



# 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**.

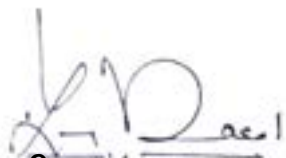
The mechanism ensures a structured and time-bound resolution of student grievances as detailed below:

1. Students may report any grievance or query by sending an email to [contactus@dbuglobal.com](mailto: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**  
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Director (CDOE)  
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