University Grants Commission
Distance Education Bureau

3 - Tier Complaint Handling Mechanism

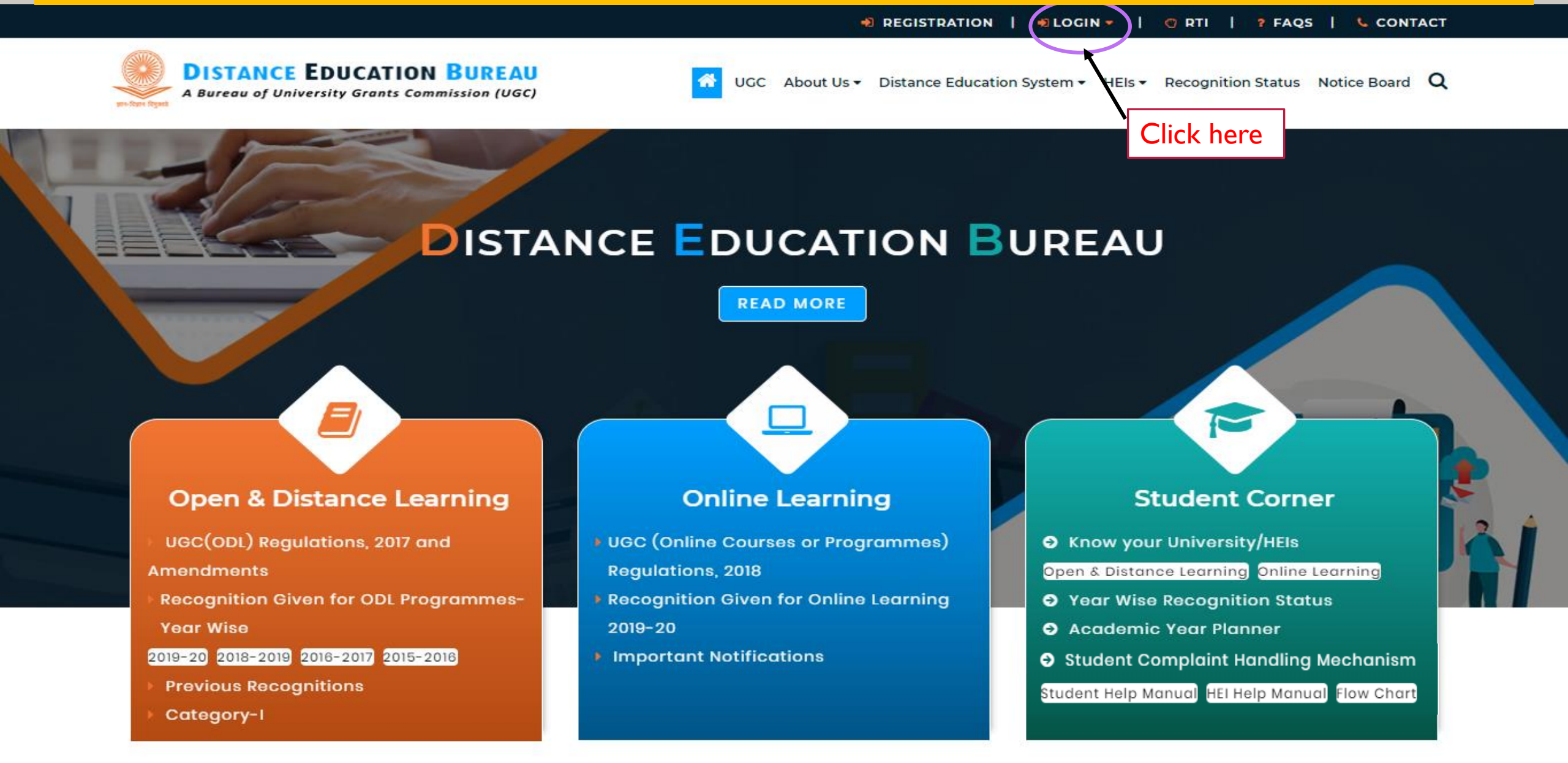
HELP MANUAL
FOR UGC REGIONAL OFFICES

In Case of Any Query, write to:

