National Commission for Backward Classes
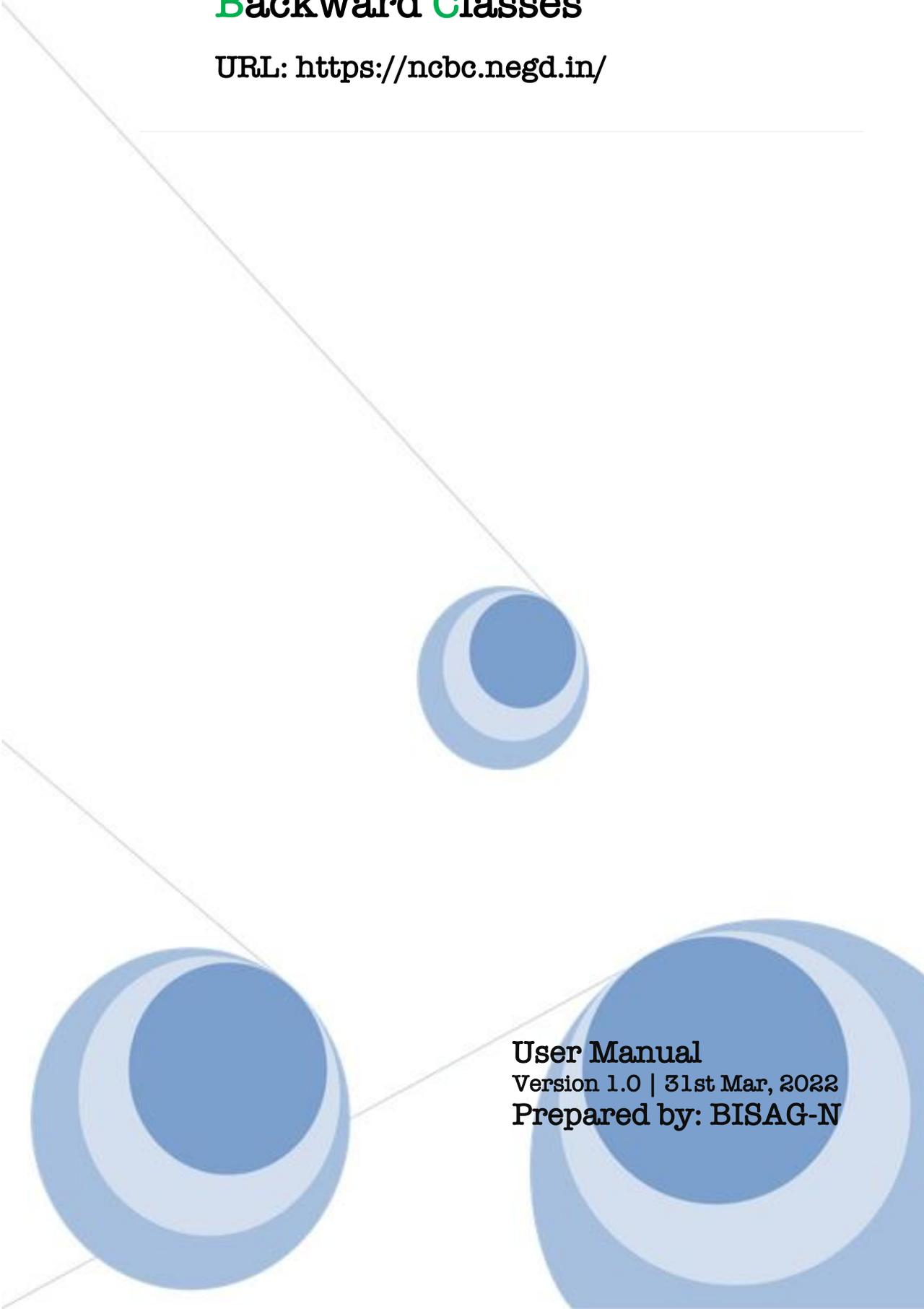
URL: https://ncbc.negd.in/

Table of Contents

1. About NCBC Grievance Management Portal:

Existing system of filing the complaints by aggrieved citizen had to either send their application via post or had to visit the Headquarter for filing their complaint. The NCBC Grievance Management Portal is intended to enable people from backward classes to file their complaint online and get them addressed.

