

Online Helpline for Student Grievance Redressal

1. Overview

Presidency University has set up a dedicated Online Helpline / Help Desk chat facility, accessible to every student directly from the university's Learning Management System (LMS) portal at presidencyuniversity.online. The facility is available at the institutional headquarters level and is built into the same portal every student already uses to attend classes, so no separate registration, app, or login is required.

Students can raise any grievance or query — academic, administrative, or technical (e.g. login issues, password resets, fee queries, harassment or discrimination complaints, examination issues) — by chatting in real time with the “Help Desk” through the portal's built-in Messages feature. The Help Desk is shown as an online, responsive contact and replies to students directly within the same chat thread, creating a recorded, time-stamped history of the grievance and its resolution.

2. Access Point

Portal URL:	https://presidencyuniversity.online/
Grievance Chat URL:	presidencyuniversity.online/chat/
Facility name on the portal:	“Help Desk” (under Messages)

3. Step-by-Step Procedure (with Screenshots)

Any student, upon logging into the portal with their own account / user ID, can reach the grievance Help Desk in the following way:

Step 1 — Open the Chat icon from the Dashboard

After logging in with their user ID and password, the student lands on the Dashboard. A chat (message) icon is available at the top-right corner of every screen. Clicking it opens the Messages section.

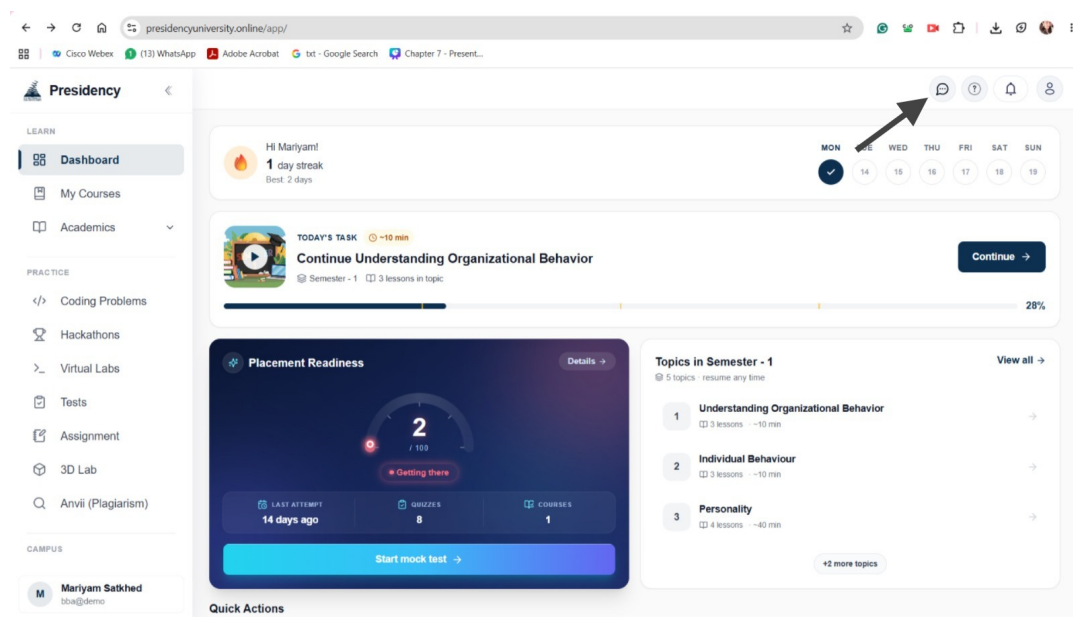


Fig. 1 — Dashboard with the chat icon at the top-right, available on every page.

Step 2 — Start a New Chat

In the Messages panel, the student clicks the “+” icon or the “Start a New Chat” button to begin a new conversation.

