

Attending to learners’ queries

Sr. No.	Type of Approach	Web-link
1	Automated interactive voice response system	1800 233 1020
2	Call Centre	Physically available at HQs and RCs
3	Online Help Desk	https://baou.edu.in/help-desk
4	Social Media	https://www.facebook.com/BAOUGujarat https://twitter.com/BAOUGujarat https://www.instagram.com/BAOUGujarat/ https://www.youtube.com/c/baougujarat https://t.me/BAOUGUJARAT
5	App based support	https://baou.edu.in/apps https://play.google.com/store/apps/details?id=baou.edu.info https://play.google.com/store/apps/details?id=baou.edu.baouadmission https://play.google.com/store/apps/details?id=baou.edu.baoustudycenterlocator https://play.google.com/store/apps/details?id=baou.edu.baoucourseguide https://play.google.com/store/apps/details?id=com.education.baou
6	Chat Box	https://baou.edu.in/
7	Email Support	info@baou.edu.in feedback@baou.edu.in admission.info@baou.edu.in material.query@baou.edu.in assignment@baou.edu.in exam.query@baou.edu.in marksheet.info@baou.edu.in baou.scstcell@baou.edu.in
8	Interactive Radio Counselling	https://baou.edu.in/swadhyay.radio
9	Teleconferencing	Audio Bridge Conference Call Services
10	Web-conferencing	Google Meet, Cisco Webex, Microsoft Team, Zoom Video Meeting
11	Student Services Centre / Inquiry Counter	http://digitalbaou.baou.edu.in/BAOU-ERP/students/login.aspx
12	Postal Communication	On Campus Post Office