

Online Help Desk (Complaints regarding Books)

7/8/2021 Yashwantrao Chavan Maharashtra Open University

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Home > Free Download > Admission > Feedback > Examinations > Results > Exam Services > Study Centres > Presentations > Scholarships > Hall Tickets > eLibrary > Online Application > PGDIP (PGDIP) One Student One Year

TopLinks
test

Complaints Regarding Books (Study Material) Last Updated On Dec. 31 2015 12:40PM [Printable Version]

Complaints Regarding Study Material (Books)

Please Enter all information Correctly

***Required**

Enter PRN *

If PRN not received then Enter 'NA'

Your answer

Enter Application Form No

Your answer

Photo Gallery Visual Tour Suggestion Request Info Grievance FAQ Disclaimer

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<https://ymou.digitaluniversity.ac/Content.aspx?ID=1118> 1/2

7/8/2021 Yashwantrao Chavan Maharashtra Open University

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TopLinks
test

Complaints Regarding Books (Study Material) Last Updated On Dec. 31 2015 12:40PM [Printable Version]

Study Centre Code *

Enter Study Centre Code

Your answer

Program Code *

Enter Program Code

Your answer

Program Part *

Enter Part Of Program F.Y./S.Y./T.Y.

☐ First Year

Photo Gallery Visual Tour Suggestion Request Info Grievance FAQ Disclaimer

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<https://ymou.digitaluniversity.ac/Content.aspx?ID=1118> 1/2

App Based Support (E- Suvidha)

YCMOU e-Suvidha

Yashwantrao Chavan
Maharashtra Open University

Please Select User type

☐ Student ☐ College

PRN

User Name

Password

Verify

YCMOU e-Suvidha

Yashwantrao Chavan
Maharashtra Open University

Please Select User type

☒ Student ☐ College

PRN

User Name

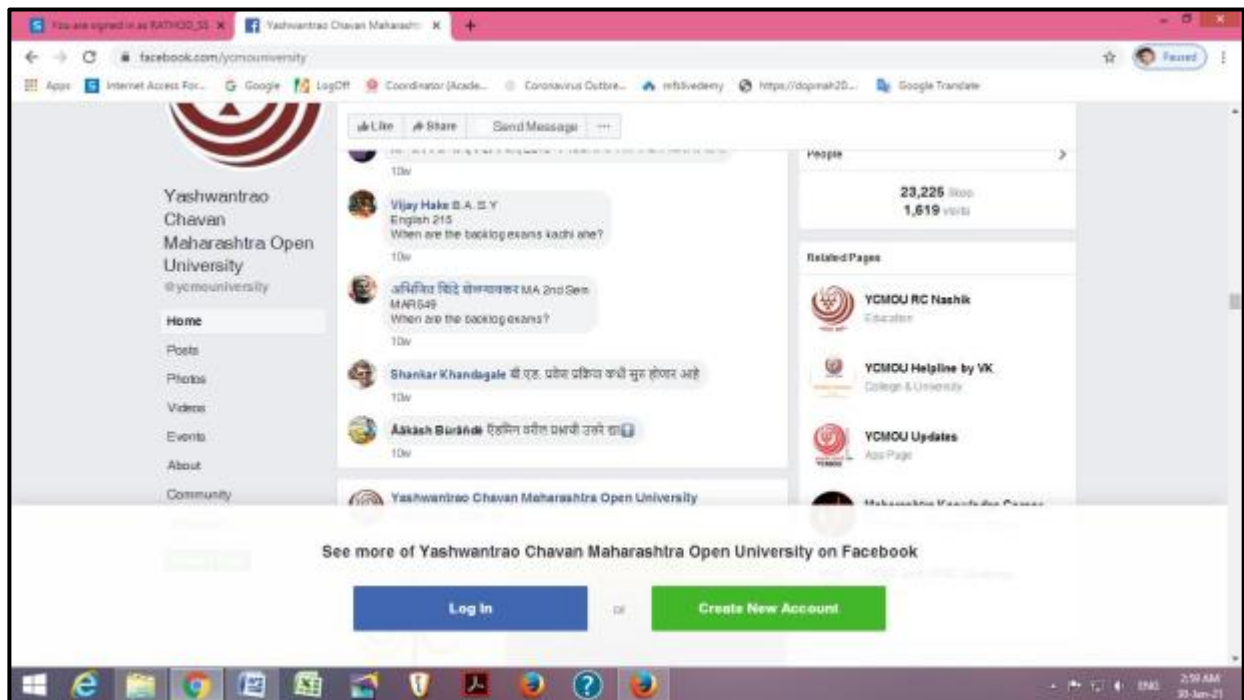
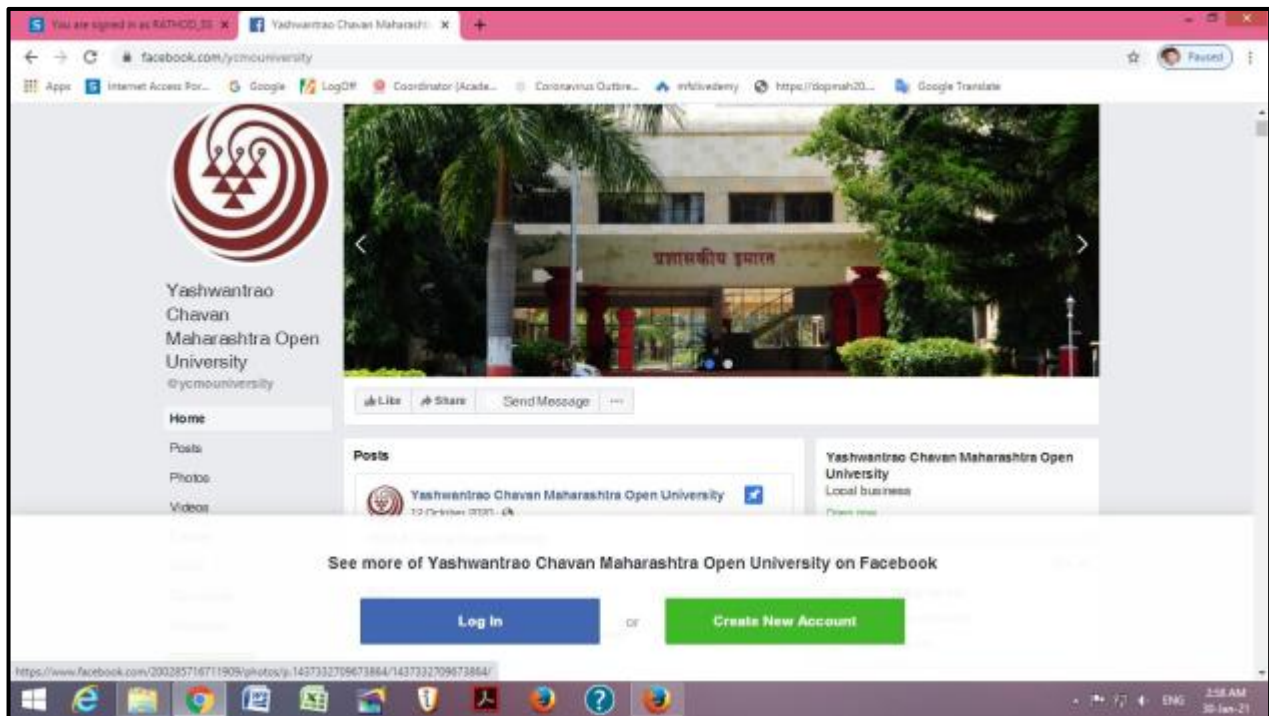
Password