NCBC Grievance Management Portal facilitates aggrieved persons from the backward classes to file their complaints about any matter related to OBC Certificate, Admission Related, Scheme/Programmes, etc. in an easy as well as in a safe manner.
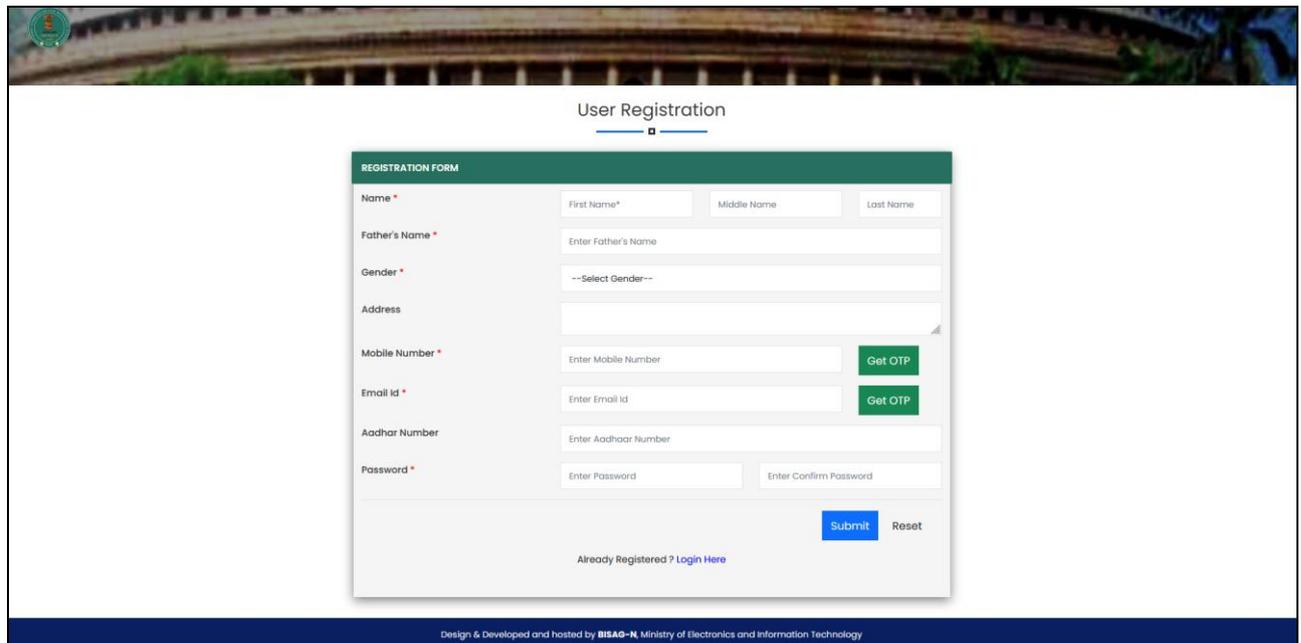
2. Procedure to Lodge Complaint.

(Home Page)

(Image 1)

