

Complaint registration and monitoring system

Written by Administrator

Sunday, 31 October 2010 17:27 - Last Updated Thursday, 05 January 2017 21:27

CSC requests the users not to send personal mails regarding complaints and feedback regarding CSC services and instead use the [complaint registration and monitoring system](#) (SLA ticketing system) for services related to CSC and network connectivity problems. The system is fully integrated with the IITD LDAP and Kerberos systems.

The primary objective of this system is to enable users to lodge complaints related to CSC services including network connectivity. Users can also monitor the status of resolution of their complaints registered through this system. The system will also help build a knowledge base of common problems and their resolutions.

This service can be accessed from the CSC web-page or from the Intranet site of IIT Delhi (<http://internal.iitd.ernet.in>). Though CSC will prefer that users register their complaints through the ticketing system, users may also call up 7126 or visit the CSC HelpDesk during office hours.

Users may also send emails to *sysadm@cc.iitd.ac.in*, *cloudgroup@cc.iitd.ac.in* or *msgroup@cc.iitd.ac.in* as appropriate.

This will help us to respond to user complain and queries faster and in a sytemic way.