Verify

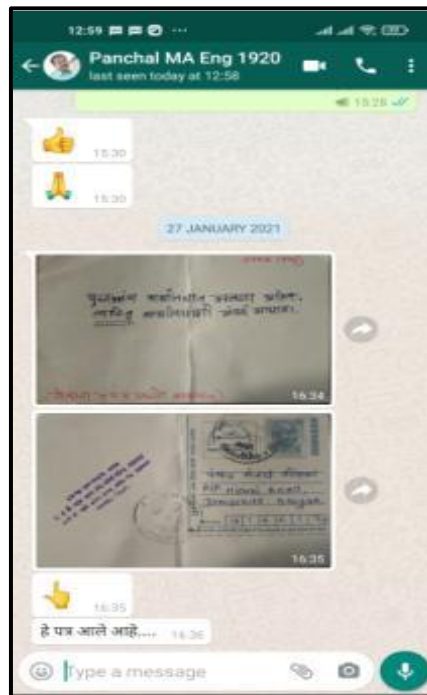
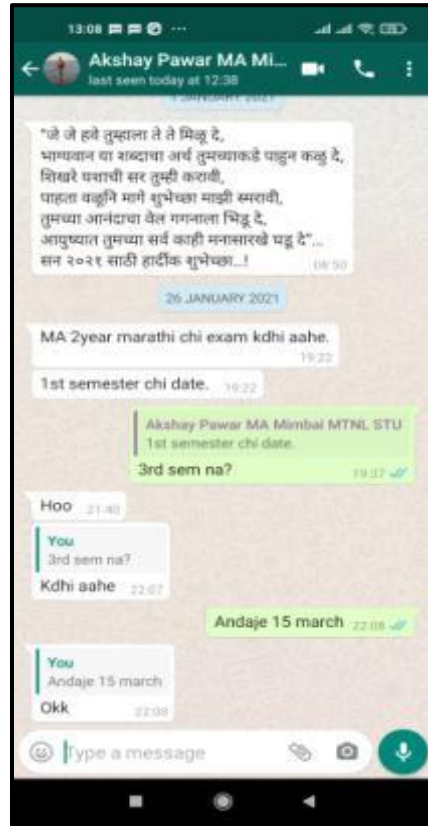


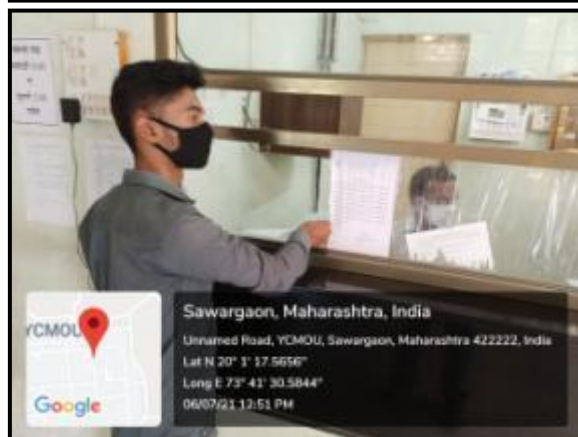
Social Media

Facebook



Whats App





Portal Chat Box

4 interactions

Duration: 1 min

USER

Fyba admission with late fee

Jan 28, 4:35 PM

AGENT

Are you a registered Student? And Do you Have 16 Digit PRN?

