

University Grants Commission Distance Education Bureau

3 - Tier Complaint Handling Mechanism

Student Help Manual

In Case of Any Query, write to:

deb.query@inflibnet.ac.in

DEB Website URL : deb.ugc.ac.in

Distance Education Bureau
A Bureau of University Grants Commission (UGC)

REGISTRATION | LOGIN | RTI | FAQs | CONTACT

UGC About Us Distance Education System HEIs Recognition Status Notice Board

DISTANCE EDUCATION BUREAU

READ MORE

Open & Distance Learning

- UGC(ODL) Regulations, 2017 and Amendments
- Recognition Given for ODL Programmes- Year Wise
- 2019-20 2018-2019 2016-2017 2015-2016
- Previous Recognitions
- Category-I

Online Learning

- UGC (Online Courses or Programmes) Regulations, 2018
- Recognition Given for Online Learning 2019-20
- Important Notifications

Student Corner

- Know your University/HEIs
- Open & Distance Learning Online Learning
- Year Wise Recognition Status
- Academic Year Planner
- Student Complaint Handling Mechanism
- Student Help Manual HEI Help Manual Flow Chart



STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism

Registration

Click on to
Registration

Username *

Password *

Captcha *



Refresh

[Forgot Password?](#)

SIGN IN

Every User has to register first to receive the credentials to login to the dashboard of 'Student Complaint Handling Mechanism'.



STUDENT COMPLAINT HANDLING MECHANISM

[Home](#) > [Student Complaint Handling Mechanism Registration](#)

Student Complaint Handling Mechanism Registration

[Login](#)

Name*

ABC

Address *

Talegoan, Pune, Maharashtra 410506

Email ID *

odl.ugc@infibnet.ac.in

Mobile*

123456789

Password*

Confirm Password*

Captcha *



wGr4Ut

SIGN UP

Complete all the fields & click 'SIGN UP'



Registered Successfully You may Login with
Emailid as Username and password as
chosen!

OK

Login

Name*

ABC

Mobile*

123456789

Password*

Confirm Password*

Email ID *

andeepchang@gmail.com

Captcha *



Enter Captcha

**Student will receive login credentials on his/her
registered email ID**



STUDENT COMPLAINT HANDLING MECHANISM

[Home](#) > [Student Complaint Handling Mechanism](#)

Student Complaint Handling Mechanism

[Registration](#)

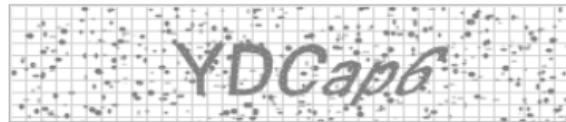
Username *

sagenderparmar@gmail.com

Password *

.....

Captcha *



YDCap6

[Refresh](#)

[Forgot Password?](#)

[Login](#)

Using the credentials, login to 'Student Complaint Handling Mechanism.'



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

Dashboard

Complaints

Student Academic Details

Mode of Education *

--Select--

Status *

--Select--

Enrolment No *

Enrolment No

Year of Registration *

Year of Registration

Academic Session *

--Select--

Name of the Programme *

Name of the Programme

University Name *

--Select--

Save

Student has to submit his/her academic details. Do remember that for each complaint against different universities, student has to submit his/her academic details of that University.



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: **inlibnet**

LogOut

► Dashboard

► Complaints

Student Academic Details

Mode of Education *

--Select--

Status *

--Select--

Enrolment No *

Enrolment No

Year of Registration *

Year of Registration

Academic Session *

--Select--

Name of the Programme *

Name of the Programme

University Name*

--Select--

Save

After filling the
required details
click 'save'
button





STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

Student Academic Details

Mode of Education *

--Select--
--Select--
Open & Distance Learning
Online Learning

Status *

--Select--
--Select--
Pursuing
Passed Out

Name of the Programme *

Name of the Programme

University Name *

--Select--

Save

Choose Correctly your
mode of education &
status of admission



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: SAGENDER SINGH

LogOut

Dashboard

Complaint



Academic Details Successfully Saved!