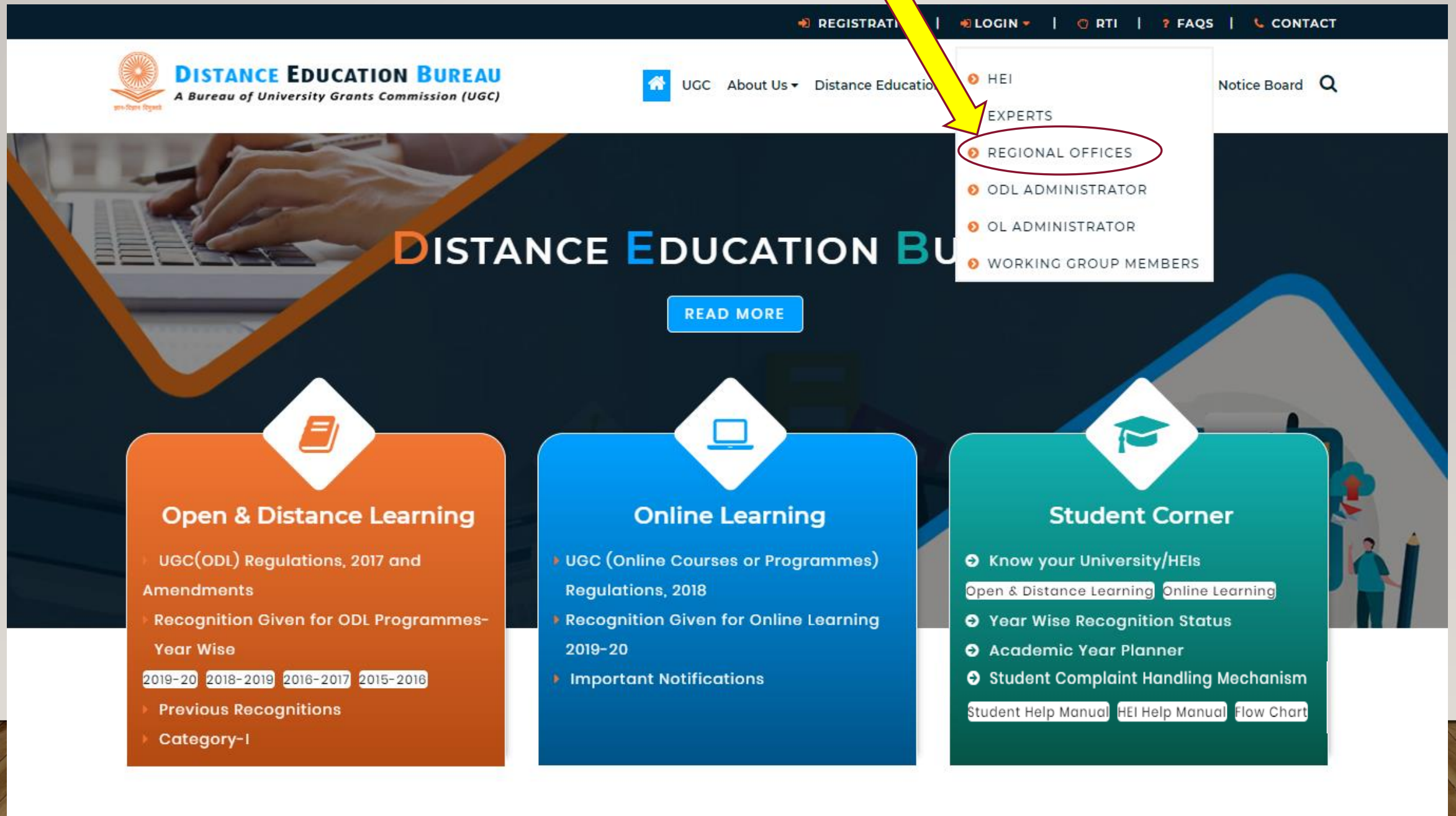
deb.query@inflibnet.ac.in

Steps for Login to the dashboard of Regional Office-

