त्रिपुरा विश्वविद्यालय
TRIPURA UNIVERSITY
(केन्द्रीय विश्वविद्यालय / A Central University)

सूर्यमणिनगर, अगरतला / Suryamaninagar, Agartala

त्रिपुरा(प.)/Tripura(W.), पिन/PIN – 799022, भारत/INDIA

दूरभाष / Phone : (0381) 237 9003
वेबसाइट / Website : www.tripurauniv.ac.in

No. TU/REG-Admin/05/2015/Vol-IX   Date: 17/07/2025

NOTIFICATION

This is for information to all concerned that in order to maintain transparency, all requests/complaints of any stakeholders of Tripura University regarding Establishment /Finance/Administration/Central Library/Maintenance sections may be raised through **SAMARTH ERP Portal using online IT Service Desk Module only.**

If the particular concern is not addressed within Seven (7) working days, the same may be accelerated using the same portal.

Shri Sukanta Deb, Assistant has been nominated as the Nodal Officer for the said ERP Portal. For any support/clarifications required regarding the use of this module, the Nodal Officer may be contacted on Mobile No. 9864777053 and email id: sukantadeb@tripurauniv.ac.in.

A user manual of IT Service Desk Module is at Annexure-1.

This is issued with the approval of the Competent Authority of Tripura University.

(Surajit Sarkar)
Assistant Registrar (i/c)

Copy to:
1) P.S. to the Hon'ble Vice-Chancellor, Tripura University.
2) P.A.to the Registrar, Tripura University
3) The Finance Officer, Tripura University
4) The Controller of Examinations(i/c), Tripura University
5) The Librarian, Tripura University
6) All Deans, Tripura University
7) All Heads/In-charge/Coordinator, Tripura University
8) The Director(i/c), DDE, Tripura University
9) All Faculty members/Officers/Non-teaching staff/Branches/Sections, T.U.
10) Nodal Officer, Samarth Project, Tripura University
11) Samarth Cell, Tripura University
12) Tripura University Website

TRIPURA UNIVERSITY
SAMARTH ERP IT SERVICE DESK(ITSD) MODULE USER MANUAL

How to register Complaints or Create Service request

(For End USERS)

1. Please Login into your SAMARTH Account at : *https://tripurauniv.samarth.ac.in/*
2. Left Side- Go to Governance

3. Go to – Create a New Service Ticket ->
4. Select the Service type and Sub-Service type/Category.

5. Write your complaint or Service request in Detail highlighted box.

Create Ticket

Service Queue *	Establishment Section Assistance x ⌄
Sub-Service Queue	Query regarding LTC/HTC x ⌄
Details *	Dear Sir/Madam, I have been working as an Assistant in your august institution since 01/04/2025 and I wish to apply HTC in current block year. In this regard, I request your august office to kindly check my eligibility for availing HTC as I am in Probation period. Thanking you and Kind Regards. Sukanta Deb Assistant, Registrar Branch, TU

☐ NOTE: If you have Model Name/Serial No. click on the checkbox.

* Upload Supported Document   [Choose file] No file chosen

*accepted formats: jpg/jpeg/pdf/png
*min/max size: 10kb/5MB
*Please upload a detailed and signed/forwarded copy of the complaint here.

If reqd. you may upload supporting documents like photo etc. over here.

[Save] [Cancel]

6. If you have any model no / serial No. then check the box 6(A) Enter detail of H/W & its Serial No in the box
7. You can optionally upload any photo in support of your complaint/ Service request. 7(A) Click on choose file, if you want to upload photo or document proof.
8. Click on Save.

Create Ticket

Service Queue *	Establishment Section Assistance x ⌄
Sub-Service Queue	Query regarding LTC/HTC x ⌄
Details *	Dear Sir/Madam, I have been working as an Assistant in your august institution since 01/04/2025 and I wish to apply HTC in current block year. In this regard, I request your august office to kindly check my eligibility for availing HTC as I am in Probation period. Thanking you and Kind Regards. Sukanta Deb Assistant, Registrar Branch, TU

☑ NOTE: If you have Model Name/Serial No. click on the checkbox.

Model Name(Of Hardware)	
Serial No.	

* Upload Supported Document   [Choose file] No file chosen

*accepted formats: jpg/jpeg/pdf/png
*min/max size: 10kb/5MB
*Please upload a detailed and signed/forwarded copy of the complaint here.

For device issue, please put model no. & serial no. here.

[Save] [Cancel]

Once all the details are filled up, please click on the SAVE button.

[2]

9. The ticket will be generated with description, Kindly check if before submission.

IT00000007	
Ticket No	IT00000007
User Name	Sukanta Deb
OU / Department	Registrar Branch
Phone No.	+919864777053
Service Queue	Establishment Section Assistance
Sub-Service Queue	Query regarding LTC/HTC
User	Employee
Ticket State	Open
Serial No.	
Model Name(Of Hardware)	
Ticket Status	DRAFT
Submit	No
Sender	2025N00604-Sukanta Deb, Assistant (Registrar Branch) (Employee)
Sender Email	sukantadeb@tripurauniv.ac.in
Created At	Jul 11, 2025, 4:07:35 PM
Upload Supported Documents	No Upload
Ticket Feedback	

10. Please submit the ticket, by checking on submit button.

Update   Submit

Please submit the ticket for further action.

Once the details are verified, please click on the SUBMIT button.

Service Agent Manual
(For service agents who resolves the complaint or service request.)

How to see/open the service ticket, Accept and close it.

