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Dr Showkat Ahmad Dar <showkat.ctis@uok.edu.in>

Fwd: Closure of online Complaint Handling Mechanism (CHM) portal in view of adoption of e-Samadhaan portal by UGC for resolution of grievances.

1 message

Centre for Distance and Online Education <dde@uok.edu.in>

Mon, Aug 18, 2025 at 7:43 AM

To: aneedajan@kashmiruniversity.ac.in, Dr Showkat Ahmad Dar <showkat.ctis@uok.edu.in>

Go through the text below

----- Forwarded message -----

From: **Registrar KU** <registrar@kashmiruniversity.ac.in>

Date: Sat, 25 Mar 2023, 1:27 pm

Subject: Fwd: Closure of online Complaint Handling Mechanism (CHM) portal in view of adoption of e-Samadhaan portal by UGC for resolution of grievances.

To: Directorate of Distance Education <dde@uok.edu.in>

----- Forwarded message -----

From: <odl.ugc@mail.inflibnet.ac.in>

Date: Thu, Mar 23, 2023 at 12:20 PM

Subject: Closure of online Complaint Handling Mechanism (CHM) portal in view of adoption of e-Samadhaan portal by UGC for resolution of grievances.

To: <registrar@kashmiruniversity.ac.in>

Cc: <neethuthulasi.ugc@gov.in>

Dear Sir/Ma'am,

Nature of Communication: Circular

Title: Closure of online Complaint Handling Mechanism (CHM) portal in view of adoption of e-Samadhaan portal by UGC for resolution of grievances.

Message:

With reference to the subject cited above, it is informed that Online 'Complaint Handling Mechanism' was developed by UGC (DEB) to facilitate learners to submit online complaints through an interactive web portal and track their resolution status. It was a 3-Tier mechanism, wherein complaints were resolved at HEI Level, UGC Regional Office Level and UGC Level in a time bound manner.

To streamline the stakeholder grievance redressal mechanism, UGC has developed a single window system "**UGC e-Samadhaan: A step forward: Service to Stake Holders**". This platform ensures a time-bound mechanism for redressal of stakeholder grievances.

The Commission in its 566th meeting held on 23rd February, 2023 has decided as under:-

- “1. UGC (DEB) shall discontinue using existing Complaint Handling Mechanism (CHM) with immediate effect. However, all the pending grievances in the existing portal may be resolved within a stipulated time.*
- 2. UGC (DEB) shall utilize single centralised portal ‘e-Samadhaan’ for resolution of complaints/grievances of the stakeholders, to avoid duplication/redundancy of complaints/grievances.....”*

In view of the above and for the benefit of all stakeholders, it is informed that provision of Complaint Handling Mechanism (CHM) on UGC DEB webportal has been closed and accordingly, all stakeholders are requested to visit the e-Samadhaan online portal at <https://samadhaan.ugc.ac.in/Home/Index> for submitting their complaints/ grievances. In this regard, please find attached a Public Notice dated 20th March 2023 for your information.

Higher Educational Institutions (HEIs) entitled/recognized to offer ODL/Online Programmes are requested to inform all enrolled students and concerned stakeholders about UGC e-Samadhaan portal for submitting their complaints/ grievances. Further, HEIs are requested to resolve all pending grievances on existing CHM portal (at HEI level) by **15th April, 2023 positively**.

This is for your necessary action and compliance.


This issue with approval of the Competent Authority.

For technical support write to: odl.ugc@inflibnet.ac.in

Thanks and Regards,
UGC (DEB)

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Dr. Nisar Ahmad Mir
Registrar
University of Kashmir
Hazratbal Srinagar

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