



# भारतीय समुद्री विश्वविद्यालय INDIAN MARITIME UNIVERSITY

(Central University, Govt. of India)

HEADQUARTERS

No.IMU-HQ/R/78/12/01/2018-IT

06.01.2020

## Circular

To

All IMU Campus Directors

Sub: New Online Grievance System Portal for IMU Headquarters and its Six campuses – Reg.

1. With regards to streamlining of Online Grievance handling, a new Online Grievance System Portal with One Time Password (OTP) feature by registering mobile number has been developed by IT Section of IMU HQ and it is decided to implement the same in IMU for all its campuses and HQ. The newly developed online portal has the facility of registering / handling of students and employees grievances. The salient features available in the portal are as follows:

(a) Types of Grievances for Registration in the Portal:

(i) Students Grievances

(aa) Registering the Mobile number & email ID of the students for Authentication purpose.

(ab) General & Caste based Grievances.

(ii) IMU Employee Grievances

(aa) Registering the Mobile number & email ID of IMU employee for Authentication purpose.

(ab) General & Caste based Grievances.

(b) Administration Features:

(i) Grievance Dashboard with Action Taken status on registered / pending Grievance.

(ii) Grievance Reports.

2. In view of the above, to register and check the status of online Grievance & for Administration login the following links are to be used:

Visit IMU website [www.imu.edu.in](http://www.imu.edu.in). > Students Corner > Students Grievances to register the grievance.

- a) Grievance Registration & Status - [https://www.imu.edu.in//index.php?prod\\_id=124](https://www.imu.edu.in//index.php?prod_id=124)  
b) Administration Login - [https://www.imu.edu.in//grievance\\_new/](https://www.imu.edu.in//grievance_new/)

3. The detailed user manual regarding the usage of the above said Online Grievance System Portal is enclosed herewith as Annexure-I in 17 pages (i.e., 12 pages for Grievance Registration & Status, 5 pages for Administration Login).
4. This may be brought to the notice of all concerned for effective utilization in respect of online grievance handling.
5. For one time adding of present regular employee details, campus administration may provide the employee details in following format in MS-Excel file. However, subsequent data maintenance through the same portal is the responsibility of concerned campus administration.

Emp.ID	Name	Designation	Department	Campus	Email ID	Gender	Mobile Number

6. For further operating details, IT Section of IMU-HQ may be contacted with a copy to the undersigned.
7. This is issued with the approval of the Competent Authority.



**REGISTRAR**

Encl.: As above

Copy to:

1. PS to VC
2. FO i/c
3. CoE
4. All Deputy Registrars / Assistant Registrars, Assistant Engineers
5. All Regular Employees / Students (Through IMU website)