



REDRESSAL OF LEARNER GRIEVANCES FOR THE ACACEMIC SESSION 2017-2018:

A) Number of Grievances received at DDE: a total of Ten (10) no of grievance

Kind of Grievance:

- i) Seven (07) no of grievances related to non-availability of Admit Cards prior to examinations
- ii) Three (03) no of grievances related to non-getting the Identity Cards after taking admission in MA 1st Semester Programme for the Academic Session 2017-2018

B) Redressal of the Grievance:

- i) After proper checking whether the learners filled-up the examination forms; the Admit Cards were issued and distributed to the concerned learners at the time of examinations and their attendance in those examinations without admit cards were given according to their Admit Cards after completion of the examinations.
- ii) Duplicate Identity cards were issued in favour of those candidates after commencement of PCPs of the 1st Semester Programmes under DDE.

Dr Swapna Biswas 16.12.2020

[Dr Swapna Biswas]
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Dr Gautam Chakma 16/12/20
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Director (i/c)