URL: https://ncbc.negd.in/Login.aspx
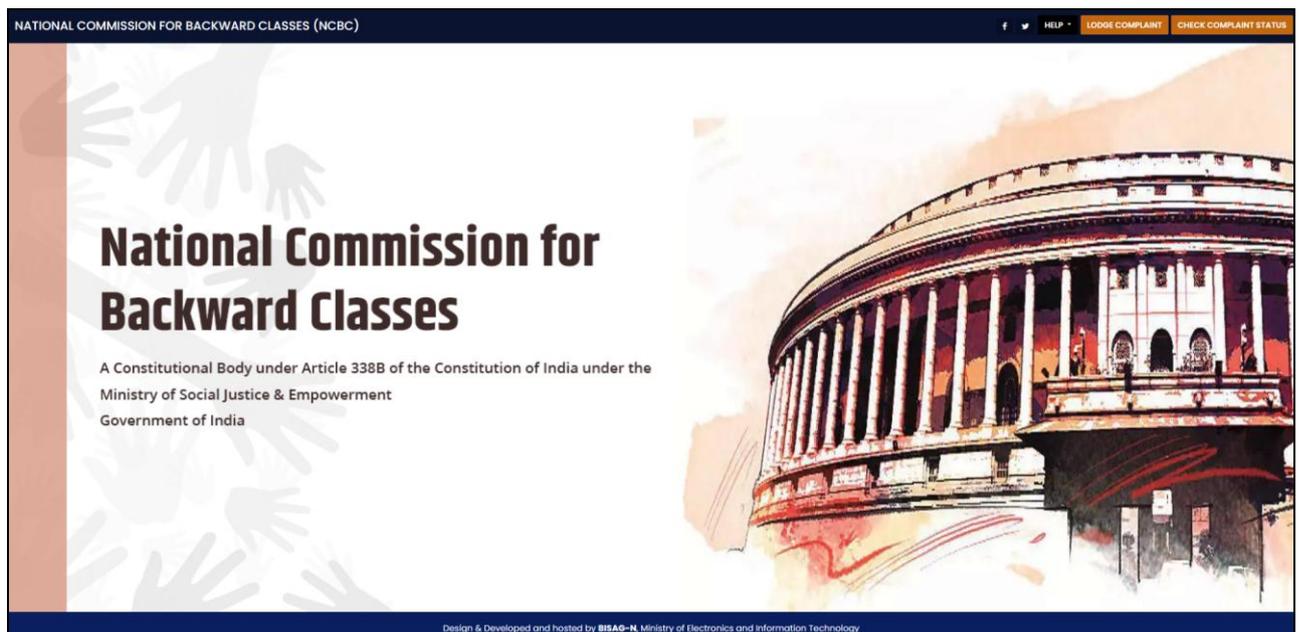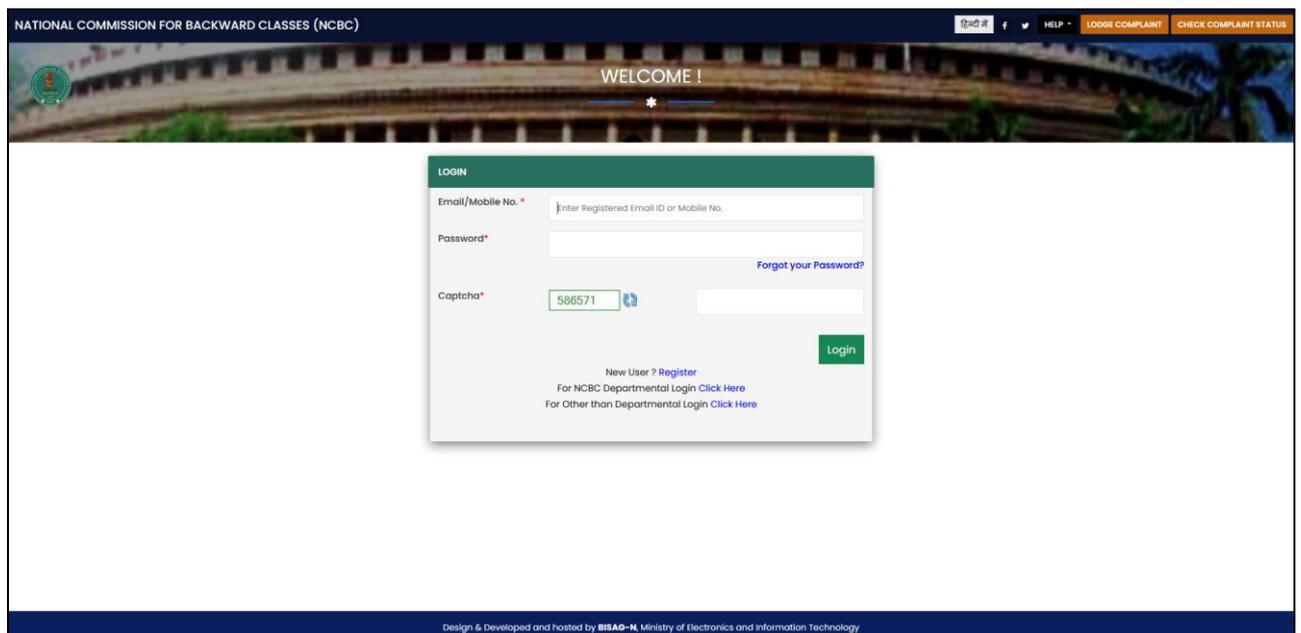
After opening the portal, the user can click on "Lodge Complaint" button which will open up a login form.

Every new user has to sign up by clicking on the "Register" button.

