



TMU- CDOE Learners Complaint Handling Mechanism

- ❖ Learner can submit complaint in offline (hand written) or online mode (through E-Mail).

Level 1: (Resolution Time: 72 working hours)

➤ Complaint submitted to:
Assistant Director – CDOE

↓ (if unresolved)

Level 2: (Resolution Time: 1 working week)

Student Grievance Redressal Cell
(CODE)

↓

Level 3: (Resolution Time: 2 working weeks)

Director of CODE

↓

Level 4: (Resolution Time: 3 working weeks)

Student University Grievance Redressal
Committee of University

↓

Level 5: (Resolution Time: 5 working weeks)

Vice Chancellor of the University

[Handwritten signature]
2021

[Handwritten initials]