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
DEB Website URL: deb.ugc.ac.in
Every User has to register first to receive the credentials to login to the dashboard of ‘Student Complaint Handling Mechanism’.
Complete all the fields & click ‘SIGN UP’
Student will receive login credentials on his/her registered email ID.
Using the credentials, login to ‘Student Complaint Handling Mechanism.’
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.
After filling the required details, click ‘save’ button.
Choose Correctly your mode of education & status of admission
Academic Details Successfully Saved!
Student can observe that his/her academic details are appearing in the grid.
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.

<table>
<thead>
<tr>
<th>SR No</th>
<th>University Name</th>
<th>Enrolment No</th>
<th>Year of Registration</th>
<th>Name of the Programme</th>
<th>Academic Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lovely Professional University</td>
<td>2020123</td>
<td>2017</td>
<td>Master of Library &amp; Information Science</td>
<td>July</td>
</tr>
</tbody>
</table>
To submit a complaint, click ‘Complaint’
Name of HEI against which complaint registered

Select nature of complaint and write its description:
- Nature of Complaint:
  - Learning Material(s)
- Description:
  - Demo

Student has to submit one documentary evidence supporting his/her students identity of that University and click Save.
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.
Student can check the status of complaint from this column.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Nature of Complaint</th>
<th>Date</th>
<th>Complaint Details</th>
<th>HEI Remarks</th>
<th>HEI Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Learning Materials</td>
<td>31-Mar-2020</td>
<td>I have not received my study material for the sixth semester.</td>
<td>Tost</td>
<td></td>
</tr>
</tbody>
</table>
In case, if student forget password, click 'Forgot Password'
Enter student registered email ID, captcha and click ‘Continue’.
A new password will be delivered to student’s registered email ID.