

MONTH OF JANUARY 2022

S.NO	DATE	DESCRIPTION	Department	Solution	On time	Off time	Assigned to	Shift
1	3.1.22	Clean A - Fittings with water	AC	Solved	8am	11am	Arund - Rameshbabu	General
2	20.1.22	Water leakage in AC	AC	Solved	2pm	5pm	Arund - Rameshbabu	General
3	25.1.22	Water leakage in AC	AC	Solved	2pm	3pm	Vinod Kumar Rajagopal	General
4	27.1.22	PPM to be carried out	AC	Solved	8:30am	11:30am	Arund - Suthakar	General
5	28.1.22	PPM to be carried out in 3rd floor	AC	Solved	8:30am	11:30am	Arund Suthakar	General
6	28.1.22	PPM to be carried out in 2nd floor	AC	Solved	8:30am	11:30am	Arund Suthakar	General

FEBRUARY 2022

S.No	Date	Description	Dept	Solution	On time	Off time	Assigned to	Shift
							Rameshbabu	General

FEBRUARY 2022

SNO	Date	Description	Dept	Solution	On time	Off Hrs	Assigned to	Shift
1	4.2.22	Replaced compressed contractor in meeting room	Ac	Solved	2pm	3:30pm	Parneelbabu Sutradkar	General

MARCH 2022

1	11.3.22	Ac not working in library	Ac	Solved	8:30am	1:30pm	Loganathan Vinothkumar	General
2	12.3.22	Ac not working	Ac	Solved	8:30pm	5 pm	Loganathan Vinothkumar	General
3	13.3.22	Ac not working	Ac	Solved	8:30am	5pm	Loganathan Vinothkumar Parneelbabu	General
4	16.3.22	Ac water leakage	Ac	Solved	2:30pm	3:30pm	Vinothkumar Rajago pal Parneelbabu	General
5	17.3.22	Ac water leakage	Ac	Solved	3:30pm	4 pm	Vinothkumar Parneelbabu Sutradkar	General



MONTH OF JANUARY 2022

S-NO	Date	Description	Dept	Solution	On time	off time	assigned to	Staff
1	1-1-22	4th floor Rajashekar photo fixing	carpentry	Solved	8:45am	9am	Tegannathan	General
2	18-1-22	Ground to 3rd floor bathroom New SS PAT 20NDS fixing	carpentry	Solved	9am	10:30am	Tegannathan	General
3	24-1-22	4th floor Dean office room lock handle broken	carpentry	Solved	9:30am	10am	Tegannathan	General
4	24-1-22	HP apt partition hole fixing	carpentry	Solved	10:15am	10:45am	Tegannathan	General

# FEBRUARY 2022

1.	4.2.22	PA dean office 1 No of Name board fixing	Carpentry	Solved	3.30pm	4pm	Separation	General
2.	4.2.22	COO Room 1 No of board fixing	Carpentry	Solved	4pm	4.15pm	Separation	General
3.	10.2.22	3rd floor new all sapper fixing work	Carpentry	Solved	8.45am	9.10am	Separation	General
4.	10.2.22	Ground floor bathroom new door glass changed	Carpentry	Solved	9.30am	10.30am	Separation	General
5.	14.2.22	3rd floor near lift door solved	Carpentry	Solved	8.30am	9.10am	Separation	General
6.	14.2.22	3rd floor gurt's bathroom door solved	Carpentry	Solved	9.10am	9.45am	Separation	General
7.	14.2.22	2nd floor gurt's bathroom door solved	Carpentry	Solved	9.45am	10.30am	Separation	General
8.	26.2.22	Room No-202 windows	Carpentry	Solved	3pm	4pm	Separation	General



MONTH OF JANUARY 2022

SNO	DATE	Description	Place	Dept	Solution	on time	off time	Assign to	Shift
1	1.1.22	Tubelight not working	Radiology	Electrical	Solved	9:10am	9:30am	Manimaran	General
2	1.1.22	Staffroom tubelight not working	OMR DECA	Electrical	Solved	9:30am	10:15am	Manimaran	General
3	1.1.22	Ground floor 1st LED light not working	Dental college	Electrical	Solved	10:30am	11:45am	Manimaran	General
4	1.1.22	Ground floor stairs 1st light not working	Dental college	Electrical	Solved	11:10am	11:30am	Manimaran	General
5	3.1.22	Room no 15 fan not working	Ladies hostel	Electrical	Solved	9:30am	11am	Manimaran	General
6	6.1.22	Stair UPS not working	Dental college	Electrical	Solved	9:45am	11am	Manimaran	General

7 - 6.1.22 Tuledlight not working Pathology Electrical solved 11:00am 11:30am Manimaran General

8 7.1.22 2nd floor gents bathroom light not working Dental college Electrical solved 2pm 2:30pm Manimaran General

9 7.1.22 Ground floor fan not working PHD Electrical solved 3pm 3:30pm Manimaran General

10 7.1.22 Entrance switch box not working Dental college Electrical solved 3:30pm 4pm Manimaran General

11 8.1.22 1st floor power supply box not working Dental college Electrical solved 2pm 2:30pm Manimaran General

12 11.1.22 Principal room projector not working Dental college Electrical solved 11am 1:30pm Manimaran General

13 18.1.22 Meeting room AC tower not working Dental college Electrical solved 10:30am 11am Manimaran General

FEBRUARY 2022

1. 1.2.22 5th floor gents comm room not working Dental college Electrical solved 8:45am 9:10am Manimaran General



