

**Directorate of Distance Education
Jain Vishva Bharati Institute
Ladnun, Raj**

**Development of Online Grievance Redressal Portal &
Mechanism of Grievance Redressal**

The Directorate of Distance Education is established in 1997 to provide quality education and the best student support to distance learners. DDE ensures to offer a smooth journey to the students of through student Support services. The student support services keep students abreast of new initiatives which is launched by the institute. Students get updates of their course progress at regular intervals and are motivated to complete the course. This continuous communication helps the student to become an integral part of the institute. It has created a multifaceted robust Grievance Redressal System to remove students' grievances related to both academic and non-academic matters. An online grievance redressal portal is also developed for the convince of learners. It has a two-level Grievance Redressal system:

Level 1 : Helpdesk

Level 2 : Student Grievance Redressal Committee

1. Helpdesk

For any type of grievance, students can approach the Helpdesk first. For registering the grievance, a student can call the Helpdesk No. 01581 224332, 9462658501 (Between 10 am—5:00 pm) on all days (except on National Holidays).

(OR)

Students can submit their grievances any time (24X7) by writing an email to Help.jvbi@gmail.com.

(OR)

Students can register their grievances on official site of institute jvbi.ac.in/dde in online grievance Portal. Students can also send their grievances via post to the below Directorate of Distance Education address :-

Directorate of Distance Education
Jain Vishva Bharati Institute,
(Deemed-to-be University),
PO- Ladnun, 341306 Dist.- Nagour, (Raj.)

Following procedure is adopted to redress the grievances of learners:-

1. Students can file their complaint email to help.jvbi@gmail.com or contact on 9485626501 after that committee investigate the matter thoroughly and suggest the necessary improvement in the services provided by Distance learning, JVBI.

2. The committee held a meeting to resolve complaints/grievances as close as possible to the point of origin with minimum of formality.

3. The committee after thorough analysis, suggest the amicable solutions to resolve the grievances of the learners

4. It shall be the responsibility of the Director, Distance education to monitor the progress and to timely disposal of the grievances.

5. The coordinator of the help desk responds the learners in writing through offline or online mode about taken action thereon to redress the grievance.

6. If any serious matter exists, that is put up before central grievance redressal cell, JVBI, Ladnun to resolve the matter.

The following internal Grievance Redressal Committee is constituted to redress the grievance of the students enrolled in ODL mode:-

1. One - Director, Distance Education
2. One - Coordinator, Help Desk, Distance Education
3. One- Member, Faculty, Distance Education

A.P. Tirpathi

(Prof. A.P. Tirpathi)
Director, D.D.E.

Directorate of Distance Education
Jain Vishva Bharati Institute
Ladnun-341306 (Raj.)

DIRECTORATE OF DISTANCE EDUCATION
JAIN VISHVA BHARATI INSTITUTE, LADNUN(RAJASTHAN)
Website-www.jvbi.ac.in/dde, Email-dde@jvbi.ac.in

Grievance No. _____ (for office only)

Grievance Redressal Form

Enrollment Number :

Class/Course :

Name of Student :

Father's Name :

Address :

Mobile Number :

TYPE OF GRIEVANCE (Tick below)

1. Non receipt of Enrolment No./ Card
2. Self Learning Material (SLM) Issue.
3. Sessional Marks Issue.
4. Language Paper Issue.
5. Registration Problem
6. Non receipt of Original Certificate (Marksheet/Degree)
7. Any other related to course

Please specify your grievance briefly along with supported documents (if any)

Date:

Signature of the Applicant

Action Taken