Jan 28, 4:35 PM

USER

Yes

Jan 28, 4:36 PM

AGENT

1. If you are a Registered Student and have 16 digit PRN , the open the following URL in the browser : <http://ycmouoa.digitaluniversity.ac> 2. Go to section with Heading 'Already Student of this University' मी ह्या विद्यापीठाचा विद्यार्थी असून माझ्याकडे १६ अंकी PRN नंबर आहे. Put Tick on 'I have my 16 digit enrollment number/PRN.' and enter User Name Or PRN and click on 'Proceed' If still you are not able to login , please click on 'Forgot Username/ Password?' link.

Jan 28, 4:36 PM

USER

I need to get admission in first year BA

Jan 28, 4:36 PM

AGENT

'ycmouoa.digitaluniversity.ac/index.htm' या लिंकला तुमच्या कॉम्प्युटर वर असलेल्या Internet Explorer मध्ये उघडा व खालमध्ये 'Prospects' हा पर्याय निवडा आणि आपल्या अभ्यासक्रमा बदलची माहिती मिळवा

Jan 28, 4:36 PM

USER

Last date

Jan 28, 4:36 PM

AGENT

'ycmouoa.digitaluniversity.ac/index.htm' या लिंकला तुमच्या कॉम्प्युटर वर असलेल्या Internet Explorer मध्ये उघडा व खालमध्ये 'Prospects' हा पर्याय निवडा आणि आपल्या अभ्यासक्रमा बदलची माहिती मिळवा

Jan 28, 4:36 PM

Conversation

Date

USER

I am not getting the information clearly

Jan 28, 4:15 PM

AGENT

No matched intent

Jan 28, 4:15 PM

USER

The google is not allowing me to fill the form

Jan 28, 4:17 PM

AGENT

1. The application form can be only downloaded after you have successfully made the fee payment. 2. So please make the payment first. If you have already made the payment then , the print button will be enabled immediately. 3. Just In case the link is not enabled then please wait for 24 hours. This time is taken to ensure that the university has received your payment properly. Upon 24 hours the Link shall be active for downloading the application form. 4. In case, it has already been more than 24 hours since you have made the payment, then Please contact the University.

Jan 28, 4:17 PM

USER

But i didnt made payment

Jan 28, 4:17 PM

AGENT

Option-1 :- If you have made payment online and payment deducted from your account, then wait for 2 working days. For successful payment, you get online application service. For failed transaction refund amount will be credited in to your account in 24 hrs. Option-2- If you have made payment by challan and you have not received the application form, then wait for 2 working days. after that you can contact to University admission cell. Option-3 :- If you have not received your application form refund, then please contact to Bank and then University. Option-4:- To Get Duplicate or Double Payment refund, please contact to University Admission Cell.

Jan 28, 4:17 PM

USER

I hav not done payment yet.....

Jan 28, 4:18 PM

AGENT

No matched intent

Jan 28, 4:18 PM

USER

I hav not done payment yet

Jan 28, 4:18 PM

AGENT

Okay.

Jan 28, 4:18 PM

udent Chat Box

YCMOUOnline - Google Chrome
console.dialogflow.com/api-client/demo/embedded/839c33d0-cd09-437d-8ecb-11d0b0ae6186

YCMOUOnline
Wel Come to Yashwantrao Chavan Maharashtra Open University Online Application help assistance.

POWERED BY Dialogflow

How to get admission and on which website

B.A admission Fee

How is the admission process?

Are you a registered Student? And Do you Have 16 Digit PRN?

Are you a registered Student? And Do you Have 16 Digit PRN?

1. To apply online, Keep the soft copies of the Photo, Signature and necessary documents ready. Go to the URL -<http://ycmouoa.digitaluniversity.ac> 2. Register yourself if you are a fresh student 3. Enter your profile details such as Personal Details, Reservation details, Education details, contact details and Photo and Signature. You may even have to upload the soft copies of the necessary documents, Verify and confirm them 4. Select the course you wish to apply. Select the college in which you seek for application 5. Select your medium of appearance and Appropriate papers Select your Fee category and proceed for making online payment 6. Upon successful payment, you shall be able to download the application form Please take the application form printout and photocopy of all necessary documents and submit to the college for confirming your admission.

Ask something...

YCMOUOnline - Google Chrome
console.dialogflow.com/api-client/demo/embedded/839c33d0-cd09-437d-8ecb-11d0b0ae6186

YCMOUOnline
Wel Come to Yashwantrao Chavan Maharashtra Open University Online Application help assistance.

POWERED BY Dialogflow

What is admission last date

"ycmouoa.digitaluniversity.ac/index.htm" या लिंकला तुमच्या कॉम्प्युटर वर असलेल्या Internet Explorer मध्ये उघडा व त्यामध्ये "Prospects" हा पर्याय निवडा आणि आपल्या अभ्यासक्रमा बदलची माहिती मिळवा

Document required for admission of B.A.

Can I take two degrees at the same time?

Admission fee can be paid in two stages

Are you a registered Student? And Do you Have 16 Digit PRN?

