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

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

Sl. No	Name of the Staff with Designation	Roll
1	Dr. K Kalpana 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. Veeranjaneyulu, Chairman, Anti Ragging Committee and Director, CDOE	Member
5	Dr. N. Usha Rani, Convenor, 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 our students and learners:

1. Students can file their complaint through email id grievance_cdoe@vignan.ac.in or phone number 9492486286 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 closed.

8. If the student 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 HEI.

9. Director of CDOE or Student Grievance Redressal Committee of the HEI 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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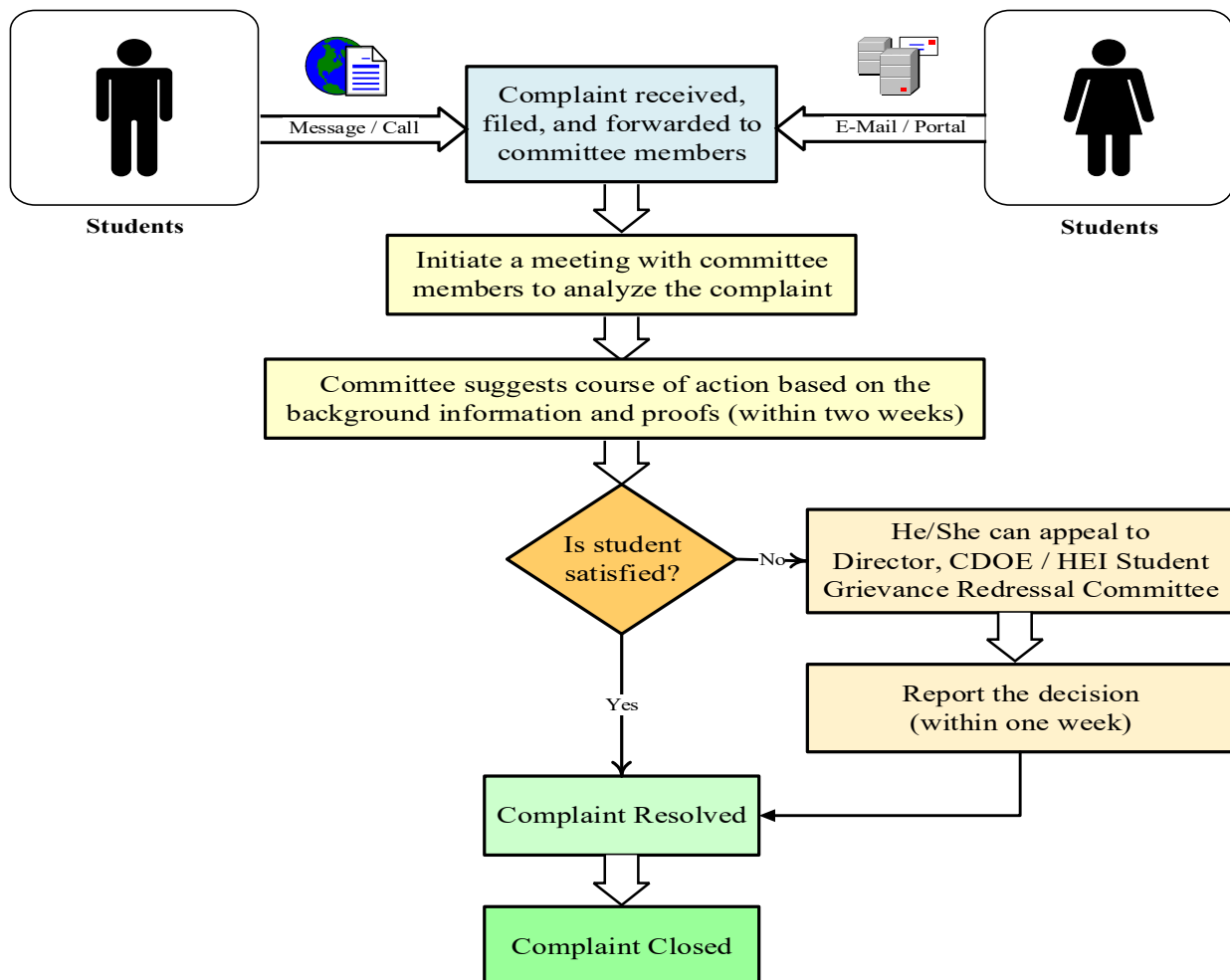
Online Grievance redressal mechanism of Vignan Online

- At the time of admission, the students are informed of all grievance redressal mechanisms as well as the escalation matrix.

- Specifically, the students are informed of the grievance redressal mechanism recommended

- Learners have an option of reaching out to the University through email, phone, web conference and personal visits.

- Every grievance received was acknowledged by the University immediately upon receipt and the expected resolution time period was communicated to the learners.

- Common Grievances received from learners were related to not being able to login to LMS and unable to attend the synchronous sessions

- The standard turnaround time to resolve queries is 48 hours (about 2 days) and 84% of the queries and grievances are resolved within this turnaround time.

- For queries which required additional time beyond the TAT, the learner was kept updated about the status of grievance redressal.

