

International Centre for Distance Education & Open Learning
(NAAC Accredited 'A' Grade University)
Himachal Pradesh University

Proceedings of the Grievances Redressal Mechanism Committee ICDEOL

1. Proceedings of the Grievances Redressal Mechanism Committee of the ICDEOL was held on 26/07/2023 at 1230 P.M. vide your office letter No ICDEOL/18-13/2016-2020/UGC(DEB) dated 19/07/2023 & ICDEOL/18-13/2016-2023/UGC-DEB/Admn dated 15/07/2023 under the chairmanship of Professor L.R. Verma, Department of Public Administration, ICDEOL in the Smart Class room No.2. The following members of the committee were present in the meeting:-

(i) Dr. Nisha Thakur , Deptt of English

(ii) Sh. Shiv Dass Katoch, Deptt of Public Administration

(iii) Sh. Raj Kumar Rana, Section Officer/Supdt (R&I) section

- *[Signature]*
26/07/2023
- *[Signature]*
26/07/23
- *[Signature]*
26/7/23

2. The personnel of Non-Teaching staff from all the Academic Branches of ICDEOL were present and all the staff members have put the factum of grievances. They apprised the actual and factual position of the grievances received under CM Helpline and ICDEOL Grievance Mechanism. The brief details of which are as under:-

Branch/ Section	Total No of Complaints	Related subjects	Resolved /Ongoing /Unresolved	Remarks
Academic-I	247	Issues were Exam Datesheet, Internal Assessment marks, Exam form filling, migration certificate, Issuance of migration, change of subject, Consolidated marksheet, result declaration, RME, sticking of online fees, reappear, assignments, exam fee, admit card etc.	All are resolved	Most of the issues are resolved at the Branch level except some which are resolved at the level of the Director ICDEOL
Academic-II	22	Issues were related to Scholarship, Migration, Various certificate issuance, Gap condoning over and above the period authorized, correction of subject chosen and opening of admission portal beyond date.	All are resolved	Most of the issues are resolved at the Branch level except some which are resolved at the level of the

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Academic-III	10	Issues were related to Refund of fee, Scholarship, payment of fees, certificate issuance, special permission for conduct of PGDCA practicals and MMC certificate.	All are resolved	Director ICDEOL Most of the issues are resolved at the Branch level except some which are resolved at the level of the Director ICDEOL
Academic-IV	13	Issues were related to Special permission of director in exceptional circumstances and refund of fee.	All are resolved	Director ICDEOL Most of the issues are resolved at the Branch level except some which are resolved at the level of the Director ICDEOL

3. Further, a written complaint addressed to The Pro Vice Chancellor, H.P. University has been received from Mr. Tarun, r/o Gupta's Mension, Jakhoo, Shimla against Dr. Ashok Bansal, Asst. Professor in MBA regarding misbehavior in the office. The person raised serious allegations on the said teacher which is forwarded to the Grievance Redressal Committee by the Director ICDEOL. Looking at the sensitivity of the case and concerns on teacher-taught relationship, the committee has taken serious note and decided to interrogate the matter thoroughly. Further, the committee has decided to call the complainant on 27/07/2023 at 12 noon for recording the statements and bringing out the detailed facts about the unfortunate incident.

4. The committee has also raised some observations which are enumerated as under:-

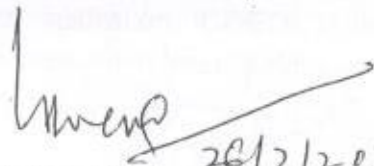
(i) The Grievances are not limited to Academic Branches only but also throughout all sections of the ICDEOL such as Admin, Accounts, Enquiry, IT/ERP. Thus committee recommends that representatives from all the sections must be present from next meeting onwards.

(ii) There should be separate register for verbal complaints through telephonic calls, for written complaints through email IDs/hard copies and of CM helpline.

5. It is also brought to the notice of all stakeholders that the meeting of the committee will be held on 20th of every month tentatively from current meeting onwards. Thus next meeting has been scheduled on 20/08/2023.

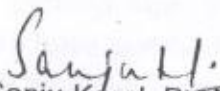
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6. The signature of the committee members present are appended above at para 1.



28/7/2023.

Dr. L.R. Verma, Professor
Chairman, Grievance Committee



Dr. Sanju Karol, Professor
The Director ICDEOL