

Services Desk (Complaint Management)

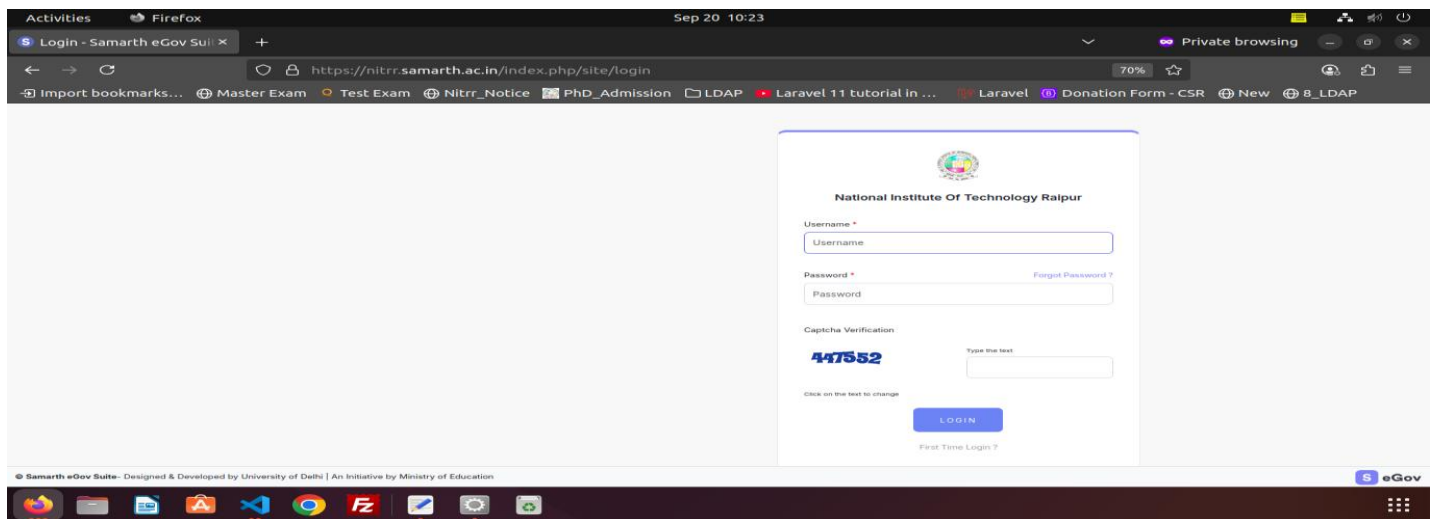
URL : - nitrr.samarth.ac.in

This module helps employees to raise complaints related to various services such as CCC, Civil, Electrical, etc. through the Samarth Portal.

Step 1: Login to Samarth Portal

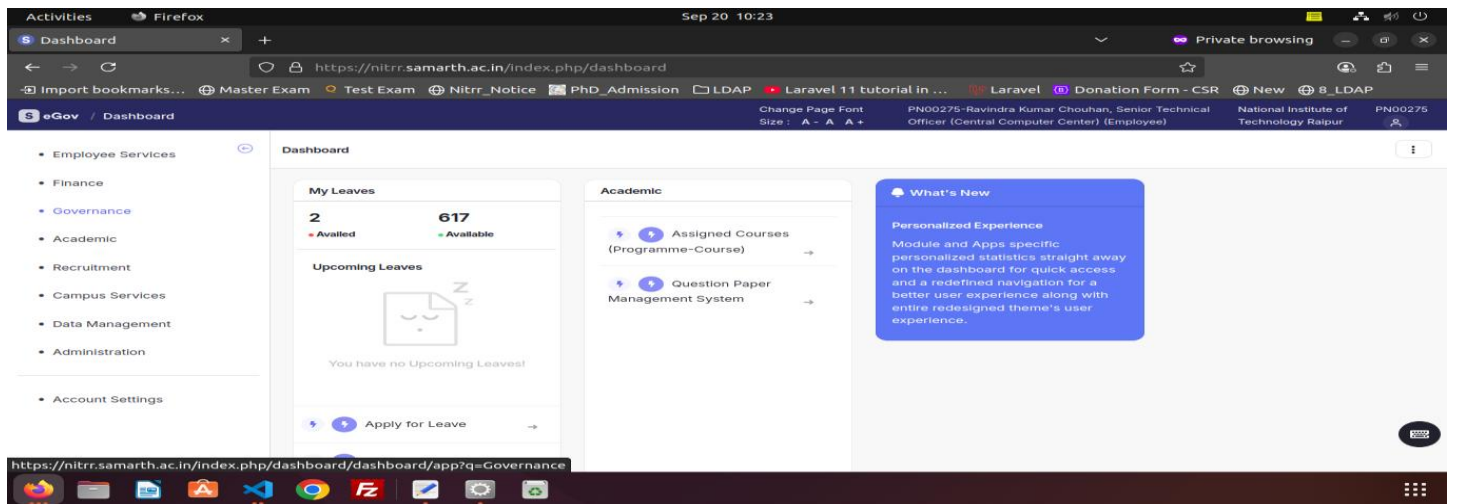
Visit: <https://nitrr.samarth.ac.in>

Enter Username, Password, and Captcha to login.



