



UNIVERSITY OF JAMMU

NAAC ACCREDITED 'A+' Grade University

Baba Saheb Ambedker Road, Jammu

ORDER

It is hereby ordered that E-Governance Initiative Cell, University of Jammu has implemented **Grievance Management System, Guest House Management System & Fleet Management System** modules of **Samarth ERP**, the details of all the modules are mentioned below:

1. The **Grievance Management System** handles the grievances, the complaints that have been formally registered by the employees/students of a University. Samarth Grievance module help to cater to and resolve all the grievances made by the employees/students of a University. The module also allows any community of people at large (whether or not organized groups) that have a direct or indirect association with a University (employees/students) to make a grievance by clicking on the Public Grievance URL available with the University.
2. The **Guest House Management System** facilitates room requests via an online platform streamlining the process for users to check room availability and make reservations. With just a click, the module's admin can access room allocation details and easily retrieve guest information. A comprehensive database is established for long term data tracking.
3. The **Fleet Management System** streamlines the process of requesting of vehicles for official visits by University employees, enabling them to submit requests well in advance. Additionally, the module incorporates a feature wherein users/drivers receive email notifications promptly upon vehicle allocation, ensuring seamless communication and planning.

It is enjoined upon all the employees (Including Teachers/Officers/Non-Teaching/Non-Gazette) of the University to access all the above mentioned services through their Employee Samarth Accounts w.e.f. **01.07.2024**.

Further, the Public Grievance URL shall also be made live w.e.f. 01.07.2024.

By Order,


REGISTRAR

No. Estab/24/ 5556-5655

Dated: 03-07-2024

Copy to:

1. Spl. Secretary to Vice-Chancellor.
2. Sr. P.A to Dean Academic Affairs/ Dean Research Studies.
3. Sr. P.A to Registrar/Controller of Examinations.
4. Director, DDE/CDC/DLL/DIQA/Physical Education/Academic Staff Colleges/Centre for Studies in Museology & Sheikh Noor-Ud-Din-Noorani Museum of Heritage/DSRS/Centre for History of Culture of Jammu and Ladakh Region/SHTM/ICCCR& HRM/Disaster Management Centre/School of Visual and performing Arts. Design and Architecture/Centre for New Literature, Culture and Communications/Centre for Women's Studies.
5. Dean Students Welfare/Provosts (Boy's /Girl's Hostels)/Dean Student Placement.

6. All Heads of the Teaching Departments of the University.
7. I/c General Zorawar Singh Auditorium.
8. I/c Computer Centre/Centre for IT Enabled Services & Management.
9. I/c Librarian, Dhanvantri Library/Post M.A. Urdu Professional Course.
10. Sr. P.A to Joint Registrar (Finance/Exams/CDC/DDE).
11. Chief Proctor, Proctor Office.
12. Programme Coordinator, NSS.
13. Medical Officer, UHC.
14. All Wardens of University Hostels.
15. All Dy. Registrars/Assistant Registrars.
16. Incharge e-Governance Initiative Cell
17. Executive Engineer/Manager Guest House.
18. Security officer.
19. All Sections.
20. Guard File.