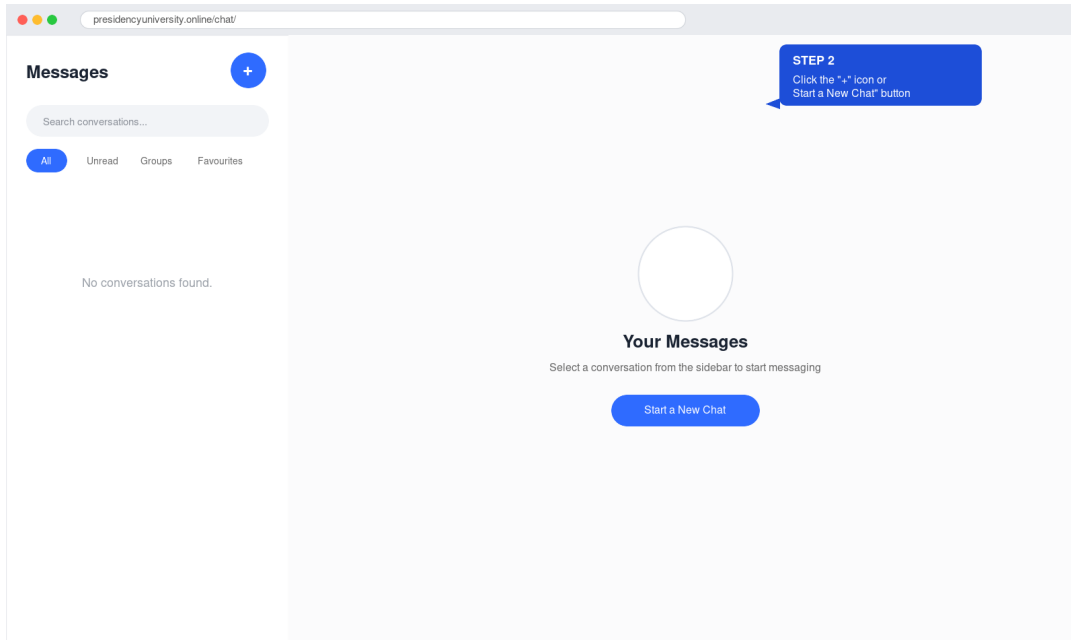


Fig. 2 — Messages panel with the option to start a new chat.

Step 3 — Select “Help Desk”

A “New Chat” dialog lists available contacts, including the dedicated “Help Desk” account. The student selects Help Desk and clicks “Start Chat”.

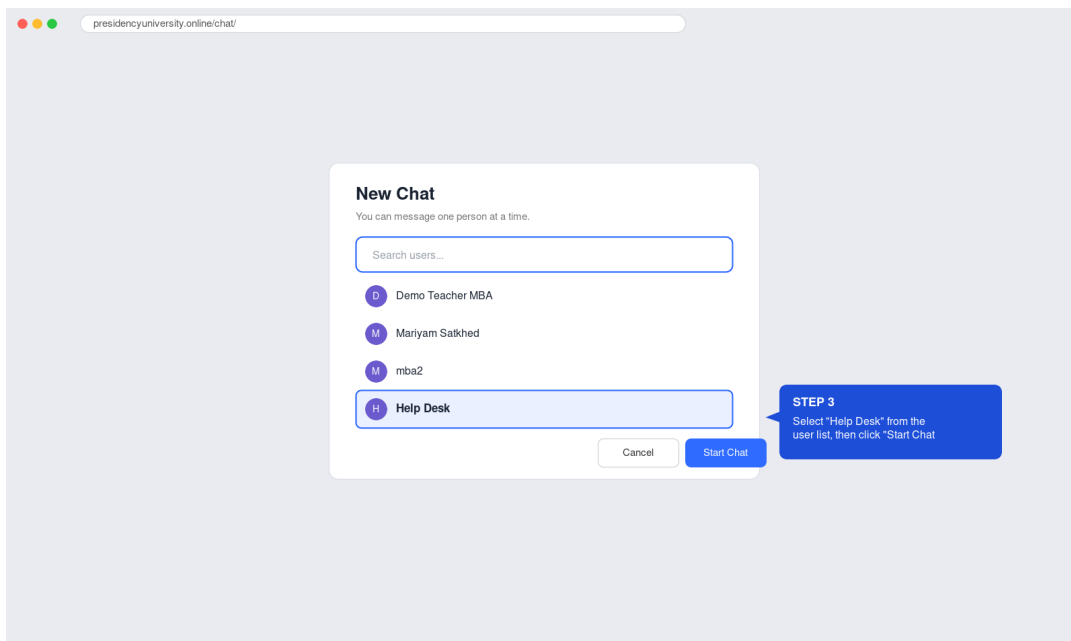


Fig. 3 — New Chat dialog with “Help Desk” selected from the contact list.

Step 4 — Raise the grievance / query

The student types their grievance, complaint, or query in the message box and sends it directly to the Help Desk. In the example below, a student asks for help resetting a forgotten password / username.