S.No	Date	Department	Complaint	Complaint performed time	Finished time	Remarks	Name of the Person	Supervisor signature
1.	12/4/22	Plumbing	3 <sup>rd</sup> Floor - Wash Room - 205 Drainage blocked	2.15 pm	2.45 pm	work Rectified	Tamirh	K. Suresh
2.	12/4/22	Plumbing	Ground Floor - Wash Room, No. 12. Drainage blocked.	2.15 pm	3.30 pm	work Rectified	Tamirh	K. Suresh
3.	12/4/22	Plumbing	Ground Floor - Wash Room, No. 07. Flush tank Repair.	11.15 am	11.40 am	work Rectified	Tamirh	K. Suresh
4.	12/4/22	Plumbing	3 <sup>rd</sup> Floor - Wash Room No. 09. Flush tank repair.	11.15 am	12.00 pm	work Rectified	Tamirh	K. Suresh
5.	5/4/22	Plumbing	10 <sup>th</sup> Floor - Room - 419 Sink Drainage blocked	10.20 am	10.45 am	work Rectified	Tamirh	K. Suresh
6.	5/4/22	Plumbing	10 <sup>th</sup> Floor - Surgery - OPD Dental Chair - Rewater line Pipe - Repair	11.15 am 11.30 am	11.35 am	work Rectified	Tamirh	K. Suresh
7.	7/4/22	Plumbing	1 <sup>st</sup> Floor - Generative - Pq - Dental chair - No. water line Pipe - Air Lock	10.00 am	10.25 am	work Rectified	Tamirh	K. Suresh
8.	8/4/22	Plumbing	1 <sup>st</sup> Floor - Wash Room No. 205/205 Urinal Backflow Repair	11.30 am	12.00 pm	work Rectified	Tamirh	K. Suresh
9.	8/4/22	Plumbing	3 <sup>rd</sup> Floor - Wash Room No. 205 Flush Tank Repair	11.30 am	5.15 pm	work Rectified	Tamirh	K. Suresh
10.	11/4/22	Plumbing	5 <sup>th</sup> Floor - Surgery - OPD - 1100 Wash Room Flush Tank Repair	9.00 am	10.30 pm	work Rectified	Tamirh	K. Suresh
11.	11/4/22	Plumbing	Steps Side - 1 <sup>st</sup> Floor Wash Room with water leakage	9.00 am	Today 10.30 am	work Rectified only clearing with packing	Tamirh	K. Suresh



S.No	Date	Department	Complaint	Complaint registered Time	Complaint finished Time	Remark	Name of the Person	Supervisor Signature
12.	12/4/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	8:30pm	2:30pm	work Rectified	Ramak	K. Suman
13.	13/4/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage blockage	10am	10:30pm	work Rectified	Tamara	K. Suman
14.	19/4/22	Plumbing	cond floor water sink pipe leakage	11:00am	11:30pm	work Rectified	Tamara	K. Suman
15	29/4/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	2:30pm	3:30pm	work Rectified	Tamil	K. Suman
16	5/5/22	Plumbing	2 <sup>nd</sup> floor water sink pipe leakage	11:15pm	11:30pm	work Rectified	Thangachandran	K. Suman
18.	11/5/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	10:15pm	11:00pm	work Rectified	Thangachandran	K. Suman
18.	18/5/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	9:30am	10:00am	work Rectified	Thangachandran	K. Suman
19	24/5/22	Plumbing	cond floor water sink pipe leakage	10:00am	10:30am	work Rectified	Iyappan	K. Suman
20.	24/5/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	10:00am	11:00am	work Rectified	Iyappan	K. Suman
21.	24/5/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	10:00am	11:30am	work Rectified	Iyappan	K. Suman
22.	29/5/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	9:00am	9:30am	work Rectified	Thangachandran	K. Suman
23	6/6/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	9:15am	10:00am	work Rectified	Thangachandran	K. Suman
24	6/6/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	9:15am	10:30am	work Rectified	Thangachandran	K. Suman
25	6/6/22	Plumbing	1 <sup>st</sup> floor water sink pipe leakage	9:15am	11:00am	work Rectified	Thangachandran	K. Suman



# SRI VENKATESHWARAA MEDICAL COLLEGE HOSPITAL & RESEARCH CENTRE

13-A,PONDY-VILLUPURAM MAIN ROAD,ARIYUR,PUDUCHERRY-605 102

## Ticket Category Wise Details From 01/01/2022 To 31/12/2022

### MAINTANENCE ELECTRICAL

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1	MA03773	M.Gowri-S/N	01/01/2022 11:47 AM	bathroom light not working	Female Surgery ward bathroom 2 light not working	Elangovan	01/01/2022 12:19 PM	Selvam.S - Electrician	04/01/2022 09:38 AM	Completed	69 hours18 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT.

Classification : 1

### PLUMPING

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
2	MA03772	M.Gowri-S/N	01/01/2022 11:00 AM	Waterleakege	water leakege	Elangovan	01/01/2022 11:10 AM	Venkatesan.B - Plumber	04/01/2022 10:25 AM	Completed	71 hours15 mins	WORK DONE

Classification : 1

### TELEPHONE

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
3	MA03771	Kamaraj.K Pur.Officer.	01/01/2022 10:23 AM	PURCHASE DEPT	INTERCOM NOT WORKING	Elangovan	01/01/2022 10:47 AM	K.Manimaran	11/01/2022 04:34 PM	Completed	245 hours47 mins	WORK DONE BY MANIMARAN.

