University Grants Commission Distance Education Bureau

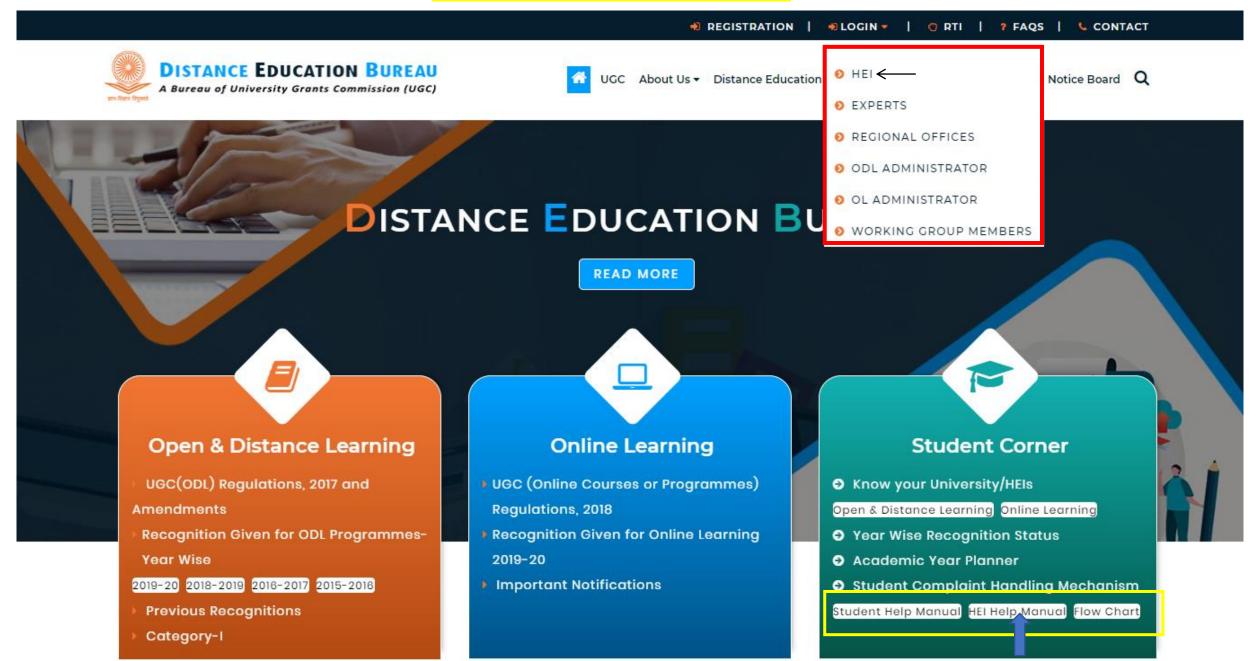
3 - Tier Complaint Handling Mechanism

Higher Educational Institution Help Manual

In Case of Any Query, write to:

deb.query@inflibnet.ac.in

DEB Website URL-: deb.ugc.ac.in



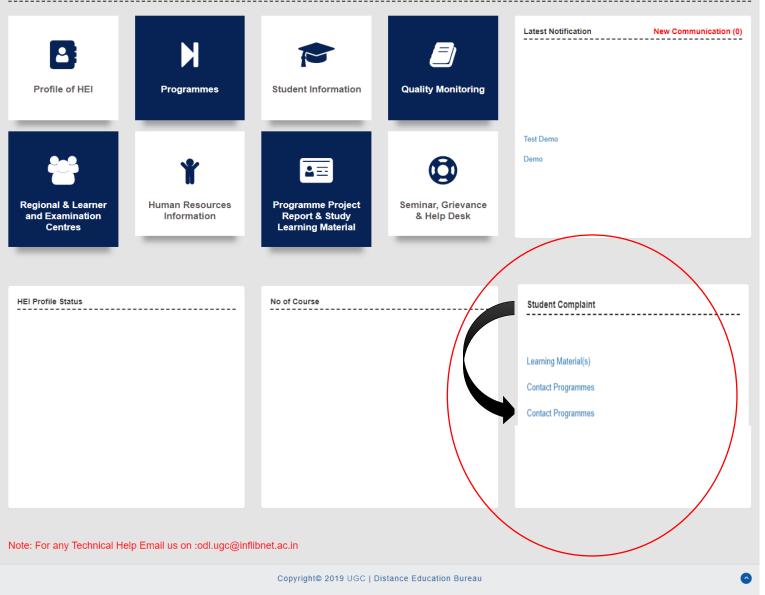
Use HEI credential to log into the HEI Dashboard

HEI LOGIN				
Username *				
Exp_11201				
Password *				
•••••				
NjmM Enter Captcha	39 C Refresh			
Remember me	Forgot Password?			
🔒 SIG	IN IN			
Don't have an R	egistration yet? Registration			





Open & Distance Learning Dashboard : UGC



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	Reply	Click 'Reply' against eacl complaint to
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		response. O button will d
4	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	Reply	
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH	Reply not given yet	Reply	

utton shown gistered rovide HEI's replied, the ppear.



-	Programmes by SAGENDER SINGH Query: Test	Reply for given yet	Reply	
5	Created on 31-Mar-2020 of Nature Contact Programmes by SAGENDER SINGH Query: Test	Reply not given yet	Reply	
6	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply	
7	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply	
8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply	For Example, HEI is
9	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply	replying to this complaint. Press "Reply" button
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	Reply	
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	Reply	

UGC DISTANCE EDUCATION BUREAU	HEI Name (in the place of UGC) which UGC ← complaint	h is replying to the Applied to the Logout
	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 nodated and dispatched. Resolved Date * 9-Apr-2020 Supportive Document (If Any) Choose File No file chosen	response will be auto
	Copyright© 2019 UGC Distance Education Bureau	delivered to the student who raised the complaint.

BC DISTANCE EDUCATION BUREAU				Thursday,	April 09, 2020	
	7	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: test	Reply not given yet	Reply		
	8	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply		
	9	Created on 03-Apr-2020 of Nature Learning Material(s) by SAGENDER SINGH Query: Demo	Reply not given yet	Reply		
	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	Reply	_	
	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 nodated and dispatched.		shown ag	by HEI will gainst the d complaint