

**University Grants Commission
Distance Education Bureau**

3 - Tier Complaint Handling Mechanism


Student Help Manual


In Case of Any Query, write to:

deb.query@inlibnet.ac.in

DEB Website URL : 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 *

--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

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 *

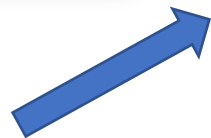
Name of the Programme

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
---------	------------	------------	---------	-------------	----------

STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: inflibnet

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	<p>Edit</p> <p>Complaint</p>

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>Edit</p></div> <div data-bbox="1911 1242 2102 1292" data-label="Text"><p>Complaint</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.

The image shows a screenshot of a web portal interface. On the left, there is a navigation menu with the following items: **Dashboard: SAG**, **Dashboard**, and **Complaint**. The main content area is a form titled **Complaint [UGC]**. The form fields are: **Nature of Complaint *** (dropdown menu with "Learning Material(s)"), **Complaint Date *** (text input with "3-Apr-2020"), **Description *** (text input with "Demo"), and **Documentary evidence** (file upload area with "Choose File" and "No file"). At the bottom of the form, there are **Submit** and **Close** buttons. A white modal box is overlaid on the form, displaying a green checkmark icon and the text: **Student Complaint Details Successfully Saved!** Below the text is an **OK** button. The background of the page is dimmed, showing a header with **REGISTRATION**, **LOGIN**, **FAQS**, and **CONTACT**, and a sidebar with **Status**, **Notice Board**, and **LogOut**.



STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard:inflibnet

LogOut

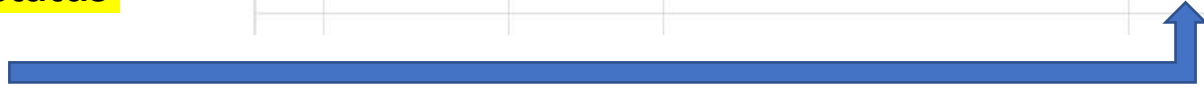
Dashboard

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.





STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism


Registration

 Username *

 Password *

 Captcha *



 Refresh

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




[Forgot Password?](#)

 SIGN IN

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'.



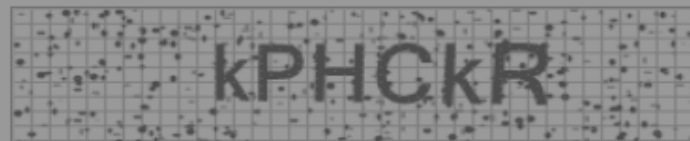


Success!

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