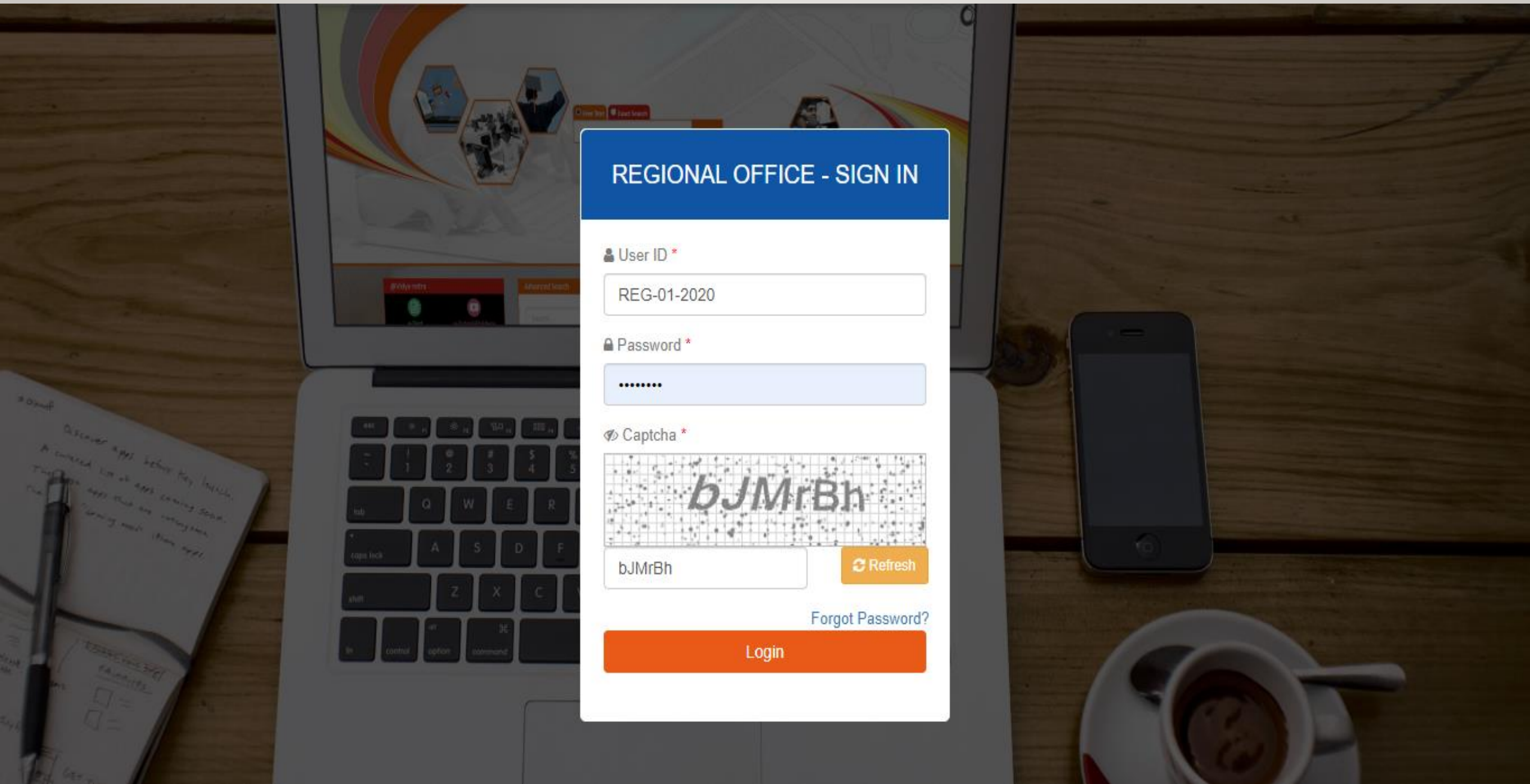
1. Visit the UGC DEB website using URL – www.deb.ugc.ac.in
2. Click on Login tab



