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
Use HEI credential to log into the HEI Dashboard

**HEI LOGIN**

- **Username**: Exp_11201
- **Password**: .......
- **Captcha**: ![Captcha Image]

- [Enter Captcha](#)
- [Refresh](#)

- [Remember me](#)
- [Forgot Password?](#)

- [SIGN IN](#)

Don't have an Registration yet? [Click here for Registration](#)
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.
Click ‘Reply’ button shown against each registered complaint to provide HEI’s response. Once replied, the button will disappear.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Complaint Details</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Created on 06-Mar-2020 of Nature Examination by SAGENDER SINGH Query: Semester exams of January session have not yet commenced.</td>
<td>Replied on 20-Mar-2020 By Region Remarks: Test</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Created on 08-Mar-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Not Clear</td>
<td>Reply not given yet</td>
<td>Reply</td>
</tr>
<tr>
<td>3</td>
<td>Created on 08-Mar-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Not Clear</td>
<td>Replied on 08-Mar-2020 By Institute Remarks: ok it will be resolve</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test</td>
<td>Reply not given yet</td>
<td>Reply</td>
</tr>
<tr>
<td>5</td>
<td>Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH</td>
<td>Reply not given yet</td>
<td></td>
</tr>
</tbody>
</table>
For Example, HEI is replying to this complaint. Press “Reply” button.
HEI Name (in the place of UGC) which is replying to the complaint

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.
Remarks by HEI will be shown against the concerned complaint.