

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES  
(Deemed to be University under section 3 of the UGC Act 1956)

**CENTRE FOR DISTANCE  
AND  
ONLINE EDUCATION  
(CDOE)**



**GRIEVANCE REPORT**

**Academic Year  
2025-2026  
(July to December 2025)**

*Meenakshi*



*Shaneta*

Director-CDOE, MRIIRS

**MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES**  
(Deemed to be University under section 3 of the UGC Act 1956)

**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

No: MRIIRS/CDOE/SGC/2024/10

Date: 20<sup>th</sup> August, 2025

**CIRCULAR**

A meeting is being planned on 26<sup>th</sup> August 2025 to constitute the "Student Grievance Cell" of CDOE at 03.00 p.m. in QFS-21.

All members of the Students Grievance Cell are requested to attend the meeting.



**Mr. Tanheem Bashir**

**Coordinator – Students Grievance Cell**

**Copy to:-**

- Director CDOE
- All respected members of the Students Grievance Cell.



**MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES**  
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**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

No: MRIIRS/CDOE/SGC/2025/12

Date: 29 August 2025

**MINUTES OF THE MEETING**

**Academic Year 2025-26**

The department conducted the meeting on 26 August 2025 for the constitution of "Student Grievance Cell". The lists of members are as follows: -

1. Dr. Shaveta Bhatia, Director-CDOE
2. Dr. Mridula Batra, Assistant Director-CDOE
3. Mr. Tafheem Bashir, Assistant Professor, CDOE
4. Dr. Garima Sharma, Associate Professor,
5. Dr. Soma Arora, Professor, SLM (MRIIRS)
6. Mr. Satish Kumar, A.R-CDOE
7. Mr. Anurag Singh (Student Representative)

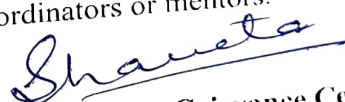
IN CHAIR  
MEMBER  
MEMBER & CO-ORDINATOR  
MEMBER  
MEMBER  
(OBC CATEGORY)  
(Joined in Online Mode)

**The following rules and regulations were reiterated:** Grievance of any student shall be given a priority and should be solved at the earliest.

**Rules and Regulations:** The grievances of the students can fall in any of the category:

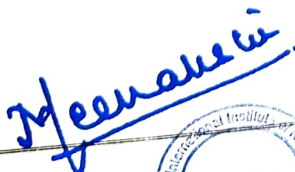
- Academic
- Examination
- Accounts
- IT Related
- e-Library
- Any other (Personal or Emotional)

- An online platform available to the students 24x7 to lodge their grievances on any subject related to the programme. Beside this, online feedback form has been created for the students.
- Any student can send reach to Help Desk Centre of CDOE having email id's **helpdesk@manavrachnaonline.com**, Every fortnightly the Student Grievance Coordinator would apprise to the Director, CDOE and the members and a record of the grievance will be maintained and within 24-48 hours the grievance will be resolved.
- Record of Action Taken Report has to be maintained by department's Student Grievance Coordinator.
- Deputy Director will always be connected to students via mobile; e-mail for any of their problem/issues, if it is not sorted by their respective programme coordinators or mentors.

  
(Chairperson, Student Grievance Cell)

**Copy to:-**

- Director, CDOE
- All respected members of the Student Grievance Cell.





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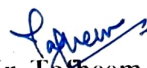
**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

**No: MRIIRS/CDOE/SGC/2025/13**

**Date: 10<sup>th</sup> September 2025**

A meeting is called under the chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 17<sup>th</sup> September, 2025 at 03:00 p.m. in Room No.: QFS-21.

All members of Students Grievance Cell are requested to attend the meeting.

  
**Mr. Tazeem Bashir**

**Coordinator- Students Grievance Cell**

**Copy to: -**

- Director, CDOE
- All Respected members of the Student Grievance Cell.




