

6(32)

o/c

No. Acad.II/MHRD/INGRAM/ 425-426

30th January 2018

Shri Surat Singh
Deputy Secretary (CU)
Department of Higher Education
Ministry of Human Resource Development
Government of India
Shastri Bhawan
New Delhi – 110115.
Email: surats.edu@nic.in

Subject: **Integrated Grievance Redress Mechanism (INGRAM) portal – Reg.**

Dear Sir,

This is with reference to your letter F. No. 20-05/2017-CU-Cdn dated 18th August 2017 on the above subject.

In this connection, this to inform you that the Vice-Chancellor has appointed Shri Sanjeev Kumar, as Nodal Officer on behalf of Jawaharlal Nehru University on INGRAM portal. Details of Shri Sanjeev Kumar are given below:

Shri Sanjeev Kumar
Director
Communication and Information Services
Jawaharlal Nehru University
New Delhi-110067.
Mobile: 9810817174
Email: sanjeev@mail.jnu.ac.in
director_cis@mail.jnu.ac.in

A copy of Notification dated 02nd January 2018 is also enclosed herewith for kind perusal.

Thanking you,

Yours sincerely,



(Dr. Abha Yadav)
Deputy Registrar (Academic)

Encl: As above.

Copy to:

Shri Sanjeev Kumar, Director, CIS, JNU for information and necessary action.

Recd 12/29/2017 O/o DIR(CIS)

F.No. 20-05/2017-CU-Cdn
Government of India
Ministry of Human Resource Development
(Department of Higher Education)

Shastri Bhawan, New Delhi-1
Dated the 18 August, 2017

To

Vice Chancellors of all the Central Universities

(As per list enclosed)

Sir,

The Department of Consumer Affairs has launched an Integrated Grievance Redress Mechanism (INGRAM) portal to provide an electronic platform for the consumers to lodge their grievance for remedial action.

2. Presently, the grievances received on the INGRAM portal by this Ministry are being forwarded to you through E-mails as the INGRAM does not have the option to forward these grievances online directly to you. The INGRAM portal, however, gives the option to its administrator viz. the National Consumer Helping (NCH) to forward the grievances directly to the concerned subordinate organisations like the CUs etc.

3. The Ministry of Consumer Affairs is ready to facilitate this option to MHRD, for which all subordinate organizations of this Ministry should join the convergence programme with the National Consumer Helpline (NCH) by emailing the duly filled in attached Registration Form to Ms. Deepika Sur at deepikasur@nationalconsumerhelpline.in.

4. I therefore, request you to immediately join the convergence programme by sending duly filed Registration Form to NCH under intimation to this Ministry.

*For n.a. 25/08/17
Reetv-II*

*Pl update after n.a taken.
29/8/17*

Yours sincerely,

(Surat Singh)
Deputy Secretary

Encl.:As above.

Director (CIS)

Copy to: Registrar

form placed at Hq. 'A' may be signed by Reetv-II for further

action to be

Completed by cis.

Reetv-II 21/8/17

कुलपति कार्यालय, ज.ने.वि.
VC's Office, J.N.U. P-110514
डायरी सं./Diary No. 24.08.2017
दिनांक/Date

21/8/17 Dir. CIS

National Consumer Helpline

Toll Free : 1800-11-4000 or Short Code – 14404 Landline:
011-23708395, 011-23708398

COMPANY REGISTRATION - FORM

Date : _____

*Registered Company Name:		
*Company Identification Number as per Registrar of Companies (CIN)		<input style="width: 100%;" type="text"/>
*Company Profile – A short write up (Mentioning Brand name and Website if any)		
*Address - Head Office:		
*City:	*State:	*Postal Code:
*Name of CEO /MD:		
Head of Customer Service (All fields are mandatory – only for NCH requirement) :		
*Name :		*Designation:
*Mobile:		*Landline :
*E-Mail (Company Domain):		
SPOC (Specific point of contact) (All fields are mandatory – only for NCH requirement) :		
*Name :		*Designation:
*Mobile:		*Landline:
*Email ID (Alert will go to this Email Id):		
*Desired Login Name on www.consumerhelpline.gov.in :		<input style="width: 100%;" type="text"/>
For the website www.consumerhelpline.gov.in knowledge database (Can be viewed by the complainant)		
*Customer Care Contact No:		<input style="width: 100%;" type="text"/>
*Email ID :		<input style="width: 100%;" type="text"/>
For Terms of Service click: http://www.nationalconsumerhelpline.in/terms-of-services.aspx		
For Privacy Policy click: http://www.nationalconsumerhelpline.in/PrivacyPolicy_NCH.aspx		
For Disclaimer click: http://www.nationalconsumerhelpline.in/Disclaimer.aspx		
We have read and understood the Terms of Service, Privacy policy and the Disclaimer as available on the website. We accept and agree to abide by the same.		
Authorised Signatory:		*Company Stamp:
*Name :	*Designation:	
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	

Download the above form, fill it with complete details and email to deepikasur@nationalconsumerhelpline.in for registering your organisation as a convergence partner of the National Consumer Helpline.