Student Query Resolution

Students Address the query

Pre & Post enrolment Query is received via walk-ins, email / letters / faxes

Student Support Services

Query is received via walk-ins, email / letters / faxes

Query is received via Student Helpline

Enrollment Dept.

Query is attended by

E - Communication Dept.

Query is attended by

Call Centre Dept.

Query is attended by

E - Communication Executive

For any detailed counseling students are guided to

E - Communication Executive/ Team Leader

Query Resolved

Un-Resolved query is forwarded to

Call Operator or Team Leader

Un-Resolved query is forwarded to

Enrollment Head

E - Communication Head

Query Resolved

Call Centre Head

Query Resolved

Un-Resolved query is forwarded to

Un-Resolved Query is forwarded to

Student Query Resolved and is registered with SCDL

GRIEVANCE CELL
greivance@scdl.net

Un-Resolved query is forwarded to

Student Grievance Committee (SGC)
Student Grievance Committee comprises of Registrar & all Heads of Department of SCDL

Query Resolved

Grievance Resolved & Case is closed

Un-Resolved query is forwarded to

Student Grievance Redressal Forum (SGRF)
An independent body of SCDL headed by noted legal luminary. The Forum will consider the grievances with reference to the information and documents submitted by the SCDL & student. Decision of the forum will be communicated to the concerned student.

Query Resolved

THREE TIER ESCALATION MATRIX