

**Mukta Swadhyaya Peeham**  
(Institute of Distance Education)  
**Central Sanskrit University**

**Grievance Redressal Mechanism**

The following types of General queries / complaints / problems reported / noticed through approved-media, email, postal letters or through ICT enabled problem reporting system under Complaint handling Mechanism of MSP are attended and handled by the supporting staff (with minimum procedure) in consultation with concerned unit and / or Coordinator of Swadhyaya-Kendra / programme-coordinator -

**Complaint / problem related to :-**

1. receipt of SLM
2. exam forms
3. hall tickets
4. mark list
5. corrections etc.

Issues related to contact classes / virtual classes/doubt clearing sessions etc. reported through approved-media, email etc. are attended by coordinator of SK / programme coordinator. If the issue is pertained to a particular subject (course / paper / lesson / concept / theory), then the matter will be referred to the concerned course-coordinator / subject teacher / counselor by the coordinator and follow up action would be taken.

Regarding any problem **which is not cleared /solved by normal, minimum procedure** (through whatsapp / approved-media, telephone etc.) learners can lodge complaints through Complaint handling Mechanism of MSP or email, letter, registered post etc.

The immediate approaching point for a learner is concerned Swadhyaya Kendra / programme-coordinator. Concerned Coordinators will settle the issue if it is within their purview. Issue related to H.Q. will be referred to H.Q.

If the problem not solved through ICT based Complaint handling Mechanism within a reasonable time, learners may approach the Director of M.S.P. for justice.

**-Director**