Classification : 1

### MAINTANANCE

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
4	MA03774	C.Lakshmi devi - S/N	01/01/2022 04:50 PM	mobile screen damage	mobile screen is not have a wheel in the screen in psychiatric ward	Elangovan	03/01/2022 09:23 AM	JEGANATHAN	04/01/2022 09:12 AM	Hold	23 hours48 mins	

Classification : 1

### ELECTRICAL

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

5	MA03790	Parthasarathy.R-Marketing	03/01/2022 02:00 PM	Tube lights and Fan issue in hospital 3rd and 4th floor	FOW Doctor room ceiling fan not working FOW veranda tube lights not function FOW staff restroom tube light not function FOW patient side ceiling fan not working FMW nurses station tube light not working MSW annex PG doctor room restroom tube light not working Male burns restroom light and fan not working	Elangovan	03/01/2022 02:19 PM	Selvam.S - Electrician	04/01/2022 03:01 PM	Completed	24 hours42 mins	PROBLEM SOLVED BY JAYAKUMAR.
6	MA03781	Banumathy.S.DEO	03/01/2022 11:12 AM	OG DEPT. ANTINATAL OPD LIGHT FIXING	OG DEPT. ANTINATAL OPD LIGHT FIXING	Elangovan	03/01/2022 11:26 AM	Selvam.S - Electrician	04/01/2022 02:56 PM	Completed	27 hours30 mins	PROBLEM SOLVED BY JAYAKUMAR.
7	MA03797	SANGAR GANESH.R	03/01/2022 03:53 PM	JR ROOM NO 511 FAN NOT WORKING	JR ROOM NO 511 FAN NOT WORKING	Elangovan	03/01/2022 04:43 PM	Sridharan.E - Electrical	04/01/2022 10:15 AM	Completed	17 hours31 mins	WORK DONE
8	MA03777	SANGAR GANESH.R	03/01/2022 11:03 AM	E BLACK ROOM NO 202 FAN REGULATOR BROKEN	E BLACK ROOM 202 FAN REGULATOR BROKEN	Elangovan	03/01/2022 11:40 AM	Sridharan.E - Electrical	04/01/2022 10:17 AM	Completed	22 hours36 mins	WORK DONE BY SRIDHARAN.
9	MA03794	Divya.T	03/01/2022 03:16 PM	Intercom not working	dept. office Intercom not working. last five month.	Elangovan	03/01/2022 03:20 PM	Sridharan.E - Electrical	04/01/2022 02:35 PM	Completed	23 hours15 mins	PROBLEM SOLVED BY SRIDHARAN.
10	MA03776	SANGAR GANESH.R	03/01/2022 10:59 AM	STAFF QUARTERS E BLACK TUBE LIGHT NOT WORKING AND FAN REGULATOR PROBLEM	STAFF QUARTERS ROOM NO 202 DR. RITHISH ORTHO ROOM TUBE LIGHT NOT WORKING FAN PROBLEM	Elangovan	03/01/2022 11:41 AM	Sridharan.E - Electrical	04/01/2022 10:17 AM	Completed	22 hours35 mins	WORK DONE BY SRIDHARAN.
11	MA03783	NANTHESHWARI.N	03/01/2022 11:13 AM	GIRLS PREMIUM HOSTEL BOTH ROOM MIRROR LIGHT AND SELLING	GIRLS PREMIUM HOSTEL BOTH ROOM MIRROR LIGHT AND SELLING LIGHT	Elangovan	03/01/2022 11:25 AM	Sridharan.E - Electrical	04/01/2022 02:37 PM	Completed	27 hours12 mins	PROBLEM SOLVED BY SRIDHARAN.
12	MA03775	Celine.A-S/N	03/01/2022 07:42 AM	mmw	DOCTERS BATH ROOM TUBE LIGHT NOT WORKING IN MMW..	Elangovan	03/01/2022 09:16 AM	Selvam.S - Electrician	04/01/2022 03:02 PM	Completed	29 hours46 mins	problem solved by sassikumar.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