**MANAV RACHINA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES**  
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**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

No: MRIIRS/CDOE/SGC/2025/14

Date: 23<sup>rd</sup> September 2025

**MINUTES OF THE MEETING**

**Academic Year 2024-25**

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 16<sup>th</sup> September 2025 at 03:00 p.m. in Room No.: QFS-21

The following members attended the meeting:

|                                                  |                         |
|--------------------------------------------------|-------------------------|
| 1. Dr. Shaveta Bhatia, Director-CDOE             | IN CHAIR                |
| 2. Dr. Mridula Batra, Assistant Director-CDOE    | MEMBER                  |
| 3. Mr. Tafheem Bashir, Assistant Professor, CDOE | MEMBER & CO-ORDINATOR   |
| 4. Dr. Garima Sharma, Associate Professor,       | MEMBER                  |
| 5. Dr. Soma Arora, Professor, SLM (MRIIRS)       | MEMBER                  |
| 6. Mr. Satish Kumar, A.R-CDOE                    | (OBC CATEGORY)          |
| 7. Mr. Anurag Singh (Student Representative)     | (Joined in Online Mode) |

At the outset, Dr. Shaveta Bhatia apprised the members regarding the smooth functioning of the redressal of student grievances.

**The following Agenda Items were discussed as follows:**

**Agenda No. 01:** *Issues raised by student through Helpdesk and Student Facilitation Centre*

Issues raised by student through Helpdesk and Student Facilitation Centre are as follows:

| Ref. No | Student Name      | Course | Complaint Registration Date | Problem/ Grievance Reported by Student      |
|---------|-------------------|--------|-----------------------------|---------------------------------------------|
| G01     | ATINDRA KUMAR DEY | MBA    | 01/09/2025                  | Problem in accessing e-Library              |
| G02     | POOJA YADAV       | MBA    | 05/09/2025                  | Unable to access LMS e-Content              |
| G03     | ANGEL JOHARI      | B. Com | 05/09/2025                  | Unable to submit assignment and Quiz on LMS |
| G04     | MEGHA             | BBA    | 08/09/2025                  | Not able to access LinkedIn Learning        |

*Shaveta Bhatia*  




|     |               |                 |            |                                                             |
|-----|---------------|-----------------|------------|-------------------------------------------------------------|
| G05 | SIMAR BHATIA  | BBA             | 10/09/2025 | Issue in accessing E-Library                                |
| G06 | ALIZAH FATIMA | BA(H) Economics | 11/09/2025 | Unable to retrieve the ID Card.                             |
| G07 | SUNNY         | BCA             | 13/09/2025 | Unable to understand the concept of open electives credits. |

The committee took the decision to extend the assignment submission dates for the students. The Manager IT and his team conduct training sessions in batches during Saturday and Sunday for the students on LinkedIn Learning and on "Accessing LMS Portal". In addition, the recording of the training session was shared with the students who could not join during the weekend. A detailed student manual along with the screenshots and FAQs were shared with the students.

The chairperson asked the coordinator to take action vigorously and prepare action taken report for the same.

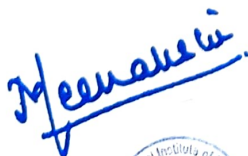
The chairperson thanked the team members and asked them to ensure that all students are comfortable and should be well taken care of in all respects.

  
Mr. Taseem Bashir

Coordinator - Students Grievance Cell

**Copy to:-**

- Director, CDOE
- All Respected members of the Student Grievance Cell.





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**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

**No: MRIIRS/CDOE/SGC/2025/15**

**Date: 7<sup>th</sup> October 2025**

A meeting is called under the Chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 27<sup>th</sup> October, 2025 at 3:00 p.m. in Room No.: QFS-21

All members of Students Grievance Cell are requested to attend the meeting.

  
**Mr. Faheem Bashir**

**Coordinator- Students Grievance Cell**

**Copy to:-**

- Director, CDOE
- All Respected members of the Student Grievance Cell.


MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES  
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CENTRE FOR DISTANCE AND ONLINE EDUCATION

No: MRIIRS/CDOE/SGC/2025/16

Date: 31<sup>st</sup> October, 2025

MINUTES OF THE MEETING

Academic Year 2024-25

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 27<sup>th</sup> October 2025 at 03:00 p.m. in Room No.: QFS-21. Following members attended the meeting:

The following members attended the meeting:

|                                                  |                         |
|--------------------------------------------------|-------------------------|
| 1. Dr. Shaveta Bhatia, Director-CDOE             | IN CHAIR                |
| 2. Dr. Mridula Batra, Assistant Director-CDOE    | MEMBER                  |
| 3. Mr. Tafheem Bashir, Assistant Professor, CDOE | MEMBER & CO-ORDINATOR   |
| 4. Dr. Garima Sharma, Associate Professor,       | MEMBER                  |
| 5. Dr. Soma Arora, Professor, SLM (MRIIRS)       | MEMBER                  |
| 6. Mr. Satish Kumar, A.R-CDOE                    | (OBC CATEGORY)          |
| 7. Mr. Anurag Singh (Student Representative)     | (Joined in Online Mode) |

At the outset, Dr. Shaveta Bhatia apprised the members regarding the smooth functioning of the redressal of student grievance.

