



NATIONAL INSTITUTE OF AYURVEDA

Deemed To be University (De Novo)
Ministry of AYUSH, Govt. of India

SOP for IT COMPLAINT

How to register your IT complaint?

1. ***By Digital Registration**

- a. Visit IT HELPDESK Page <http://nia.nic.in/ithelp.html>
- b. Fill the Google form <https://forms.gle/K9dCiwHVMcJGZWqeA>



Scan QR Code

2. ***By Physical Registration** in IT-Center-2 in Library building

- a. Filing details in the register.
- b. Provide details to IT representative.

*Note:-

What are the Required details for the complaint?

1. Name / नाम
2. Email ID / ईमेल आईडी
3. Mobile No. / मोबाइल नंबर
4. Department Name / विभाग का नाम
5. Chamber No. / Room No. / चेंबर नंबर / कमरा नं
6. Problem Related to / संबंधित समस्या
 - a. Computer/PC/AIO / कंप्यूटर / पीसी / AIO
 - b. Printer / प्रिंटर
 - c. Projector / प्रोजेक्टर
 - d. Networking/Internet/WiFi / नेटवर्किंग / इंटरनेट/ वाईफ़ाई
 - e. UPS / यूपीएस
 - f. CCTV / सीसीटीवी
 - g. Printer Toner Refill
7. Describe your problem / समस्या का वर्णन

Process of complaint

1. After Submitting your complaint, you will get a "TICKET ID" on your registered Email ID.

Important Point

1. Provide your correct Email ID
2. Ticket ID is mandatory for further communication.
3. Each complaint can be taken up appropriately 72 Hour (excluding date of complaint)