13	MA03784	Lilly Pushpam - S/N	03/01/2022 11:07 AM	MSW IN PG ROOM PLUG POINTS NOT WORKING	MSW 3RD FLOOR IN PG ROOM PLUG POINTS ARE NOT WORKING FOR LONG TIME KINDLY DO THE NEED FUL	Elangovan	03/01/2022 12:26 PM	Selvam.S - Electrician	04/01/2022 03:02 PM	Completed	26 hours35 mins	PROBLEM SOLVED BY SASSIKUMAR.
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**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
14	MA03785	NANTHESHWARI N	03/01/2022 11:50 AM	PREMIUM GIRLS HOSTEL MIXTURE TAP PROBLEM	PREMIUM GIRLS HOSTEL MIXTURE TAP PROBLEM ROOM NO 8	Elangovan	03/01/2022 12:24 PM	Venkatesan.B - Plumber	04/01/2022 10:33 AM	Completed	22 hours9 mins	PROBLEM SOLVED BY MURALI.
15	MA03780	NANTHESHWARI N	03/01/2022 11:11 AM	GIRLS PREMIUM HOSTEL HAND SHOWER SERVICE	GIRLS PREMIUM HOSTEL HAND SHOWER SERVICE NO. 38 URGENT	Elangovan	03/01/2022 11:27 AM	Venkatesan.B - Plumber	04/01/2022 10:24 AM	Completed	22 hours56 mins	WORK DONE BY VENGATESAN.
16	MA03786	SANGAR GANESH.R	03/01/2022 11:59 AM	A BLACK CHAIRMAN MOTHER HOME WATER TAP PROBLEM	A BLACK CHAIRMAN MOTHER HOME WATER TAP PROBLEM	Elangovan	03/01/2022 12:20 PM	Venkatesan.B - Plumber	04/01/2022 10:25 AM	Completed	22 hours5 mins	WORK COMPLETED.
17	MA03788	SANGAR GANESH.R	03/01/2022 12:17 PM	A BLACK CHAIRMAN MOTHER HOME FLUSH TANK HEALTH FOXES SET	A BLACK CHAIRMAN MOTHER HOME FLUSH TANK HEALTH FOXES SET	Elangovan	03/01/2022 12:23 PM	Venkatesan.B - Plumber	04/01/2022 10:29 AM	Completed	22 hours6 mins	WORK DONE
18	MA03778	NANTHESHWARI N	03/01/2022 11:09 AM	GIRLS PREMIUM HOSTEL WASH BASIN TAP PROBLEM	GIRLS PREMIUM HOSTEL WASH BASIN TAP PROBLEM ROOM NO 416 AND 17	Elangovan	03/01/2022 11:32 AM	Venkatesan.B - Plumber	04/01/2022 10:33 AM	Completed	23 hours0 mins	PROBLEM ATTENDED BY IYYAPPAN.
19	MA03791	Parthasarathy.R-Marketing	03/01/2022 02:07 PM	Plumbing work need in MSW annex 4th floor	Sir, MSW annex burns room flush tank not working	Elangovan	03/01/2022 02:15 PM	Venkatesan.B - Plumber	04/01/2022 03:10 PM	Completed	24 hours55 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Classification : 6**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
20	MA03779	Banumathy.S.DEO	03/01/2022 11:09 AM	OG OPD WINDOW SCREEN RAD FIXING	OG OPD WINDOW SCREEN RAD FIXING	Elangovan	03/01/2022 11:31 AM	JEGANATHAN	04/01/2022 09:10 AM	Completed	21 hours39 mins	PROBLEM SOLVED BY CARPENTRY DPT.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

21	MA03793	Divya.T	03/01/2022 03:07 PM	Door lock fixing	Museum new Door lock fixing	Elangovan	03/01/2022 03:18 PM	JEGANATHAN	04/01/2022 09:09 AM	Completed	17 hours51 mins	WORK DONE BY JAGANTHAN.
22	MA03789	Pushpa- DEO	03/01/2022 12:54 PM	In Our Department Store Room New Lock fixing	In Our Department Store Room New Lock fixing	Elangovan	03/01/2022 12:59 PM	JEGANATHAN	04/01/2022 09:11 AM	Completed	20 hours11 mins	PROBLEM SOLVED BY JAGANATHAN DPT.
23	MA03782	Saranya.A	03/01/2022 11:04 AM	PAEDIATRIC OPD	1. Immunization board fixing 2. Height scale fixing 3. window screen fixing, works on done today Thank you	Elangovan	03/01/2022 11:34 AM	JEGANATHAN	03/01/2022 04:51 PM	Completed	5 hours16 mins	WORK DONE BY JAGANATHAN