The following Agenda Items were discussed as follows:

Agenda Item 01: To confirm the minutes of meeting of Student Grievance Cell held on 16<sup>th</sup> September 2025.

Resolved to approve.

Agenda Item 02: Issues raised by student through Helpdesk and Student Facilitation Centre

The issues raised by the students through Helpdesk and via e-mail are as follows:

| Ref. No | Student Name | Course | Complaint Registration Date | Problem/ Grievance Reported by Student                              |
|---------|--------------|--------|-----------------------------|---------------------------------------------------------------------|
| G08     | RICA ROY     | MBA    | 22/09/2025                  | Login issues related to LMS                                         |
| G09     | RAHUL BANSAL | MCA    | 26/09/2025                  | Unable to access LinkedIn Learning courses                          |
| G10     | KUNAL        | MBA    | 07/10/2025                  | Unable to access Harvard Business Publishing Certification courses. |

*Manav Rachna*  




The committee advised Assistant IT Manager to train students and faculty members on LinkedIn Learning Platform by conducting two sessions.

The Chairperson further advised Programme Coordinators to interact one to one with the student to solve their problems if they are not able to join trainings due to their office engagements. A detailed student manual along with the screenshots and FAQs were shared with the students.

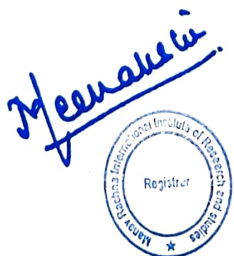
The chairperson thanked the team members and asked them to ensure that all students are comfortable and should be well taken care of in all aspects.



**Mr. Tafheem Bashir**  
**Coordinator- Students Grievance Cell**

**Copy to: -**

- Director, CDOE
- All Respected members of the Student Grievance Cell.



### ACTION TAKEN REPORT

Issues raised by the student through Helpdesk have been recorded with the action taken by the Department.

| Ref. No. | Student Name      | Course          | Grievance Received                                                  | Action Taken                                                                                                     |
|----------|-------------------|-----------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| G01      | ATINDRA KUMAR DEY | MBA             | Problem in accessing e-Library                                      | IT team connected with the learner and the issue was resolved                                                    |
| G02      | POOJA YADAV       | MBA             | Unable to access LMS e-Content                                      | IT Session conducted and issue resolved                                                                          |
| G03      | ANGEL JOHARI      | B. Com          | Unable to submit assignment and Quiz on LMS                         | IT Team Guided the learner on how to upload assignment on LMS                                                    |
| G04      | MEGHA             | BBA             | Not able to access LinkedIn Learning                                | Re-Shared the credentials and LinkedIn learning account activated.                                               |
| G05      | SIMAR BHATIA      | BBA             | Issue in accessing E-Library                                        | A special session was conducted jointly by Librarian and IT Team and learner was able to access the e-library.   |
| G06      | ALIZAH FATIMA     | BA(H) Economics | Unable to retrieve the ID Card.                                     | The ID card was re-shared by SFC.                                                                                |
| G07      | SUNNY             | BCA             | Unable to understand the concept of open electives credits.         | The programme coordinator conducted the session and gave clarity on the understanding of open electives credits. |
| G08      | RICA ROY          | MBA             | Login issues related to LMS                                         | IT team conducted the session and resolved the login issue                                                       |
| G09      | RAHUL BANSAL      | BCA             | Unable to access LinkedIn Learning courses                          | A special session was conducted and learner was able to access the LinkedIn Learning Courses.                    |
| G10      | KUNAL             | MBA             | Unable to access Harvard Business Publishing Certification courses. | The Coordinator of Harvard Certifications took a special session and the issue was resolved.                     |

  
Mr. Tameem Bashir

Coordinator- Students Grievance Cell

**Copy to:-**

- Director-CDOE
- Assistant Director, CDOE
- All Respected members of the Student Grievance Cell.

