

Welcome to Online Complaint Management System

The JMI's Self Service Portal is being developed to harness ICT infrastructure in JMI to bring in administrative efficiency, transparency and accountability in the University's system. The Complaints Management System will help user register and track complaints related to infrastructure from their respective places. The following is the operational outline of the Complaints Management System:

1. Register your Complaint Online
2. After Submission of the Complaint, an email will be sent to the complainant's Email Id.
3. The Complainant will be required to click on the link provided in the mail to register the complaint.
4. Another mail containing File Id of the registered Complaint will be sent to the Complainant over email.
5. The Complainant may check the status of the Complaint in File Tracking System.

Types of Complaints:

At present the following Types of Complaints may be registered:

Civil Work:

Emergency Work
Mason Work
Carpenter Work
Painter Work:
Plumber Work
Welder

Electrical Work

- Emergency Complaints:
- Routine Complaints
- Solar Water Heater
- A.C. Works

The details of these categories may be found below. They would also be shown to you online while registering complaints.

For any suggestion for improvement, you may drop an email at sknaqvi AT jmi.ac.in

Complaint Sub Categories

Civil:

Emergency Work

- No Water,
- Pipe, Leaking (Inside House),
- Flush/cistern over Flow,
- Water Tank over Flow,

Mason Work

- Plaster Repair,
- Brick Work Repair,
- Flooring Repair,
- W.C. Brocken /Change of W.C.,
- Leakage in Drain, Leaking Roof,
- Seepage
- Making Opening for A.C.,
- Mason Repair Work,
- Wall Tiles Repair,
- Removal of vegetation from Roof/Building.

Carpenter Work

- Door Bolt Faulty,
- Door Need to be Changed,
- Door or Window
- Jammed, Door Repair,
- Glass pane broken,
- Glass shelf broken,
- Looking Mirror Fixing,
- Mirror broken,
- Sliding Door to be fixed,
- Towel bolt faulty,
- Towel rod to be replaced,
- Windows need to be changed, Wire mesh broken.

Painter Work:

- Polish,
- Painting,
- White Washing.

Plumber Work

- Ballcock to be fixed,
- Basin waste pipe broken,
- Flush Cistern not working,
- Leakage in unfiltered water pipe,
- No unfiltered water,
- No Water in Kitchen and Bathroom,
- No water in W.C., Over flow

- In storage tank on the roof,
- Pipe leaking (Outside House),
- Repair to water supply fittings,
- Sink Waste pipe broken, Sink/Washbasin broken,
- Tank Cover required, faulty Tap /not working, W.C. Seat Cover, Seepage.

Welder

- Iron Door/Window Repair,
- Grill Broken/Repaired of Grill,
- Door Closer fixing, Wire Mesh fixing/Repair.

Electrical:

Emergency Complaints:

- No Current Power
- Leakage of Current
- Sparking of Short Circuit

Routine Complaints

- Replacement/ Repair of switch/Socket/M.C.B. or any other accessories.
- Fitting & Equipment repair, Exhaust fan Faculty/Ceiling fan Faculty/Fan is not working.
- Replacement of Tube/Bulb/Starter/Chock/Plug top (These consumable accessories will be provided by Deptt. or in residence by residents).
- Street Light not working.
- Stair case/ Common area light repair.

Solar Water Heater

- Solar Water Heating is not working.

A.C. Works

- A.C. is not working.
- Seepage of water