**Classification : 4**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
24	MA03792	Parthasarathy.R-Marketing	03/01/2022 02:08 PM	MSW annex 4th floor	MSW annex 4th floor intercom not working. kindly do the needful sir	Elangovan	03/01/2022 02:14 PM	Selvam.S - Electrician	04/01/2022 02:57 PM	Completed	24 hours42 mins	PROBLEM SOLVED BY RAJAKUMAR.
25	MA03787	Pushpa- DEO	03/01/2022 12:09 PM	INTERCALL IS NOT WORKING IN OUR OFFICE ROOM & HOD ROOM	SIR kindly Intercall is not working many time told complaints, please check it .	Elangovan	03/01/2022 12:18 PM	Sridharan.E - Electrical	04/01/2022 02:38 PM	Completed	26 hours19 mins	PROBLEM SOLVED BY SRIDHARAN.
26	MA03796	Kaviselvi.P.S/N	03/01/2022 03:30 PM	dialysis	Our dialysis department telephone is not working properly hence request you to arrange the service for that telephone. And kindly provide the alternate telephone for emergency contact.	Elangovan	04/01/2022 09:23 AM	Selvam.S - Electrician	04/01/2022 03:01 PM	Completed	5 hours37 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
27	MA03795	Divya.T	03/01/2022 03:19 PM	fan not working and service	Asso. professor room fan not working.	Elangovan	03/01/2022 03:27 PM	Sridharan.E - Electrical	04/01/2022 02:38 PM	Completed	23 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
28	MA03798	Gounabady.R - DEO	04/01/2022 09:11 AM	need one plug point connection	need one plug point connection for Ophthal office room for computer. kindly do this immediately . Ophthalmology department, hospital first floor.	Elangovan	04/01/2022 09:31 AM	Selvam.S - Electrician	05/01/2022 09:25 AM	Completed	23 hours54 mins	PROBLEM SOLVED BY JAYAKUMAR.
29	MA03805	Backiya.B S/N	04/01/2022 12:31 PM	problem solved	Female surgery ward 1 LED and female surgery burns room 2 tubelight problems solved	Elangovan	04/01/2022 12:56 PM	Selvam.S - Electrician	04/01/2022 03:03 PM	Completed	2 hours6 mins	PROBLEM SOLVED BY LENIN.
30	MA03807	Arunkumar.M-IT	04/01/2022 01:06 PM	Tube light not working in Telephone room	Tube light not working in Telephone room	Elangovan	04/01/2022 02:25 PM	Selvam.S - Electrician	07/01/2022 12:11 PM	Completed	69 hours45 mins	WORK DONE BY SASSIKUMAR.
31	MA03818	Coumarane.M Blood Bank	04/01/2022 03:18 PM	required calling bell	blood centre required without remote calling bell	Elangovan	04/01/2022 03:26 PM	Selvam.S - Electrician	05/01/2022 02:55 PM	Completed	23 hours28 mins	NEED COMPLAINT LETTER
32	MA03808	Arunkumar.M-IT	04/01/2022 01:08 PM	New UPS connection for Telephone ILL CPU	New UPS connection for Telephone ILL CPU in telephone room	Elangovan	04/01/2022 02:24 PM	Selvam.S - Electrician	05/01/2022 02:51 PM	Completed	24 hours27 mins	NEED COMPLAINT LETTER
33	MA03811	SANGAR GANESH.R	04/01/2022 01:50 PM	jr room no 08 tube light not working and room no 10 tube light not working	jr room no and 10 tube light not working ground floor	Elangovan	04/01/2022 02:14 PM	Sridharan.E - Electrical	05/01/2022 09:55 AM	Completed	19 hours41 mins	PROBLEM SOLVED BY SRIDHARAN.
34	MA03815	Parthasarathy.R-Marketing	04/01/2022 02:15 PM	Calling bell not working in CSSD	Dear sir,  CSSD calling bell not working last 2 days. Kindly need electrical dept help sir.	Elangovan	04/01/2022 02:14 PM	Selvam.S - Electrician	05/01/2022 09:26 AM	Completed	19 hours12 mins	problem solved by sassikumar.
35	MA03801	Parthasarathy.R-Marketing	04/01/2022 10:05 AM	2nd floor OT area electric issue	OBG ICU Toilet light not working Student dressing room light not working	Elangovan	04/01/2022 10:34 AM	Selvam.S - Electrician	04/01/2022 03:05 PM	Completed	4 hours30 mins	PROBLEM SOLVED BY LENIN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 8**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
36	MA03802	Parthasarathy.R-Marketing	04/01/2022 10:07 AM	2nd floor OT area Plumbing issues	CSSD sterilization machine machine water leakage POW western toilet repair OBG ICU western toilet water stagnation.	Elangovan	04/01/2022 10:37 AM	Venkatesan.B - Plumber	04/01/2022 02:50 PM	Completed	4 hours13 mins	PROBLEM SOLVED BY PLUMPING DPT.
37	MA03812	SANGAR GANESH.R	04/01/2022 01:54 PM	jr quarters room no 08 seat cover damage	jr quarters room no 08 seat cover damage	Elangovan	04/01/2022 02:26 PM	Venkatesan.B - Plumber	07/01/2022 11:06 AM	Completed	68 hours39 mins	PROBLEM ATTENDED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
38	MA03810	Arunkumar.M-IT	04/01/2022 01:18 PM	Install Louver Fan for EPABX	Install Louver Fan for EPABX in telephone room	Elangovan	04/01/2022 02:19 PM	JEGANATHAN	05/01/2022 11:44 AM	Completed	21 hours25 mins	MATERIAL REQUIRED FOR FAN.
39	MA03803	NANTHESHWARI.N	04/01/2022 10:20 AM	PREMIUM GIRLS HOSTEL DOOR PROBLEM	PREMIUM GIRLS HOSTEL DOOR PROBLEM ROOM NO 404 506 412 211 2 111 213 ALL ROOM DOOR CLOSER NOT WORKING	Elangovan	04/01/2022 10:38 AM	JEGANATHAN	04/01/2022 02:41 PM	Completed	4 hours3 mins	JOB DONE BY JAGANATHAN (CARPENTRY DEPT)
40	MA03813	Parthasarathy.R-Marketing	04/01/2022 02:09 PM	OT path window water leaking	OT main entrance path window water leaking. Kindly need to fix silicone paste sir.	Elangovan	04/01/2022 02:11 PM	Venkatesan.B - Plumber	05/01/2022 09:59 AM	Completed	19 hours48 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYANNAR.
41	MA03804	Parthasarathy.R-Marketing	04/01/2022 11:55 AM	ICU Door issues	ICU main door need to fix door stopper.	Elangovan	04/01/2022 12:03 PM	JEGANATHAN	05/01/2022 02:24 PM	Completed	26 hours20 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
42	MA03814	Parthasarathy.R-Marketing	04/01/2022 02:13 PM	OT area carpenter work	Anesthesia PG bathroom door not closed properly. Kindly need carpenter help sir	Elangovan	04/01/2022 02:13 PM	JEGANATHAN	05/01/2022 02:25 PM	Completed	24 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 5**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
43	MA03817	Backiya.B S/N	04/01/2022 02:44 PM	AC PROBLEAMD	Dialysis Ac work rectifid	Elangovan	04/01/2022 03:08 PM	Ibrahim Baig.D	04/01/2022 03:08 PM	Completed	0 hours0 mins	PROBLEM SOLVED BY VINOTH.
44	MA03819	Elangovan	04/01/2022 04:26 PM	WATER LEAKAGE	Hospital RO Plant high pressure wter leakage. Kindly do the work as soon as possible.	Elangovan	04/01/2022 04:28 PM	Venkatesan.B - Plumber	04/01/2022 04:29 PM	Closed	0 hours1 mins	problem solved by vengatesan.
45	MA03806	Backiya.B S/N	04/01/2022 12:38 PM	AC PROBLEAM	FEMALE SURGERY BURNS ROOOM AC NOT WORKING	Elangovan	04/01/2022 12:50 PM	Ibrahim Baig.D	04/01/2022 02:31 PM	Completed	1 hours40 mins	problem solved by vinothkumar-rameshbabu.
46	MA03809	Arunkumar.M-IT	04/01/2022 01:10 PM	AC cooling is very low	AC cooling is very low is not sufficient for newly installed EPABX	Elangovan	04/01/2022 02:21 PM	Ibrahim Baig.D	04/01/2022 02:32 PM	Completed	0 hours11 mins	MENTION THE LOCATION.