OK

Year of Registration *

2017

Academic Session *

July

University Name *

A P S University

Name of the Programme *

MBA

Submit

Academic Details

Sl. No.	University	Enrollment	Year of	Name of the	Academic
---------	------------	------------	---------	-------------	----------

STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

Dashboard

Complaint

Student Academic Details

Mode of Education *

--Select--

Status *

--Select--

Enrolment No *

Enrolment No

Year of Registration *

Year of Registration

Academic Session *

--Select--

Name of the Programme *

Name of the Programme

University Name *

--Select--

Save

SR No	University Name	Enrolment No.	Year of Registration	Name of the Programme	Academic Session	Action
1	Lovely Professional University	2020123	2017	Master of Library & Information Science	July	Edit Complaint

Student can observe that his/her academic details are appearing in the grid



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

► Dashboard

► Complaint

Student Academic Details

Mode of Education *

--Select-- ▾

Status *

--Select-- ▾

Enrolment No *

Enrolment No

Year of Registration *

Year of Registration

Academic Session *

--Select-- ▾

Name of the Programme *

Name of the Programme

University Name *

--Select-- ▾

Save

Academic Details

SR No	University Name	Enrolment No.	Year of Registration	Name of the Programme	Academic Session	Action
1	Lovely Professional University	2020123	2017	Master of Library & Information Science	July	Edit Complaint

Using 'Edit' Feature, student can edit his/her submitted Academic details.
Do remember to select the correct University Name as complaint will be auto delivered to the selected University.



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

▸ Dashboard

▸ Complaint

Student Academic Details

Mode of Education *

--Select-- ▾

Status *

--Select-- ▾

Enrolment No *

Enrolment No

Year of Registration *

Year of Registration

Academic Session *

--Select-- ▾

Name of the Programme *

Name of the Programme

University Name*

--Select-- ▾

Save

Academic Details

SR No	University Name	Enrolment No.	Year of Registration	Name of the Programme	Academic Session	Action
1	Lovely Professional University	2020123	2017	Master of Library & Information Science	July	Edit Complaint

To submit a complaint,
click 'Complaint'

Name of HEI against which complaint registered

Select nature of complaint and write its description

Student has to submit one documentary evidence supporting his/her students identity of that University and click Save.

Complaint [UGC]

Nature of Complaint *

Learning Material(s)

Complaint Date *

3-Apr-2020

Description *

Demo

Documentary evidence to support your student identity of the University

Choose File No file chosen

Save

Close

DISTANCE EDUCATION BUREAU

QUICK LINKS

CONTACT US


The open and distance learning system in India

Home

MAIN OFFICE

DEB OFFICE

Student will receive a confirmation. Subsequently now onward, the student will receive an email and SMS alert on his/her registered email ID and Mobile No. respectively for each progress of submitted complaint with a complaint ID.

 **DISTANCE EDUCATION**
A Bureau of University

REGISTRATION | LOGIN | FAQS | CONTACT

Status Notice Board

Dashboard: SAG

► Dashboard

► Complaint

Complaint [UGC]

Nature of Complaint *

Learning Material(s)

Complaint Date *

3-Apr-2020

Description *

Demo

Documentary evidence

Choose File No file

Submit Close

Save


LogOut

ic Session *

ect--

the Programme *

Name of the Programme



Student Complaint Details Successfully Saved!

OK



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard:inflibnet

[LogOut](#)

[Dashboard](#)

[Complaints](#)

Complaint(s)

Sr No	Nature of Complaint	Complaint Date	Complaint Details	HEI Remarks	HEI Document
1	Learning Material(s)	31-Mar-2020	I Have not received my study material for the sixth semester	Test	

Student can check the status of complaint from this column.



STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism

Registration

Username *

Password *

Captcha *



Refresh

Forgot Password?

SIGN IN

In case, if
student forget
password, click
'Forgot
Password'



STUDENT COMPLAINT HANDLING MECHANISM

Home > Recover Your Password

Recover your password

Username *

Email

Captcha *



Enter Captcha

Refresh

Continue

Enter student
registered
email ID,
captcha and
click
'Continue'.



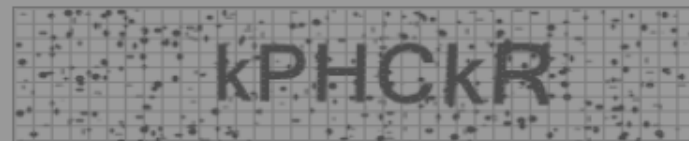


Success!

Your password has been sent to your registered email. You are being redirected...

