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Jain Vishva Bharati Institute, Ladnun

Directorate of Distance Education

Details of Redressal of Learners grievances

Sr.No	Year	Number of grievances received at DDE	Number of grievances redressed at DDE
1	2014-15	20	20
2	2015-16	25	25
3	2016-17	20	20
4	2017-18	22	22
5	2018-19	19	19



(Prof. Anand Prakash Tripathi)

Director, DDE

Directorate of Distance Education  
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## Five Year Report of Grievance Redressal Cell

### 2014-15

New formation of Grievance Redressal Cell was done. Regulation of Grievance Redressal Cell was delivered to all the departments and all the information and guidelines received from Higher Education concerned to Grievance Redressal Cell demonstrated to the students (Regular & Distance). Meetings of the Cell were conducted in time-to-time and agendas discussed and action taken accordingly.

No Grievances were received during the session from students.

### 2015-16

Reformed the Grievance Redressal Cell for the current academic session. Rules & regulation of Grievance Redressal Cell were circulated among the students in assembly hall. Group of students (Regular & Distance) were called for the personal interaction and guide them about how to make the complaint. Members of Students representative of the cell were guide to obtain latest guidelines on the internet in the Gazette of HEI website and inform the cell accordingly. Meeting called time to time and actions were taken place accordingly. No major complaints were registered in student complaint box or personally.

### 2016-17

Formed the Grievance Redressal Cell for the current academic session. Role and the function of the cell was described to the students (Regular & Distance). Students were suggested make the relevant complaint to the cell and even they may drop the complaint in the student complaint box fixed at various places. Meetings of the cell were called time to time by the coordinator. No complaint was found during the session.

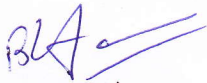
### 2017-18

Grievance Redressal Cell formed was formed for the current academic session, regulation of the cell was circulated in all the departments and students

(Regular & Distance) were notified. Student's complaint boxes were opened periodically minor complaints resolved on spot. Students demand the bus for the academic tour the same was provided immediately by the administration. Meetings were called by the Cell Coordinator time to time and discussed the meeting agenda and prepared the minutes of the meeting and accordingly the actions had taken.

## **2018-19**

Members for the Grievance Redressal Cell were selected and formed the cell, information circulated among the students (Regular & Distance). Meetings of the cell were called in time-to-time. There is a complaint found in student box of AKKM about the non availability of water in water cooler the problem solved immediately at the department level. Thereafter no complaint was received in the entire session. Mobile number of the cell circulated among the students.



**(Prof. B.L. Jain)**

Coordinator, Grievance Redressal Cell