**Classification : 4**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
47	MA03799	Gounabady.R - DEO	04/01/2022 09:15 AM	intercom not working	intercom not working in Ophthal OPD. already we put lot of ticket for the same. please direct the concern person to do the needful.	Elangovan	04/01/2022 09:30 AM	Selvam.S - Electrician	05/01/2022 09:25 AM	Completed	23 hours54 mins	problem solved by Rajakumar.
48	MA03816	Nandhakumar S- Accounts	04/01/2022 02:20 PM	Accounts Intercom Not Working	Accounts Medical College Intercom Not Working	Elangovan	04/01/2022 02:23 PM	Sridharan.E - Electrical	07/01/2022 10:48 AM	Completed	68 hours25 mins	PROBLEM ATTENDED BY SRIDHARAN.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
49	MA03800	Gounabady.R - DEO	04/01/2022 09:18 AM	need to repair the rolling chair	In Ophthal OPD two rolling chair not working properly. please direct the concern person.	Elangovan	04/01/2022 09:28 AM	Elangovan	04/01/2022 03:07 PM	Completed	5 hours38 mins	NEED COMPLAINT LETTER

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
50	MA03822	Chitra K. - SN	05/01/2022 10:02 AM	ELETIRICAL COMPLAINTS	PAEDITRIC ANN X WARD AP ROOM 3RD FLOOR 2 TUBE LIGHT 1 FAN NOT WORKING KINDLY DO THE NEED FULL.	Elangovan	05/01/2022 10:20 AM	Selvam.S - Electrician	05/01/2022 02:54 PM	Completed	4 hours34 mins	PROBLEM SOLVED BY JAYAKUMAR ELEECTRICAL DPT.
51	MA03826	Parthasarathy.R- Marketing	05/01/2022 11:51 AM	Electrical complaint in OT	Anesthesia PG restroom light not working. Kindly do the needful ASAP.	Elangovan	05/01/2022 02:11 PM	Selvam.S - Electrician	07/01/2022 10:39 AM	Completed	44 hours28 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT LENIN.
52	MA03828	Radhika.N-S/N	05/01/2022 12:23 PM	PSY WARD	2 NOS OF TUBE LIGHT AND FAN NOT WORKING	Elangovan	05/01/2022 02:14 PM	Selvam.S - Electrician	07/01/2022 10:40 AM	Completed	44 hours26 mins	WORK DONE BY JAYAKUMAR.
53	MA03836	Krishnamoorthy S -Mainten	05/01/2022 07:18 PM	GFLOORROOMNO12 2PANNOTWORKING	GFLOORROOMNO12 2PANNOTWORKING	Elangovan	07/01/2022 09:36 AM	Sridharan.E - Electrical	10/01/2022 09:54 AM	Completed	72 hours18 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT SRIDHARAN.
54	MA03829	Radhika.N-S/N	05/01/2022 12:25 PM	EMERGENCY WARD	1 NOS OF FAN NOT WORKING ALREADY COMPLAINTS REGISTER IN TICKET	Elangovan	05/01/2022 02:14 PM	Selvam.S - Electrician	07/01/2022 10:41 AM	Completed	44 hours26 mins	WORK DONE BY JAYAKUMAR.
55	MA03834	Coumarane.M Blood Bank	05/01/2022 03:18 PM	Not completed	Ticket No :MA03818  Not completed work your closed all the complaints, what is the use of our creating the tickets .	Elangovan	05/01/2022 03:33 PM	Selvam.S - Electrician	07/01/2022 10:42 AM	Completed	43 hours8 mins	WE ALREADY SEND STOCK NOT AVAILABLE IN STORE. NOW, WE HAVE SEND REQUISITION APPLIED FOR CALLING BELL. WORK DONE BY LENIN.
56	MA03835	Gounabady.R - DEO	05/01/2022 04:32 PM	need one plug point connection	In ophthal Office need one switch box for monitor	Elangovan	07/01/2022 09:33 AM	Selvam.S - Electrician	12/01/2022 09:18 AM	Hold	119 hours44 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT RAJKUMAR.
57	MA03837	Krishnamoorthy S -Mainten	05/01/2022 07:23 PM	4THFLOORROOMNO 518BATHROOMLIGH TNOTWORK	4THFLOORROOMNO 518BATHROOMLOIK NOTWORK	Elangovan	07/01/2022 09:46 AM	Sridharan.E - Electrical	11/01/2022 10:06 AM	Completed	96 hours20 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Classification : 8**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
58	MA03832	Coumarane.M Blood Bank	05/01/2022 02:36 PM	WASHBASIN LEAK	BLOOD BANK WASHBASIN LEAK	Elangovan	05/01/2022 02:44 PM	Venkatesan.B - Plumber	05/01/2022 04:24 PM	Closed	1 hours40 mins	PROBLEM ATTENDED BY PLUMBING DEPT
59	MA03833	Coumarane.M Blood Bank	05/01/2022 03:14 PM	without complete work they made and close the ticket -`` completed``	ticket no: MA03648  without complete work they made and close the ticket -`` completed``	Elangovan	05/01/2022 04:22 PM	Venkatesan.B - Plumber	07/01/2022 11:02 AM	Completed	42 hours40 mins	PROBLEM ATTENDED BY PLUMBING DEPT