3. User Registration
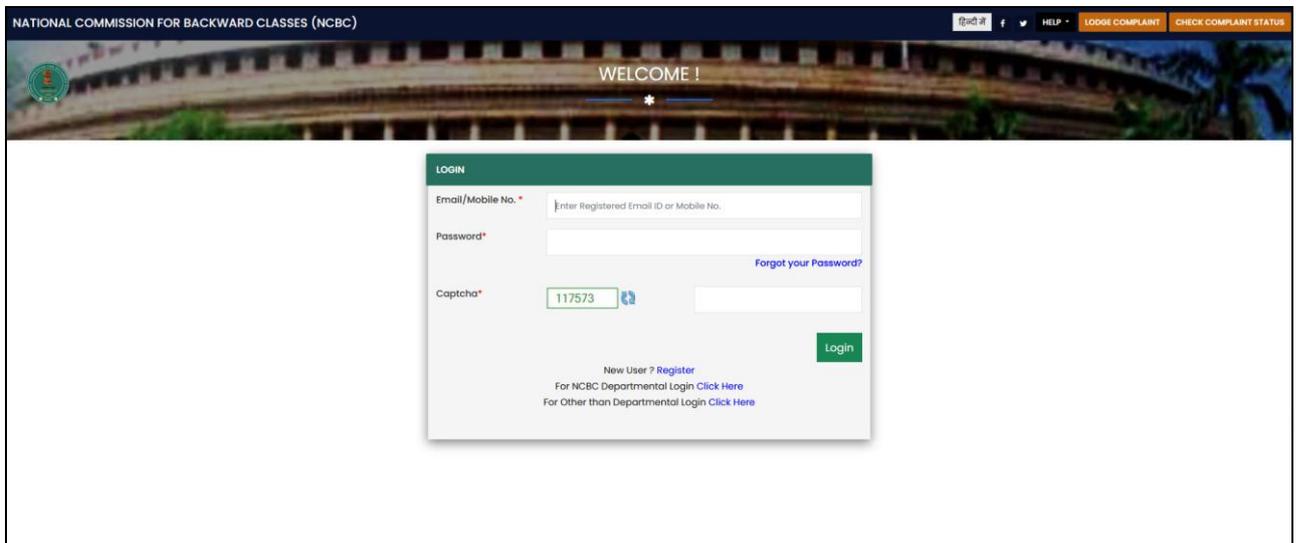

(Image 1)

URL: https://ncbc.negd.in/Registration.aspx

New users can register on this portal to lodge their complaints by providing the information asked.

(i) Name (Mandatory): Input should be alphabets.
(ii) Father's Name (Mandatory): Input should be alphabets.
(iii) Gender (Mandatory): User can choose from three dropdown options: Male, Female and Others.
(iv) Address (Mandatory): Provide the address, the field can take alphanumeric characters.
(v) Mobile Number (Mandatory): The field is used for verification where in a One Time Password (OTP) will be sent on users mobile number, provide a valid mobile number. As soon as the "Get OTP" is clicked one field will get visible wherein user has to enter the OTP received and validate it.
(vi) Email Id (Mandatory): The email id will also be used for verification purpose, which in turn will become the user id as well for this portal. An OTP will also be sent on email id. As soon as the "Get OTP" is clicked one field will get visible wherein user has to enter the OTP received and validate it.
(vii) Aadhar Number: Provide aadhar number in this field.
(viii) Password (Mandatory): Enter the desired password. The password should be of minimum 8 characters.

After successful registration, the page will get redirect to login page, wherein user can enter either mobile number or email id and the password to login.
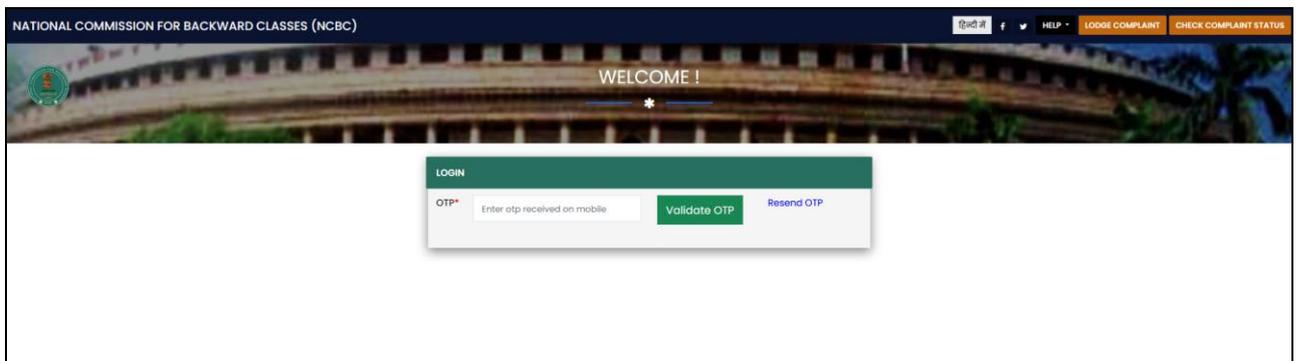
4. Login

