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University Grants Commission
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PUBLIC NOTICE

Closure of online Complaint Handling Mechanism (CHM) portal in view of adoption of e-Samadhaan portal for resolution of grievances

The Online 'Complaint Handling Mechanism' was developed by UGC (DEB) to facilitate learners to submit online complaints through a 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.

In this regard, 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, it is informed that provision of Complaint Handling Mechanism (CHM) on UGC DEB web portal 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.

Higher Educational Institutions (HEIs) entitled/recognized to offer ODL/Online Programmes are requested to inform all enrolled students and concerned stakeholders about use of UGC e-Samadhaan portal for submitting their complaints/grievances.

(Manish Joshi)

