

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

The image shows the homepage of the Distance Education Bureau (DEB) website. At the top, there is a dark navigation bar with links for REGISTRATION, LOGIN, RTI, FAQs, and CONTACT. The 'LOGIN' link is circled in purple, and a red box with the text 'Click here' and an arrow points to it. Below the navigation bar is the UGC logo and the text 'DISTANCE EDUCATION BUREAU A Bureau of University Grants Commission (UGC)'. To the right, there is a search bar and several menu items: UGC, About Us, Distance Education System, HEIs, Recognition Status, and Notice Board. The main content area features a large banner with the text 'DISTANCE EDUCATION BUREAU' and a 'READ MORE' button. Below the banner are three colored boxes: an orange box for 'Open & Distance Learning', a blue box for 'Online Learning', and a teal box for 'Student Corner'. Each box contains a list of links and resources related to its category.

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 2015-2018
- ▶ 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

Select 'Regional Offices' from the list

The image shows the homepage of the Distance Education Bureau (DEB), a Bureau of University Grants Commission (UGC). The website features a dark blue header with navigation links: REGISTRATI, LOGIN, RTI, FAQs, and CONTACT. Below the header is the DEB logo and name. A navigation menu is open, showing options: HEI, EXPERTS, REGIONAL OFFICES (circled in red), ODL ADMINISTRATOR, OL ADMINISTRATOR, and WORKING GROUP MEMBERS. A yellow arrow points from a red callout box at the top to the 'REGIONAL OFFICES' option. The main content area has a large banner with the text 'DISTANCE EDUCATION BU' and a 'READ MORE' button. Below the banner are three colored boxes: 'Open & Distance Learning' (orange), 'Online Learning' (blue), and 'Student Corner' (teal). Each box contains a list of links and resources.

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

REGISTRATI | LOGIN | RTI | FAQs | CONTACT

UGC | About Us | Distance Education

HEI
EXPERTS
REGIONAL OFFICES
ODL ADMINISTRATOR
OL ADMINISTRATOR
WORKING GROUP MEMBERS

Notice Board

DISTANCE EDUCATION BU

READ MORE

Open & Distance Learning

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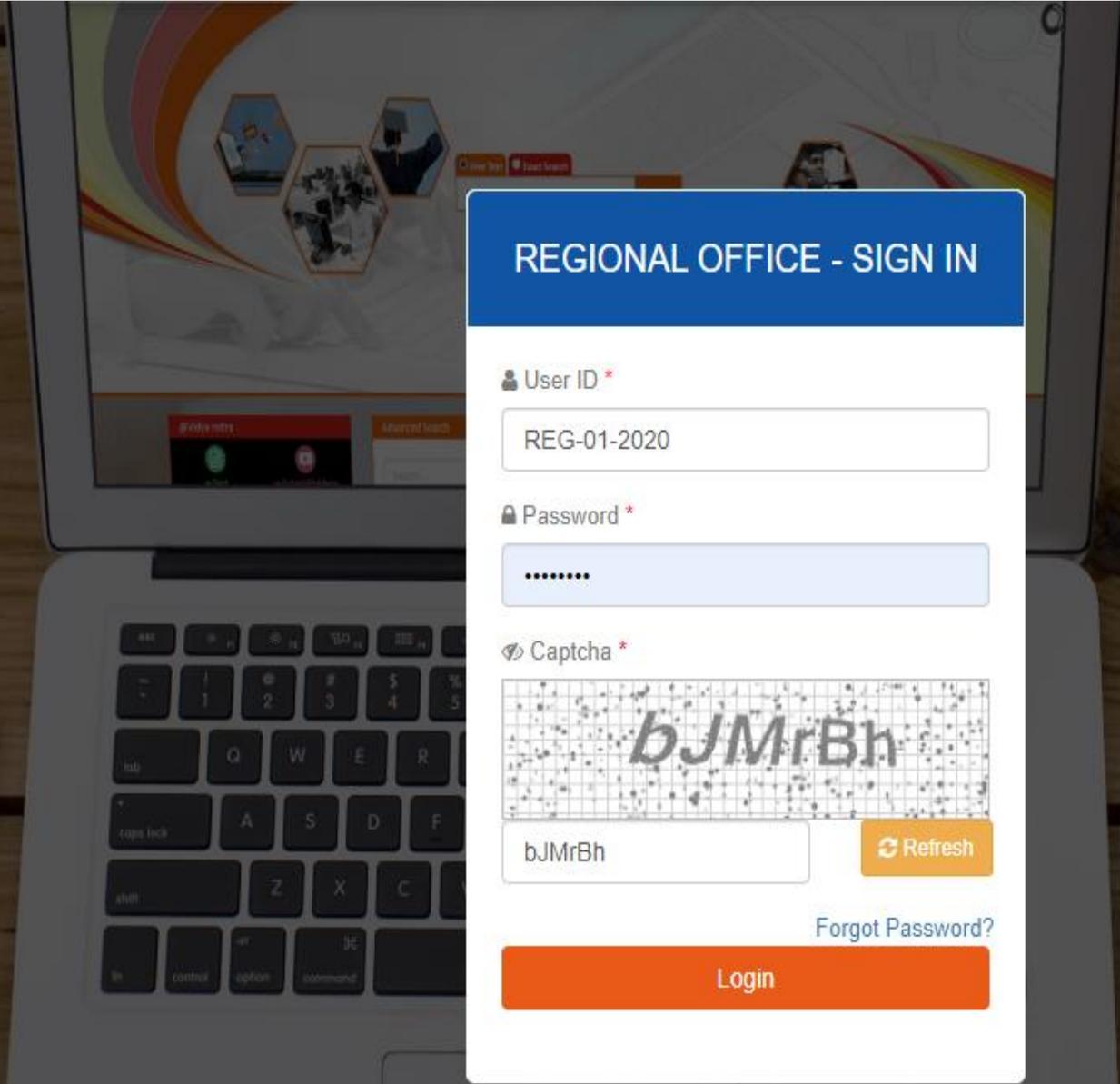
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- Know your University/HEIs
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Enter the provided credentials, Captcha & Click on “Login”



REGIONAL OFFICE - SIGN IN

User ID *

REG-01-2020

Password *

Captcha *

bJMrBh

bJMrBh

Refresh

[Forgot Password?](#)

Login

REGIONAL OFFICE- DASHBOARD



Welcome,
Southern
Eastern
Regional Office
(SERO)

Student Complaint Handling Mechanism

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	

- ‘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.



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SR No	Gri
1	Cre Que

UGC

Nature of Complaint : Examination

Complaint Date : 06-Mar-2020

Complaint Details: Semester exams of January session have not yet commenced.

Remarks

Resolved Date *

20-Mar-2020

Supportive Document (If Any)

No file chosen

Send

Close

Status	Action
Reply not given yet	<input type="button" value="Reply"/>

- 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).



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(SERO)

UGC

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

SR No

1

Action

not given yet

Reply

Remarks

Test



Resolved Date *

20-Mar-2020

Support

Choice

Close



Complaint Remarks successfully Sent!

OK

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



Welcome,
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(SERO)

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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

In Case of Any Query, please write to:

deb.query@inlibnet.ac.in