Sorry, could you say that again?

Ask something....

Student Service Center / May I Help Desk

क्रमांक	वर्ग के नाम	तपुनी पता	मायावत नं.	योगात प्रवेशपत्र	प्रेषणपत्र कारण	जात वेक	वाक्रे वेक	समाप्ती	अन
52	11/1/16	Shree P. Sulekha +1	Phule Colony, Dhule.	993220004	Examin. Section	14.45		14.45	14.45
53	11/1/16	N. S. K. Durgam	Parule Nagar, Thane	732336795	Exam. Section	14.45		14.45	14.45
54	11/1/16	Anita Salunke	At Social Justice Rashik	942212732	Exam. Section	14.45		14.45	14.45
55	11/1/16	Amit S. Khare	Malegaon Camp	94215077	Exam. Section	14.45		14.45	14.45
56	11/1/16	Shruti A. M.	Ludhavi Nagar, Nashik	94215077	Exam. Section	14.45		14.45	14.45
57	11/1/16	N. S. K. Durgam	Parule Nagar, Thane	94215077	Exam. Section	14.45		14.45	14.45
58	11/1/16	M. S. Chhapla	Chhapla, Jalgaon	94215077	Exam. Section	14.45		14.45	14.45
59	11/1/16	R. S. Jadhav	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
60	11/1/16	J. S. Jadhav	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
61	11/1/16	Ganesh M. Bhingard	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
62	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
63	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
64	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
65	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
66	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
67	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
68	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
69	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
70	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
71	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
72	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
73	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
74	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
75	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
76	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
77	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
78	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
79	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
80	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
81	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
82	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
83	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
84	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
85	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
86	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
87	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
88	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
89	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
90	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
91	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
92	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
93	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
94	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
95	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
96	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
97	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
98	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
99	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45
100	10/1/2016	P. S. K. Durgam	At P. S. K. Durgam	94215077	Exam. Section	14.45		14.45	14.45

[illegible][illegible]

Schoolwise Query Information

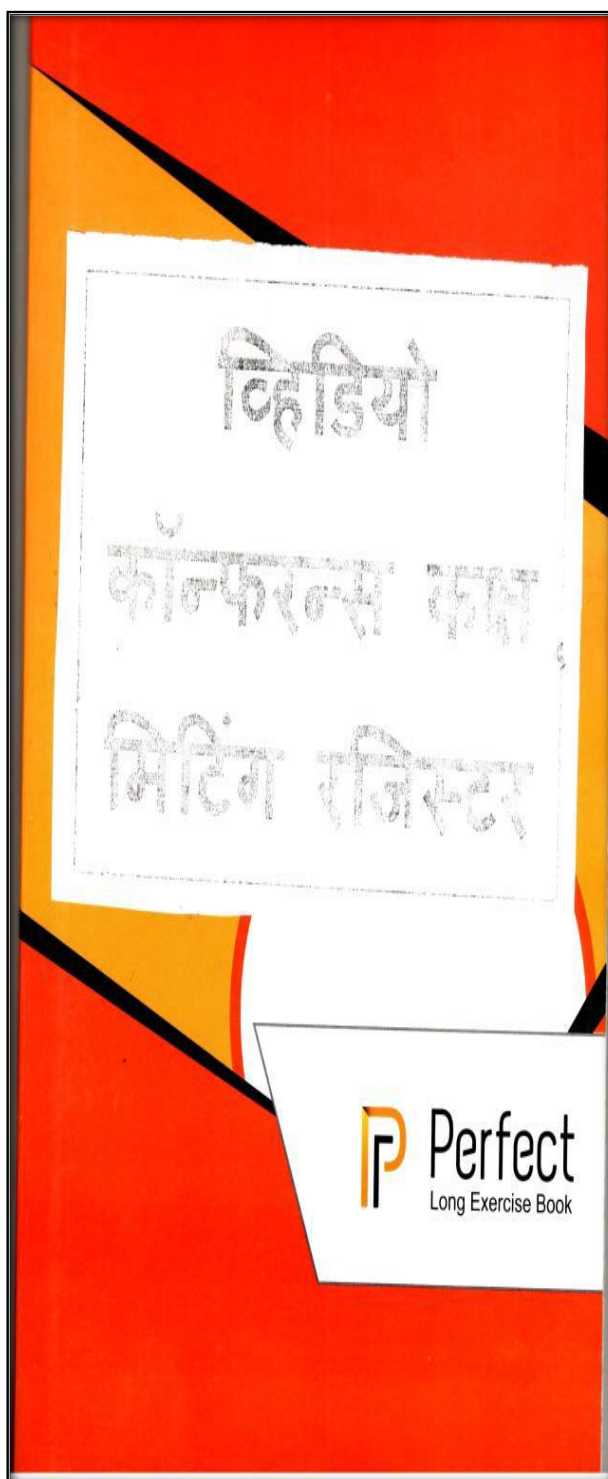
DATE L Date	Student Name & Phn. No.	Study Centre Name & C/o.	Date of birth	Register Centre	Timing	Follow up	Follow up/ Date
01 01/09/18	2 students of TMA Gurgaon - 1st person is Prof. Chintan Choudhary Sir	1st PSC, College of Armed Engineer B-20, A	01/09/18	TMA	Study Centre - non-Desal Therapist - said not safe but online masterclass having for 24h for online Access - I thought these Students. Parents were not worried.	with Suraj Sir. Found on 12 th - 12 th 2:15 th - 3 rd 3 rd - 3 rd 3 rd And then registration was taken from Sir Sir for name of Sir And, one registration	Solved on 15 th 01/09 - 15/09
		Prof. Chintan Choudhary Phone No. 9863504366 mail ID - cdchindate@gmail.com				12 th 01/09 Sir Sir Then, someone study 12/09/18 Sir Sir on 16 th to someone Sir & told will solve the case - I went to Suraj Sir & Sir Sir Sir Sir Sir that page is with someone Sir & he will be solved this case - today - I went to someone Sir Sir Sir Sir Sir at 3:30pm someone Sir called a case Sir & told to solve this within 1 hour	Result of 6 students in Rank - 1 is at Registration again visit on 16 th 01/09