- To make learners aware about the grievance redressal mechanism, an email detailing the mechanism was shared with all learners. The email address of Deputy Director of Online Programs was displayed on the LMS homepage so that the learners can reach out with their grievances with ease.

- To ensure high quality and timely assistance for our students, we have implemented an AI enabled ticketing system with an automated email channel, ticketing mechanism with configurable flow of information. Students can access our support system from the URL at support.vignanonline.com and they can login with their registered email id. To ensure secure and quick access to our platform, we use one-time password (OTP) sent to their registered email address within seconds with an expiry time of five minutes.

- Using OTP ensures our students can use our systems without needing to remember any password, the same account is not accessible from multiple devices and location, leakage accounts credentials to internet phishing and hacking attacks. Once logged in, users can access a large number of frequently asked questions with detailed answers provided on the home screen with search and browse features enabled. Through the search bar,

students can type any free text to get related information within seconds. Frequently asked questions are also grouped into different categories for easy navigation.

- Students can raise tickets from the home screen or from the profile section which is accessible from the top right corner of the screen on the navigation bar. Once a student is in a "Raise a new ticket" section, they will be finding about 15 different types of support tickets which cover most use cases of support needed from the students. If a learner is having any scenario which is not covered in the list of configured ticket types, 16th option is available to reach out to the learner support team.

Procedure for Grievance Handling on *VISA* (*Vignan Integrated Support and Assistance*):

VISA is an integrated support platform to assist students and resolve the queries that they are facing during their learning experience. It is a kind of ticketing tool where the queries are classified into different learning queries and disseminated to the corresponding executive to resolve the issue

1. Student Dashboard

2. Option to Raise Ticket

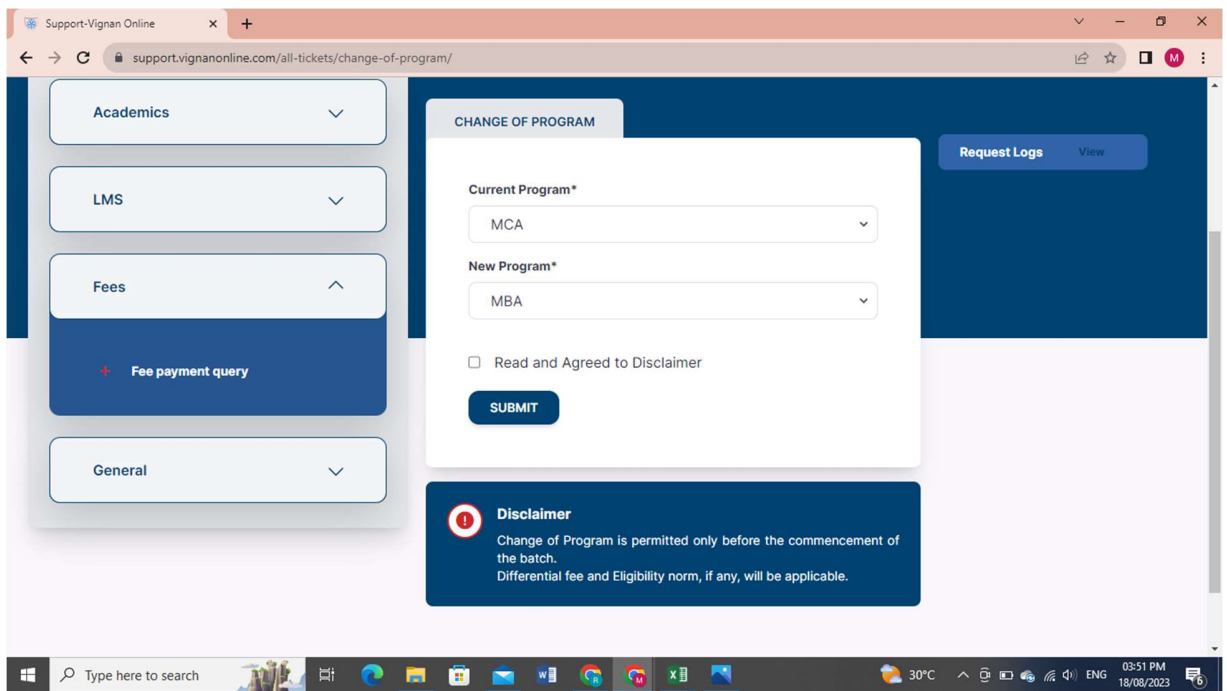3. Categories in which the Tickets can be Raised

