



MEWAR UNIVERSITY

NAAC 'A'
GRADE
ACCREDITED UNIVERSITY

A University u/s 2(f) & 12(B) of the UGC Act 1956 with right to confer degrees u/s 22(1)
of the UGC Act Established by Rajasthan State Govt. vide Act No. 4 of 2009

Ref. No. MU/RO/2026 / 1 6 7 2

Date: 07-08-2026

DECLARATION FOR PROVIDING SYSTEMS FOR LEARNER SUPPORT SERVICES

This is to certify that Mewar University, Gangrar, Chittorgarh, Rajasthan, has established and operationalized a comprehensive Learner Support Services (LSS) System for all programmes offered through Online Learning(OL) modes in accordance with Part IV of the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020, and subsequent amendments.

The University has adequate mechanisms to provide continuous academic, administrative, technical, and learner support services throughout the learner life cycle, including but not limited to:

1. Pre-admission counselling and programme guidance.
2. Online admission and enrolment support.
3. Learning Management System (LMS) with access to e-SLM, video lectures, assignments, discussion forums, and assessments.
4. Timely delivery of Self Learning Material (where applicable).
5. Academic counselling, mentoring, and faculty interaction through online and offline modes.
6. Access to digital library resources, e-books, e-journals, and other learning resources.
7. Technical helpdesk through email, telephone, and online support.
8. Assignment submission, examination support, result declaration, and related academic services.
9. Student grievance redressal mechanism with defined timelines.
10. Regular communication with learners through the LMS, email, SMS, and the University website.
11. Career guidance, placement assistance, and learner feedback mechanisms for continuous quality improvement.

The University further declares that these learner support services are adequately staffed, regularly monitored, and periodically reviewed to ensure compliance with the UGC (ODL and Online Programmes) Regulations, 2020, and to provide effective support for all enrolled learners.


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