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

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

OK

Login

Name*

ABC

Mobile*

123456789

Email ID *

andeepchang@gmail.com

Password*

Confirm Password*

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

👁 Captcha *

418KGC

Enter Captcha

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STUDENT COMPLAINT HANDLING MECHANISM

Home > Student Complaint Handling Mechanism

Student Complaint Handling Mechanism

Registration

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**

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 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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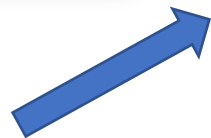
STUDENT COMPLAINT HANDLING MECHANISM

Student Complaint Handling Mechanism

Dashboard: SAGENDER SINGH   **LogOut**

▸ **Dashboard**

▸ **Complaint**

✓

Academic Details Successfully Saved!

OK

Year of Registration *

2017

Academic Session *   University Name*

July ▾   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

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▸ **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

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

Dashboard: inflibnet   **LogOut**

▸ **Dashboard**

▸ **Complaint**

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

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 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

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The open and distance learning system in India

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STUDENT COMPLAINT HANDLING MECHANISM

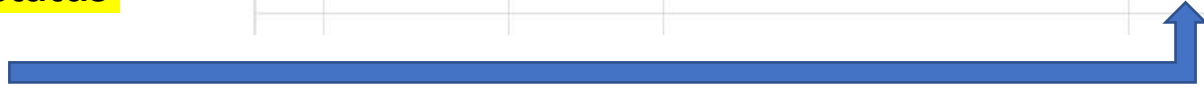Student Complaint Handling Mechanism

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 > Recover Your Password

Recover your password

👤 Username *

> Email

👁 Captcha *

sJRkxA

> Enter Captcha   ⟳ Refresh

Continue

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

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

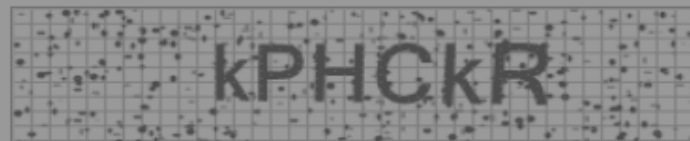## Success!

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

OK

kPHCkR

kPHCkR   ⟳ Refresh