



GURU GOBIND SINGH
INDRAPRASTHA
UNIVERSITY

UNIVERSITY WORKS DIVISION
GROUND FLOOR, LIBRARY BLOCK
GURUGOBINDSINGHINDRAPRASTHAUNIVERSITY
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F. No.GGSIPU/UWD/2018/381-385

Dated: - 31/05/2018

Circular

Sub: Online Complaint Redressal Mechanism

University Works Department handles day to day maintenance of Civil and Electrical Infrastructure and complaints from users for broadly following categories are attended:-

- 1) Civil- Masonary, Carpentry, Plumbing
- 2) Central Air Conditioning
- 3) Air Conditioning in Canteen
- 4) Electrical- Fans, Light fittings, Exhaust, Switch/Socket
- 5) Water and Electricity Supply
- 6) Maintenance of Audio/Video equipment, Stage Lighting in C, D and E Block, Seminar Hall

At present, the complaints are received in writing, through telephone (297) and through complaints to UWD officials. In order to ease the filing of complaints, fast rectification and accountability in rectification systems of complaints, competent authority has approved implementation online complaint system.

Accordingly a link “online complaint” has been created under “Employee Resources” and “UWD” on University website “www.ipu.ac.in.”

The procedure for online complaint system shall be as under:-

- 1) For availing the online facility, the user should be logged in through ID created by UITS i.e. “domain [name@ipu.ac.in](mailto:domain@ipu.ac.in)”.
- 2) Users can then click on the link mentioned above i.e. “**online complaint**”.
- 3) A form will open for filing the complaints. Copy of the form is attached. User will have to fill up the form to file the complaint with following details:-
 - a) User Name
 - b) Student ID/Employee ID
 - c) Mobile No.
 - d) Building (To be selected)
 - e) User Department
 - f) Nature of complaint (To be selected)
 - g) Location of complaint
 - h) Complaint (Brief Description of complaint)

- 4) After data is filled in the form, user will submit the form and the complaint will be received by UWD at ID complaint.works@ipu.ac.in
- 5) A unique number will be assigned to each complaint by UWD and this number will be sent on email from where complaint has been received.
- 6) After the complaint has been attended, a mail will again sent by respective “Junior Engineer” on the email for information and confirmation/feedback.
- 7) The distribution of duties to attend the complaints is as under:-

S. No	Nature of Complaint	Person Incharge
1	Civil, RO	Sh. Prashant Gaur, JE(C), 9717027455 E-mail:- je.civil@ipu.ac.in
2	Electrical, (Fan, Exhaust, Lights, Switch Socket, External Lights), AC (Excluding Window/Split AC), Lift, STP.	Sh. Deepesh Singh Bhati , JE(E-1), 9013098790 E-mail:- je.electrical@ipu.ac.in
3	Power Supply, Water Supply, PA system/lighting in Seminar Halls (C, D & E Block), Solar Water Heater, Rain Water Management.	Sh. Anil Bhati , JE(E-2), 9873427935 E-mail:- je.electrical2@ipu.ac.in

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(Ajay Gupta)
Executive Engineer

Copy to:

1. AR, VC Sectt., GGSIPU - for kind information of Hon'ble Vice Chancellor
2. SO to Pro VC, GGSIPU- for kind information of Pro VC
3. Registrar, GGSIPU
4. All Deans/All HOD/All Directors/Chief Warden/All Warden
5. In-charge Web Server – To upload on website

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(Ajay Gupta)
Executive Engineer

Complaint form of UWD

Your email address (uwd@ipu.ac.in) will be recorded when you submit this form. Not you? [Switch account](#)

User Name

Your answer

Student ID/Employe ID

Your answer

Mobile No.

Your answer

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Complaint form of UWD

Your email address (uwd@ipu.ac.in) will be recorded when you submit this form. Not you? [Switch account](#)

Types of complaint

User Department

Your answer

Nature of Complaint

- Civil
- Electrical
- RO
- AC
- Other:

Location of complaint

Your answer

Complaint

Your answer

A copy of your responses will be emailed to uwd@ipu.ac.in.

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SUBMIT

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Complaint form of UWD

Your email address (uwd@ipu.ac.in) will be recorded when you submit this form. Not you? [Switch account](#)

Please select your building

Building

- Block-A
- Block-B
- Block-C
- Block-D
- Block-E
- USMC
- CEPT
- Library Block
- Administrative Block
- Shopping Centre
- Type-II Quarters
- Type-III Quarters
- Type-IV Quarters
- Shivalik Boys Hostel
- Aravali Boys Hostel
- Nilgiri Girls Hostel
- Satpura Girls Hostel
- Other:

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