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
60	MA03823	K.Suganthi -DEO	05/01/2022 11:23 AM	ORTHO HOD ROOM 3RD FLOOR DOOR DIFFICULTY TO OPEN	ORTHO HOD ROOM 3RD FLOOR DOOR DIFFICULTY TO OPEN	Elangovan	05/01/2022 11:40 AM	JEGANATHAN	05/01/2022 11:43 AM	Closed	0 hours3 mins	PROBLEM SOLVED BY JAGANATHAN
61	MA03824	Parthasarathy.R- Marketing	05/01/2022 11:46 AM	Sign board need to shift particular area	Dear sir Need to carpenter help for Sign board shift in 2nd floor OT complex. kKndly ASAP	Elangovan	05/01/2022 11:45 AM	JEGANATHAN	05/01/2022 02:22 PM	Completed	2 hours36 mins	JOB DONE BY JAGANATHAN(CARPENTRY
62	MA03825	Parthasarathy.R- Marketing	05/01/2022 11:49 AM	OT path window water leaking	OT Path window rain water leaking. Kindly need Carpenter help for silicone paste apply in that windows. ASAP	Elangovan	05/01/2022 02:10 PM	JEGANATHAN	05/01/2022 02:23 PM	Completed	0 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY
63	MA03827	Radhika.N-S/N	05/01/2022 12:21 PM	PSY WARD	THE NEED COT SCREW	Elangovan	05/01/2022 02:45 PM	JEGANATHAN	10/01/2022 10:11 AM	Completed	115 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY
64	MA03830	Radhika.N-S/N	05/01/2022 12:28 PM	EMERGENCY WARD	CARDIAC TABLE WHEEL NOT WORKING	Elangovan	05/01/2022 02:15 PM	JEGANATHAN	27/01/2022 11:23 AM	Completed	525 hours8 mins	NEED LETTER
65	MA03821	K.Suganthi -DEO	05/01/2022 09:18 AM	ORTHO PG SEMINOR ROOM DOOR DIFFICULTY TO OPEN DAILY	ORTHO PG SEMINOR ROOM DOOR DIFFICULTY TO OPEN DAILY	Elangovan	05/01/2022 09:30 AM	JEGANATHAN	05/01/2022 11:42 AM	Closed	2 hours12 mins	PROBLEM SOLVED BY JAGANATHAN



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
66	MA03838	Krishnamoorthy S -Mainten	05/01/2022 07:32 PM	2ANFLOORVARANDA TUBELIGHTNOTWOR K	2ANFLOORVARANDA TUBELIGHTNOTWOR K	Elangovan	07/01/2022 09:52 AM	Selvam.S - Electrician	12/01/2022 09:20 AM	Completed	119 hours28 mins	PROBLEM SOLVED BY LENIN.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
67	MA03820	Ashokkumar.R MRD	05/01/2022 08:29 AM	Telephone not working in reception area	Sir, Telephone not working for the MRD reception area.	Elangovan	05/01/2022 09:29 AM	Selvam.S - Electrician	05/01/2022 02:53 PM	Completed	5 hours23 mins	PROBLEM SOLVED BY LENIN

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
68	MA03831	A.Sushmidha-S/N	05/01/2022 01:28 PM	WALKER BUSH CHANGING WORK & SCREEN WHEEL CHANGING WORK	WALKER BUSH CHANGING WORK & SCREEN WHEEL CHANGING WORK	Elangovan	05/01/2022 02:16 PM	Elangovan	05/01/2022 02:19 PM	Completed	0 hours2 mins	Mention the location where the problem held.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
69	MA03841	Parthasarathy.R-Marketing	06/01/2022 09:24 AM	CATHLAB TOP LIGHT PROBLEM	CATHLAB TOP LIGHT PROBLEM..KINDLY NEEDFUL SIR	Elangovan	07/01/2022 09:59 AM	Selvam.S - Electrician	10/01/2022 02:53 PM	Completed	76 hours53 mins	PROBLEM SOLVED BY RAJKUMAR.
70	MA03840	Backiya.B S/N	06/01/2022 08:54 AM	PLUG POINT AND LED LIGHT PROBLEMS	FEMALE SURGERY WARD PLUG POINT SOCKET PROBLEM AND 2 LED LIGHT NOT WORKING	Elangovan	07/01/2022 09:58 AM	Selvam.S - Electrician	07/01/2022 10:39 AM	Completed	0 hours40 mins	WORK DONE BY LENIN.
71	MA03845	Saranya.A	06/01/2022 11:00 AM	PAEDIATRIC ANNEX WARD	Professor room switch board not working and fan not working	Elangovan	07/01/2022 10:16 AM	Selvam.S - Electrician	07/01/2022 10:37 AM	Completed	0 hours21 mins	WORK DONE BY LENIN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

