

**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@inlibnet.ac.in](mailto:deb.query@inlibnet.ac.in)**

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

# 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

## Use HEI credential to log into the HEI Dashboard

### HEI LOGIN



Remember me [Forgot Password?](#)

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

Open & Distance Learning Dashboard : UGC

Note: For any Technical Help Email us on :odl.ugc@inflibnet.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	<a href="#">Reply</a>
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	<a href="#">Reply</a>
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH	Reply not given yet	<a href="#">Reply</a>

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	<a href="#">Reply</a>
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	<a href="#">Reply</a>
6	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	<a href="#">Reply</a>
7	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	<a href="#">Reply</a>
8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	<a href="#">Reply</a>
9	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	<a href="#">Reply</a>
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	<a href="#">Reply</a>
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	<a href="#">Reply</a>

**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	<a href="#">Reply</a>
8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	<a href="#">Reply</a>
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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.**