



अभियांत्रिकी विभाग/ENGINEERING DEPARTMENT
उत्तरी परिसर /(NORTH CAMPUS)
दिल्ली विश्वविद्यालय/UNIVERSITY OF
DELHI
दिल्ली-110007/DELHI-110007

संदर्भ संख्या CE/DU/ 372

दिनांक: 20.05.2024

CIRCULAR

With a view to streamline the mechanism of complaint redressal pertaining to Civil and Electrical complaints to the Engineering Office, an online Centralised Complaint Portal is being launched with immediate effect. The link of the portal is <https://engg.du.ac.in/econnect/>

All civil and electrical complaints pertaining to both offices and residential accommodation of North and South campus can be registered on this portal and there is no need to visit the Engineering Office physically.

At the backend, these complaints would be classified and handed over to the JE/AE concerned for redressal. All pending cases would be monitored at the appropriate level. The system would be reviewed quarterly for improvements. Your cooperation is solicited to bring about a meaningful change in our work culture.

This issues with the approval of the competent authority.

S.R.
20/5/24.
(S. Rangabashiam)

Joint Registrar (Engineering)

To,

1. All offices of the University
2. All Notice Boards of Residential complexes

Copy for information to –

1. JR, VCO
2. PS to Dean of Colleges
3. PS to Director (SDC)
4. PS to Registrar
5. PS to Finance Officer
6. Chief Engineer
7. Executive Engineer
8. Director, DUCC