

# Complaints Handling Mechanism



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to

NO.F.3-6/2020(CHM/UGC-SERO)

Date : 15.06.2020

**The Vice Chancellor/Director/Principal**

Sir/Madam,

This is to inform you that the University Grants Commission has formulated Online "Three Tier Complaints Handling mechanism" for handling the Grievances of Distance Education and Online programmes.

## **First tier-HEI Level**

- Complaints shall be handled through an online complaint handling mechanism at the Higher Educational Institution (HEI) level.
- DEB portal shall automatically forward the complaint received to respective HEI and have tracking mechanism enabled in portal, for monitoring the disposal status of the complaints.

## **Second tier- UGC Regional Office Level**

- If HEIs fails to address the complaint in stipulated period (two months), then the complaint shall automatically be transferred to the concerned Regional Office of UGC. The concerned Regional Office shall intervene and take necessary action for redressal.

## **Third tier- DEB, UGC Level**

- In case of complaint not disposed/ resolved in first and second tiers, DEB, UGC shall take necessary action as per provisions of the UGC (ODL) Regulations, 2017 and UGC (Online Courses or Programmes) Regulations, 2018 and its amendments.

**You are therefore, requested to bring this to the notice of all stakeholders and display prominently in the Information/ Notice Boards of your institution including website.**

Kind regards,

Yours sincerely,

Sd/-  
(Dr.G.Srinivas)  
Addl. Secretary  
UGC-SERO, Hyderabad