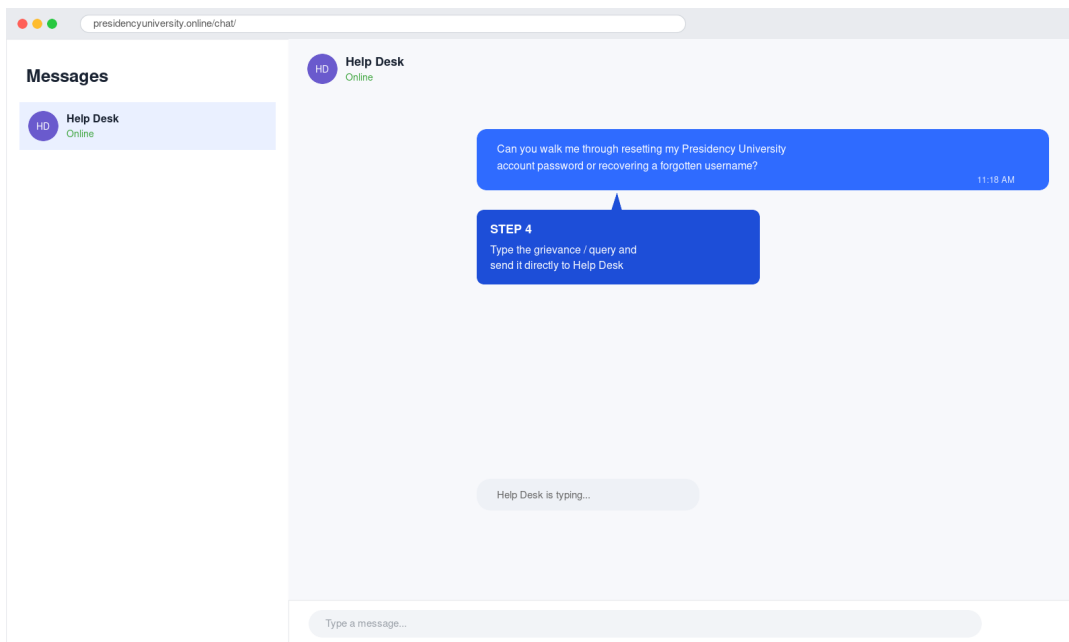


Fig. 4 — Student's query sent to the Help Desk chat.

Step 5 — Receive a response and track resolution

The Help Desk responds in real time within the same thread. The full exchange remains saved in the student's Messages tab (marked “Unread” until viewed), so both the student and the institution retain a complete, time-stamped record of the grievance and its resolution for future reference and audit.

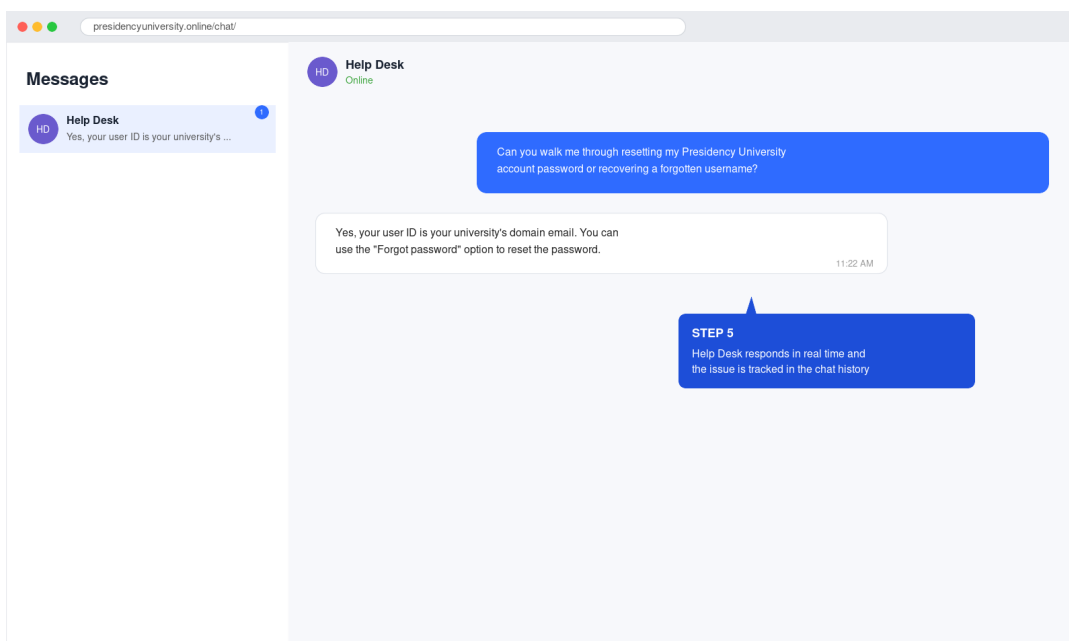


Fig. 5 — Help Desk's response, retained as a time-stamped record in the chat history.

