learner Support Centres (for ODL programs) or directly submit complaints to the University.
- Grievances can be withdrawn without prejudice at any stage of the procedure.

Responsibilities:

- Learners must submit formal complaints following the prescribed procedure, providing all necessary details and supporting documents.
- Learners are encouraged to engage with the University's designated officers for guidance on submitting grievances.


Grievance Redressal Timeline

i. Submission of Complaint (Day 1-3):

- a. Learners can submit their grievances by email to directorddce@nou.nic.in or by submitting in the Grievance drop box at the office of Director, DDCE.
- b. Grievances must include reasons for dissatisfaction, expected remedy, and the reference of Online Grievance Registration Number generated at the time of submission.
- c. Acknowledgment of the complaint will be sent to the learner within 3 working days of receipt.

ii. Preliminary Review (Day 4-7):

- a. The Director shall conduct a preliminary review of the complaint.


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- b. If resolved at this stage, the learner will be informed of the resolution in writing within 7 working days from the date of receipt.
- iii. **Investigation and Resolution (Day 8-20):**
- If the complaint requires further investigation, the Director shall initiate a thorough inquiry.
 - The University will maintain confidentiality and impartiality throughout the investigation process.
 - A detailed investigation report will be prepared, outlining the findings and proposed resolution.
 - The resolution will be communicated to the learner in writing within 20 working days from the date of receipt of the complaint.
- iv. **Appeal Process (Day 21-30):**
- If the learner is not satisfied with the resolution, they can appeal to the higher authorities within the University.
 - The appeal will be reviewed, and a final decision will be communicated to the learner in writing within 30 working days from the date of receipt of the appeal.

Complaint Handling Mechanism

- The University shall adhere to the guidelines and standards set by UGC for the Complaint Handling Mechanism.
- All information related to the Complaint Handling Mechanism issued by the UGC is available on the University website <https://nou.nic.in>.
- Learners enrolled in Open and Distance Learning programs will be informed about the Complaint Handling Mechanism.
- A dedicated link titled 'Complaint Handling Mechanism' will be prominently displayed on the University's homepage to create awareness among stakeholders.

Summary

At the Directorate of Distance and Continuing Education, Maharaja Sriram Chandra Bhanja Deo University, we are dedicated to promptly addressing and resolving learner grievances within the specified timelines. Our Grievance Redressal Mechanism is designed to uphold the principles of fairness, transparency, and accountability. We encourage all learners to utilize this mechanism to voice their concerns, helping us enhance the overall learning experience for everyone involved.


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