

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
2023-2024
(JULY 2023 TO DECEMBER 2023)**



Director-CDOE MRIIRS
Shankar

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/2023/3

Date: 16th August, 2023

CIRCULAR

A meeting is being planned on 18th August, 2023 to constitute the "Student Grievance Cell" of CDOE at 03.00 p.m. in TF-23-24.

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

Mridula

Dr. Mridula Batra
Coordinator – Students Grievance Cell

Copy to:-

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



Sanjiv
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/2023/4

Date: 21st August, 2023

MINUTES OF THE MEETING

Academic Year 2023-23

The department conducted the meeting on 18th August, 2023 for the constitution of "Student Grievance Cell". The lists of members are as follows:-

1. Dr. Shaveta Bhatia, Dy. Director	IN CHAIR
2. Dr. Mridula Batra, Assistant Director	COORDINATOR
3. Mr. Tafheem Bashir, Assistant Professor	MEMBER
4. Mr. Sohail Imran, Manager- IT	MEMBER
5. Mr. Satish Kumar, Assistant Registrar	MEMBER

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 Dy. 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.

Shaveta

(Chairperson, Student Grievance Cell)

Copy to:-

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

Shaveta
Director-CDOE, MRIIRS



MANAV RACHINA 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/2023/5

Date: 21st September 2023

A meeting is called under the chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 26th September, 2023 at 03:00 p.m. in Room No.: TP-23-24.

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

Mridula
Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaveta
Director-CDOE, MRIIRS



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

No: MRIIRS/CDOE/SGC/2032/6

Date: 29th Sept, 2023

MINUTES OF THE MEETING

Academic Year 2023-24

A meeting was held under the Chairmanship of Dr. Shaveta Bhatia on 26th September 2023 at 03:00 p.m. in Room No.: TF-23-24

The following members attended the meeting:

- | | |
|---|-------------|
| 1. Dr. Shaveta Bhatia, Dy. Director | IN CHAIR |
| 2. Dr. Mridula Batra, Assistant Director | COORDINATOR |
| 3. Mr. Talheem Bashir Assistant Professor | MEMBER |
| 4. Mr. Sohail Imran, Manager- IT | MEMBER |
| 5. Mr. Satish Kumar, Assistant Registrar | MEMBER |

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	Mahika Gandhi	BBA-DM	20/08/2023	Problem in accessing e-Library
G02	Mehreen	MBA	26/09/2023	Technical issue while using SWAYAM
G03	Harry Phogat	BBA DM	29/08/2023	Unable to upload assignment on SWAYAM
G04	Palini Mukul	BCA	03/09/2023	Not able to activate Udemy account
G05	Dew M Bordoli	BA(H) ECONOMICS	07/09/2023	Issue in accessing E-Library
G06	Dhanashree Anmol	M.COM	15/09/2023	Udemy not working

Shaveta
Director-CDOE, MRIIRS



G07	Motorwala Abrar Junaid	BCOM-ACCA	16/09/2022	Accessing content on SWAYAM Portal
G08	Riya Pant	BCA	18/09/2023	Unable to upload assignment on SWAYAM
G09	Rupal Singhal	BA (H) ECONOMICS	20/09/2023	Accessing content on SWAYAM Portal
G10	Pooja Yadav	BBA-GEN	22/09/2023	Unable to access Vimeo Links

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 Udemy and on "Accessing SWAYAM 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.

Mridula
Dr. Mridula Batra
Coordinator - Students Grievance Cell

Copy to:-

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

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES

Shavita
Director-CDOE, MRIIRS



(Deemed to be University under section 3 of the UGC Act 1956)

CENTRE FOR DISTANCE AND ONLINE EDUCATION

No: MRIIRS/CDOE/SGC/2023/7

Date: 20th Nov, 2023

A meeting is called under the Chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 23rd November, 2023 at 3:00 p.m. in Room No.: TF-23-24

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

Mridula

Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaveta

Director-CDOE, MRIIRS



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

No: MRIIRS/CDOE/SGC/2023/8

Date: 26th November, 2023

MINUTES OF THE MEETING

Academic Year 2023-24

A meeting was held under the Chairmanship of Dr. Shaveta Bhatia on 03rd March, 2023 at 03:00 p.m. in Room No.: TG-14. Following members attended the meeting:

The following members attended the meeting:

1. Dr. Shaveta Bhatia, Dy. Director
2. Dr. Mridula Batra, Assistant Director
3. Mr. Tasheem Bashir Assistant Professor
4. Mr. Sohail Imran, Manager- IT
5. Mr. Satish Kumar, Assistant Registrar

IN CHAIR
COORDINATOR
MEMBER
MEMBER
MEMBER

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 26th September 2023.

Resolved to approve.

