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

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

UGC About Us ▾ Distance Education System ▾ HEIs ▾ Recognition Status Notice Board

STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism

Registration ⬅

Click on to Registration

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

👤 Username *

Username

🔒 Password *

****

👁 Captcha *

wHhXXD

Enter Captcha   ⟳ Refresh

Forgot Password?

🔒 SIGN IN

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STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism Registration

Student Complaint Handling Mechanism Registration

Login

Name*

ABC

Address *

Talegoan, Pune, Maharastra 410506

Email ID *

odl.ugc@inflibnet.ac.in

Mobile*

123456789

Password*

••••••••••

Confirm Password*

••••••••

👁 Captcha *

wGr4Ut   🔄

wGr4Ut

🔒 SIGN UP   ⬅ **Complete all the fields & click 'SIGN UP'**

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Login

Registered successfully You may Login with Emailid as Username and password as choosen!

OK

Name*

ABC

ail ID *

ndeepchang@gmail.com

Mobile*

123456789

Password*

Confirm Password*

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

Captcha *

47sKgC

Enter Captcha

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

👤 Username *

sagenderparmar@gmail.com

🔒 Password *

••••••••

👁 Captcha *

YDCap6

YDCap6   ⟳ Refresh

Forgot Password?

Login

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STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

LogOut

▸ **Dashboard**

▸ **Complaints**

<mark>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.</mark>

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

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STUDENT COMPLAINT HANDLING MECHANISM
Student Complaint Handling Mechanism

Dashboard: inflibnet   **LogOut**

▸ **Dashboard**

▸ **Complaints**

Student Academic Details

Mode of Education *

    --Select--   ▾

    --Select--
    Open & Distance Learning
    Online Learning

Status *

    --Select--   ▾

    --Select--
    Pursuing
    Passed Out

==Choose Correctly your mode of education & status of admission==

Name of the Programme *

    Name of the Programme

University Name*

    --Select--   ▾

Save

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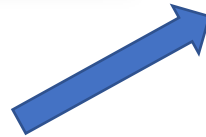
STUDENT COMPLAINT HANDLING MECHANISM

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

| SR | University | Enrolment | Year of | Name of the | Academic |

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STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet   LogOut

▸ **Dashboard**

▸ **Complaint**

Student Academic Details

Mode of Education *   Status *

[--Select-- ▾]   [--Select-- ▾]

Enrolment No *   Year of Registration *   Academic Session *

[Enrolment No]   [Year of Registration]   [--Select-- ▾]

Name of the Programme *   University Name*

[Name of the Programme]   [--Select-- ▾]

[Save]

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

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

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STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet   **LogOut**

▸ **Dashboard**

▸ **Complaint**

Student Academic Details

Mode of Education *   Status *
--Select-- ▾   --Select-- ▾

Enrolment No *   Year of Registration *   Academic Session *
[Enrolment No]   [Year of Registration]   --Select-- ▾

Name of the Programme *   University Name*
[Name of the Programme]   --Select-- ▾

Save

==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.==

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**

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STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet   **LogOut**

▸ **Dashboard**

▸ **Complaint**

Student Academic Details

Mode of Education *   Status *

--Select-- ▾   --Select-- ▾

Enrolment No *   Year of Registration *   Academic Session *

Enrolment No   Year of Registration   --Select-- ▾

Name of the Programme *   University Name*

Name of the Programme   --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—

Enrolment No

Year of Registration

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DISTANCE E
A Bureau of Unive

Select nature of complaint and write its description

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

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

demic
sion

Action

Edit

Complaint

Edit

Complaint

Save   Close

DISTANCE EDUCATION BUREAU

QUICK LINKS

CONTACT US

The open and distance learning system in India

❯ Home

MAIN OFFICE

DEB OFFICE

↑

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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.
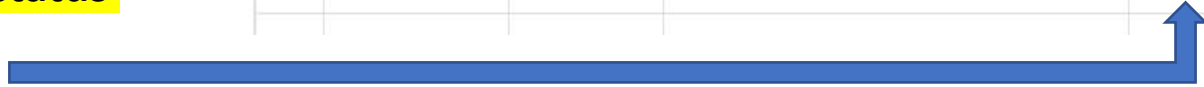
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STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism

Registration

👤 Username *

| Username |

🔒 Password *

| ******** |

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

👁 Captcha *

| AYgCsh |

| Enter Captcha | 🔄 Refresh

Forgot Password?

🔒 SIGN IN

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STUDENT COMPLAINT HANDLING MECHANISM

Home > Recover Your Password

Recover your password

👤 Username *

Email

👁 Captcha *

sJRkxA

Enter Captcha   ⟳ Refresh

Continue

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

Success!

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

OK

kPHCkR

kPHCkR   🔄 Refresh

Process Flow Chart

Students Complaint Handling Mechanism

START

↓

Complaint received from Students

↓

Type of Complaint

— Offline → Scanned copy of complaint will be forwarded to the concerned HEI

Online ↓

Automatically transferred to concerned HEI through DEB, UGC portal

↓

Copy to concerned/ complainant

↓

Complaint resolution at HEI end within two months

Yes →

No ↓

Automatically transferred to concerned Regional Office (RO), UGC through portal

↓

Complaint resolution at RO, UGC end within one month

Yes →

No ↓

Automatically transferred to DEB, UGC through portal

↓

Complaint resolved at DEB,UGC end — Yes → Complaint Closed

↓

END