4. Tickets Regarding Academic Concern
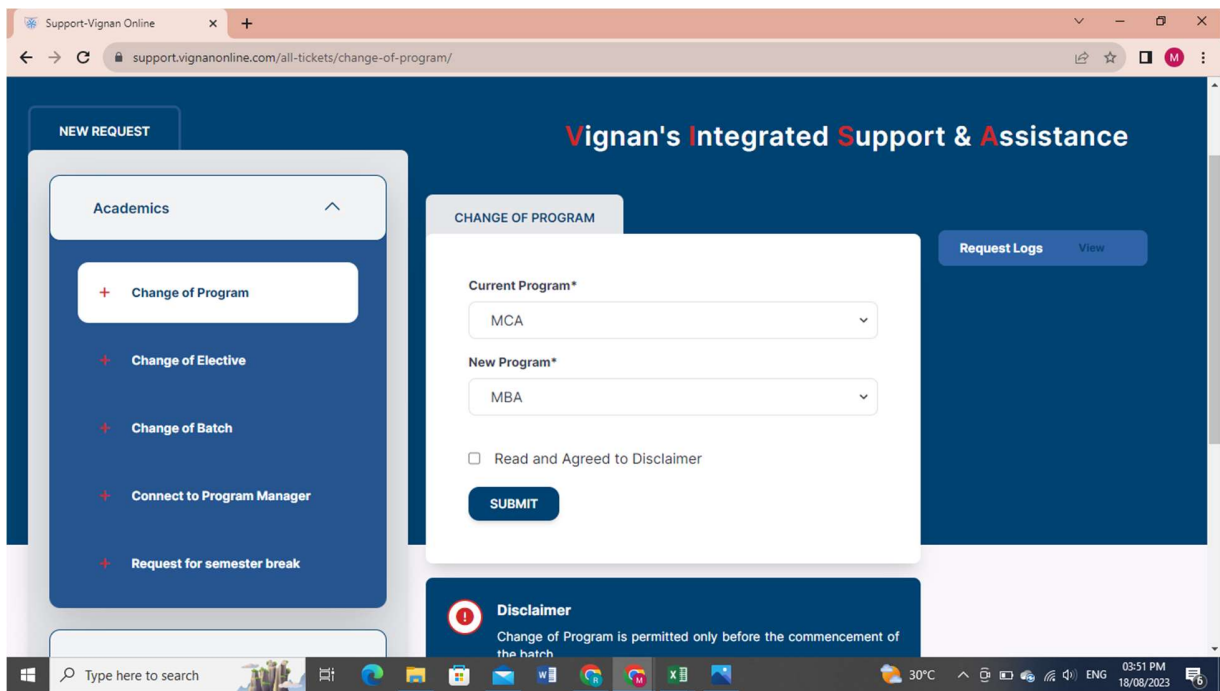
5. Tickets Regarding LMS
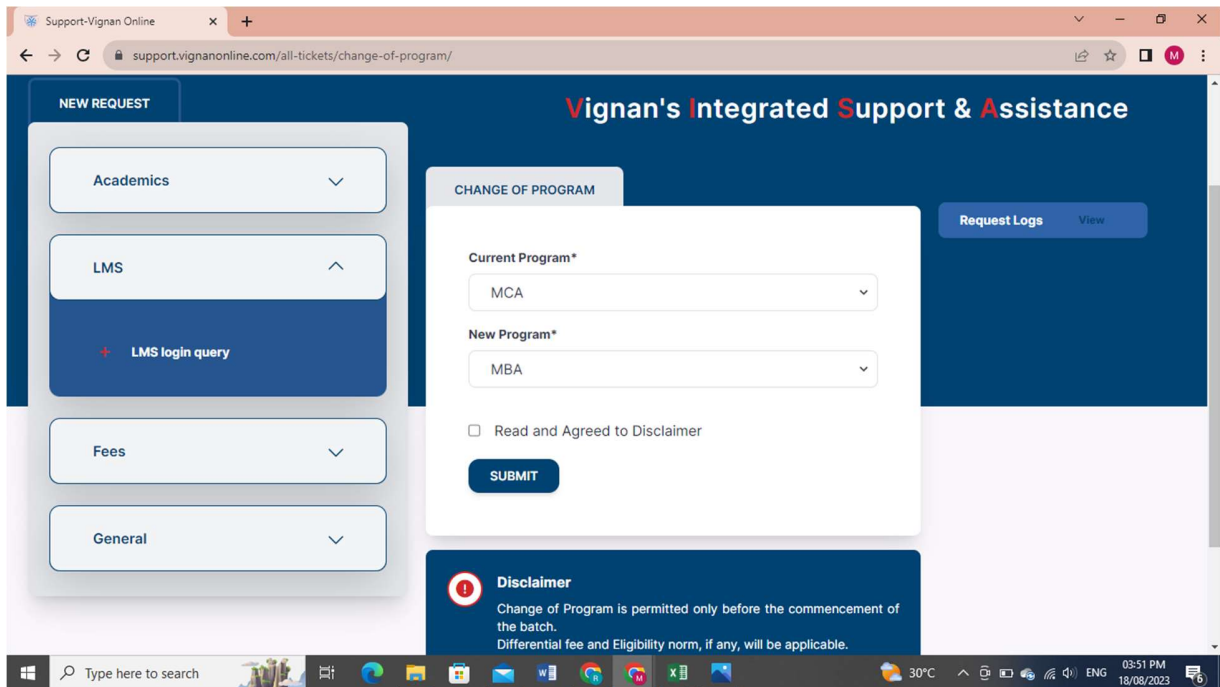
6. Tickets Regarding Fee

7. General Query