

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
2024-2025
(July to December 2024)**

Signature
Director-CIQA



Signature

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: 20th August, 2024

CIRCULAR

A meeting is being planned on 26th August 2024 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. Tazheem Bashir
Coordinator – Students Grievance Cell

Copy to:-

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



Director-CIQA



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CENTRE FOR DISTANCE AND ONLINE EDUCATION

No: MRIIRS/CDOE/SGC/2024/11

Date: 29 August 2024

MINUTES OF THE MEETING

Academic Year 2024-25

The department conducted the meeting on 26 August 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-CDOE | MEMBER |
| 3. Mr. Tafheem Bashir, Assistant Professor, CDOE | MEMBER |
| 4. Dr. Garima Sharma, Associate Professor, | MEMBER |
| 5. Dr. Soma Arora, Professor, MRIIRS | SPECIAL INVITEE |

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:

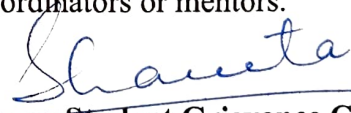
- Academic ➤ Examination ➤ Accounts ➤ IT Related
➤ e-Library ➤ Any other (Personal or Emotional)

- 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.



Director-CIQA



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

No: MRIIRS/CDOE/SGC/2024/12

Date: 7th September 2024

A meeting is called under the chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 16th September, 2024 at 03:00 p.m. in Room No.: QFS-21.

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


Mr. Tameem Bashir

Coordinator- Students Grievance Cell

Copy to:-

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



Director-CIQA



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

No: MRIIRS/CDOE/SGC/2024/13

Date: 23rd September 2024

MINUTES OF THE MEETING
Academic Year 2024-25

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 16th September 2024 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 |
| 4. Dr. Garima Sharma, Associate Professor, | MEMBER |
| 5. Dr. Soma Arora, Professor, MRIIRS | SPECIAL INVITEE |

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	Arpan Singh	MBA	01/09/2024	Problem in accessing e-Library
G02	Yashfin Zaira	B.Com	03/09/2024	Technical issue while using SWAYAM

Shaveta

Director-CIQA


[Signature]

G03	Chan Siew Pang	BA (H) Economics	05/09/2024	Unable to upload assignment on SWAYAM
G04	Megha	BBA	08/09/2024	Not able to access LinkedIn Learning
G05	Naveen Dhar	BCA	10/09/2024	Issue in accessing E-Library
G06	Rafael Pernia Molina	MA (English)	11/09/2024	Unable to upload assignment of SWAYAM portal
G07	Saurabh Kumar Jha	BA(H) Economics	12/09/2024	Accessing content on SWAYAM Portal
G08	Deepak Singh Negi	MBA	13/09/2024	Unable to submit Quiz on SWAYAM
G09	Aadarsh Dixon	BA (H) English	15/09/2024	Issue in accessing E-Library
G10	Harsh Bhandari	MCA	15/09/2024	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 LinkedIn Learning 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.


Mr. Talheem Bashir
 Coordinator - Students Grievance Cell

Copy to:-

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


Director-CIQA

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

No: MRIIRS/CDOE/SGC/2024/14

Date: 5th October 2024

A meeting is called under the Chairpersonship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 15th October, 2024 at 3:00 p.m. in Room No.: QFS-21

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


Mr. Tameem 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/2024/15

Date: 22th October, 2024

MINUTES OF THE MEETING
Academic Year 2024-25

A meeting was held under the Chairpersonship of Dr. Shaveta Bhatia on 15th October 2024 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 |
| 4. Dr. Garima Sharma, Associate Professor, | MEMBER |
| 5. Dr. Soma Arora, Professor, MRIIRS | SPECIAL INVITEE |

1.

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 16th September 2024.*

Resolved to approve.

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

Shaveta

Director-CIQA

[Signature]


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	20/09/2024	Issue related to LinkedIn learning
G12	Yukti Mehra	MA English	26/09/2024	Unable to access E-Library
G13	Palash	MCA	05/10/2024	Need guidance on LinkedIn Learning

The committee advised Assistant IT Manager to train students and faculty members on LinkedIn Learning 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.


