



पण्डित सुन्दरलाल शर्मा (मुक्त) विश्वविद्यालय छत्तीसगढ़

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Metric No.		Weight age
5.1.4 Q₁M	<p>Dispatch of Study Materials to Learners:</p> <p>The dispatch of study materials or the self-learning materials is a systematic process which aims at timely delivery of study materials to the learners. The process is sequential and the means of delivery are done through postage. It is a direct means of delivery where the study materials from the university headquarter reaches directly into the hands of the learners. The delivery process of study materials to the learners is described in the following steps:</p> <p>Step I: The material dispatch process starts once the student gets enrolled into a specific programme offered by the University. The details of verified online admission are relayed to the Material Production and Distribution Division (MPDD) from where the student's information is generated.</p> <p>Step II: The details of the learner's information like name, address, mobile number, name of the programme enrolled is used for preparing the address tag, which is used for the postal delivery of the study materials. This address tag of the learners is then printed and is attached with the railway parcel bar code (previously obtained) from the postal department used for posting the material. The attached address tag with the barcode is scanned to fetch the details of the delivery, which acts as a data warehouse for record keeping purpose.</p> <p>Step III: In this step, the study materials, along with the copies of assignment and brochure, are packed by the means of automatic stripping machine and are packed in previously assorted (programme and year wise) envelopes.</p> <p>Step IV: The packed envelopes containing the self-learning materials are finally transited from the MPDD cell to the post office, where it is finally dispatched to reach to the learners.</p> <p>The entire process of distribution and delivery of the materials is</p>	10

completed within 5-7 working days. Thus, the entire process of material distribution to the learners is fair and transparent, without any channel intermediaries.

Grievance handling mechanism:

There is structured process related to grievance handling of learners in delivery self learning materials. learners' problems related to study materials are identified as sometimes learners don't receive the study material at their addresses since the address provided by the learners was not found correct or he / she changes their residence, so it is traced through the return of study material to the University to or by learners' applications in this regard.

Therefore, in such type grievances, the study material is made available through our regional centres by calling learners personally.