



भारतीय राष्ट्रीय सहकारी संघ

(भारतीय सहकारी आंदोलन की शीर्षस्थ संस्था)

NATIONAL COOPERATIVE UNION OF INDIA

(APEX ORGANISATION OF THE INDIAN COOPERATIVE MOVEMENT)

Ref. NCUI/IT Circulars/02/2024-25

17th May, 2024

CIRCULAR

Subject: Registration of IT Related Complaints on 'IT COMPLAINTS MANAGEMENT SYSTEM' – Reg.

1. IT division is currently receiving computer related complaints through note sheets and mostly telephonically. Some of the officials are tend to call the IT team for very minor / temporary problems. This causes the following issues:-

a) NCUI users usually call the junior officials directly which causes improper deployment of IT team. This hampers the priority set by the IT division to manage the complains of the President Sectt, CE Sectt, Dy. CE Sectt and other senior officials.

b) IT Team remains engaged for addressing minor issues which can be resolved by the users itself with little IT literacy.

c) There is no record of complaints resolved. This results no history / log of particular PC / IT peripheral for its service and maintenance.

2. Considering the above said, following 'IT Complaints Management System' shall be implemented to streamline the IT related complaints: -


a) All IT related complaints will be registered online only through the Google form, except in urgent cases which may be informed to AD(IT).

b) Google form link will be shared on official WhatsApp group of NCUI as well a link will be enabled on official website of NCUI.

c) Based on the complaints registered, IT division will analyse the problems faced by particular user and technical issues with particular Computer and thereafter deploy the technical team for resolving the same as per urgency / priority.

3. Demand for computers, laptops, IT peripherals and arrangement of Online webinars shall continue to be forwarded through proper channel.

4. This is issued with the approval of the Competent Authority


(S. Raghuvanshi)
Asstt. Director (IT)

Copy to:- All Concerned