(Image 1)

(i) User has to fill the respective credentials alongwith the captcha and click on Login button to proceed.

(Image 2)

(ii) After entering the valid credentials and click on Login, an OTP will be sent to registered mobile number.

5. Home Page
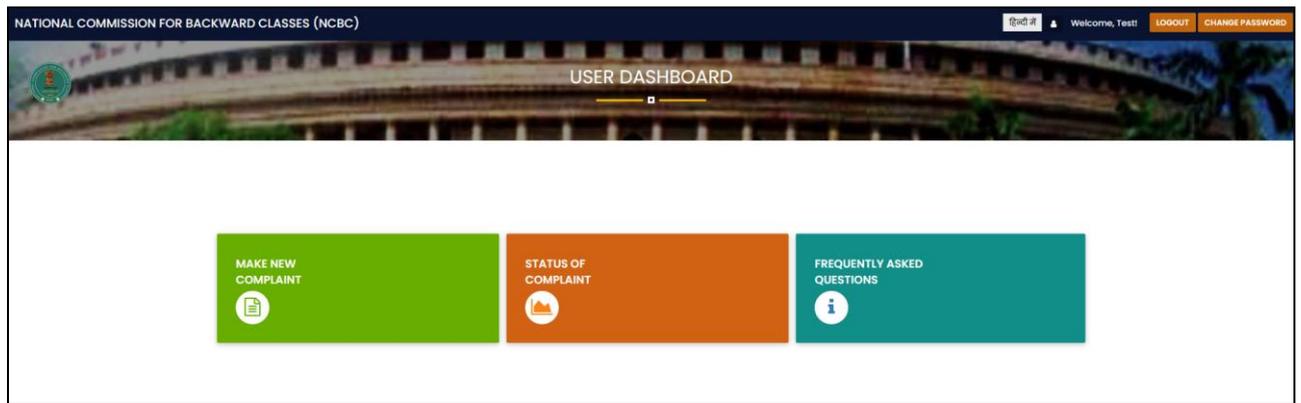
(Image 1)

The homepage will appear after successful login wherein the portal will show the name of the user at the right top corner. The homepage has 3 tabs/menus namely: Make New Complaint, Status of Complaint and Frequently Asked Questions.

5.1. Make New Complaint

(Image 1)

Once the user clicks on "Make New Complaint", a form will open in which user has to fill the details inquired.

To submit new complaint the user has to fill below mentioned details:

(i)   Nature of Complaint (Mandatory): Choose the option from the dropdown menu.

(ii)   Any Previous File Number: Enter the previous file number, if any.

