



MOTHER TERESA WOMEN'S UNIVERSITY
(Accredited by NAAC with "A" Grade in the III Cycle)
KODAIKANAL



CENTRE FOR DISTANCE AND ONLINE EDUCATION



GRIEVANCE REDRESSAL SYSTEM

GUIDELINES AND PROCEDURES

Dear Learners,

Centre for Distance and Online Education, Mother Teresa Women's University is happy to welcome you as an enrolled learner for various courses offered by the University and its regional centers and study Centers.

For any grievances, you are free to address to Centre for Distance and Online Education of Mother Teresa Women's University via postal / online mode.

- Grievances regarding the admission should be represented within 30 days of last date prescribed for admission
- Grievances regarding despatch of ID card/ Admission card /study materials after 30 days of admission
- Any Queries / doubts regarding submission of Assignment/ Seminar/ contact class/ record Submission/ Teaching Practice before the 31st march of every Year.

Information about commencement of Examination/ Time Table/ Submission of Examination form/ Issuing of Hall Ticket should be represented 7 days earlier than the date of commencement of the University examination.

Grievances regarding publication of Result/ Revaluation/ Obtaining mark statement/ Appearing for arrear papers, if any should be addressed within 10 days after publication of results in University website.

Duly filed in format has to be sent via online mode to

mtwuddegandc@gmail.com

Can be posted in written format to

Grievances Redressal System

Centre for Distance and Online Education

Mother Teresa Women's University

Kodaikanal-624101

**Grievances Submission form
Format-I
(General for all Learners)**

1. **Name of the Learners:**

2. **Aadhar No** :

3. **Cell No** :

4. **E-mail No** :

5. **Enrollment No** :

6. **Course** :

UG/PG/B.Ed/others

7. **Subject / Year** :

8. **Grievances in brief** :

Signature of the Learner

Format-II
(For Learners with disability)

1. **Name of the Learner :**

2. **Aadhar No :**

3. **Cell No :**

4. **E-Mail Id :**

5. **Enrollment No :**

6. **Courses :**

UG/PG/B.Ed/ Other

7. **Subject/ Year :**

8. **Grievances in brief :**

Name of the disabled learner

Signature of the Representative

Profile of Grievances:

1. Date of Receiving
2. Date of Responding
3. Status

Cleared

Settled

Pending

- Grievances received from Learner via Online Mode/ Postal mode shall be cleared within Month time.
- Officer deputed for the learner support at Mother Teresa Women's University
Grievance officer, Centre for Distance and Online Education , Kodaikanal
https://www.motherteresawomenuniv.ac.in/facilities/new_facility.html#welfare
- Learner can approach Grievance Redressal Cell, Mother Teresa Women's University, Kodaikanal for the submission of grievances letter or sent by post/send via online medium to the address

Grievances Redressal System

Centre for Distance and Online Education

Mother Teresa Women's University

Kodaikanal-624101

Email: mtwuddegandc@gmail.com

Phone: 8300207907