Sl. & Date	Name & PRN	Acad. Process	Study Center Name & Code	Program	Query	Follow-up	Status
① 24/02/18	Mamta Mahadev Chhetre PRN - 241001700156458	24/02/18		A.Com	returned to fill Application form - but the payment process was not complete.	with length fee registration slip.	Solved in same day.
② 24/02/18	Swati Mahadev Chhetre (Mumbai) PRN - 24020170017845	24/02/18	Mumbai (A1805)	A.Com	A.com last year Marsheet not received	with same fee she had - Marsheet already send but student did not receive it then called to study center to take followup they had send sheet to us will see.	Solved same day.
③ 24/02/18	Shweta Sahas Mahadikar PRN - 24010170013305	24/02/18	(*118, A)	A.Com	while doing payment process "fee paid" process was not taking money. (ATM Card problem)	length fee, Reg ⁿ told that student ATMs card problem to issue from University.	Solved same day.
④ 24/02/18	Mahadev Phelane PRN - 241001700203181	24/02/18	(G205 A) Mumbai	A.Com	not received Degree & Passing Certificate. Completed. & Com	same fee already send it to Regional Centre.	Solved same day.

teractive Radio Counselling



Tele-Conferencing



दिनांक	बैठकी का विषय	आयोजक विभाग/ व्यक्ति	सहभागी व्यक्ति	मिटींग प्रकार	Meeting ID & Password ईमेल मिडिया
18/08/20	Lecture on Organ & NSS Donation	VC office	Hon. VC, Hon. Registrar, Dir. NSS, Shree Bhawar, More (Speaker)	Schedule	ID-8249316298 PW-ycmou Si
18/08/20	DU meeting (Study Center SSJ Fee Management)	Dir.	Hon. VC, Hon. Registrar, Dir. NSS, Mr. Premnath, Sonawane, Mr. Pradeep Kumar	Schedule	ID-87573977 PW-ycmou Si
25/8/20	Certificate programme in organic Farming Syllabus development	Head CCS I,	Hon. VC, Hon. Head, CCS I, Head KVK, Kailas More, Madhum Khurju	Schedule	ID-81934555643 PW-ycmou Si
20/8/20	Housekeeping and Cleaning Purchases	AR,		Schedule	ID-88544130150 PW-ycmou Si
4/9/20	Printing & dispatch of Listed Text books Tender Pre-bid meeting	AR,	Mr. Anand Yadav, Mrs. Charu, Mrs. Meena More	Schedule	ID-8812473330 PW-ycmou Si
2/9/20	Certificate of Head in NSS Syllabus development	Head CCS I	Hon. VC, Dr. Prakash, Dr. Deshmukh, Dr. Prakash, Dr. Kone, Dr. Kone	Schedule	ID-8422752458 PW-ycmou Si



यशवंतराव चव्हाण महाराष्ट्र मुक्त विद्यापीठ, नाशिक
आवक नोंदवही

[illegible]

दिनांक	वर्कशीय विषय	आयोजक विभाग/व्यक्ति	सहभागी व्यक्ति	मिटींग प्रकार	Meeting ID & Password Email	नोट्स
25/09/20	Psychology Counselling Session	Dir. Hon. VC, HON. Dir. HUM		Schedule	ID-8296463209 PW-ycmou	
28/09/20	All state open University Meeting	VC	Hon. VC	Schedule	ID-891225629 PW-ycmou	
11/10/20	NSS Meeting	Dir. NSS	Dir. NSS, Kales More	Schedule	ID-8965378167 PW-ycmou	
11/10/20	Appeal Meeting	Registrar	Hon. Registrar, Mrs. Madhukar, Mr. Anshul, Mr. Gauri	Schedule	ID-8972294233 PW-ycmou	
10/10/20	Agriculture Head, Sub Center KVK Contact Session	Head KVK	Head KVK, Mr. Hemant Rajguru	Schedule	ID-86209116748 PW-ycmou	
26/09/20	Webinar on Education Policy 2020 An Insight	VC	Hon. VC, Dr. Hemant Rajguru, Prof. Santosh Jadhav, Dr. Ravi Thakur	Schedule	ID-8742024373 PW-ycmou	
26/09/20	Finance Committee	VC	Hon. VC, Dr. Hemant Rajguru, Dr. Jyoti Shrivastava	Schedule	ID-8802923527 PW-ycmou	
15/10/20	Faculty Development Program in Civil			Join	ID-8242788634 PW-827398	