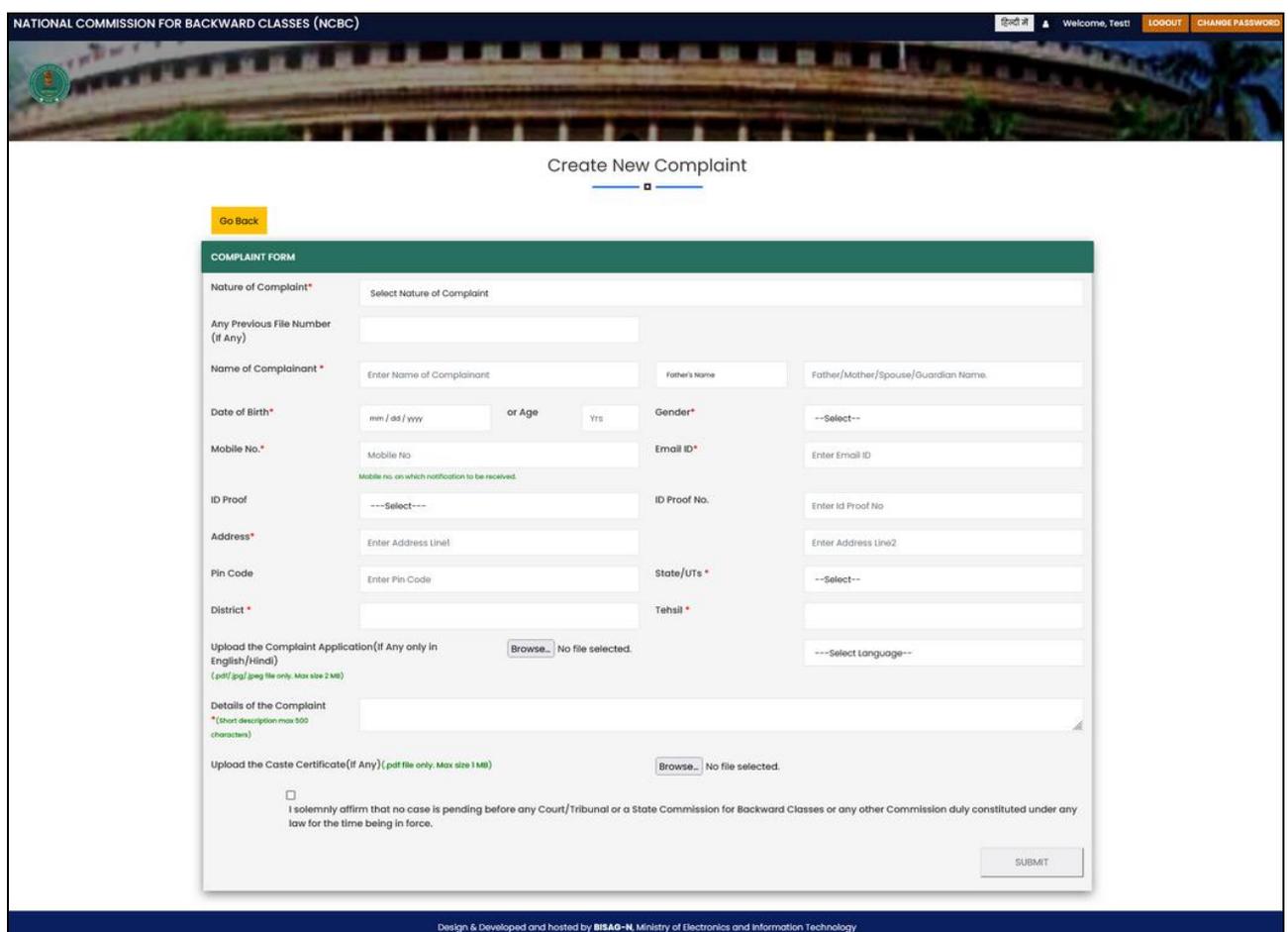(iii)   Name of Complainant (Mandatory): Input should be alphabets.

(iv)   Father's Name: Input should be alphabets.

(v)   Date of Birth or Age (Mandatory): Choose the date of birth from the calendar or enter the age if you don't know the exact birthdate.

(vi)   Gender (Mandatory): Choose the option from the dropdown menu.

(vii)   Mobile Number (Mandatory): Enter the valid mobile number without STD code, (on which the notification for the application to be received).

(viii)   Email ID (Mandatory): Enter a valid email id for correspondence.

(ix)   ID Proof: Select the option from the drop down e.g. Aadhar, PAN, Voter ID, etc.

(x)   ID Proof Number: Enter the ID proof number of the ID selected.

(xi)   Address (Mandatory): Enter the valid address for correspondence purpose.

(xii)   Pincode: Enter the valid pincode. Input should be numbers only.

(xiii)   State/UTs (Mandatory): Choose the relevant state from the dropdown.

(xiv)   District (Mandatory): Choose the relevant district from the dropdown.

(xv)   Tehsil (Mandatory): Choose the relevant tehsil from the dropdown.

(xvi)   Upload the Complaint Application: Upload the complaint if any only in English/Hindi and .pdf/.jpg/.jpeg file format only. Maximum size of the file should not exceed more than 2 MB.

(xvii)   Language: Select the language from the dropdown menu.

