

5.1.7 Modes/approaches employed by the CDOE to attend to learners' queries include: (2)

1. Automated interactive voice response system	Yes	https://ddeku.edu.in/Main/ContactUs.aspx
2. Call centre	Yes	https://ddeku.edu.in/Main/ContactUs.aspx
3. Online Help Desk/ teleconferencing/ Web-Conferencing	Yes	https://ddeku.edu.in/Main/ContactUs.aspx
4. Social media	Yes	https://youtube.com/@directoratedistanceeduca6907?feature=shared
5. App based support	Yes	https://play.google.com/store/apps/details?id=net.kashmiruniversity&hl=en_IN&gl=US
6. Chat Box	No	Under Development
7. E-mail Support	Yes	https://ddeku.edu.in/Main/ContactUs.aspx
8. Learner Services Centre/ Inquiry Counter		https://ddeku.edu.in/Files/2cfa4584-5afe-43ce-aa4b-ad936cc9d3be/Custom/LSCs.pdf
	Yes	https://ddeku.edu.in/Files/2cfa4584-5afe-43ce-aa4b-ad936cc9d3be/Custom/Enquiry.pdf
9. Postal communication	Yes	https://ddeku.edu.in/Main/ContactUs.aspx
10. Details of Student Grievance Redressal Cell (SGRC)	Yes	https://egov.uok.edu.in/feedbackforum/