

MODES EMPLOYED TO ATTEND TO LEARNER'S QUERIES

| Sr. No. | Type of Approach | Web links |
|-----------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 1 | Automated interactive email response system | |
| | i Through email | ssc@ignou.ac.in |
| 2 | Call Centre | |
| | i Telephone Help-Desk | 01129572513 & 01129572514 (9:30 AM to 6:00PM Monday to Friday) |
| 3 | Online Help Desk | |
| | i iGRAM | http://igram.ignou.ac.in/ |
| | ii INGRAM | https://consumerhelpline.gov.in/user/ |
| | iii PG Portal Grievance (CPGRAMS) | https://pgportal.gov.in/cpgoffice/ |
| | iv UGC Online Grievances | https://www.ugc.ac.in/grievance/default.aspx |
| | v Online RTI MIS Grievance Portal | https://rtionline.gov.in/RTIMIS/login/index.php |
| 4 | Social Media | |
| | i Through WhatsApp | On Official's Numbers |
| 7 | E-mail Support | |
| | i Grievances responded through E-mail | ssc@ignou.ac.in |
| | ii Emails pertaining to SSC PG Portal | sscpgportal@ignou.ac.in |
| | iii E-mail pertaining to INGRAM | ingram@ignou.ac.in |
| | iv E-mail pertaining to RTI MIS | rtimis.ssc@ignou.ac.in |
| | v SSC Grievance committee | sscg@ignou.ac.in |
| 8 | Interactive radio counselling | |
| | i Aap Ki Khatir | FM Radio |
| 9 | Teleconferencing | |
| | i FM Radio | 105.6 MHz Gyan Vani |
| 11 | Learner Services Centre/ Inquiry Counter | |
| | i Grievances handled through Face-to-Face Mode | manual |
| | ii Grievances responded through telephone calls | manual |
| | iii Grievances forwarded to Div/Schools/Cell/Units | manual |
| | iv Grievances forwarded to RCs/SCs concerned | manual |
| | v Grievances pertaining to Online Admission through phone | manual |
| 12 | Postal Communication | |
| | Grievances replied through Letter/correspondences | manual |