Mr. Tameem Bashir
Coordinator- Students Grievance Cell

Copy to:-

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


Director-CIQA

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	Arpan Singh	MBA	Problem in accessing e-Library	IT team connected with the learner and resolved
G02	Yashfin Zaira	B.Com	Technical issue while using SWAYAM	IT Session conducted and issue resolved
G03	Chan Siew Pang	BA (H) Economics	Unable to upload assignment on SWAYAM	Guided the learner on how to upload assignment on SWAYAM
G04	Megha	BBA	Not able to access LinkedIn Learning	Re-Shared the credentials and LinkedIn learning account activated.
G05	Naveen Dhar	BCA	Issue in accessing E-Library	A special session was conducted and learner was able to access the e-library.
G06	Rafael Pernia Molina	MA (English)	Unable to upload assignment of SWAYAM portal	Guided the learner on how to upload assignment on SWAYAM
G07	Saurabh Kumar Jha	BA(H) Economics	Accessing content on SWAYAM Portal	IT Session conducted and issue resolved
G08	Deepak Singh Negi	MBA	Unable to submit Quiz on SWAYAM	Guided the learner on how to upload Quiz on SWAYAM
G09	Aadarsh Dixon	BA (H) English	Accessing content on SWAYAM Portal	A special session was conducted and learner was able to access the SWAYAM.
G10	Harsh Bhandari	MCA	Unable to access Vimeo Links	Learner was trained on how to access Vimeo Links

Shaneta

Director-CIQA

[Signature]

G11	Soumya Chadouary	BBA	Issue related to LinkedIn learning	Issue resolved by conducting one on one session
G12	Yukti Mehra	MA English	Unable to access E-Library	Credentials refreshed and issue fixed
G13	Palash	MCA	Need guidance on LinkedIn Learning	Credentials activated from backend



Mr. Faiheem Bashir
Coordinator- Students Grievance Cell

Copy to:-

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



Director-CIQA




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**CENTRE FOR DISTANCE
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GRIEVANCE REPORT

**Academic Year
2024-2025
(January to June 2025)**

Shayata
Director-CIQA



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

No: MRIIRS/CDOE/SGC/2024/10

Date: 08th May, 2025

CIRCULAR

A meeting is being planned on 12th May 2025 to discuss and resolve the various grievances of online learners of CDOE at 10.00 a.m. in QFT-23.

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



Mr. Tafheem Bashir
Member Secretary
Grievance Cell

Copy to:-

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



Director-CIQA

Centre for Distance and Online Education

Minutes of the Students Grievance Redressal Committee Meeting

Academic Year: 2024-25

Ref: MRIIRS/CDOE/SGRC/2025/17

Dated: 14.05.2025

A meeting of the Student Grievance Redressal Committee (SGRC) was held on 12th May 2025 at 10:00 am in QFT 23 to discuss and resolve the various student issues.

The following members of the SGRC attended the meeting:

1. Prof. (Dr.) Shaveta Bhatia	Director CDOE & Chairperson
2. Dr. Mridula Batra	Assistant Director & Member
3. Mr. Tafheem Bashir	Assistant Professor & Member Secretary
4. Ms. Ruchika Sahu	Assistant Professor - CDOE
5. Ms. Priyanka Aggarwal	Assistant Professor - CDOE
6. Ms. Aditi Mohan	Assistant Professor - CDOE
7. Dr. Sourabh Kumar	Assistant Professor - CDOE
8. Dr. Deepali Seth	Assistant Professor - CDOE
9. Ms. Radhika Batra	Assistant Professor - CDOE
10. Ms. Sneha	Assistant Professor - CDOE
11. Dr. Anita Prasad	Assistant Professor - CDOE
12. Ms. Priya Gupta	Assistant Professor - CDOE
13. Mr. Sohail Imran	Assistant Manager- IT
14. Ms. Nidhi Buttan	IT Technical Assistant

Dr. Garima Sharma – Member, could not attend the meeting due to her personal emergency.

After due deliberations and discussions, the following was resolved:

Agenda Item 1:

To ensure the smooth conduction of live lectures held on weekends through MS-Teams and full control over the conduct by the students.

Resolution 1:

In order to ensure the smooth conduction and avoidance of any misconduct by the students, the faculty member should be given the rights of co-host so that they have full control of the settings to avoid misconduct by any non-serious student and ensurance of non-disturbance to the serious students. The Q&A option can only be provided to the student so that he/she will able to drop the query in the chat and the faculty member will accordingly mute and unmute the students for the smooth discussion during lecture. One person from IT will be available at the backend to provide any assistance/help for any technical issues.

Shaveta
Director-CIQA

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 Tygai	MBA	Problem of logging in new LMS	IT team connected with the learner and resolved
G02	Rica Roy	MBA	Problem in accessing content in new LMS	IT Session conducted and issue resolved
G03	Arpan Singh	MBA	Problem of LinkedIn Learning	Guided the learner on how to access LinkedIn learning
G04	Aninka Anand	BA(H) English	Unable to access SWAYAM Plus courses	Re-Shared the credentials and resolved through PC and IT team.
G05	Naveen Dhar	BCA	Fees discrepancy	Issue resolved through SFC and Accounts team
G06	Rafael Pernia Molina	MA (English)	Unable to upload assignment of SWAYAM portal	Guided the learner on how to upload assignment on SWAYAM

Shaneta

Director-CIQA

Shaneta

