



CENTRE FOR DISTANCE & ONLINE EDUCATION (CDOE)

UNIVERSITY OF JAMMU, JAMMU-180006

www.distanceeducationju.in

(NAAC Accredited A++ University)

Grievance Redressal Committee for Students

1. Prof. Pankaj K Srivastava, Director (CDOE)	Chairman
2. Prof. Anupama Vohra	Member
3. Joint Registrar (CDOE)	Nodal Officer
4. Dr. Nagendra Rao	Member
5. Dr. Jaspal Singh	Member
6. Dr. Neelam Choudhary	Member
7. Assistant Registrar (Adm, CDOE)	Member
8. Mr. Udhav Khajuria (MA Economics) Representative	Student
9. Ms. Rupali Choudhary (MA English) Representative	Student

Grievance Redressal Process:

Step-I Lodging the grievance/complain either through hardcopy or email or on the Grievance Redressal Portal, CDOE

Step-II Forwarded to Grievance Redressal Committee.

Step-III Examination of material facts (relevant documents)

Step-IV Examination (or discussion with) of all parties of the grievance if the need be.

Step-V Cross-verification, if necessary

Step-VI Final decision of the Committee and communication to the parties of the dispute/grievance by the Nodal Officer.

Abu *Anupama* *Joint Registrar*
Udhav *Rupali*



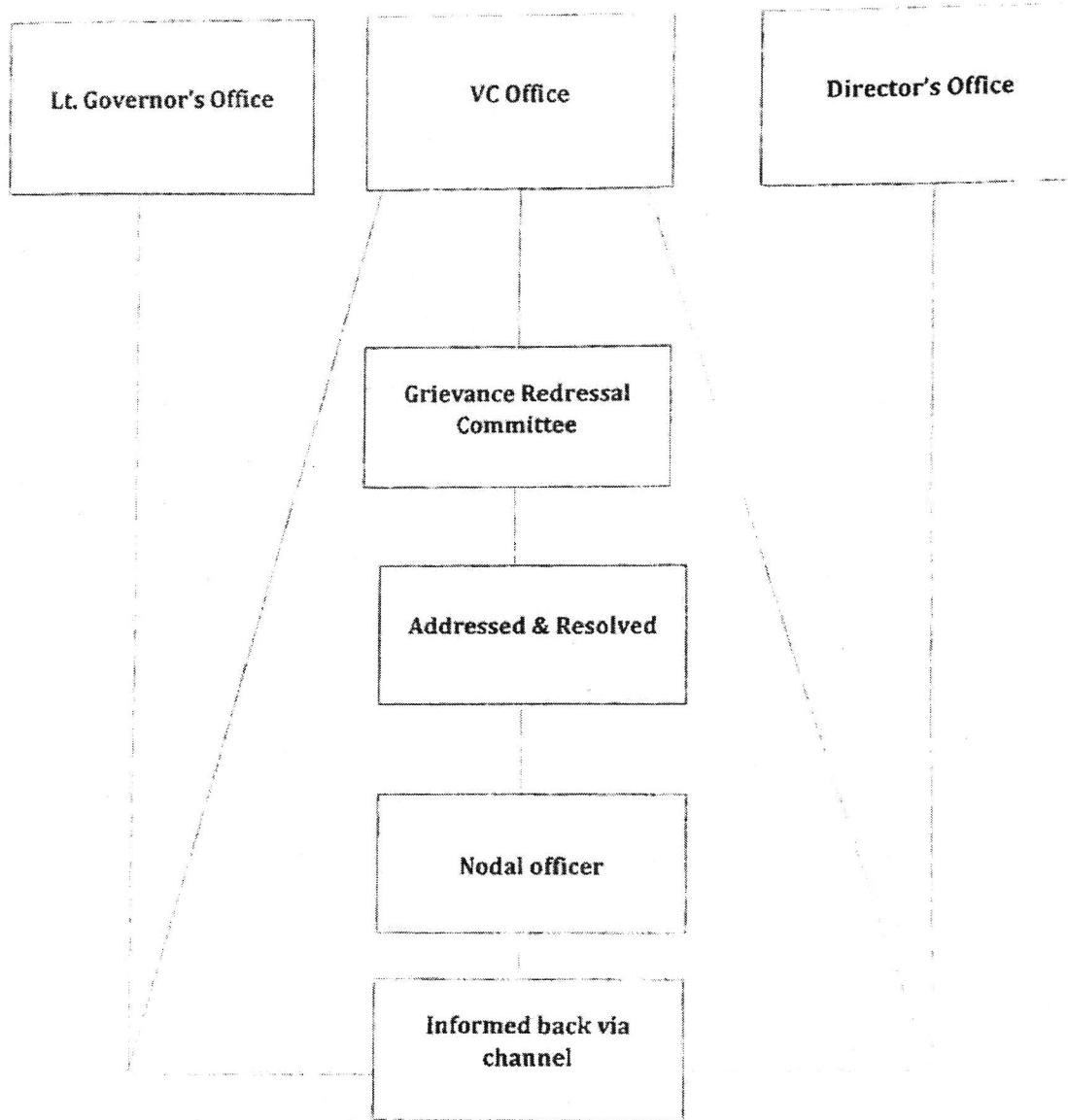
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GRIEVANCES REDRESSAL MECHANISM FLOW CHART



Boleca *Shagorai* *St.*
Sh. *W. J. S. B.* *Sh.*