

Now, resolution to exam related complaints just a click away

Nov 27, 2025, 01.09 AM IST

KEY BENEFITS OF THE APP

- Better tracking of issues & faster resolution
- Access to support at any time of the day
- SMS and email alerts for every update along with detailed reports and performance dashboards
- Real-time monitoring of request status through an AI-supported system
- Role-based logins for students, officials, and administrators
- Secure and confidential data handling

Indore: Devi Ahilya Vishwavidyalaya (DAVV) has launched the e-Samadhan app, aimed at providing students with a clear and organised way to register their examination-related complaints, on Wednesday. The university has placed the app on its official website and on the Play Store at no cost, making it accessible for more than 2 lakh students.

For the initial phase, the system will handle concerns linked to mark sheets, degrees, migration certificates, name corrections and printing errors. Vice-chancellor Rakesh Singhai said that the platform is intended to replace lengthy manual processes with a straightforward digital method that keeps students informed at

every stage.

According to the university, the app has four central goals. It seeks to offer a simple, paper-free process, ensure timely action, encourage service improvements through student feedback, and build stronger confidence between the institution and its students. Each complaint will be recorded, tracked, and resolved within a defined time frame, and students will receive updates as their cases move forward.

The app was developed jointly by DAVV and the Centre for Research and Industrial Staff Performance in Bhopal. The varsity officially launched the app during an event on its campus. Singhai inaugurated the platform in the presence of former chairperson of the National Commission for Scheduled Tribes Harsh Chouhan, CRISP director Amol Vaidya, CRISP IT centre head Sandeep Jain, and Praveen Sharma. registrar Prajwal Khare and examination controller Ashesh Tiwari were also present during the event.

"The system will be monitored by a dedicated team so that issues are resolved within the expected time. The university plans to add more categories in the next phase, which will allow students to submit a wider range of concerns through the same platform," said Tiwari.