दिनांक	वर्कशीय विषय	आयोजक विभाग/व्यक्ति	सहभागी व्यक्ति	मिटींग प्रकार	Meeting ID & Password Email	नोट्स
4/9/20	VCMOU, Nashik State level Disability Desk, Webinar on NEP, 2020 organized by Centre for Disability Studies	Central Hon. VC, for Sharmistha Join		Join	ID-2909566013 PW-VCMOU	
13/10/20	Vachan Kesh Library	Hon. VC	Hon. VC, Dr. Madhukar, Dr. Deepa Shinde	Schedule	ID-8117092364 PW-ycmou	
23/10/20	Review on Online Admission 2020	Dir. SSA	Dir. SSA, Anmath Sharma	Schedule	ID-897833783 PW-ycmou cancelled	
23/10/20	Appeal Meeting	Registrar	Hon. Registrar, Mrs. Madhukar, Mr. Anshul, Mr. Gauri	Schedule	ID-897833783 PW-ycmou	UK
31/10/20	National Education Policy & 2020 Opportunities and Initiatives for OER Program	Hon. VC		Schedule		Cancelled Meeting
31/10/20	Finance Committee	Finance Officer	Hon. VC, Mr. Res. Fo.	Schedule	ID-8992832897 PW-ycmou	Only
31/10/20	non-BOM Meeting	Registrar	Hon. VC, Mr. Res. Fo.	Schedule	ID-8513355470 PW-ycmou	Only

E-mail Support

7/9/2021 YASHWANTRAO CHAVAN MAHARASHTRA OPEN UNIVERSITY Mail - For missing S.Y.B.A marklist

M Gmail nondani nondani <nondani@ycmou.digitaluniversity.ac>

For missing S.Y.B.A marklist
2 messages

Akshay Lokhande <lokhandeakshay12@gmail.com> Tue, Apr 28, 2020 at 11:07 AM
To: nondani nondani <nondani@ycmou.digitaluniversity.ac>

Name - lokhande akshay krishna
PRN NO - 2014017000547041
Hi sir/mam my S.Y.B.A marklist has missing..i have need a marklist. What can i do ?
Please help me..

nondani nondani <nondani@ycmou.digitaluniversity.ac> Tue, Apr 28, 2020 at 12:05 PM
To: Akshay Lokhande <lokhandeakshay12@gmail.com>

पदवी प्रमाणपत्राची किंवा गुणपत्रकाची दुय्यम प्रत (Duplicate) मिळविण्यासाठी लागणारी आवश्यक कागदपत्रे :

- प्रमाणपत्र / गुणपत्रक हरवल्यास प्रतिज्ञापत्र (Affidavit) रु. 100/- च्या स्टॅम्प पेपरवर करण्यात यावे. प्रतिज्ञापत्र (Affidavit) ची मूळ प्रत विद्यापीठाकडे सादर करावी.
- नजिकच्या पोलीस स्टेशन मध्ये प्रमाणपत्र हरवल्याबाबत तक्रार करण्यात यावी व तक्रारीची (F.I.R) प्रत जोडावी.
- प्रमाणपत्रासाठी रु. 400/- व गुणपत्रकासाठी (प्रत्येकी) रु. 200/- चा राष्ट्रीयकृत (Nationalised) बँकेचा डिमांड ड्राफ्ट (Finance Officer, YCMOU, Nashik यांचे नावे काढलेला असावा) तो अर्जासोबत जोडावा. By Hand घ्यायचा असल्यास YCMOU मध्ये बँकेत चलन भरू शकता.
- प्रमाणपत्रासाठी तृतीय वर्षाच्या गुणपत्रकाची छायांकित (Xerox) प्रत जोडावी लागते.

[Quoted text hidden]

<https://mail.google.com/mail/u/0/?ik=4487d6537&view=pt&search=all&permthid=thread-%3A1665193495949661976&siml=msg-%3A16651934959...> 1/1

7/9/2021 YASHWANTRAO CHAVAN MAHARASHTRA OPEN UNIVERSITY Mail - Student PRN login problem, PRN was not access

M Gmail nondani nondani <nondani@ycmou.digitaluniversity.ac>

Student PRN login problem, PRN was not access
2 messages

D.Y.Patil College of Agri Talsande <dycmou71191@gmail.com> Wed, Aug 19, 2020 at 11:49 AM
To: nondani@ycmou.digitaluniversity.ac

Sir,
In our study center Dr. D Y Patil College of Agriculture, Kolhapur (71191), student Omkar Madan Kadam PRN : 2019017000369747 was also pass in - P18 in the year of Feb 2020, now he was admission for next year but his PRN was not accepted to admission process. So please solve this problem as early as possible


nondani nondani <nondani@ycmou.digitaluniversity.ac> Wed, Aug 19, 2020 at 12:31 PM
To: "D.Y.Patil College of Agri Talsande" <dycmou71191@gmail.com>

<http://ycmouagru2020.mhpravesh.in/StaticPages/firm/CheckPRNNew.aspx?did=126> हि लिंक वापरावी.
[Quoted text hidden]

