

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  
2021-2022**



**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/2021/01

Date: 10 Dec, 2021

CIRCULAR

A meeting is being planned on 15th Dec, 2021 to constitute the "Student Grievance Cell" of CDOE at 01.00 p.m. in CT-14.

*Shaweta*

(Deputy Director, CDOE)

Copy to:-

Director, CDOE



*hul*

Director-CDOE, MRIIRS

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

No: MRIIRS/CDOE/SGC/2021/02

Date: 15<sup>th</sup> Dec, 2021

MINUTES OF THE MEETING

Academic Year 2021-22

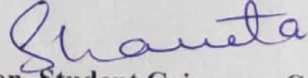
The department conducted the meeting on 15<sup>th</sup> Dec, 2021 for the constitution of "Student Grievance Cell". The lists of members are as follows:-

- |  |             |
|--|-------------|
| 1. Dr. Shaveta Bhatia, Dy. Director      | IN CHAIR    |
| 2. Dr. Mridula Batra, Assistant Director | COORDINATOR |
| 3. Dr. Priya, Associate professor        | MEMBER      |
| 4. Mr. Rakesh Sethi, Manager- IT         | MEMBER      |
| 5. Mr. Satish Kumar, Executive           | 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.
  - Any student can send reach to Student Facilitation Centre having email id's  
**1. [helpdesk@manavrachnaonline.com](mailto:helpdesk@manavrachnaonline.com), 2. [sfconline@manavrachna.edu.in](mailto:sfconline@manavrachna.edu.in)**
  - 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.

  
(Chairperson, Student Grievance Cell)

**Copy to:-**

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





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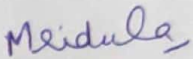
**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

**No: MRIIRS/CDOE/SGC/2022/01**

**Date: 21<sup>st</sup> April, 2022**

A meeting is called under the Chairmanship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 27<sup>th</sup> April, 2022 at 03:00 p.m. in Room No.: CT-14.

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

  
**Dr. Mridula Batra**  
**Coordinator- Students Grievance Cell**

**Copy to:-**

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





**Director-CDOE, MRIIRS**

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

No: MRIIRS/CDOE/SGC/2022/02

Date: 28<sup>th</sup> April, 2022

**MINUTES OF THE MEETING**  
**Academic Year 2021-22**

A meeting was held under the Chairmanship of Dr. Shaveta Bhatia on 27<sup>th</sup> April, 2022 at 03:00 p.m. in Room No.: CT-14. The following members attended the meeting:

- |  |             |
|--|-------------|
| 1. Dr. Shaveta Bhatia, Dy. Director      | IN CHAIR    |
| 2. Dr. Mridula Batra, Assistant Director | COORDINATOR |
| 3. Dr. Priya, Associate Professor        | MEMBER      |
| 4. Mr. Rakesh Sethi, Manager-IT          | MEMBER      |
| 5. Mr. Satish Kumar, Executive           | 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 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
G1	Bhaktraj Mahadeo Bhoite	MBA	03/03/2022	Training required for accessing E-Library
G2	Sachin Kumar	BBA	15/03/2022	Training required on SWAYAM portal.
G3	Manisha Satyanarayanji Porwal	MBA	26/03/2022	Training required on SWAYAM portal.
G4	Subhojit Mukherjee	BA (H)	02/04/2022	How to upload assignment on SWAYAM Portal.
G5	Roohi Tabassum	BCA	06/04/2022	How to upload assignment on SWAYAM Portal.
G6	Govind Pillay	MCA	08/04/2022	Training required for accessing E-Library

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CENTRE FOR DISTANCE AND ONLINE EDUCATION

No: MRIIRS/CDOE/SGC/2022/03

Date: 04 June, 2022

CIRCULAR

A meeting is being planned on 05 June, 2022 to re-constitute the "Student Grievance Cell" for the Academic Year: 2021-22 (Jan, 2022) at 01.00 p.m. in CT-14.

*Shaveta*  
(Deputy Director, CDOE)

Copy to:-

- Director, CDOE



*[Handwritten signature]*

Director-CDOE, MRIIRS



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CENTRE FOR DISTANCE AND ONLINE EDUCATION

No: MRIIRS/CDOE/SGC/2022/04

Date: 5<sup>th</sup> June, 2022

MINUTES OF THE MEETING

Academic Year 2021-22

The department conducted the meeting on 5<sup>th</sup> June, 2022 for the re-constitution of "Student Grievance Cell". The lists of members are as follows:-

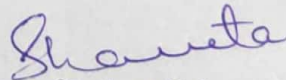
- |   |             |
|---|-------------|
| 1. Dr. Shaveta Bhatia, Dy. Director       | IN CHAIR    |
| 2. Dr. Mridula Batra, Assistant Director  | COORDINATOR |
| 3. Dr. Priya, Associate Professor         | MEMBER      |
| 4. Mr. Sohail Imran, Assistant Manager-IT | MEMBER      |
| 5. Mr. Satish Kumar, Executive            | 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.
- Any student can send reach to Student Facilitation Centre having email id **1. [helpdesk@manavrachnaonline.com](mailto:helpdesk@manavrachnaonline.com), 2. [sfconline@manavrachna.edu.in](mailto:sfconline@manavrachna.edu.in)**
- 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.

