



ASSAM DON BOSCO UNIVERSITY Centre for Distance and Online Education

Tapesia Gardens, Kamarkuchi, Sonapur – 782 402, Assam, INDIA

Notification

Grievance Redressal Mechanism for Students

This is to bring to the kind notice of all concerned that the **Grievance Redressal Mechanism** has been duly established by the University in accordance with the guidelines of the **University Grants Commission (UGC)** and the **Government of India**.

The mechanism ensures a structured and time-bound resolution of student grievances as detailed below:

1. Students may report any grievance or query by sending an email to contactus@dbuglobal.com or Students may raise a complain directly through the Grievance section in the LMS

Each issue will be assigned to a case worker for resolution within **15 working days**.

2. If unresolved within the stipulated time, the matter will be forwarded to the **Head of the Department (HoD)** concerned, who will also have **15 working days** to address the issue.
3. If the grievance still remains unresolved, it will be escalated to the **Nodal Officer** and the **Registrar** of the University for final redressal.

All students are advised to make use of this mechanism for timely and transparent resolution of their concerns.

Dr Zacharias George

Registrar

Registrar
Assam Don Bosco University
Tapesia Gardens, Sonapur
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Dr. Samit Chowdhury
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Tapesia Gardens Kamarkuchi
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