

Proceedings of the Grievance Redressal Mechanism Committee

CDOE, HPU Shimla

07.07.2025

A Meeting of the Grievance Redressal Mechanism Committee, was held on 07.07.2025 at 12:30 PM to discuss the refinements in grievance redressal portal under the Chairmanship of Dr. Shashi Kant Sharma in room No 202. The following members of the committee and invitees were present in the meeting:-

- (i) Dr. Nisha Thakur, Deptt. of English (Member)
- (ii) Sh. Shiv Dass Katoch, Deptt. of Public Administration (Member)
- (iii) Sh. Vijayant Thakur (Programmer) (Member)
- (iv) Ms. Nisha (Programmer) (Invitee)
- (v) Mr. Gautam Singh (Onsight ERP Manager) (Invitee)

Committee has made following recommendations:

1. The committee has recommended that the existing deficiencies in the grievance redressal portal be addressed promptly, and the portal be redesigned to be more student-friendly.
2. The committee has suggested that additional tabs—such as 'Action Taken, 'Remarks' and 'Student Feedback'—should be incorporated into the portal.
3. The committee members agreed to convene meeting on the 25th of every month to review student grievances and generate a comprehensive report on the actions taken.
4. The committee agreed that a meeting with the Hon'ble Director shall be organized shortly, in which all Section Officers, Dealing Assistants, Deputy Registrar, and Assistant Registrar will be briefed on the procedures and functioning of the Grievance Redressal Portal.

All the members unanimously agreed that the suggestions of the committee may kindly be forwarded to the Director, CDOE, Himachal Pradesh University, Shimla for kind information and necessary action at the earliest. The meeting ended with the vote of thanks to the Chair.



(Sh. Shiv Dass Katoch)



(Dr. Nisha Thakur)



(Sh. Vijayant Thakur)



(Ms. Nisha Devi)



(Mr. Gautam Singh)



(Dr. Shashi Kant Sharma)



Director (CDOE) HPU Shimla

13.12.2024

Proceedings of the Grievance Redressal Mechanism Committee

CDOE (Formerly ICDEOL) HPU Shimla

A Meeting of the Grievance Redressal Mechanism Committee, was held on 13.12.2024 at 12:30 PM to discuss the Annexure-X (Grievance Redress Mechanism) of UGC-DEB 2020 under the Chairmanship of Dr. Shashi Kant Sharma in room No 202. The following members of the committee were present in the meeting:-

- (i) Dr. Nisha Thakur, Deptt. of English
- (ii) Sh. Shiv Dass Katoch, Deptt. of Public Administration
- (iii) Sh. Narender Nepta, S O(R&I) Superintendent Enquiry

Committee has made following recommendations:


1. The UGC-DEB 2020 guidelines clearly state that universities offering distance and online education must have a working Grievance Redress System, with details published on their websites. CDOE has set up an online grievance cell, though it is functional but needs some improvement and accountability.
2. According to UGC-DEB 2020 guidelines, every university must have a clear policy for handling student complaints and it shall be published on the portal of HEI. The committee suggests drafting and publishing policy the web portal for students as a top priority.
3. The guidelines also say that students have the right to complain about any problem in their learning journey and can do so at their nearest Learner Support Centre (LSC). Committee recommends to strengthen the link between LSCs and CDOE so that students can submit their complaints at nearby LSC.
4. UGC-DEB guidelines require universities to improve their services and have a proper system for dealing with complaints. At CDOE, there is no transparent process for receiving, investigating, and resolving student complaints. The committee suggests that a proper mechanism need to be established for handling complaints efficiently. Regular updates on the progress of complaints should also be monitored.
5. The guidelines require universities to set up an online complaint system where students can report issues and check the status of their complaints. This system should be easy to access, with a link titled "Complaint Handling Mechanism" on the website homepage. CDOE has not developed such a system yet. The committee strongly recommends an online platform where students can file their complaints and check the status also.