1. Go to Governance
2. Click on All service tickets (see above)

CLICK HERE
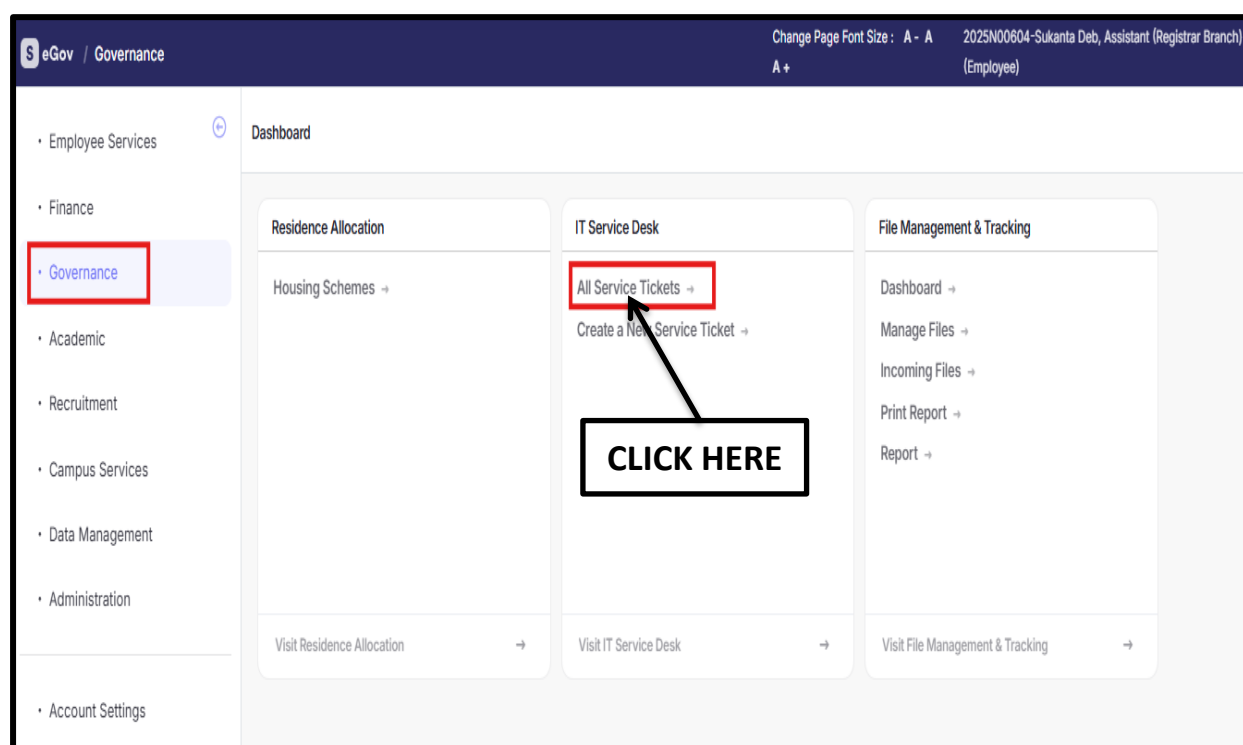
3. Click on assigned tickets

4. All tickets which have been assigned to you will be visible here, with the status open or close.

5. To address/ resolve an service ticket
   5(A) Click on the ticket no

5(B) See the description of the ticket with ticket details/ message of complaint given at bottom of screen.
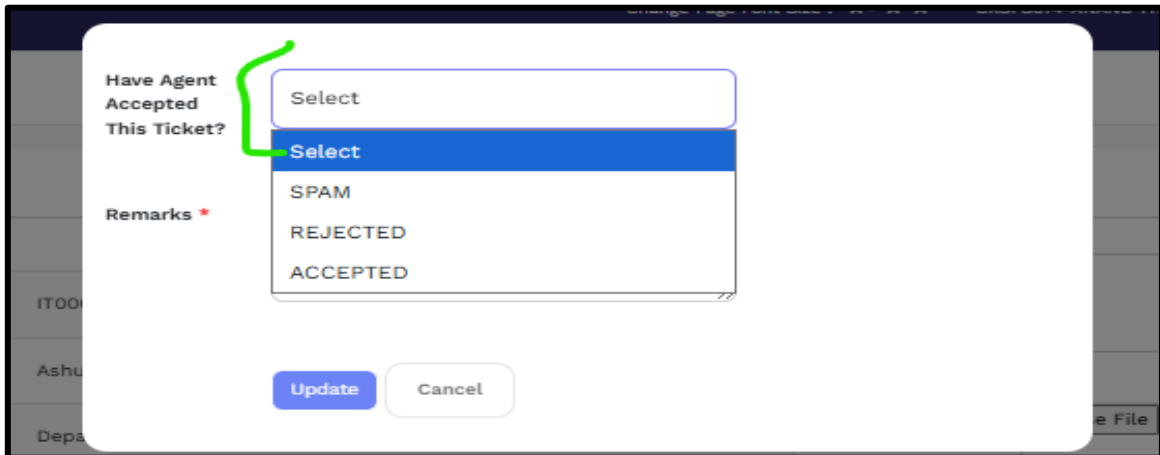
5(C) Click on Action button.

    5(C(1)) If ticket belongs to your service, select accepted from drop down.

    5(C(2)) If ticket does not belong to you, you may select Rejected.

    5(C(3)) If it's appear to be a spam they you may select spam.

5(C(4)) Enter appropriate remarks'.

6. Once you address the concerned of the employee raised through ticket, then you can close the ticket with appropriate remarks and please select 'Yes' in "is visible for user"? So, that user can see your response and provide the feedback.

7. Then Click Close.

N.B. For any support required regarding the use of this module, please contact
    sukantadeb@tripurauniv.ac.in