Guru Gobind Singh Indraprastha University

Sector 16—C, Dwarka, New Delhi 110078

University IT Services Branch

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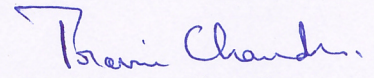Ref: GGSIPU/UITS/....978

Date: 01-04-21

TRAINING & TESTING OF UNIVERSITY GRIEVANCE MONITORING SYSTEM

University Grievance Monitoring System (UGMS) is an online web-enabled system developed by NIC to Redress & Monitoring public grievances. It will be helpful in improvement of the administrative as well as academic performance of the University.

The Features of UGMS Portal are as follows:

- Maintenance of Public Grievances.
- Prioritization of grievances.
- Forwarding and movement to multiple departments.
- Tracking of grievances till redressed.
- Online status check-up of Grievances.

All HoD/ Dean of Branch / USS are requested to attend the above said training & testing of UGMS portal for valuable comments & suggestion on 07-04-2021 (10.00am) at Room No. D-410 (D-Block).

Prof. Pravin Chandra

(In-charge, UITS)

Copy for information to:-

1. All Deans / Directors / COE / COF / In-Charge, UIRC /JR/DR/Branch, Heads
2. AR to VC Secretariat for kind information of Hon'ble Vice Chancellor, GGSIPU
3. AR to Registrar for information of Registrar, GGSIPUUITS
4. WMC (UITS)– To upload on University website
5. Guard File

Sachin K. Gupta

I/C, WMC (UITS)