4. Adequacy of the Facility

- Available at HQ level and accessible to every enrolled student across programs/semesters through the single institutional portal.
- Real-time, two-way chat (not a one-way form), enabling immediate clarification and follow-up questions.
- Every grievance and its response is logged with a date/time stamp, giving both the student and the institution an auditable trail.
- Accessible from the same login used for academics, requiring no extra registration or separate credentials.
- Help Desk availability is displayed as “Online” status, indicating staffing and responsiveness.

5. Supporting Evidence

Figures 1–5 above are screenshots of the live student portal (<https://presidencyuniversity.online/>) captured during an actual Help Desk chat session, demonstrating the complete grievance-redressal workflow from login to resolution.

Dedicated Full-Time Help Desk for Learner-Related Queries (Single Window Service)

1. Status of Compliance

Presidency University confirms full compliance with Clause (2)(v) of Regulation 18 of the UGC (ODL & Online Programmes) Regulations, 2020. The University has established and operates a full-time, dedicated Help Desk that functions as a single window for the redressal of all learner-related queries, complaints, and grievances — covering academic, administrative, examination, technical, and financial matters.

2. Structure and Physical Presence of the Help Desk

The Help Desk is physically staffed by a dedicated team that is present on campus during working hours to attend to learner queries in person, and to monitor and respond to queries received through digital channels. The team functions as a single point of contact so that learners are not required to approach multiple departments separately for resolution of their concerns.

- Physical Location: Help Desk / Student Affairs Office, Presidency University Campus, Rajanukunte, Yelahanka, Bengaluru, Karnataka – 560119.
- Nature of Presence: Full-time, dedicated team physically seated at the Help Desk during official working hours.
- Working Hours: Monday to Saturday, 9:30 AM to 5:30 PM (excluding declared holidays).
- Mode of Access: In-person walk-in, dedicated e-mail, and telephone (University Board Line: 080-23093500).

3. Single Window Query Resolution Process

All learner queries and grievances — whether raised in person, by e-mail, or by phone — are logged and routed through a single, unified process so that the learner receives one consistent point of contact until the matter is resolved.

- Learners submit their query/concern/grievance in writing, in person at the Help Desk, or by e-mail to studentgrievance@presidencyuniversity.in.
- Every query received is logged and acknowledged by the Help Desk team.
- The designated team physically present at the Help Desk reviews, coordinates with the concerned academic/administrative department, and works towards resolution.
- The learner is kept informed of the status and is communicated the final resolution/decision, generally within 10 working days of submission.
- Where a learner is not satisfied with the resolution provided, the matter may be escalated to the University Ombudsman for final review and disposal.

4. Dedicated Contact Details for Learner Queries

Purpose	Contact Detail
Dedicated Help Desk / Learner Query E-mail	studentgrievance@presidencyuniversity.in
University Board Line	080-23093500
Campus Address	Presidency University, Rajanukunte, Yelahanka, Bengaluru, Karnataka – 560119
City Office	University House, 8/1, King Street, Richmond Town, Bengaluru – 560025
Escalation Authority (Ombudsman)	Mr. U V G Sekar, Former Senior Vice President & Global Head (HR), iGate Inc. — uvksekar@gmail.com 9900591195

5. Team Manning the Help Desk

The Help Desk is supported and overseen by the University's Student Grievance Redressal Committee (SGRC), which ensures that a responsible team is accountable for day-to-day query resolution and that escalations are handled in a time-bound manner. The Member Secretary of the Committee is the designated in-charge of day-to-day Help Desk operations.

Name	Designation	Role at Help Desk
Dr. Anu Sukhdev	Dean – Student Affairs	Chairperson
Ms. Maitrayee Konar	Assistant Professor, School of Engineering	Member Secretary (Help Desk In-Charge)
Dr. Chandrasekar Vadivel	Professor, School of Computer Science and Engineering	Member
Dr. Akhila Udupa	Professor, School of Management	Member
Dr. Rajeshwari M	Professor, School of Engineering	Member
Dr. Annette Christinal	Associate Professor, School of Commerce and Economics	Member

6. Supporting Document to be Uploaded

This Compliance Report itself, along with the following, is provided as documentary evidence:

- This signed Compliance Report confirming operation of a full-time, physically staffed Help Desk.
- Screenshot / extract of the University's official Grievance & Redressal Committee webpage listing the dedicated e-mail ID studentgrievance@presidencyuniversity.in.
- Notification/Office Order constituting the Student Grievance Redressal Committee and designating Help Desk responsibilities.

7. Declaration

It is hereby certified that Presidency University has set up and maintains a full-time dedicated Help Desk providing single window services for all learner-related queries, in compliance with Clause (2)(v) of Regulation 18 of the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020. All learners may direct their queries and grievances to studentgrievance@presidencyuniversity.in, where they will be addressed and resolved by the designated team.