  
(Chairperson, Student 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/2022/05

Date: 13<sup>th</sup> June, 2022

A meeting is called under the Chairmanship of Dr. Shaveta Bhatia regarding redressal of the student grievances on 20<sup>th</sup> June, 2022 at 2:00 p.m. in Room No.: CT-14.

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.



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

No: MRIIRS/CDOE/SGC/2022/06

Date: 21<sup>st</sup> June, 2022

**MINUTES OF THE MEETING**  
**Academic Year 2021-22**

A meeting was held under the Chairmanship of Dr. Shaveta Bhatia on 20<sup>th</sup> June, 2022 at 02:00 p.m. in Room No.: CF-14. Following members attended the meeting:

- |   |             |
|---|-------------|
| 1. Dr. Shaveta Bhatia, Dy. Director       | IN CHAIR    |
| 2. Dr. Mridula Batra, Assistant Director  | COORDINATOR |
| 3. Dr. Priya, Associate professor         | MEMBER      |
| 4. Mr. Sohail Imran, Assistant Manager-IT | MEMBER      |
| 5. Mr. Satish Kumar, Executive            | MEMBER      |

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

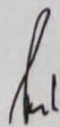
**The following Agenda Items were discussed as follows:**

**Agenda Item 01:** To confirm the minutes of meeting of Student Grievance Cell held on 27<sup>th</sup> April, 2022

The committee considered and confirmed the minutes of the 1st CIQA meeting held on 27th April, 2022.

**Agenda Item 02:** To consider and approve Action Taken Report on decisions taken in the meeting of Student Grievance Cell held on 27<sup>th</sup> April, 2022.

Action taken Report was submitted by the Coordinator and approved by committee. No follow up Action required.



**Agenda Item 03:** Issues raised by student through Helpdesk and Student Facilitation Centre

The issues raised by the students through Helpdesk and Student Facilitation Centre are as follows:

Ref. No	Student Name	Course	Complaint Registration Date	Problem/ Grievance Reported by Student
G10	Ashish Kumar	BCA	01/05/2022	Training required on Mettl Platform
G11	Kesav Bharathi S	B.A.(H) Economics	07/05/2022	Training required on Mettl Platform
G12	Vivek Mahato	BCA	21/05/2022	Not able to submit Quiz
G13	Chandni Lakra	MBA	03/06/2022	Training required on Mettl Platform
G14	Karan Gautam	MBA	07/06/2022	Training required on Mettl Platform
G15	Jyoti	MBA	10/06/2022	Not able to join previous training sessions, please provide separate training for accessing e-Library

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

The Chairperson instructed Programme Coordinator 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.

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.



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## ACTION TAKEN REPORT

Issues raised by the student through Helpdesk and Student Facilitation Centre have been recorded with the action taken by the Department.

Ref.No.	Student Name	Course	Grievance Received	Action Taken
G1	Bhaktraj Mahadeo Bhoite	MBA	Training required for accessing E-Library.	Briefed about the E-Library portal (Step by Step Process)
G2	Sachin Kumar	BBA	Training required on SWAYAM portal.	Briefed about the SWAYAM portal (Step by Step Process)
G3	Manisha Satyanarayanji Porwal	MBA	Training required on SWAYAM portal.	Briefed about the SWAYAM portal (Step by Step Process)
G4	Subhojit Mukherjee	BA (H)	How to upload assignment on SWAYAM Portal.	Briefed about the SWAYAM portal (Step by Step Process)
G5	Roohi Tabassum	BCA	How to upload assignment on SWAYAM Portal.	Briefed about the SWAYAM portal (Step by Step Process)
G6	Govind Pillay	MCA	Training required for accessing E-Library.	Briefed about the E-Library portal (Step by Step Process)
G7	E Bharath Kumar	BCA	Training required for accessing E-Library.	Briefed about the E-Library portal (Step by Step Process)
G8	Bhavesht Kumar Mishra	BCA	Training required on SWAYAM portal.	Briefed about the SWAYAM portal (Step by Step Process)
G9	Bhaktraj Mahadeo Bhoite	MBA	Training required on SWAYAM portal.	Briefed about the SWAYAM portal (Step by Step Process)
G10	Ashish Kumar	BCA	Training required on Mettl Platform	A Training Session was conducted to make students familiar with Mettl.

*KL*





G11	Kesav Bharathi S	B.A.(H) Economics	Training required on Mettl Platform	A Training Session was conducted to make students familiar with Mettl.
G12.	Vivek Mahato	BCA	Not able to submit Quiz	One to One Session was conducted regarding Quiz Submission.
G13.	Chandni Lakra	MBA	Training required on Mettl Platform	A Training Session was conducted to make students familiar with Mettl.
G14.	Karan Gautam	MBA	Training required on Mettl Platform	A Training Session was conducted to make students familiar with Mettl.
G15.	Jyoti	MBA	Not able to join previous trainings, please provide separate training for accessing e-Library	A separate training session was conducted for accessing e-Library.

*Mridula*

**Dr. Mridula Batra**  
**Coordinator- Students Grievance Cell**

**Copy to:-**

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



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**Director-CDOE, MRIIRS**