  
Meenakshi



  
Director-CDOE, MRIIRS

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**CENTRE FOR DISTANCE  
AND  
ONLINE EDUCATION  
(CDOE)**



**GRIEVANCE REPORT**

**Academic Year  
2025-2026  
(January – June 2026)**

*Meenakshi*



*Shaveta*  
Director-CDOE, MRIIRS

*[Signature]*

**MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES**  
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**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

No: MRIIRS/CDOE/SGC/2026/01

Date: 06.02.2026

**CIRCULAR**

A meeting is being planned on 09<sup>th</sup> February 2025 to discuss and resolve the grievances of online learner namely Mr. Virender of Online MBA July 2025 at 10.00 a.m. in the office of Director CDOE.

All members of the Students Grievance Cell are requested to attend the meeting.



**Dr. Faheem Bashir**  
Assistant Director & Member Secretary  
Grievance Cell

**Copy to:-**

- Director CDOE
- All respected members of the Students Grievance Cell.


Centre for Distance and Online Education

Minutes of the Students Grievance Redressal Committee Meeting

Ref No.: SGRC/2025-26/CDOE/001

Dated: 10.02.2026

A meeting of the Student Grievance Redressal Committee (SGRC) was held on 09<sup>th</sup> February 2026 at 10:00 am in the Office of the Director CDOE to discuss and resolve the grievance of Mr. Virender Online MBA July 25 batch.

The following members of the SGRC attended the meeting:

- |                               |                                                |
|-------------------------------|------------------------------------------------|
| 1. Prof. (Dr.) Shaveta Bhatia | Director CDOE & Chairperson (SGRC)             |
| 2. Dr. Mridula Batra          | Deputy Director & Member (SGRC)                |
| 3. Dr. Tafheem Bashir         | Assistant Director & Member Secretary (SGRC)   |
| 4. Dr. Sourabh Kumar          | Assistant Professor (Member SGRC)              |
| 5. Mr. Satish Kumar           | Assistant Registrar-CDOE (OBC Category)        |
| 6. Dr. Gautam Srivastava      | Professor, SLM (MRIIRS) – Special Invitee      |
| 7. Mr. Eish Sharan            | Student Representative (Joined in Online Mode) |

In addition, the following faculty member also participated in the meeting:

- |                          |                                         |
|--------------------------|-----------------------------------------|
| 1. Ms. Priyanka Aggarwal | Programme Coordinator MBA July 25 Batch |
|--------------------------|-----------------------------------------|

**Agenda:** To deliberate and discuss upon the grievance and complaint received from Mr. Virender MBA July 2025 batch against Ms. Priyanka Aggarwal – Assistant Professor.

**Resolution:**

A detailed deliberation and discussion had taken place in light of the complaint received against Ms. Priyanka Aggarwal, Programme Coordinator MBA July 2025 batch by learner Mr. Virender of Online MBA Semester 1 student. The student had highlighted in his mail 'that Ms. Priyanka was rude during the various interactions that had taken place during the end term examinations in December 2025'

Subsequently, it was noticed that the incident of which the student is talking about was of 20<sup>th</sup> December 2025 in which he could not submit the examination paper on time and was getting panicked. On the same day Assistant Director and then Deputy Director of CDOE had personally reached out to the student and provided the necessary support and resolution and resolved the matter. Further he was being advised to connect on official WhatsApp group again for which Ms. Priyanka had again shared the invite link.

*Meenakshi*



*Spencer*



Thereafter after going through the various screenshots and earlier communication of the student with the Programme Coordinator (Ms. Priyanka) it was observed that the student is facing some panic attacks and mental depression issues as well. Subsequently, Ms. Priyanka in her statement said that she did not use any harsh words which the student had quoted.

Further, a mail was from the Assistant Director, CDOE to Mr. Virender on 9<sup>th</sup> February 2026 itself in which an opportunity for open discussion was invited for pending issue if any but till no response has been received for the same.

Similarly, Director CDOE instructed Ms. Priyanka Aggarwal to handle the students with utmost cautiousness and remain pro-active while handling such cases and must inform the senior authority well- in advance so that the necessary steps are taken in anticipation to avoid any negativity being spread by the students.

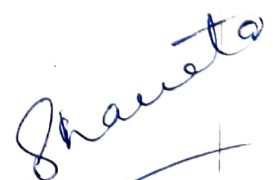
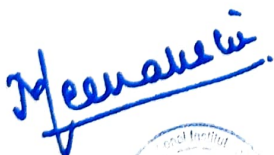
The meeting ended with the vote of thanks.



**Director CDOE &  
Chairperson Student Grievance Redressal Committee**

**Copy to:**

- Ombudsman- SGRC of CDOE
- All members of SGRC
- Record File.



**Director-CDOE, MRIIR**

