

**5.1.7 - Dispatch of Study Material and related grievance handling mechanisms Strategy followed by the Institution for dispatch of study material to learners and mechanisms to resolve grievances related to Dispatch of Study Material.**

The printed study material is the mainstay of the ODL Programme. The University gives due importance to the regular and timely dispatch of study material to the learners. The university has a dedicated unit to deal with the packaging and postage of SLMs. On receipt of the printed study material the same is kept in the General Store of the university. The same is issued from the store depending on the requirement of the DDE from time to time. After packing and weighing of the individual packets computerized address labels of learners are pasted and the same are sent by registered post through the Head Post office or by courier with prescribed amount of postage fee for dispatch.

In case any packet is return by the post office or Courier Company, the concerned learner is contacted over phone, whatsapp or through email to get the correct mailing address and the same is dispatched on the same date of return or the following day without delay. Computerized records of all study material dispatched are maintained. Soft copies of SLMs in pdf format are also available on institute's website for various courses and the same can be downloaded by individual learner.



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