

Institute Works Department

The Institute Works Department (IWD) is primarily responsible for the maintenance of capital assets and for providing the following utility services –

- Civil, electrical and air-conditioning services.
- Water supply and sewage disposal
- Power supply
- Estate
- Sanitation
- Horticulture
- Furniture repairs
- Roads

IWD also manages the development projects from concept to commissioning. It comprises the following units for facilitating operation & maintenance of services and the construction activity:

| Sl. No. | Unit | Responsibility | | Unit In-charge |
|---------|---------------------|----------------|--|--|
| i) | Civil Div.- I | i) | Maintenance & Up-gradation Works-South side | Executive Engineer Mr. R. K. Verma |
| ii) | Civil Div.-II | ii) | Maintenance & Up-gradation Works-North side. | Executive Engineer Mr. R. K. Verma |
| | | iii) | Water Supply, Furniture, Roads | |
| iii) | Electrical Division | i) | Electrical Maintenance | Superintending Engineer Mr. Rajeev Garg |
| | | ii) | Domestic/Central A.C. Maintenance | |
| | | iii) | Electrical & A.C. development works | |
| iv) | Horticulture | i) | Development & maintenance | Superintending Engineer Mr. Rajeev Garg |
| v) | Sanitation | i) | Maintenance | Superintending Engineer Mr. Rajeev Garg |

IWD COMPLAINT MANAGEMENT SYSTEM

This is an online complaint system for IWD. In this system:

- You can complain online for any category at any location.
- You can comment about your problems and see the complaint status any time.

How to file a complaint

➤ To Sign In

- First visit the site <http://cms.iitk.ac.in/> and then sign-in using your IIT K email-id and password. There is no need to register here separately.
- In case you are a newly registered IITK email user, you are requested to be patient for a maximum of 48 hours until we update our database.
- If you are not able to login using your IITK email id and password, then contact the administrator.
- You should enter your IITK Email-id to file the complaint (not your friend's). This will help you and the IWD staff to keep track of the complaint and analyze data.

➤ **After Signing In**

You will see three categories there:

- Complaint form
- Unresolved complaints
- Resolved complaints

- **COMPLAINT FORM**

This is first panel where you can fill the complaint by providing the category of problem, sub-category of problem, problem description, problem location, your own address, contact detail and your time of availability.

After submitting this complaint, you will see a successful submission message.

- **UNRESOLVED COMPLAINTS**

In this panel, you can see the details of all the complaints submitted by you which are not resolved.

- **RESOLVED COMPLAINTS**

Here you can see all the resolved complaints submitted by you.

For more information refer here (File attached: IWD Complaint System.pdf)