



पण्डित सुन्दरलाल शर्मा (मुक्त) विश्वविद्यालय छत्तीसगढ़  
कोनी – बिरकोना मार्ग, बिलासपुर (छ.ग.) 495009 दूरभाष क्रमांक : (07752 – 240712)  
(छ.ग. शासन के अधिनियम क्रमांक 26 सन् 2004 द्वारा स्थापित)

[www.pssou.ac.in](http://www.pssou.ac.in) E-mail-[registrar@pssou.ac.in](mailto:registrar@pssou.ac.in)

**5.1.5 Modes employed by the Institution to attend to learners queries.**

Year	Type of Approach	Number of the queries received	Number of queries addressed
2015-16	1. Social Media	72	72
	2. Email Support	1897	1897
	3. Student service centre/Inquiry Counter	14744	14652
	4. Postal Communication	4213	4184
	5. Web conferencing	—	—
2016-17	1. Social Media	330	330
	2. Email Support	1297	1290
	3. Student service centre/Inquiry Counter	16856	16110
	4. Postal Communication	6027	5900
	5. Web conferencing	—	—
2017-18	1. Social Media	2231	2132
	2. Email Support	3245	3123
	3. Student service centre/Inquiry Counter	19448	19111
	4. Postal Communication	9495	9345
	5. Web conferencing	—	—
2018-19	1. Social Media	11074	11000
	2. Email Support	4135	4024
	3. Student service centre/Inquiry Counter	19691	19567
	4. Postal Communication	8124	8122
	5. Web conferencing	—	—
2019-20	1. Social Media	20064	20012
	2. Email Support	2355	2325
	3. Student service centre/Inquiry Counter	17654	17107
	4. Postal Communication	12207	12153
	5. Web conferencing	107	98
2020-21	1. Social Media	28611	17112
	2. Email Support	9563	9476
	3. Student service centre/Inquiry Counter	19668	19589
	4. Postal Communication	4113	4017
	5. Web conferencing	273	273
2021-22	1. Social Media	1581	1575
	2. Email Support	2280	2280
	3. Student service centre/Inquiry Counter	2817	2800
	4. Postal Communication	674	674
	5. Web conferencing	21	16
	6. App Based Support (Available)	NIL	NIL

Help Desk- [https://www.pssou.ac.in/index?page=element&id=HELP\\_DESK](https://www.pssou.ac.in/index?page=element&id=HELP_DESK)

**VERIFIED**

App Based Support -



<https://play.google.com/store/apps/details?id=pssou.ac.in>

**REGISTRAR**  
Pt. Sunderlal Sharma (Open)  
University Chhattisgarh  
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*Sanjiv*  
**Dr. Sanjiv Kumar Lavania**  
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