



ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ, ସମ୍ବଲପୁର
Odisha State Open University (OSOU)
Sambalpur

Ref No. OSOU/2018/119(2)

Date: 10/02/2018

NOTIFICATION
GREIVANCE REDRESSAL CELL (GRC)

The University hereby notifies the establishment of Grievance Redressal Cell for prompt redressal of learners' grievances. The composition and Terms of Reference of the GRC is as per the details given below:

1. Dr Jayant Kar Sharma, <i>Registrar</i>	-	Director
2. Dr Dilip Nayak, <i>Incharge RC Bhubaneswar</i>	-	Member
3. Dr Ansuman Jena, <i>Faculty</i>	-	Member
4. Mr Aseem Patel, <i>Faculty</i>	-	Member
5. Mr. Mahendra Mishra, <i>Incharge RC Jeypore</i>	-	Member
6. Mr Bhabesh Mohanty, <i>Incharge RC Balasore</i>	-	Member
7. Ms Sheetal Poornima, <i>Incharge RC Berhampur</i>	-	Member
8. Mr Sibananda Panda, <i>Programmer</i>	-	Convener

Terms of Reference:

- To provide online facility to learners for submitting grievances and tracking their status.
- To ensure continuous improvement in the entire Grievance Redressal Operations of the University.
- To ensure speedy and timely solutions of all grievances
- To monitor the Grievance Redressal process through its Study Centers.
- To investigate the complaint(s) or refer the matter(s) to a more appropriate person, body or committee or departments, as directed by the head of the Committee.
- To monitor the progress and timely resolution of the matter.
- To ensure the implementation of its recommendations through regular monitoring.
- To address the grievance in writing (letters or email etc.) through offline or online mode giving reasons for a decision and action taken thereto.
- To perform all other activities as mentioned in Annexure-IX of UGC (ODL) Regulation, 2017

This notification is issued with the approval of Competent Authority. The GRC shall start functioning with immediate effect.

Dr Jayanta Kar Sharma

Registrar

Dr. Jayanta Kar Sharma, OES(I)
Registrar
Odisha State Open University (OSOU)
Sambalpur

Copy to:

1. Notice Board
2. All Regional Centers and Study Centers
3. Website for information of learners
4. P.S. to Vice Chancellor for kind information of Vice Chancellor
5. All members of Centre of Grievance Redressal Cell

Address: G.M. University Campus, Budharaja, Sambalpur. Odisha-768004

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