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

Shaveta
Director-CDOE, MRIIRS



The issues raised by the students through Helpdesk are as follows:

Ref. No	Student Name	Course	Complaint Registration Date	Problem/ Grievance Reported by Student
G11	Soumya Chadouary	BBA	05/10/2023	Training required on Mettl Platform
G12	Yukti Mehra	MA English	18/10/2023	Udemy account not working
G13	Kinshul Pak	BA (H) Economics	01/11/2023	Unable to access one subject of Economics on SWAYAM

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

The Chairperson instructed 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 respects.

Mridula
Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaneta
Director-CDOE, MRIIRS



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	Mahika Gandhi	BBA-DM	Problem in accessing e-Library	Briefed about the E-Library portal (Step by Step Process)
G02	Mehreen	MBA	Technical issue while using SWAYAM	Briefed about the SWAYAM portal (Step by Step Process)
G03	Harry Phogat	BBA DM	Unable to upload assignment on SWAYAM	Issue resolved at backend by IT team of CDOE
G04	Palini Mukul	BCA	Not able to activate UdeMy account	Issue resolved at UdeMy backend support services
G05	Dew M Bordoli	BA(H) ECONOMICS	Issue in accessing E-Library	Briefed about the E-Library portal (Step by Step Process)
G06	Dhanashree Anmol	M.COM	UdeMy not working	Issue resolved at UdeMy backend support services
G07	Motorwala Abrar Junaid	BCOM-ACCA	Accessing content on SWAYAM Portal	Issue resolved by IT team at backend
G08	Riya Pant	BCA	Unable to upload assignment on SWAYAM	Guided student on how to upload assignments
G09	Rupal Singhal	BA (H) ECONOMICS	Accessing content on SWAYAM Portal	Briefed about the SWAYAM portal (Step by Step Process)
G10	Pooja Yadav	BBA-GEN	Unable to access Vimeo Links	Briefed about the SWAYAM portal (Step by Step Process)

Shanika
Director-CDOE, MRIIRS



G11	Soumya Chadouary	BBA	Training required on Mettl Platform	A Training Session was conducted to make students familiar with Mettl.
G12	Yukti Mehra	MA English	Udemy account not working	A Training Session was conducted to make students familiar with Mettl.
G13	Kinshul Pak	BA (H) Economics	Unable to access one subject of Economics on SWAYAM	Made the subject accessibility to public mode from private mode and student was able to view the E-Content of the subject

Mridula
Dr. Mridula Batra

Coordinator- Students Grievance Cell

Copy to:-

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

Shavita
Director-CDOE, MRIIRS



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



GRIEVANCE REPORT

**Academic Year
2023-2024
(January to June 2024)**

Shaineta
Director-CDOE, MRIIR



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MANAV RACHINA 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/2024/1

Date: 12th February, 2024

CIRCULAR

A meeting is being planned on 16th February 2023 to constitute the "Student Grievance Cell" of CDOE at 03.00 p.m. in QFT-19.

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

Mridula

Dr. Mridula Batra
Coordinator – Students Grievance Cell

Copy to:-

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

Shavita
Director-CDOE, MRIIRS



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

No: MRIIRS/CDOE/SGC/2024/2

Date: 19 February 2024

MINUTES OF THE MEETING

Academic Year 2023-24

The department conducted the meeting on 16 February 2024 for the constitution of "Student Grievance Cell". The lists of members are as follows:-

- | | |
|--|-------------|
| 1. Dr. Shaveta Bhatia, Director-CDOE | IN CHAIR |
| 2. Dr. Mridula Batra, Assistant Director | COORDINATOR |
| 3. Mr. Tafheem Bashir, Assistant Professor | MEMBER |
| 4. Mr. Sohail Imran, Manager- IT | MEMBER |
| 5. Mr. Satish Kumar, Assistant Registrar | MEMBER |

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:

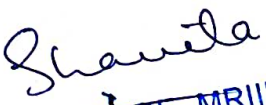
- > Academic > Examination > Accounts > IT Related
- > e-Library > Any other (Personal or Emotional)

- 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@manavrachinaonline.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.


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/2024/3

Date: 19th March 2024

A meeting is called under the chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 26th March, 2024 at 03:00 p.m. in Room No.: QFT-19.

