

**GAUHATI UNIVERSITY
INSTITUTE OF DISTANCE AND OPEN LEARNING**

LEARNERS GRIEVANCES REDRESSAL CELL

GUIDOL is very much interested and committed the welfare of its learners. Several measures have been taken by GUIDOL for the benefit of the Learners from time to time. For better serving to the Learners' community, GUIDOL has created a Learners' Grievance Redressal Mechanism. This mechanism helps the learners, to redress their grievances related to academic matters such as facilitating admissions, issuing of ID cards, timely dispatching of study materials, conducting academic counselling classes, conducting term end examinations (TEE), issuing of certificates, learners support services, etc. In order to make the Students' Grievance Redressal Mechanism more interactive, participative and effective, it is proposed to constitute a Learners' Grievance Redressal Cell (LGRC) for redressing the grievances of the students from time to time. The cell shall comprise of a mixture of authorities, faculty of GUIDOL.

Vision

Developing a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere for ensuring academic excellence in GUIDOL.

Mission

Promoting grievance redressal procedure in accordance with the rules and regulations of the Gauhati University and GUIDOL and maintaining a conducive and unprejudiced educational environment for all the Learners.

Grievance Redressal Mechanism:

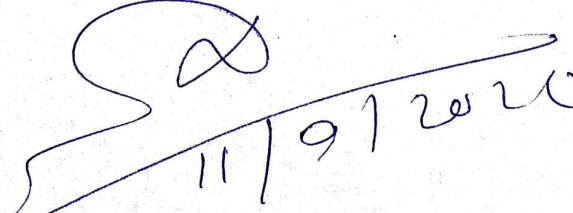
Learners are requested to send their Grievances in the given mail id.

Members

Sl No	Name	Designation
1	Director	Chairperson
2	Dr. Ridip Dev Choudhury	Member
3	Dr. Monoj. Kr Nayak	Member
4	Assistant Directors	Member
5	Dr. Rabindra Sarma	Member

Send your grievances to: guidolgrievanceredressal@gmail.com

Or
Learners can approach the above mentioned members individually at GUIDOL during office hours.


11/9/2020