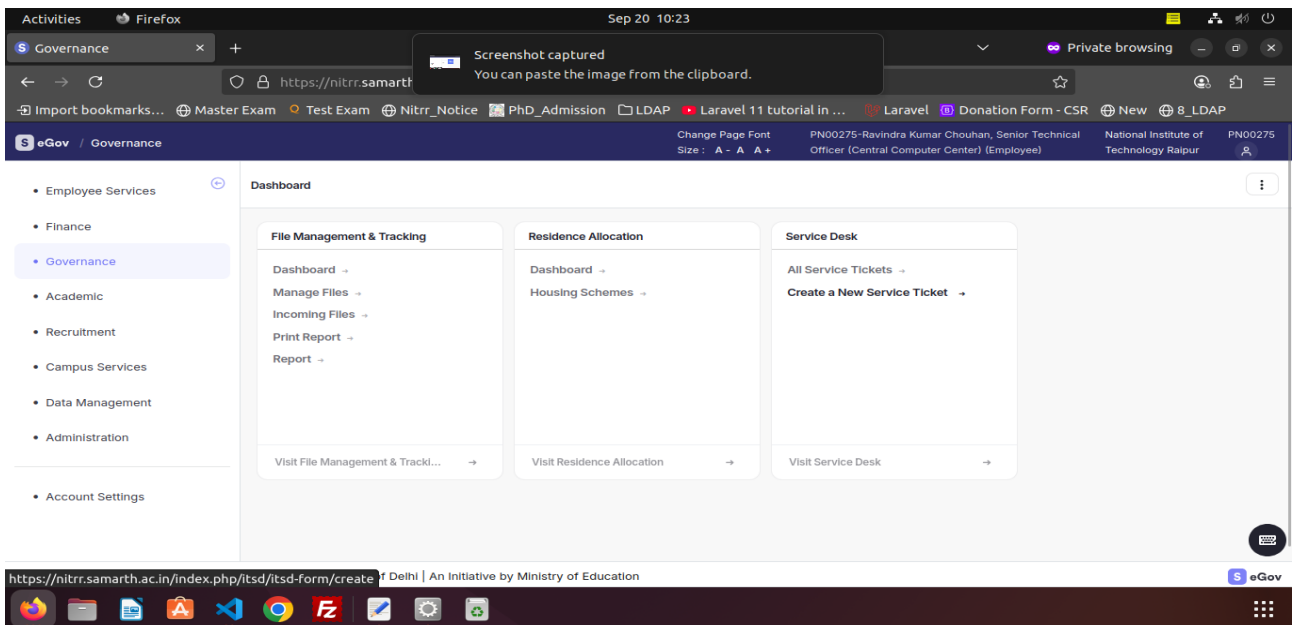
Step 2: Access Governance Menu

After login, click on the Governance Menu to proceed.



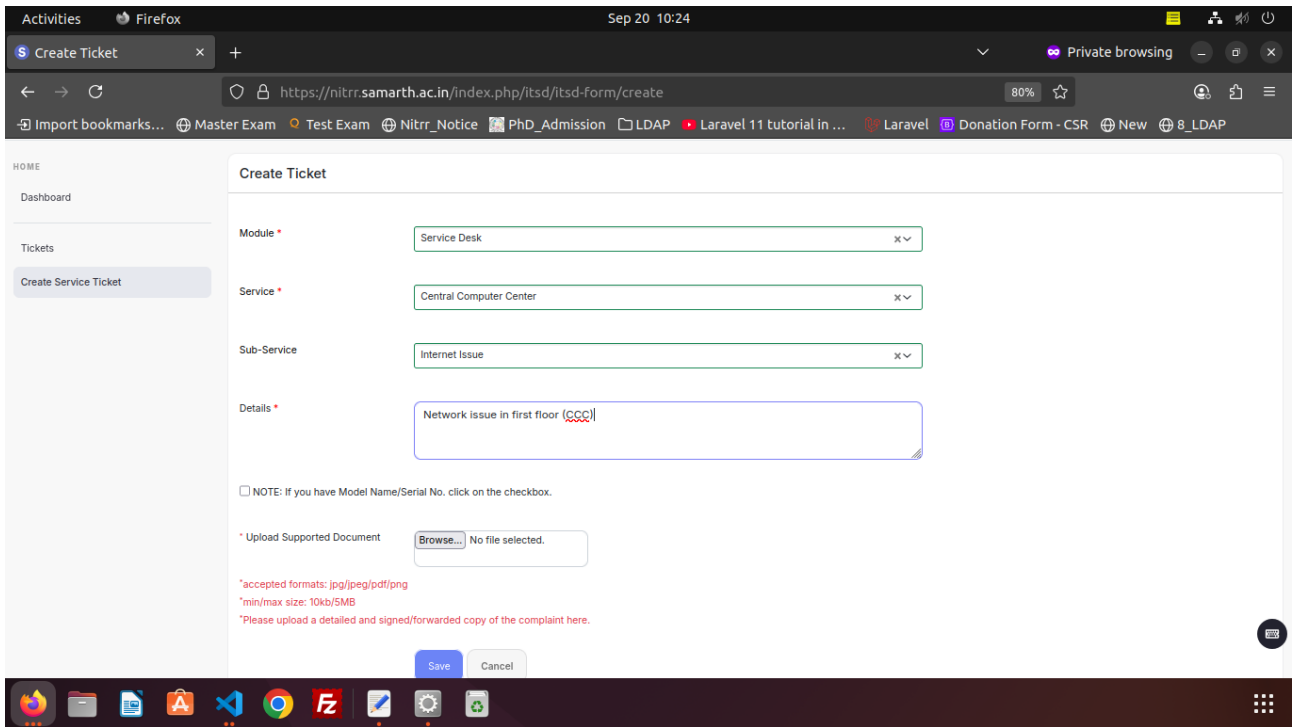
Step 3: Create New Ticket

Navigate to **Service Desk > Create New Ticket**.



Step 4: Enter Complaint Details

- Select **Module Name**: Service Desk
- Choose **Service**: CCC / Civil / Electrical
- Select **Sub-Service**
- Enter Complaint Details
- Upload Document (if mandatory)
- Click Save button



Step 5: Submit Ticket

Click on the Submit button.

- The ticket will be created successfully.