(Sh. Shiv Dass Katoch)



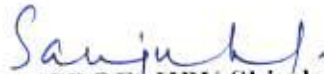
(Dr. Nisha Thakur)



(Sh. Narender Nepta)



(Dr. Shashi Kant Sharma)



Director (CDOE) HPU Shimla

Proceedings of the Grievance Redressal Mechanism Committee

CDOE (Formerly ICDEOL) HPU Shimla

A Meeting of the Grievance Redressal Mechanism Committee, was held on 29.05.2024 at 03:30 PM vide letter No. ICDEOL/18-13/2016-2023/UGC-DEB/Admin dated 12.03.2024 under the Chairmanship of Dr. Shashi Kant Sharma, Department of Education, CDOE (Formerly ICDEOL) in room No 202. The following members were present in the meeting:

- (i) Dr. Deepak Sharma, Deptt. of Public Administration
- (ii) Dr. Nisha Thakur, Deptt. of English
- (iii) Sh. Shiv Dass Katoch, Deptt. of Public Administration
- (iv) Sh. Narender Kumar Nepta, S O(R&I) Superintendent Enquiry

Committee has made following observations:

1. On the Scope of Grievance Redress System for Learners UGC-DEB 2020 guidelines says that The Higher Educational Institutions. offering programmes through the Open and Distance Learning mode and/or Online mode shall have a Grievance Redress System and Procedure which shall be published on the portal of Higher Educational Institution. CDOE has established a student grievance cell for submitting grievances online but is not functional. Therefore committee suggest that this online facility should be functional so that learners can submit their complaints.
2. UGC-DEB 2020 guidelines says that higher educational institution shall have a policy on Grievance redress system. At present there is no clear policy for grievance redress system in CDOE. Therefore committee suggest that a specific policy must be framed on grievance redress system for distance learners.
3. As far as the rights and responsibilities of learners are concerned UGC-DEB 2020 guideline says that every learner has right to complaint regarding any aspect related to his or her learning path. The learner is entitled to approach respective learner resource centre (LSC) for sumitting his or her complaint. In this regard CDOE has no mechanism to receive the complaints of learners at different learner resource centres across the state. Therefore committee suggest that learner support centres in the state should also have student grievance mechanism to address the complaints of learners.

4. As far as the responsibilities of the higher educational institution is concerned UGC-DEB 2020 guideline says that an institution shall continuously improve the services it offers. So it is suggested by the committee that CDOE must have proper provisions to handle the complaints of the learners right from the complaints received up to the resolution. The head of the concerned department must investigate the complaints or refer the matter(s) to a more appropriate person or body or committee and it shall also be the responsibility of the head of the concerned department to monitor the progress and to timely resolve the matter.
5. As per UGC-DEB 2020 guidelines the online "Complaint Handling Mechanism" must be established so as to facilitate learners to submit online complaints through interactive web portal and track their resolution status. The HEI's shall upload all information issued by the Commission regarding the Complaint Handling Mechanism on their website. The HEI's shall inform learners enrolled in Open and Distance Learning programmes about the Complaint Handling Mechanism. It shall provide a link with title "Complaint Handling Mechanism" on homepage for creating awareness amongst the stakeholders. CDOE has not evolved such mechanism so far. The committee suggests creating a "Complaint Handling Mechanism" to ensure timely and judicious resolution of all complaints raised by the learners.

All the members unanimously agreed that the suggestions of the committee may kindly be forwarded to the CIQA, CDOE Himachal Pradesh University, Shimla for kind information and necessary action at the earliest. The meeting ended with the vote of thanks to the Chair.



(Sh. Shiv Dass Katoch)



(Dr. Nisha Thakur)



(Dr. Deepak Sharma)



(Sh. Narender Kumar Nepta)



(Dr. Shashi Kant Sharma)



Director (CDOE) HPU Shimla