

**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](mailto:deb.query@inflibnet.ac.in)**

DEB Website URL : [deb.ugc.ac.in](http://deb.ugc.ac.in)

REGISTRATION | LOGIN | RTI | FAQs | CONTACT

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

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 Me HEI Help Manual Flow Chart


# STUDENT COMPLAINT HANDLING MECHANISM


Home > Student Complaint Handling Mechanism


## Student Complaint Handling Mechanism

**Registration** ←


**Click on to  
Registration**

 Username \*

 Password \*

 Captcha \*



 Refresh

[Forgot Password?](#)

 SIGN IN

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

## STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism Registration

### Student Complaint Handling Mechanism Registration

Login

Name\*

ABC

Address\*

Talegoan, Pune, Maharashtra 410506

Email ID\*

odl.ugc@inflibnet.ac.in

Mobile\*

123456789

Password\*

\*\*\*\*\*

Confirm Password\*

\*\*\*\*\*

Captcha\*



wGr4Ut

 SIGN UP

Complete all the fields & click 'SIGN UP'



Registered Successfully You may Login with  
Emailid as Username and password as  
chosen!

OK

Login

Name\*

ABC

Mobile\*

123456789

Captcha\*



Password\*

Confirm Password\*

Enter Captcha


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

## STUDENT COMPLAINT HANDLING MECHANISM


Home > Student Complaint Handling Mechanism

### Student Complaint Handling Mechanism


[Registration](#)

 Username \*

sagenderparmar@gmail.com

 Password \*

.....

 Captcha \*



YDCap6

 Refresh

[Forgot Password?](#)

Login

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



# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism



Dashboard: **inlibnet**

**LogOut**

▶ Dashboard

▶ Complaints

## Student Academic Details

Mode of Education \*

Status \*

Enrolment No \*

Year of Registration \*

Academic Session \*

Name of the Programme \*

University Name\*

**Save**

**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.**



# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism



Dashboard: **inlibnet**

**LogOut**

▶ Dashboard

▶ Complaints

## Student Academic Details

Mode of Education \*

Status \*

Enrolment No \*

Year of Registration \*

Academic Session \*

Name of the Programme \*

University Name\*

**Save**

After filling the  
required details  
click 'save'  
button







# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism



Dashboard: **inflibnet**

**LogOut**

## Student Academic Details

Mode of Education \*

--Select--  
--Select--  
Open & Distance Learning  
Online Learning

Status \*

--Select--  
--Select--  
Pursuing  
Passed Out

Name of the Programme \*

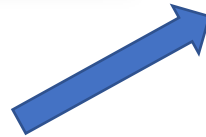
Name of the Programme

University Name \*

--Select--

Save

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



## 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

Sl. No.	University	Enrollment	Year of	Name of the	Academic
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# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: **inlibnet**

**LogOut**

[Dashboard](#)

[Complaint](#)

## Student Academic Details

Mode of Education \*  Status \*

Enrolment No \*  Year of Registration \*  Academic Session \*

Name of the Programme \*  University Name \*

**Save**

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	<a href="#">Edit</a> <a href="#">Complaint</a>

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



# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: **inlibnet**

**LogOut**

▶ **Dashboard**

▶ **Complaint**

## Student Academic Details

Mode of Education \*  Status \*

Enrolment No \*  Year of Registration \*  Academic Session \*

Name of the Programme \*  University Name \*

**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	<div data-bbox="1911 1185 2012 1235" data-label="Text"><p><b>Edit</b></p></div> <div data-bbox="1911 1242 2102 1292" data-label="Text"><p><b>Complaint</b></p></div>

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.



# STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism



Dashboard: **inlibnet**

**LogOut**

Dashboard

Complaint

## Student Academic Details

Mode of Education \*  Status \*

Enrolment No \*  Year of Registration \*  Academic Session \*

Name of the Programme \*  University Name \*

**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	<input type="button" value="Edit"/> <input type="button" value="Complaint"/>

To submit a complaint, click 'Complaint'



Name of HEI against which complaint registered

Select nature of complaint and write its description

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

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

Save

Close

Student will receive a confirmation. Subsequently now onward, the student will receive an email and SMS alert on his/her registered email ID and Mobile No. respectively for each progress of submitted complaint with a complaint ID.



Dashboard: SAG

Dashboard

Complaint

### Complaint [UGC]

Nature of Complaint \*

Learning Material(s)

Complaint Date \*

3-Apr-2020

Description \*

Demo

Documentary evidence

Choose File No file

Student Complaint Details Successfully Saved!

OK

Submit

Close

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Status Notice Board

LogOut

ic Session \*

ect--

the Programme \*

Name of the Programme



# STUDENT COMPLAINT HANDLING MECHANISM

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Dashboard:inflibnet

LogOut

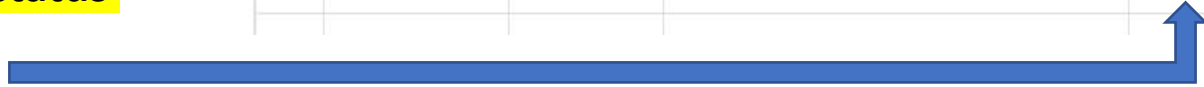
Dashboard

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.







# STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

## Student Complaint Handling Mechanism


Registration

 Username \*

 Password \*

 Captcha \*



 Refresh

[Forgot Password?](#)

 SIGN IN


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



## STUDENT COMPLAINT HANDLING MECHANISM

Home > Recover Your Password

### Recover your password

 Username \*

Email

 Captcha \*



Enter Captcha

 Refresh

Continue

Enter student registered email ID, captcha and click 'Continue'.





# Success!

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

OK

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



KPHCKR

Refresh