सहायक कुल अधिकारी
नौदमी कक्ष
यशम पुस्त विद्यापीठ, नाशिक
2230580, 2231715

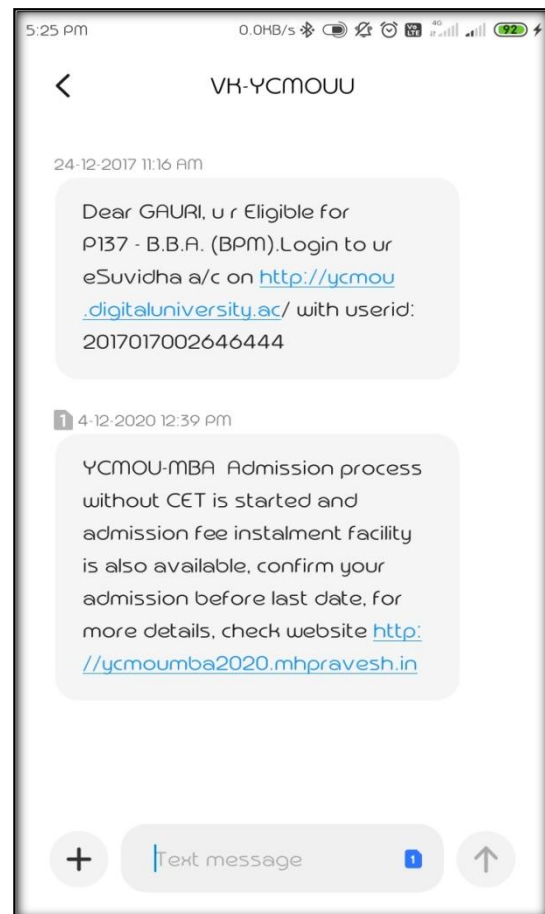
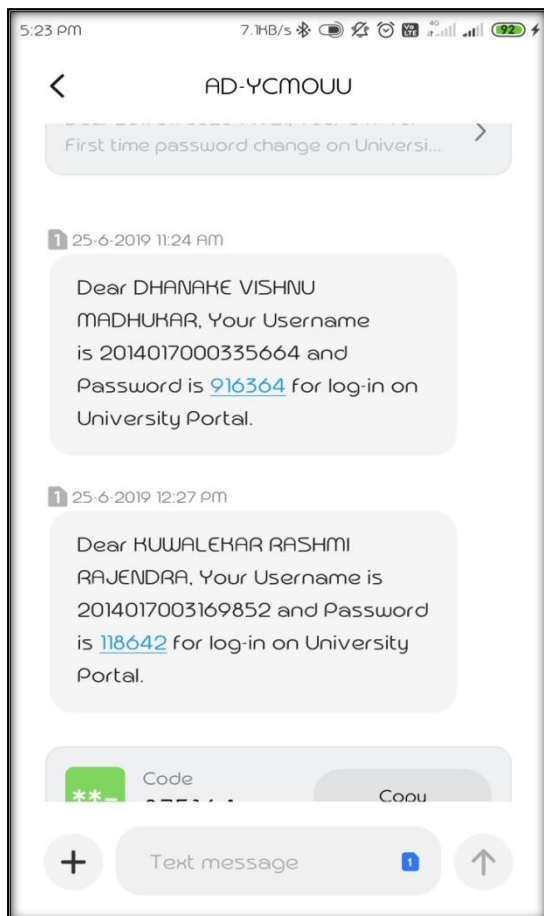
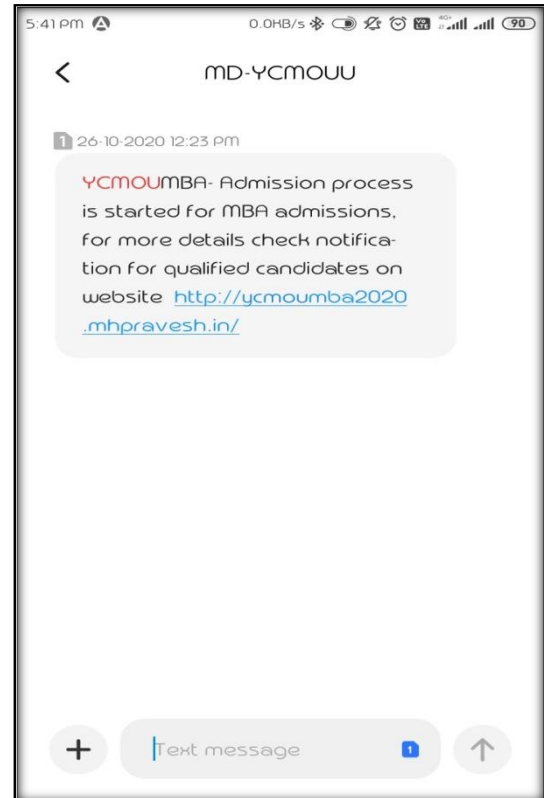
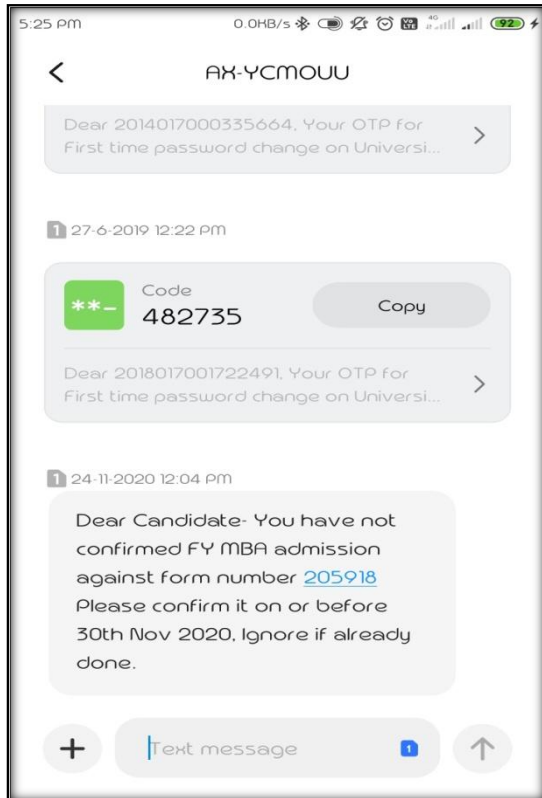
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Postal Communication (Inward-Outward Section)