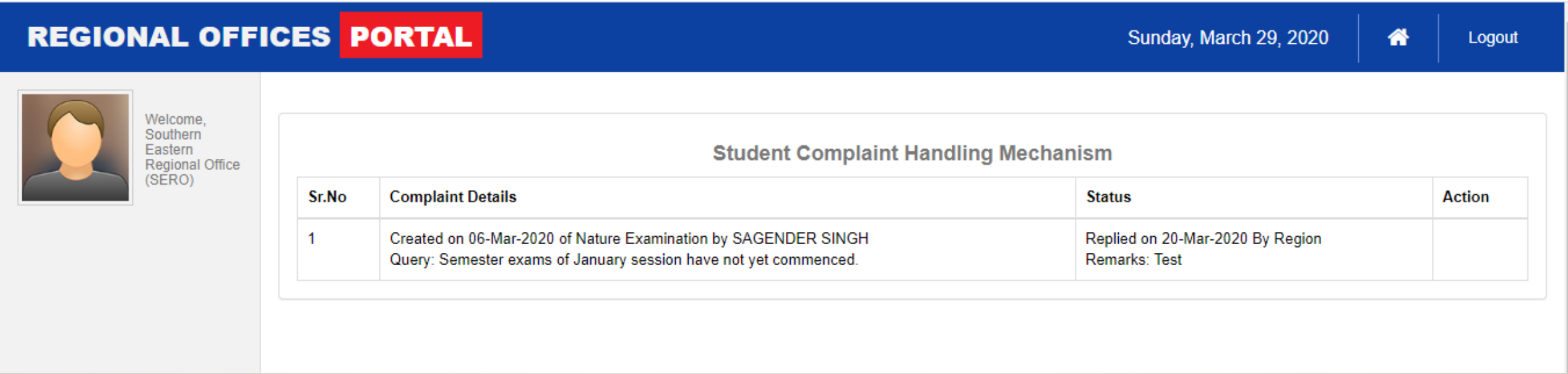
Select 'Regional Offices' from the list



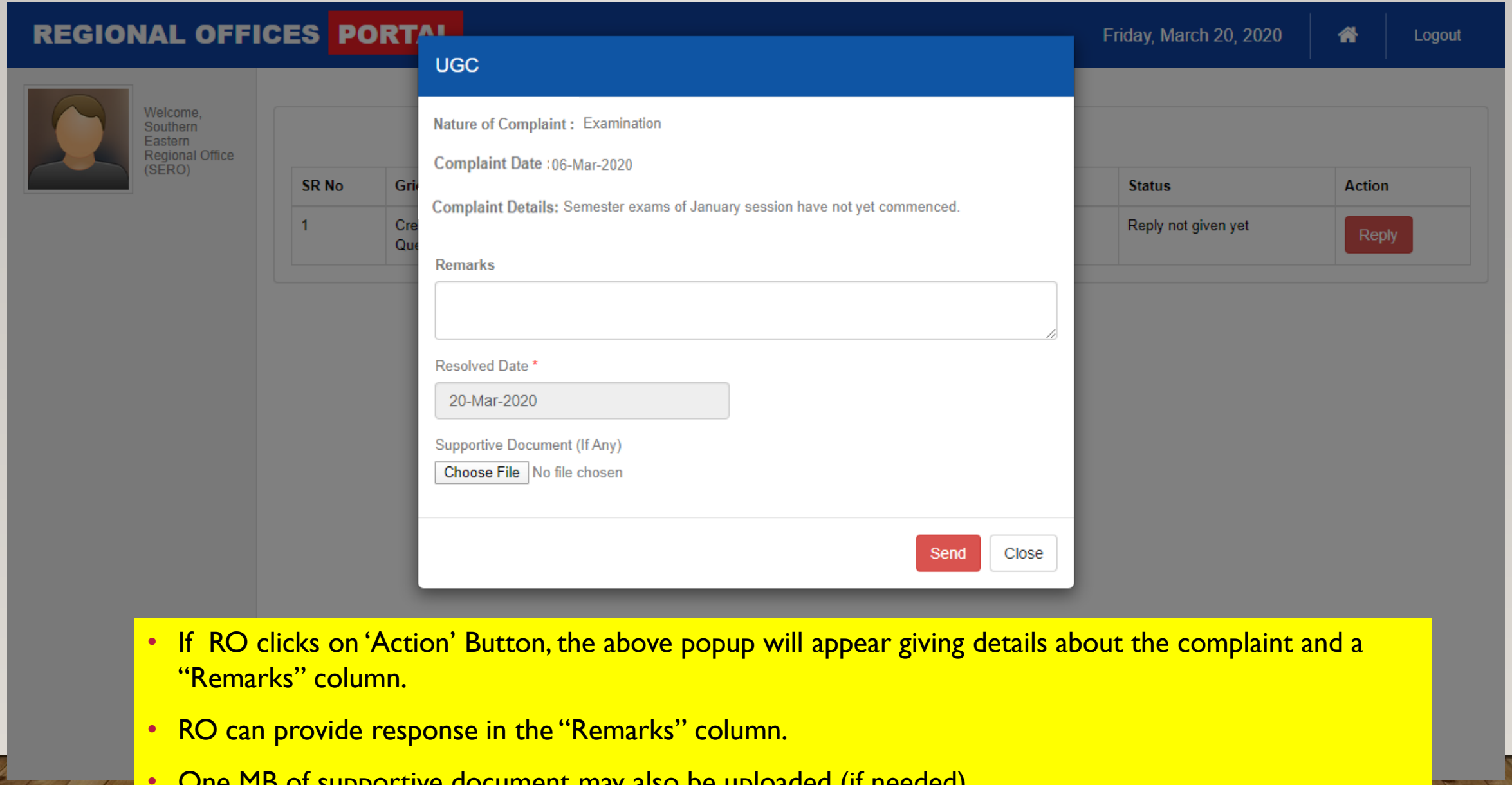
Enter the provided credentials, Captcha & Click on “Login”



