

## पण्डितसुन्दरलाल शर्मा (मुक्त) विश्वविद्यालय छत्तीसगढ़

कोनी–बिरकोनामार्ग,बिलासपुर (छ,ग,) ४९५००९ दूरभाषक्रमांकः (०७७५२ – २४०७७) (छ,ग. शासन के अधिनियमक्रमांक २६ सन् २००४ द्वारा स्थापित)

www.pssou.ac.inE-mail-registrar@pssou.ac.in

**5.1.7** Addressing learners' grievances-The Institution has a transparent mechanism for timely redressal of learner grievances.

Percentage of grievances received at HQ and redressed during the last five years

5.1.7.1 Number of grievances received at HQ year wise during the five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of	2099	1622	1532	1415	1351
grievances received at HQ	2099	1022	1332	1413	1331

**5.1.7.2** Number of grievances received at HQ that are redressed year wise during the five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of					-
grievances	2049	1580	1484	1362	1257
redressed at HQ	-				

Web link to Grievance Redressal Mechanism for learner <a href="https://pssou.ac.in/index?page=about&about\_id=GRIEVANCE">https://pssou.ac.in/index?page=about&about\_id=GRIEVANCE</a>

Web link to Log Sheet of Online Grievance Mechanism redressal submitted to UGC

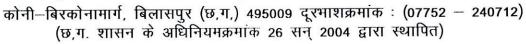
https://www.pssou.ac.in/naac/5.1.7/5.%20UGC%20log%20sheet.pdf

Or. Sanjiv Kumar Lavania Incharge NAAC Criteria-V PSSOU, CG Bilaspur

VERIFIED

REGISTRAR
Pt. Sunderlal Sharma (Open)
University Chhattisgarh
BILASPUR (C.G.)

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5.1.7.1 Number of grievance received at HQ year wise during the five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of grievances received at HQ	2099	1622	1532	1415	1351
Number of grievances redressed at HQ	2049	1580	1484	1362	1257
Nodal officer of	Dr. Anita Singh				
Grievance Redressal	Siligii	Siligii	Singi	Dr.	Dr.
				Deepak	Deepak
				Kumar	Kumar
				Pandey	Pandey

Web link to Grievance Redressal Mechanism for learner <a href="https://pssou.ac.in/index?page=about&about\_id=GRIEVANCE">https://pssou.ac.in/index?page=about&about\_id=GRIEVANCE</a>

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Dr. Sanjiv Kumar Lavania Incharge NAAC Criteria-V PSSOU, CG Bilaspur

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**5.1.7** Addressing learners' grievances- The Institution has a transparent mechanism for timely redressal of learner grievances.

5.1.7.1 Number of grievance received at HQ year wise during the five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of grievances received at HQ	1935	1489	1448	1379	1278
Number of grievances redressed at HQ	1885	1447	1400	1326	1187
Nodal officer of Grievance Redressal	Dr. Anita Singh	Dr. Anita Singh	Dr. Anita Singh	Dr. Anita Singh Dr. Deepak Kumar Pandey	Dr. Anita Singh Dr. Deepak Kumar Pandey

Exam Department

Exam Controller
PSSOU

Incharge NAAC Criteria-V PSSOU, CG Bllaspur

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Pt. Sunderlal Sharma (Open)
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कोनी — बिरकोना मार्ग, बिलासपुर (छ,ग,) 495009 दूरभाश क्रमांक : (07752 — 240712) (छ,ग. शासन के अधिनियम क्रमांक 26 सन् 2004 द्वारा स्थापित)

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- **5.1.7** Addressing learners' grievances- The Institution has a transparent mechanism for timely redressal of learner grievances.
- **5.1.7.1** Number of grievance received at HQ year wise during the five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of grievances					
received at HQ	164	133	84	36	73
Number of grievances					
redressed at HQ	164	133	84	36	73
Nodal officer of	Dr. Anita				
Grievance Redressal	Singh	Singh	Singh	Singh	Singh
				Dr.	Dr.
				Deepak	Deepak
				Kumar	Kumar
				Pandey	Pandey

Material Production Distribution Department

**Ur. Sanji**v Hamed

Incharge NAAC Criteria-V PSSOU, CG Bilaspur

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