



**ACHARYA NAGARJUNA UNIVERSITY**  
**CENTRE FOR DISTANCE EDUCATION**  
**NAGARJUNA NAGAR**  
**GUNTUR**

**CRITERION - V**

**5.1.7 Attending to learners' queries by ANUCDE**

<b>File description</b>	<b>Document/ Link</b>	<b>Supporting document link</b>
<b>Links to Automated interactive voice response system</b>	<a href="tel:04049171760">04049171760</a>	<a href="http://www.anucde.info/auomatedinteractivevoiceresponse.pdf">www.anucde.info/auomatedinteractivevoiceresponse.pdf</a>
<b>Call centre of ANUCDE</b>	<a href="http://anucde.info/contactus.php">http://anucde.info/contactus.php</a>	<a href="http://www.anucde.info/callcentrequeries.pdf">www.anucde.info/callcentrequeries.pdf</a>
<b>Online help desk links of ANUCDE</b>	<a href="mailto:helpdesk@lingsaa.com">helpdesk@lingsaa.com</a>	
<b>Details of ANUCDE's support system in social media</b>	<a href="https://api.whatsapp.com/send?phone=919848477441">https://api.whatsapp.com/send?phone=919848477441</a> <a href="https://www.instagram.com/centre_for_distance_education/">https://www.instagram.com/centre_for_distance_education/</a> <a href="https://www.facebook.com/people/CDE-ANU/100094281377706/">https://www.facebook.com/people/CDE-ANU/100094281377706/</a>	<a href="http://www.anucde.info/whatsapp.pdf">www.anucde.info/whatsapp.pdf</a> <a href="http://www.anucde.info/instagram.pdf">www.anucde.info/instagram.pdf</a> <a href="http://www.anucde.info/facebook.pdf">www.anucde.info/facebook.pdf</a>

<b>Details of app-based support</b>	<a href="https://play.google.com/store/apps/details?id=com.tle.anu">https://play.google.com/store/apps/details?id=com.tle.anu</a>	<a href="http://www.anucde.info/appbasedsupport.pdf">www.anucde.info/appbasedsupport.pdf</a>
<b>Links of (active) chat box</b>	<a href="https://portal.anuonline.ac.in/">https://portal.anuonline.ac.in/</a>	<a href="http://www.anucde.info/chatbox.pdf">www.anucde.info/chatbox.pdf</a>
<b>Links of contact e-mails for Support</b>	<a href="mailto:anucdedirector@gmail.com">anucdedirector@gmail.com</a> <a href="mailto:cdecoordinator.anu@gmail.com">cdecoordinator.anu@gmail.com</a>	<a href="http://www.anucde.info/emailsqueries.pdf">www.anucde.info/emailsqueries.pdf</a>
<b>Geotagged photos of Inquiry counter in ANUCDE and LSCs of ANUCDE</b>	<a href="http://www.anucde.info/inquirygeotagpics.pdf">www.anucde.info/inquirygeotagpics.pdf</a>	<a href="http://www.anucde.info/inquirygeotagpics.pdf">www.anucde.info/inquirygeotagpics.pdf</a>
<b>Details of letter box of postal communication</b>	<a href="http://www.anucde.info/contactus.php">http://www.anucde.info/contactus.php</a>	<a href="http://www.anucde.info/postalqueries.pdf">www.anucde.info/postalqueries.pdf</a>
<b>Details of Students Grievance Redressal Cell</b>	<a href="http://www.anucde.info/grievancecell.pdf">www.anucde.info/grievancecell.pdf</a>	<a href="http://www.anucde.info/grievance201819report.pdf">www.anucde.info/grievance201819report.pdf</a> <a href="http://www.anucde.info/grievance201920report.pdf">www.anucde.info/grievance201920report.pdf</a> <a href="http://www.anucde.info/grievance202021report.pdf">www.anucde.info/grievance202021report.pdf</a> <a href="http://www.anucde.info/grievance202122report.pdf">www.anucde.info/grievance202122report.pdf</a> <a href="http://www.anucde.info/grievance202223report.pdf">www.anucde.info/grievance202223report.pdf</a>