

**VIGNAN'S**

Foundation for Science, Technology & Research

(Deemed to be UNIVERSITY)

-Estd. u/s 3 of UGC Act 1956

**F.No.VFSTR/Reg/A5/141/2021****Date : 11.10.2021**

**Centre for Distance and Online Education [CDOE]
Grievance Redressal Mechanism**

A Grievance Redressal Committee for the Centre for Distance and Online Education, Vignans Foundation for Science Technology and Research, Deemed to be University has been constituted to redress the grievances of students enrolled in ODL/OL mode programme:

Sl. No	Name of the Staff with Designation	Position of Authority
1	Dr. V. Vijayaraghavan, Deputy Director, CDOE	Chairman
2	Dr. D. Vijaya Ramu, Dean, Academics	Member
3	Dr. M. S. S. Rukmini, Dean, Student Affairs	Member
4	Dr. N. Veeranjanyulu, Chairman, Anti Ragging Committee	Member
5	Dr. N. Usha Rani, Convener, Women Empowerment Cell	Member
6	Program Coordinator / Counsellor Respective Student Department	Member
7	Mr. A. Gourishankar, Deputy Registrar, CDOE	Convener

Following protocols are adopted by the committee to redress the grievances of learners:

1. Learners can file their complaint through email id grievance_cdoe@vignan.ac.in or phone number 9942323293 as the first step to mark their grievances with his/her full details.
2. The complaint will be forwarded to the committee members through email and also a scanned copy will be filed.
3. The committee members pursue the issue by initiating a meeting.
4. After assimilating the background information and required proofs, the committee suggests various measures to take action based on the complaint given.
5. On consensus, the Committee decides the suitable course of action and advises the program coordinator / counsellor to address the concern with the proposed action; and resolve the grievances within a span of two weeks as early as possible.
6. The committee's chairman shall be responsible for monitoring the progress of grievances and track the course of resolutions initiated.
7. If the course of resolution is satisfied by the student then the complaint is resolved.



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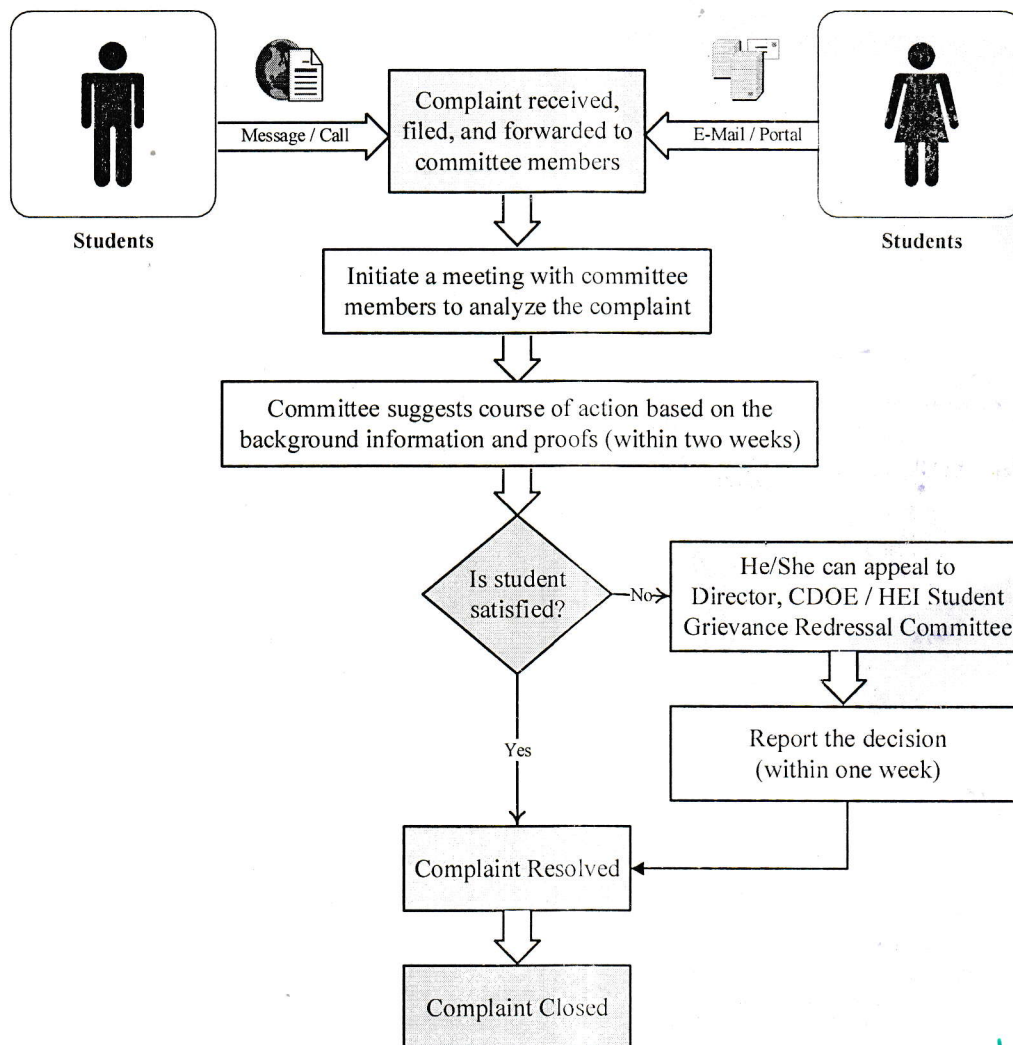
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8. If the learner is not satisfied with the resolution, he/she can appeal within 5 days to the Director of CDOE or Student Grievance Redressal Committee of the VFSTR Deemed to be University.
9. Director of CDOE or Student Grievance Redressal Committee of the VFSTR Deemed to be University has to address the concern with the proposed action; and resolve the grievances within a span of one week.
10. The complaint is resolved and the convenor of committee responds the same in writing through offline or online mode stating the reasons for implementing a suitable decision for the grievance registered, course of action taken thereon to address the complaint.

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Centre for Distance and Online Education [CDOE]



Registrar

VIGNAN'S FOUNDATION

FOR SCIENCE, TECHNOLOGY AND RESEARCH

VADLAMUDI-522 213

GUNTUR (DISTRICT), A.P. INDIA