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

Mridula
Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaveta
Director-CDOE, MRIIRS



Patel

MANAV RACHINA 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/2024/4

Date: 1st April 2024

MINUTES OF THE MEETING
Academic Year 2023-24

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 26th March 2024 at 03:00 p.m. in Room No.: QFT-19

The following members attended the meeting:

- | | |
|---|-------------|
| 1. Dr. Shaveta Bhatia, Director | IN CHAIR |
| 2. Dr. Mridula Batra, Assistant Director | COORDINATOR |
| 3. Mr. Tafheem Bashir Assistant Professor | MEMBER |
| 4. Mr. Sohail Imran, Manager- IT | MEMBER |
| 5. Mr. Satish Kumar, Assistant Registrar | MEMBER |

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	Rakesh Duggal	MBA	20/02/2024	Problem in accessing e-Library
G02	Siddhant Bhatia	BBA GEN	26/02/2024	Technical issue while using SWAYAM
G03	Chan Siew Pang	BA (H) Economics	29/ 02/2024	Unable to upload assignment on SWAYAM
G04	Patan Mahboob Khan	BCA	08/03/2024	Not able to access LinkedIn Learning
G05	Dew M Bordoli	BA(H) ECONOMICS	11/03/2024	Issue in accessing E-Library

Shaveta
Director-CDOE, MRIIRS



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G06	Baljinder Singh	BCA	13/03/2024	Unable to upload assignment of SWAYAM portal
G07	Simran Jeet Kaur	BBA DM	17/03/2024	Accessing content on SWAYAM Portal
G08	Barkha	MBA	19/03/2024	Unable to submit Quiz on SWAYAM
G09	Lubna	MBA	22/03/2024	Accessing content on SWAYAM Portal
G10	David Oliver	BBA (II) English	24/03/2024	Unable to access Vimeo Links

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 Udemy and on "Accessing SWAYAM 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.

Mridula

Dr. Mridula Batra
Coordinator - Students Grievance Cell

Copy to:-

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

Shavita
Director-CDOE, MRIIRS



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MANAV RACHINA 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/2024/5

Date: 15th April 2024

A meeting is called under the Chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 19th April, 2024 at 3:00 p.m. in Room No.: QFT-19

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

Mridula
Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaveta
Director-CDOE, MRIIRS



Pat

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/2024/6

Date: 26th April, 2024

MINUTES OF THE MEETING
Academic Year 2023-24

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 19th April 2024 at 03:00 p.m. in Room No.: QFT-19. Following members attended the meeting:

The following members attended the meeting:

1. Dr. Shaveta Bhatia, Director
2. Dr. Mridula Batra, Assistant Director
3. Mr. Tafheem Bashir Assistant Professor
4. Mr. Sohail Imran, Manager- IT
5. Mr. Satish Kumar, Assistant Registrar

IN CHAIR
COORDINATOR
MEMBER
MEMBER
MEMBER

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 19th April 2024.

Resolved to approve.

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

Shaveta
Director-CDOE, MRIIRS



pt

The issues raised by the students through Helpdesk are as follows:

Ref. No	Student Name	Course	Complaint Registration Date	Problem/ Grievance Reported by Student
G11	Soumya Chadouary	BBA	30/03/2024	Issue related to LinkedIn learning
G12	Yukti Mehra	MA English	10/04/2023	Unable to access E-Library
G13	Palash	MCA	13/04/2024	Need guidance on Mettl.

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

The Chairperson instructed 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 respects.

Mridula

Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shaneta
Director-CDOE, MRIIRS



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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	Rakesh Duggal	MBA	Problem in accessing e-Library	Briefed about the E-Library portal (Step by Step Process)
G02	Siddhant Bhatia	BBA GEN	Technical issue while using SWAYAM	Resolved the issue from Backend
G03	Chan Siew Pang	BA (H) Economics	Unable to upload assignment on SWAYAM	Issue resolved at backend by IT team of CDOE
G04	Patan Mahboob Khan	BCA	Not able to access LinkedIn Learning	Guided student on how to access LinkedIn Learning
G05	Dew M Bordoli	BA(H) ECONOMICS	Issue in accessing E-Library	Briefed about the E-Library portal (Step by Step Process)
G06	Baljinder Singh	BCA	Unable to upload assignment of SWAYAM portal	Connected and guided student on how to upload assignment
G07	Simran Jeet Kaur	BBA DM	Accessing content on SWAYAM Portal	Issue resolved by IT team at backend
G08	Barkha	MBA	Unable to submit Quiz on SWAYAM	Guided student on how to upload assignments
G09	Lubna	MBA	Accessing content on SWAYAM Portal	Briefed about the SWAYAM portal (Step by Step Process)
G10	David Oliver	BA (H) English	Unable to access Vimeo Links	Assisted student on accessing Vimeo Links

S. S. S. S.
Director-CDOE, MRIIRS



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G11	Soumya Choudhary	BBA	Issue related to LinkedIn learning	Resolved at backend and guided the student.
G12	Yukti Mehra	MA English	Unable to access E-Library	Assisted student on step by step process to gain access.
G13	Palash	MCA	Need guidance on Mettl.	Conducted training session for doing examination on MBTTL.

Mridula

Dr. Mridula Batra
Coordinator- Students Grievance Cell

Copy to:-

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

Shweta
Director-CDOE, MRIIRS



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