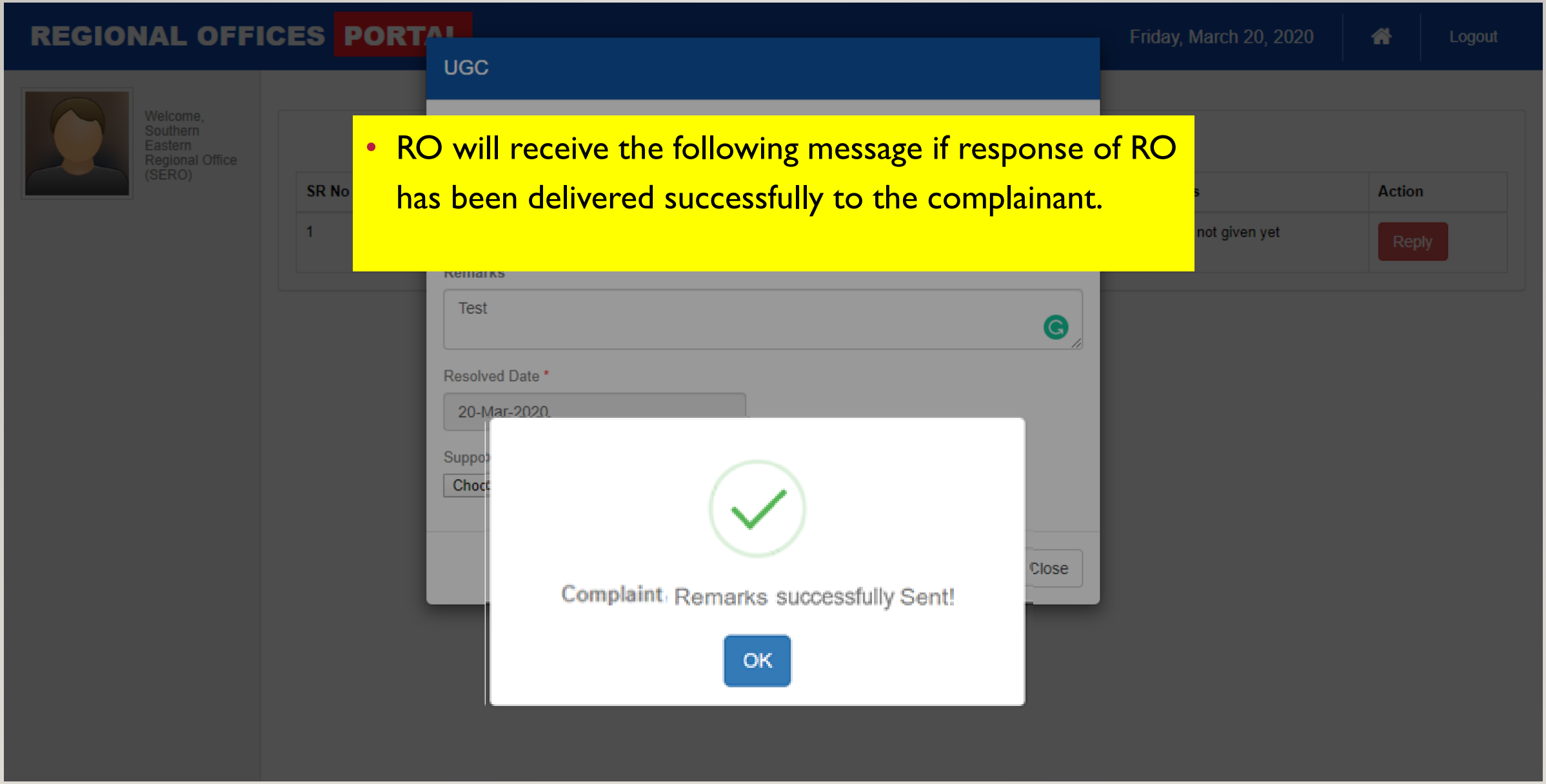
REGIONAL OFFICE- DASHBOARD



- 'Complaint Details' Column shows the information about the received complaint.
- 'Status' shows the answer provided by RO in respect to the complaint.
- 'Action' – Using this button, Regional Office (RO) can respond to the raised query.

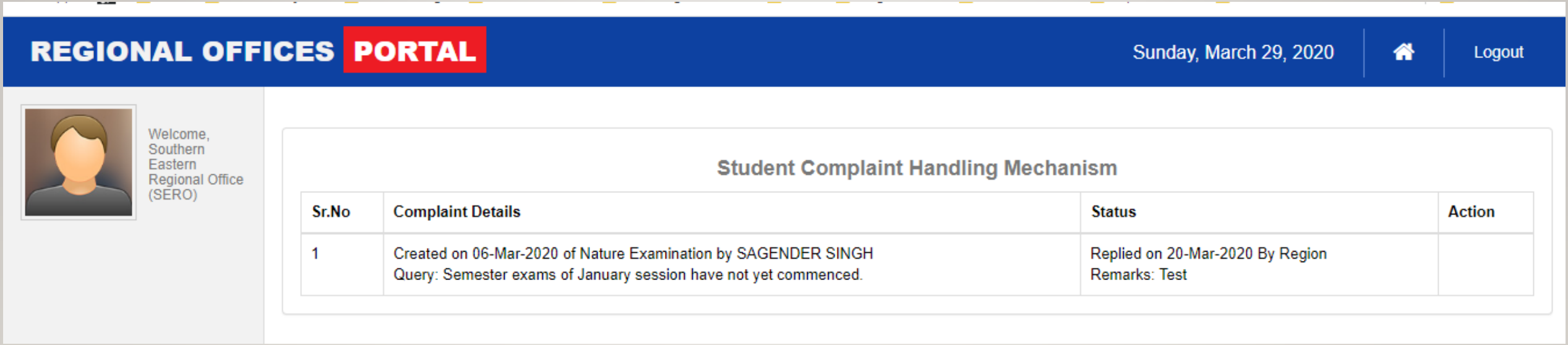


- If RO clicks on 'Action' Button, the above popup will appear giving details about the complaint and a "Remarks" column.
- RO can provide response in the "Remarks" column.
- One MB of supportive document may also be uploaded (if needed).



- RO will receive the following message if response of RO has been delivered successfully to the complainant.

- If RO responds to any query, the status column will get updated with RO's response .



Note-

- **For every complaint registered by a student, the concerned RO will receive an email and SMS on the email ID & Mobile No. registered with the UGC DEB.**
- **As per the 3-Tier Complaint Handling Mechanism, ROs need to resolve any registered complaint within the time period of One Month.**
- **As stipulated under the 3-Tier Complaint Handling Mechanism for an unresolved complaint, two reminders will be sent through emails to RO, 7 & 2 days prior to completion of lock period (i.e. One Month). Action button will become inactive after the lock period, the query will be transferred to DEB, UGC.**

THANK YOU

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