HEI ID: HEI-P-U-0932 Name of HEI: Odisha State Open University Type of HEI: State Open

Part – IX: Grievance Redressal Mechanism

9.1 Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programs and Online Programs) Regulations, 2020

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

The University maintains a dedicated and open process for handling student complaints in a timely manner. The university's mechanism for handling complaints and grievances is intended to address and resolve issues brought up by the students.

Some of the features of the university's Grievance Redressal Mechanism:

Accessibility: The grievance redressal mechanism is easily accessible to all learners of the university. The process for filing a grievance is uncomplicated and the system provides clear instructions and guidance on how to file a grievance.

Fairness and Impartiality: The mechanism ensures that grievances are handled fairly and impartially, without bias or discrimination. The mechanism has provisions for investigating and resolving complaints in a timely and efficient manner.

Resolution and follow-up: The mechanism involves the resolution of the grievance were appropriate steps, such as mediation, corrective and disciplinary actions are taken. The mechanism also follows-up to ensure whether the issues have been resolved and prevents similar issues from arising in future.

The University further sensitizes its learners about the Grievance Redressal Portal by updating about it on the website and through other means of communication like telephonic conversation, SMS, WhatsApp, Telegram and E-mail.

Grievance Redressal Mechanism: https://osou.ac.in/grievance-redressal-cell.html

9.2 Details of Grievance received (AY-2024-25)

Numbers of Grievance Received	Numbers of Grievance Resolved
24856	21182

HEI ID: HEI-P-U-0932 Name of HEI: Odisha State Open University Type of HEI: State Open

9.3 Complaint Handling Mechanism

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations. Also, mention details of Nodal Officers.

Odisha State Open University has formed both Internal and External Complaint Committees, where all types of applications, grievances, and complaints are carefully examined and resolved by addressing the root cause of the issue. This is done to ensure that no student, faculty, or staff faces any inconvenience in the future. All the details are provided in the link below.

https://osou.ac.in/internal-complaints-committee.html

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaints Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
02	02	YES