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> यशवंतराव चव्हाण महाराष्ट्र मुक्त विद्यापीठ, नाशिक आवक नोंदवही </div> </div>							
दिनांक	आवक क्रमांक	आवक पत्र क्रमांक व दिनांक	पाठवणाराचे नांव/कोणाकडून आले	ठिकाण	विषय/सोबत असलेल्या कागदांचा तपशील	विभागाकडे पाठविले नांव /कोणाला दिले	
24/1/18	01		रमलका देवकिशोर मजिठ	लोहायल	Rm 2195271802M		
			फरीदाबाद वा.कुंदर देव	लोहायल	Rm 4617286152M		
			विभागाकडे देवकिशोर मजिठ	लोहायल	Rm 3631408242M		
			कोपल फरीदाबाद मजिठ	लोहायल	Rm 3598917082M		
			वा.कुंदर देव मजिठ	लोहायल	Rm 4619805542M		
			S. D. M. K. S. D.	डवंगल	Rm 5466458802M		
			Mb 546/500 Head Clr	पुणे	RE 9307990762M		
			Anita K. K. K.	लोहायल	Em 5744083822M		
			K. R. K. K. K.	पुणे	Em 3786549192M		
			M. K. K. K. K.	पुणे	Em 0615872622M		
					Em 4000000000M		

			Abhishek R. Chole	पुणे	Rm 4251967292M		
			पुणे देवकिशोर मजिठ	पुणे	Em 416939392M		
			पुणे देवकिशोर मजिठ	पुणे	Em 4689609822M		
			MAHARASHTRA A.S.	पुणे	Em 0355062962M		
			manisha m. P. P.	पुणे	Em 0230424102M		
11/4/18	02		वि. वि. वि. वि. वि.	लोहायल	Rm 4328924722M		
			M. S. M. P. P.	लोहायल	Em 2544115262M		
			पुणे देवकिशोर मजिठ	पुणे	Em 5743540182M		
			पुणे देवकिशोर मजिठ	पुणे	Em 2530192952M		
			Usha S. Dhalalkar	पुणे	Em 2635538762M		
			पुणे देवकिशोर मजिठ	पुणे	Rm 3665397782M		
			CV/4402/Indra Private L	पुणे	EK 4242357032M		
			Sanjivan B. wasamkar	पुणे	Em 4997705242M		
			YADUNEE ABHINAV	पुणे	Em 4005164352M		
11/4/18	03		she. sh. sh. sh. sh.	पुणे	Em 4628986352M		
			am. sh. sh. sh. sh.	पुणे	Em 0110696402M		

Bulk SMS





Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222

5.1.5: Queries Received from Online Help Desk [Complaints regarding Books (Study Material)]

Year	Queries Received	Queries Addressed
2016-17	655	655
2017-18	269	269
2018-19	72	72
2019-20	46	46
2020-21	95	95




Director
Student Services Division,
Y.C.M. Open University, Nashik.



Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222

SUBJECT: Attending to Learners Queries

Year	App based support (E-Suvidha)		Profile Correction		Call Center		E-mail Support		Chat Box	
	Queries Received	Queries Addressed	Queries Received	Queries Addressed	Queries Received	Queries Addressed	Queries Received	Queries Addressed	Queries Received	Queries Addressed
2016-17	51463	38597	11616	11616	334	294	22612	18090	3502	3502
2017-18	41109	30832	9850	9850	933	918	10999	8799	4415	4415
2018-19	31391	23543	7367	7367	170	160	17348	13878	5120	5120
2019-20	22119	16589	6205	6205	653	646	12670	10136	6250	6250
2020-21	3657	2390	1150	1150	660	660	14326	11461	7035	7035




Director
Student Services Division,
Y.C.M. Open University, Nashik.



Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222

5.1.5: Attending to Learners Queries

Year	Chat Box		Bulk SMS	
	Queries Received	Queries Addressed	Queries Received	Queries Addressed
2016-17	3502	3502	351249	351249
2017-18	4415	4415	247258	247258
2018-19	5120	5120	248234	248234
2019-20	6250	6250	237816	237816
2020-21	7035	7035	961582	961582




Director
Student Services Division,
Y.C.M. Open University, Nashik.



Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222

5.1.5: Attending to Learners Queries (Postal Communication)

Year	Postal Communication	
	Queries Received	Queries Addressed
2016-17	14498	11598
2017-18	15376	12300
2018-19	13425	10740
2019-20	3509	2807
2020-21	3647	2917




Director
Student Services Division,
Y.C.M. Open University, Nashik.