(xviii)   Details of the Complaint (Mandatory): Give a short brief of the complaint in maximum 500 characters.

(xix)   Upload the Caste Certificate: Upload the certificate if any in .pdf file format only. The maximum allowed size of the .pdf is 1 MB.

Once all the relevant fields have been completed, and the desired documents are uploaded (if any), tick mark the undertaking at the last of the page which will enable the "Submit" button.
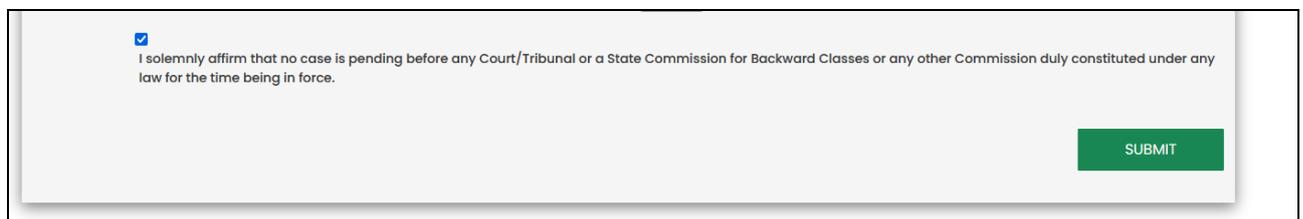
I solemnly affirm that no case is pending before any Court/Tribunal or a State Commission for Backward Classes or any other Commission duly constituted under any law for the time being in force.

SUBMIT

(Image 2)

After clicking on "Submit", a pop-up will get displayed with a message "Thank you !!Your complaint has been submitted successfully, Complaint ID. XX/XXXX/XXXXX, please note for future reference..".
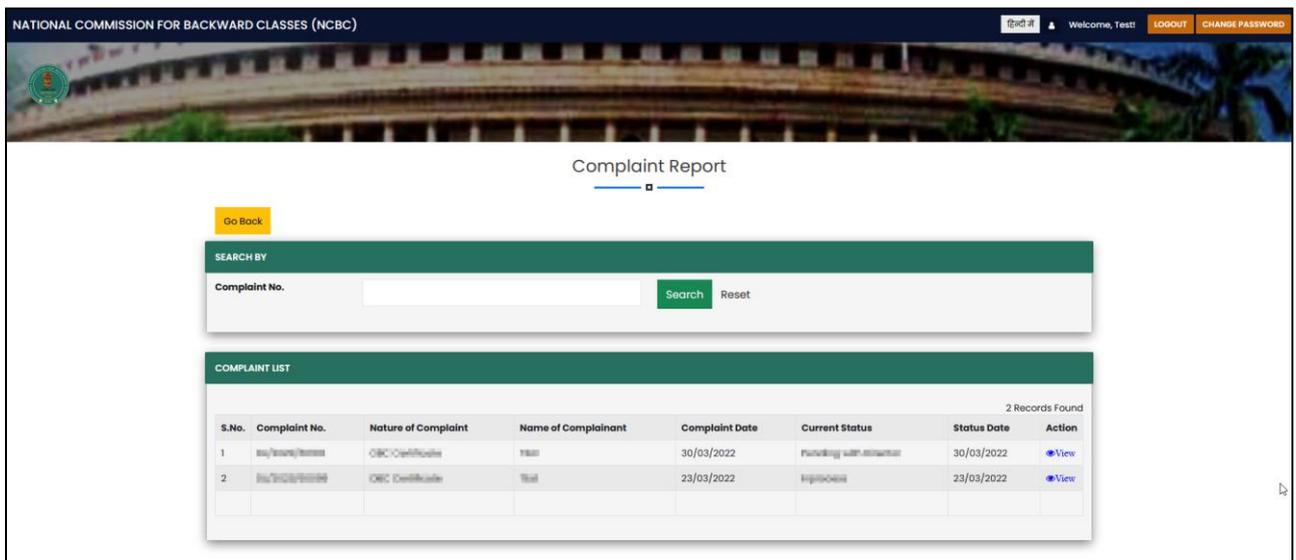
A successful message will also be sent on registered mobile number/email id with the Complaint number.

