



INDIAN MARITIME UNIVERSITY

**(A Central University, Govt of India)
East Coast Road, Uthandi, CHENNAI-600 119.**



CITIZEN/CLIENT CHARTER

(Updated on 13 March 2019)

Preface

Indian Maritime University (IMU), a teaching-cum-affiliating university under the Ministry of Shipping, Government of India, came into being on 14th November 2008 through an Act of the Parliament. It has All-India jurisdiction and is the only university in the country dedicated exclusively to the Maritime sector. IMU is committed to providing quality maritime education, training and research that are responsive to Industry needs.

Objectives

The following are the objectives of the University as per Section 4 of the IMU Act, 2008:

(i) to facilitate and promote maritime studies, training, research and extension work with focus on emerging areas of studies like oceanography, maritime history, maritime laws, maritime security, search and rescue, transportation of dangerous cargo, environmental studies and other related fields, and also to achieve excellence in these and connected fields and other matters connected therewith or incidental thereto.

(ii) to promote advanced knowledge by providing institutional and research facilities in such branches of learning as it may deem fit and to make provisions for integrated courses in Science and other key and frontier areas of Technology and allied disciplines in the educational programmes of the University;

(iii) to take appropriate measures for promoting innovations in teaching-learning process, inter- disciplinary studies and research; and to pay special attention to the promotion of educational and economic interests and welfare of the people of India;

(iv) to promote freedom, secularism, equality and social justice as enshrined in the Constitution of India and to act as catalyst in socio-economic transformation by promoting basic attitudes and values of essence to national development; and

(v) to extend the benefits of knowledge and skills for development of individuals and society by associating the University closely with local, regional and national issues of development.

Details of services provided by various Offices of the University

IMU Head Quarters

S. No.	Name of Office	Services Provided	Officer concerned
1	Exams and Academics	<ul style="list-style-type: none">• Admission of new students.• Conduct of semester exams.• Providing Marksheets.• Conduct of Convocation.• Scholarships Schemes.	Shri. S.V. Durga Prasad, Controller of Examinations Phone: +91 (44) 2453 9039 E-mail: coe@imu.ac.in
2	Board of Affiliation and Recognition	<ul style="list-style-type: none">• Affiliation of Institutions.• Disaffiliation of Institutes.	Capt. (IN) Abhay Kumar Paluskar (Retd.), Registrar Phone: +91 (44) 2453 9034 E-mail: registrar@imu.ac.in
3	Finance & Accounts	<ul style="list-style-type: none">• Capital and Revenue Budgeting.• Cash management including transfer of funds between Campuses and Headquarters.• All Accounts matters including student fee, salaries, loans, scholarships, remuneration, TA, LTC, Medical Reimbursement, and Pension etc.	Shri M. Saravanan, Finance Officer (i/c) Phone: +91 (44) 2453 9042 E-mail: fo@imu.ac.in

4	Registrar's Office	<ul style="list-style-type: none"> • Conduct of meetings of the various statutory bodies like the Executive Council, Academic Council, Court, School Boards etc. • Sign documents and authenticate records on behalf of the University. 	<p>Capt. (IN) Abhay Kumar Paluskar (Retd.), Registrar Phone: +91 (44) 2453 9034 E-mail: registrar@imu.ac.in</p>
5	Establishment/ Admin Section	<ul style="list-style-type: none"> • All service matters of the University Employees including recruitment. • Publication of Ordinances in Gazette. • Contractual Staff recruitment/ renewal. 	<p>Capt. (IN) Abhay Kumar Paluskar (Retd.), Registrar Phone: +91 (44) 2453 9034 E-mail: registrar@imu.ac.in</p>

IMU Campuses

S. No.	Name of Office	Services Provided	Officer concerned
1	Director (i/c), IMU Mumbai Port	All matters related to IMU Mumbai Port Campus	Capt. Yogesh Chandralal Shah Director (i/c), IMU Mumbai Port Campus MERI, MUMBAI Hay Bunder Road, Mumbai – 400 033. Tel. +91-22-23723577 / 23725987 / 23774261 E-mail: director.mumbaiport@imu.ac.in
2	Director (i/c), IMU Navi Mumbai	All matters related to IMU Navi Mumbai Campus	Capt. Mihir Chandra Director (i/c), IMU Navi Mumbai Campus Karave, Nerul, Navi Mumbai – 400 706. Tel. + 91-22-27703876 / 27701935 E-mail: director.navimumbai@imu.ac.in
3	Director, IMU Kolkata	All matters related to IMU Kolkata Campus	Cmde. Ashok Bhal (Retd.) Director, IMU Kolkata Campus P - 19, Taratala Road, Kolkata - 700 088. Tel. + 91-33-24014673/ 24014674/ 24014675/ 24014676/ 24014678/ 24013677 E-mail: director.kolkata@imu.ac.in
4	Director, IMU Chennai	All matters related to IMU Chennai Campus	Dr. Rajoo Balaji Director, IMU Chennai Campus East Coast Road, Uthandi, Chennai 600 119. Tel. + 91-44-24530343 / 24530345. E-mail: director.chennai@imu.ac.in

5	Director, IMU Visakhapatnam	All matters related to IMU Visakhapatnam Campus	Prof. (Dr.) Injeti Nanaji Niranjan Kumar Director, IMU Visakhapatnam Campus Gandhigram, Visakhapatnam - 530 005. Tel. + 91-891-2578360 / 2578364. E-mail: director.vizag@imu.ac.in
6	Director, IMU Kochi	All matters related to IMU Kochi Campus	Dr. Cheepurupalli Suryanarayana Director, IMU Kochi – Main Campus South End Reclamation Area (Located on NH47- A), Near Alexander Parambithara Bridge, Matsyapuri P.O., Willingdon Island, Kochi- 682029 Tel. + 91-484-2989402/2118542 E-mail: director.kochi@imu.ac.in

List of Stakeholders/Clients

S. No	Stakeholder/Client
1	Students of IMU Campuses and Affiliated Institutes
2	Affiliated Institutes
3	Ministry of Shipping
4	Indian Navy
5	Directorate General of Shipping
6	Major and Minor Ports
7	Maritime States and Union Territories
8	Other Govt. Departments/ PSU's under the Ministry of Shipping
9	Maritime Industries
10	External Members in the various University bodies

Redressal of Grievances

IMU has provided an Online Grievance Redressal System (accessed via www.imu.edu.in) for students of the University to register their complaints.

In case of any complaint regarding the services rendered by the University, the service recipients/stakeholders can contact:

The Vice Chancellor

Indian Maritime University

East Coast Road

Semmencherry P.O.

Chennai – 600119

Tel: +91-44-2453 9031/9032/9033

E-mail: vc@imu.ac.in

Indicative Expectations from Service Recipients

S. No	Expectations from Service Recipients
1	Students are requested to adhere to the University timelines and rules regarding the Common Entrance Test (CET), semester exams, fee payments etc.
2	No student of the University shall indulge in any Act of indiscipline which is in violation of the provisions of the University Regulations and Rules framed from time to time.
3	Affiliated Institutes are requested to adhere to the University timelines and rules regarding the affiliation, new admissions and examinations.
4	Affiliated Institutes are requested to follow/implement all the directions communicated by IMU to them via Circulars.