



Koneru Lakshmaiah Education Foundation

(Deemed to be University estd. u/s. 3 of the UGC Act, 1956)

Accredited by NAAC as 'A++' Grade University ♦ Approved by AICTE ♦ ISO 9001-2015 Certified

Campus: Green Fields, Vaddeswaram - 522 502, Guntur District, Andhra Pradesh, INDIA.

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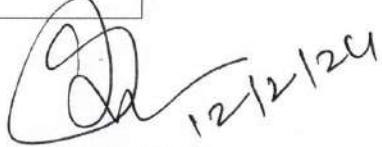
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KL CENTER FOR DISTANCE & ONLINE EDUCATION

SERVICE METRICS FOR ACADEMICS

Following are the service metrics for the resolution of the queries raised by the students.

S.No	Query/Issue raised through mail	Time taken for resolving
1	LMS Related queries - First Response	24 hours
2	LMS content related Queries	15 days
3	ERP Related Queries	20days
4	Fees related Queries	1 month
5	Exam Related Queries	1 month
6	Certificate issue related Queries	1 month


12/12/20

DIRECTOR

KL-CDOE

Director-KLCDOE
KLEF (Deemed to be University)
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