The portal will get redirected to "Complaint Report" where the details of complaint submitted can be seen.
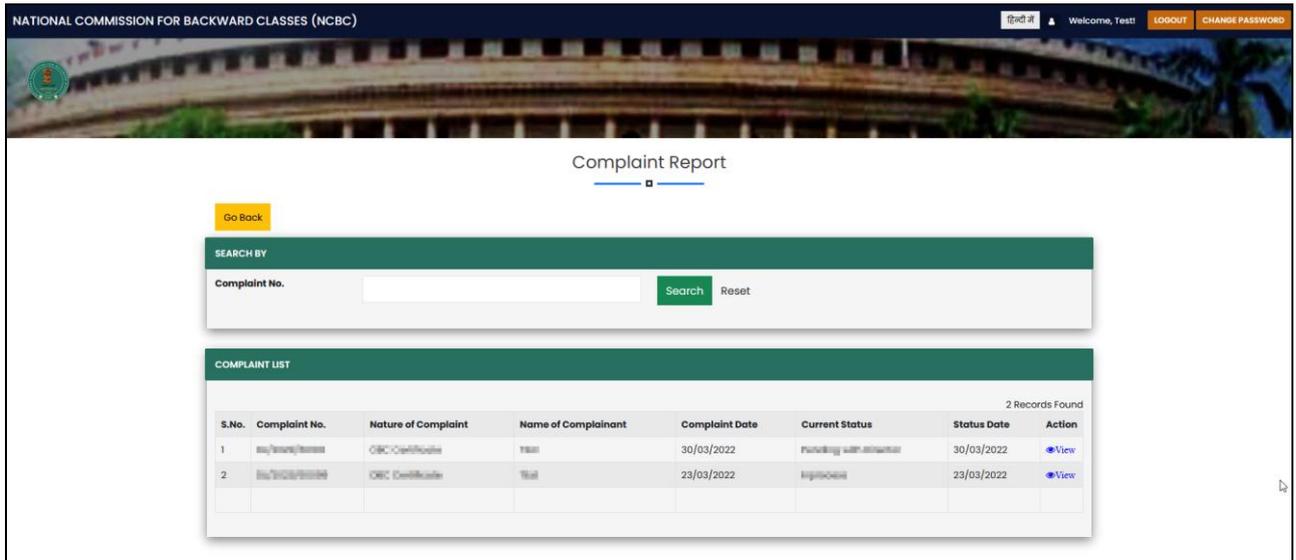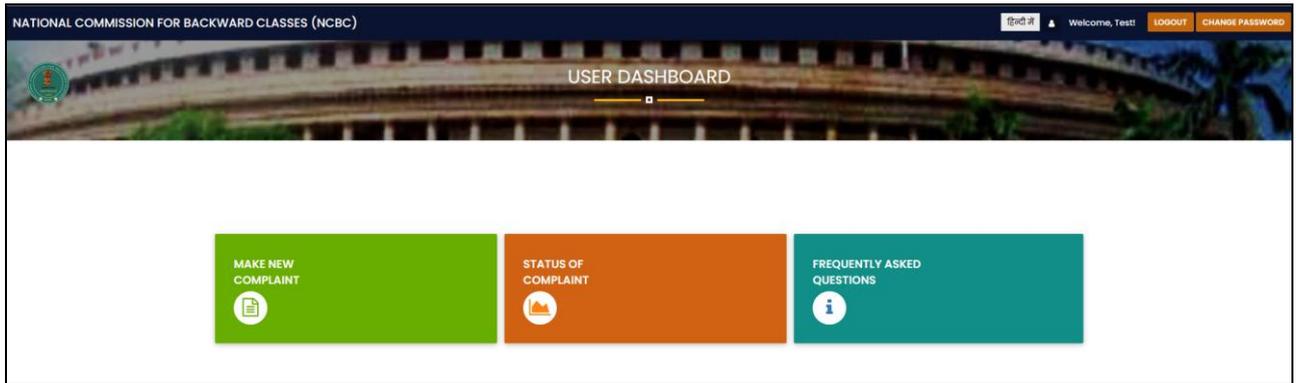

(Image 3)

5.2. Status of Complaint

(Image 1)

The status of complaint can be seen by clicking on the "Status of Complaint" button from the dashboard. The user can see aswell what is the current status of complaint.

5.3. Frequently Asked Questions

(Image 1)

On clicking on "**Frequently Asked Questions**" button User is redirected to webpage where user can see List of Frequently Asked Questions and their respective answer for user reference.