OK

A new password will be delivered to student's registered email ID.



kPHCKR

[Refresh](#)

University Grants Commission Distance Education Bureau

3 - Tier Complaint Handling Mechanism

Higher Educational Institution Help Manual

In Case of Any Query, write to:

deb.query@inflibnet.ac.in



DISTANCE EDUCATION BUREAU
A Bureau of University Grants Commission (UGC)



UGC About Us ▾ Distance Education

Notice Board

- HEI ←
- EXPERTS
- REGIONAL OFFICES
- ODL ADMINISTRATOR
- OL ADMINISTRATOR
- WORKING GROUP MEMBERS

DISTANCE EDUCATION BUREAU

READ MORE



Open & Distance Learning

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Student Corner

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- Academic Year Planner
- Student Complaint Handling Mechanism

Student Help Manual HEI Help Manual Flow Chart

Use HEI credential to log into the HEI Dashboard

HEI LOGIN

 Username *

 Password *

 Captcha *



 Refresh

☐ Remember me

[Forgot Password?](#)

 SIGN IN

Don't have an Registration yet?
[Click here for Registration](#)

Open & Distance Learning Dashboard : UGC

Profile of HEI

Programmes

Student Information

Quality Monitoring

Regional & Learner and Examination Centres

Human Resources Information

Programme Project Report & Study Learning Material

Seminar, Grievance & Help Desk

HEI Profile Status

No of Course

Student Complaint

[Learning Material\(s\)](#)
[Contact Programmes](#)
[Contact Programmes](#)

Note: For any Technical Help Email us on :odl.ugc@inlibnet.ac.in

Important Notes:

- For every complaint registered by a student, HEI will receive an email and SMS on registered email ID & Mobile No. with DEB, UGC.
- As per the Complaint Handling mechanism, HEI needs to resolve any registered complaint within 60 days of time period.
- As stipulated under the Complaint Handling Mechanism for unresolved complaint, two reminders will be sent through emails to HEI, 7 & 2 days prior to completion of 60 days of the time period .
- If the complaint not disposed/resolved within 60 days time period at HEI level, the complaint will be auto-transferred to Concerned Regional Office for taking necessary action.
- In case of complaint not disposed/resolved in by Regional Office, the complaint will be auto transferred to DEB,UGC.
- DEB, UGC shall take necessary action as per provisions of the UGC (ODL) and Online Regulations and its amendments.
- The HEI will be permitted to resolve complaint at this stage, if DEB, UGC may permit.

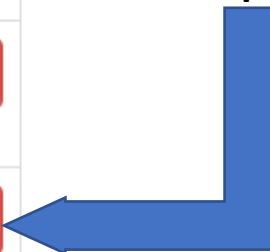
Student Complaint(s)

Sr No	Complaint Details	Status	Action
1	Created on 06-Mar-2020 of Nature Examination by SAGENDER SINGH Query: Semester exams of January session have not yet commenced.	Replied on 20-Mar-2020 By Region Remarks: Test	
2	Created on 08-Mar-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Not Clear	Reply not given yet	Reply
3	Created on 08-Mar-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Not Clear	Replied on 08-Mar-2020 By Institute Remarks: ok it will be resolve	
4	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	Reply
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH	Reply not given yet	Reply

Click 'Reply' button shown against each registered complaint to provide HEI's response. Once replied, the button will disappear.

4	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	Reply
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	Reply
6	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply
7	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply
8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply
9	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply
10	Created on 09-Apr-2020 of Nature Issuance of Marksheet/degree by NEELAM Query: HEI has not issued my marksheet.	Reply not given yet	Reply
11	Created on 09-Apr-2020 of Nature Issuance of Marksheet/degree by NEELAM Query: HEI has not issued my marksheet.	Reply not given yet	Reply

For Example, HEI is replying to this complaint. Press "Reply" button



HEI Name (in the place of UGC) which is replying to the complaint

UGC

Nature of Complaint : Issuance of Marksheet/degree

Complaint Date : 09-Apr-2020

Complaint Details: HEI has not issued my marksheet.

Remarks

Complaint has been examined. Your Mark sheet has been issued vide letter no.....dated and dispatched.]

Resolved Date *

9-Apr-2020

Supportive Document (If Any)

Choose File No file chosen

Send

Close

Relevant redressal remarks of HEI

Attach relevant documents, If any (1 MB size)

Once, you click '**Send**' the popup will disappear & response will be auto delivered to the student who raised the complaint.

7	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply
8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply
9	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply
10	Created on 09-Apr-2020 of Nature Issuance of Marksheet/degree by NEELAM Query: HEI has not issued my marksheet.	Reply not given yet	Reply
11	Created on 09-Apr-2020 of Nature Issuance of Marksheet/degree by NEELAM Query: HEI has not issued my marksheet.	Replied on 09-Apr-2020 By Institute Remarks: Complaint has been examined. Your Mark sheet has been issued vide letter no.....dated and dispatched.	

Remarks by HEI will be shown against the concerned complaint.

Process Flow Chart

Students Complaint Handling Mechanism

