TATA INSTITUTE OF SOCIAL SCIENCES

V.N. Purav Marg, Deonar, Mumbai 400 088

(Declared as an Institution Deemed to be University under Section 3 of the UGC Act, 1956)
A grant-in-aid institute under Ministry of Education, GoI.

COMPLAINTS MANAGEMENT SYSTEMS

Dear Students
Greetings!

We would like to introduce a complaints management system through two apps. One is **MyGate's App**, and the other is the **TISS Samarth Portal**.

Kindly note that these two apps will help you raise all your complaints and other important concerns for timely attention. Also, these apps provide clear accountability and transparency to address all concerns. It is expected that this process shall provide a quick solution to the problems and avoid unnecessary correspondence with various authorities.

Please follow the steps to submit your complaints.

1. **MyGate's App Management** for facility services

Register a student's room (hostel and Gym only)

1. Install the MyGate resident app and sign in.
2. Open Settings → Manage Flat → Add Flat/Villa.
3. Select the city, TISS community, hostel building and allotted room.
4. Select the resident type specified by the hostel office.
5. Submit the request for approval by the hostel administrator.

MyGate requires management approval for a new flat/room addition. To add a new room, you must provide basic details for one-time administrator approval.

2. Register a complaint - In the student's app:
   1. Open Community → Helpdesk → Raise Complaint.
   2. Select the category (kind of issues or problems).
   3. Enter the hostel, room/location and problem; attach a photograph and other evidence.
   4. Tap Submit Complaint and track its progress in Helpdesk.

Example: "Hostel A, Room 101 — ceiling fan not working since this morning."

You can register complaints of the following issues/problems in the app

1. Electrical issues: any repair of fans, lights, switches, electrical maintenance, replacement, if any, etc
2. Plumbing work: Tap repairs - water leakage, maintenance, replacement, if any, etc
3. Housekeeping: Cleaning/sanitation, waste disposal, all related matters
4. Furniture repairs and maintenance - items located in the rooms, general areas, and other areas; replacement, if any, etc
5. IT infrastructure maintenance, including Wi-Fi/internet, etc.
6. Building maintenance, water purifier, pest control, fumigation, etc
7. Lift maintenance, etc.

After registration

1. *Note down your ticket ID*
2. *Do follow up in the systems*
3. *Close the complaints by providing feedback*

The following sections/division/department are responsible for resolving the issues

Type of Complaints	**Responsible sections**
Electrical issues: any repair of fans, lights, switches, electrical maintenance, replacement, if any, etc	Facility Services - Electrical
Plumbing work: Tap repairs - water leakage, maintenance, replacement, if any, etc	Facility Services - Plumber
Housekeeping: Cleaning/sanitation, waste disposal, pest control, fumigation, all related matters	Facility Services - Maintenance
Furniture repairs and maintenance - items located in the rooms, general areas, and other areas; replacement, if any, etc	Facility Services - Carpenter
IT infrastructure maintenance, including Wi-Fi/internet, etc	Computer Centre – Network Support
Building maintenance, water purifier, Lift maintenance, etc.	Infrastructure and Development
Gymkhana (badminton court, Yoga room, gym equipment, washroom cleanliness, doors, windows, staircase, furniture, etc)	Infrastructure and Development

TISS Samarth Portal

To register a complaint in the TISS SAMARTH portal:

1. Log in using your credentials.
2. Open Menu → Services → Service Desk.
3. Select the option to create a new complaint or ticket.
4. Choose the relevant category from the available sections as per Point Number 7
5. Enter the Issue, subject and complaint details.
6. Attach a photograph, if required, and click Submit.
7. Save the ticket number to track the complaint’s status in Service Desk.

The following sections/division/department are responsible for resolving the issues

Sl	Type of Complaints	Module	Responsible sections
1	Academic Management: document-related issues, including submission, return of documents from Academic Section certificates and others	Academic Management	Assistant Registrar (Admission)
	Programme Management. (mapping related issues such as programme, course, etc.).	Programme Management	School Secretariate
2	Conduct of examination, evaluation (transparent and practice-related issues, if any), and Grading,	Evaluation and grading	Assistant Registrar (Academics)
3	Fee Management – As per categories	Fee Management	Assistant Registrar (Academics)
4	Feedback Management (on Courses and other facilities of the school)	Feedback Management	School Secretariate
5 A	Hostel Management (Hostel allocation, room change, temporary, permanent accommodation and issues other than the services related)	Hostel Management	SO - Hostel Office
5B	Food and Dining Hall Issues – DH, Canteen, and others (Raise Ticket under Hostel Management)	Hostel Management	SO - DH
7	Grievances related to harassment (other than sexual harassment), disciplinary, conduct, behaviour, etc. from the hostel, campus, library or any other sources; you may raise them here. (First, it will be resolved at the school; if not solved, it will be escalated to OSA)	Programme Management	1. School Secretariat 2. OSA
8	Grievances related to SC/ST, OBC, women, minorities, disabled categories, and related issues, Government Scholarships and related support	Programme Management	EOC
9	Health and well-being related issues	Programme Management	Chairperson Health Centre - OSA
10	Mental Health and well-being-related issues	Programme Management	Chairperson Counselling - Centre OSA
11	Scholarship, Student Aid/Financial Support	Programme Management	PO/Section Officer OSA
12	Any other issues	Programme Management	PO/Section Officer OSA

Important Note:

After registration

1. *Note down your ticket ID*
2. *Follow up in the system*
3. *Close the complaint by providing feedback*

Please note that the entire process is conducted on a one-month trial basis. During this period, the existing systems for receiving complaints via email and the app will work in tandem. After one month of trial, all complaints shall be received only through the app.
You are required to write complaints regarding admission-related issues (pre- and post-admission; policies, adherence, and others), anti-ragging, and sexual harassment directly to the concerned sections. Please do not use the portal for such complaints.

Dean, Students' Affairs
16th November 2026

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