

## **Grievance Redress Mechanism**

### **Grievance Redressal Mechanism :-**

- I. The MSP shall have a Grievance Redress System and Procedure which shall be published on the portal of MSP and it shall be the responsibility of MSP to update the same as and when required. MSP shall provide an online facility for submitting grievances and track their status. The MSP shall also be responsible for monitoring, assessing and reviewing the effectiveness of its Grievance Redressal Procedures.
  - a. 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 to be 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 :-
    - receipt of SLM
    - exam forms
    - hall tickets
    - mark list
    - corrections etc.
  - b. Issues related to contact classes/virtual classes/doubt clearing sessions etc. reported through whatsapp / 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 / counsel or by the coordinator and follow up action would be taken.
  - c. Regarding any problem which is not cleared /solved by normal, minimum procedure (through whats app / approved-media, telephone etc.) learners can lodge complaints through Complaint handling Mechanism of MSP or email, letter, registered post etc.
  - d. 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.
  - e. 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. f. The M.S.P. H.Q. shall also be responsible for monitoring, assessing and reviewing the effectiveness of its Grievance Redressal Procedures. M.S.P. shall update & improve the online facility for submitting grievances and track their status & settlement of the issues based on the following principles –

**II. Guidelines and Standards for the Grievance Redress System The policy on Grievance Redress System based on following guidelines and standards, namely:-**

- a. the policy shall be unbiased and understandable;
- b. there shall be time line for each stage of the process;
- c. the policy shall be published on MSP portal so that the learners may read and refer to;
- d. the policy shall be made available to learners with disability in appropriate format and the provision shall be made accordingly in the policy document;
- e. the authority or authorities involved in the grievance redressal process shall treat and investigate the facts impartially;
- f. the MSP shall address the grievances in a timely manner so as to lessen interruption in learning process of the learner;
- g. the MSP shall have a proper communication and escalation mechanism which shall be operated and maintained through the online software application;
- h. the MSP Institution shall maintain the confidentiality of the complainant as far as possible;
- i. the MSP shall ensure that officer(s) deputed/enagaged for the learner support at the HQ, Swadhyaya-Kendras / Swadhyaya-Sahayoga-Kendras / Onlinesupporting-units are able to provide guidance on submitting grievances in the portal;
- j. there shall be a provision to withdraw a complaint without prejudice at any time during the procedure; and
- k. the learner shall be kept informed of the status in relation to his or her queries or grievance on priority.

**III. Rights and responsibilities of learner The rights and responsibilities of a learner shall be as under:-**

- a. The learner has right to complain regarding any aspect related to his or her learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment.
- b. The learner is entitled to approach the respective Learner Support Centres (for ODL programmes) for submitting his or her complaint. The learners of online mode may submit their complaint directly to the Higher Educational Institution. The complaint can be submitted individually or collectively by a group of learners.
- c. The learner shall submit a formal complaint in a manner prescribed by the Higher Educational Institution regarding expression of dissatisfaction with a service provided or the lack of a service or the quality of a service. Such expression shall be correlated with what the learners were entitled to receive.

**IV. Responsibilities of the Higher Educational Institution The responsibilities of MSP shall be as under:-**

- a. MSP shall work with the principles of openness and collaboration.
- b. MSP shall continuously improve the services it offers. As and when a grievance is received, the Higher Educational Institution shall investigate it thoroughly and make the necessary improvement(s) in its services.

- c. MSP shall encourage Swadhyaya-Kendras, Programme-coordinators, Course coordinators, Learner Support Centres and/or members of online-supporting-unit to make initial attempts to address and resolve complaints as close as possible to the point of origin, and with the minimum of formality.
- d. MSP shall also monitor the Grievance Redressal process through its Swadhyaya-Kendras / Learner Support Centres.
- e. MSP shall maintain privacy and confidentiality unless disclosure is necessary to proceed in the matter.
- f. The grievance shall be accompanied with the reasons for dissatisfaction and expected remedy. The learner shall also give the reference of Online Grievance Registration Number generated at the time of submitting the complaint at the Learner Support Centre.
- g. Complaints should be considered as an opportunity to improve the system and shall be handled with open mind without any bias.
- h. The Head of concerned School/Department/Centre of the MSP/CSU shall investigate the complaint(s) or refer the matter(s) to a more appropriate person, body or committee or departments, as appropriate whenever such requirements occurs in view of serious issues.
- i. It shall be the responsibility of the Director and Heads of School/Department/Centre of the MSP/CSU to monitor the progress and to timely resolve the matter.
- j. The Head of concerned School/Department/Centre of the Higher Educational Institution shall respond in writing (letters or email etc.) through offline or online mode giving reasons for a decision and action taken related to serious issues.
- k. MSP shall provide a link with title Problem resolving / Complaint Handling Mechanism' on homepage of website of MSP/CSU for creating awareness amongst the stakeholders.

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**Ref. :- (Regulations of Mukta Swadhyaya Peetham 2022, Page No. 45 to 47),**

[https://www.sanskrit.nic.in/uploads/2022\\_07\\_25/Regulations\\_MSP\\_r.pdf](https://www.sanskrit.nic.in/uploads/2022_07_25/Regulations_MSP_r.pdf)

[https://www.sanskrit.nic.in/grievance\\_redressal\\_committee.php](https://www.sanskrit.nic.in/grievance_redressal_committee.php)