



पण्डितसुन्दरलाल शर्मा (मुक्त) विश्वविद्यालय छत्तीसगढ़

कोनी-बिरकोनामार्ग, बिलासपुर (छ.ग.) 495009 दूरभाषक्रमांक : (07752 – 240712)
(छ.ग. शासन के अधिनियमक्रमांक 26 सन् 2004 द्वारा स्थापित)

www.pssou.ac.in E-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 grievances received at HQ	2099	1622	1532	1415	1351

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

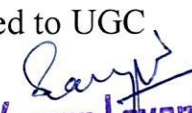
Year	2017-18	2018-19	2019-20	2020-21	2021-22
Number of grievances redressed at HQ	2049	1580	1484	1362	1257

Web link to Grievance Redressal Mechanism for learner

https://pssou.ac.in/index?page=about&about_id=GRIEVANCE

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>


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

VERIFIED



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Pt. Sunderlal Sharma (Open)
University Chhattisgarh
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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 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

Web link to Grievance Redressal Mechanism for learner

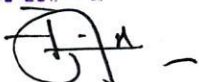
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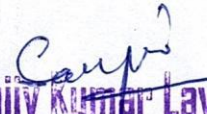
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5.1.7 Addressing learners' grievances- The Institution has a transparent mechanism for timely redressal of learner grievances.

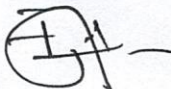
5.1.7.1 Number of grievance received at HQ year wise during the five years

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
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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	164	133	84	36	73
Number of grievances redressed at HQ	164	133	84	36	73
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


आनंद पुस्तक वितरण विभाग
Material Production Distribution Department


Dr. Sanjiv Kumar Javania
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