Centre for IT Enabled Services & Management
UNIVERSITY OF JAMMU, Jammu-180006
(NAAC Accredited A++ University)

CIRCULAR

It is hereby informed to all concerned that **Centre for IT Enabled Services & Management, University of Jammu** has implemented **IT Service Desk Management System** in the University of Jammu under the E-Governance / Good Governance initiative with the objective of ensuring timely, transparent, and efficient redressal of IT-related issues across the University.

All complaints/requests related to the Leave Management System shall henceforth be **registered and processed only through the IT Service Desk System available in ERP (SAMARTH)** using the respective user credentials. This centralized mechanism will facilitate proper tracking, prioritization, monitoring, and timely resolution of complaints.

In case of any discrepancies, difficulties, or queries, the concerned employees may send an email at **directorit@jammuuniversity.ac.in** for necessary assistance. All Heads of Departments/ Branch Officers are requested to circulate this circular among the employees to ensure successful implementation of the said system.

01.01.26

Ref No. CIT/JU/2026/129-228
Dated: 01/01/2026

(Dr. Guneet Singh Sudan)
Director IT

Copy to:

1. Special Secretary to the Vice Chancellor, University of Jammu for the information of the Hon'ble Vice Chancellor.
2. Sr. P.A. to the Dean Academic Affairs/ Dean Research Studies/Dean Planning & Development.
3. Sr. P.A. to the Registrar/Controller of Examinations/Finance Officer
4. Director, CDC/DDE/DIQA/CITESM/DLL/Physical Education/HRDC/Centre for Studies in Museology & Sheikh Noor-ud-Din Noorani Museum of Heritage/DSRS/Centre for History of Culture of Jammu & Ladakh Region/SHTM/ICCCR&HRM/School of Visual and Performing Arts, Design and Architecture/Centre for Women's Studies
5. Dean Student Welfare/Provost (Boy's/Girl's Hostel)/Dean Student Placement
6. All Rectors/Directors, Offsite Campuses
7. All Heads of the Teaching Departments of the University
8. I/C Librarian, Dhanvantri Library
9. I/C General Zorawar Singh Auditorium
10. I/C Director, Computer Centre
11. Programmer Coordinator, NSS
12. All Joint/Deputy/Assistant Registrars
13. All Wardens of the University Hostels
14. Executive Engineer, UWD
15. Manager Guest House
16. Medical Officer, UHC
17. President Teaching Association
18. President Non-Teaching Association
19. President Non-Gazetted Association
20. File for Records.