

## **V. Complaint Handling Mechanism**

The Online “Complaint Handling Mechanism” facilitates learners to submit online complaints through the interactive web portal and track their resolution status. The Higher Educational Institutions shall take action as under:

- (i) The Higher Educational Institutions recognised to offer programmes through the Open and Distance Learning mode and/or Online mode shall follow guidelines related to the Complaint Handling Mechanism notified by the Commission.
- (ii) The Higher Educational Institutions shall upload all information issued by the Commission regarding the Complaint Handling Mechanism on their website.
- (iii) The Higher Educational Institutions shall inform learners enrolled in Open and Distance Learning programmes and/or Online programmes about the Complaint Handling Mechanism.
- (iv) The Higher Educational Institutions shall provide a link with title ‘Complaint Handling Mechanism’ on homepage of Higher Educational Institution website for creating awareness amongst the stakeholders.
- (v) The Higher Educational Institutions shall comply with all instructions as issued by the Commission regarding timely and judicious resolution of all complaints raised by the learners.

RAJNISH JAIN, Secy. (UGC)

[ADVT.-III/4/Exty./212/2020-21]

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