72	MA03847	Pukazenti N.R. DGM	06/01/2022 11:17 AM	DGM office - no power supply in UPS	No power supply for computer system UPS. Kindly verify and rectify the problem.	Elangovan	07/01/2022 10:19 AM	Selvam.S - Electrician	07/01/2022 10:38 AM	Closed	0 hours19 mins	WORK DONE BY SASSIKUMAR.
73	MA03854	Banumathy.S.DEO	06/01/2022 02:52 PM	OBG dept. two rooms light not working	OBG dept. two rooms light not working	Elangovan	07/01/2022 10:31 AM	Selvam.S - Electrician	07/01/2022 10:34 AM	Completed	0 hours2 mins	PROBLEM SOLVED BY S.LENIN.
74	MA03848	Amudha.S.D-Staff Nurse	06/01/2022 11:25 AM	ELECTRICAL PROBLEM	PATIENT TOILET TUBE LIGHT NOT WORKING. PG ROOM TOILET LIGHT NOT WORKING. TOILET SEAT BROKEN. ALL COMPLAINTS IN MSW ANNEX 4TH FLOOR	Elangovan	07/01/2022 10:21 AM	Selvam.S - Electrician	07/01/2022 10:35 AM	Completed	0 hours14 mins	PROBLEM SOLVED BY LENIN.
75	MA03850	Parthasarathy.R-Marketing	06/01/2022 11:45 AM	inventor not working	main OT:03 inventor not working..kindly needful sir	Elangovan	07/01/2022 10:25 AM	Selvam.S - Electrician	07/01/2022 10:36 AM	Completed	0 hours10 mins	WORK DONE BY SASSIKUMAR.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
76	MA03851	Parthasarathy.R-Marketing	06/01/2022 11:48 AM	western toilet water fall	2nd floor staff bathroom western toilet water fall.kindly needful sir	Elangovan	07/01/2022 10:26 AM	Venkatesan.B - Plumber	07/01/2022 10:57 AM	Hold	0 hours30 mins	Mention the location where the problem held. Example: sicu
77	MA03843	Backiya.B S/N	06/01/2022 09:51 AM	WATER TAP BLOCKED	FEMALE SURGERY WARD AP ROOM B WATER TAP BLOCKED	Elangovan	07/01/2022 10:02 AM	Venkatesan.B - Plumber	10/01/2022 10:01 AM	Completed	71 hours58 mins	PROBLEM ATTENDED BY PLUMBING DEPT
78	MA03839	A.Sushmidha-S/N	06/01/2022 08:40 AM	TOILET PROBLEM	MALE ORTHO WARD BATHROOM TOILET WATER BLOCKING	Elangovan	07/01/2022 09:57 AM	Venkatesan.B - Plumber	10/01/2022 10:00 AM	Completed	72 hours3 mins	PROBLEM ATTENDED BY PLUMBING DEPT

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
79	MA03852	R.Veeraraghavan-Observer	06/01/2022 01:10 PM	DOOR NOT CLOSING PROPERLY	ORTHO OPD NO: 12 SEMINAR ROOM DOOR NOT CLOSING	Elangovan	07/01/2022 10:27 AM	JEGANATHAN	10/01/2022 10:10 AM	Completed	71 hours43 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

PROPERLY

80	MA03844	NANTHESHWARI. N	06/01/2022 10:24 AM	PREMIUM GIRLS HOSTEL DOOR PROBLEM AND BATHROOM DOOR	PREMIUM GIRLS HOSTEL DOOR PROBLEM AND BATHROOM DOOR 17 2 513 118 PROBLEM MAIN DOOR 104 506 513 114 111 PROBLEM	Elangovan	07/01/2022 10:03 AM	JEGANATHAN	07/01/2022 11:10 AM	Completed	1 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
81	MA03849	Amudha.S.D-Staff Nurse	06/01/2022 11:28 AM	CARPENTER WORK	WINDOW SCREEN RODS AND CLAMPS TO BE FIXED IN PROFESSOR ROOM	Elangovan	07/01/2022 10:22 AM	JEGANATHAN	10/01/2022 10:10 AM	Completed	71 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
82	MA03853	Parthasarathy.R-Marketing	06/01/2022 02:40 PM	Radiology dept AC complaint	Dear sir,  CT console room water leaking in split AC indoor unit sir and X-ray 600 MA room AC was running but not in cooling. Kindly do the need sir.	Elangovan	07/01/2022 09:27 AM	Ibrahim Baig.D	17/01/2022 09:19 AM	Completed	239 hours52 mins	PROBLEM ATTENDED BY AC DEPT
83	MA03842	Muniamma.K	06/01/2022 09:53 AM	DOOR KEY NOT WORKING	BIOCHEMISTRY DEMO HALL- II DOOR KEY NOT WORKING	Elangovan	07/01/2022 10:00 AM	JEGANATHAN	11/01/2022 11:05 AM	Closed	97 hours4 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
84	MA03855	Pushpa.K-DEO	06/01/2022 03:31 PM	CT console room -64 slice	CT console room -64 slice (Ac water sweating)	Elangovan	07/01/2022 09:26 AM	Ibrahim Baig.D	17/01/2022 09:19 AM	Completed	239 hours53 mins	PROBLEM ATTENDED BY AC DEPT
85	MA03856	Pushpa.K-DEO	06/01/2022 03:33 PM	x ray rooms	X ray 600 room Ac running but not cooling	Elangovan	07/01/2022 09:25 AM	Ibrahim Baig.D	11/01/2022 02:43 PM	Completed	101 hours17 mins	PROBLEM ATTENDED BY AC DEPT LOGU AND ANAND

**Classification : 5**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
86	MA03846	Saranya.A	06/01/2022 11:02 AM	PAEDIATRIC ANNEX WARD	Paediatrics HOD room fall ceiling damaged	Elangovan	07/01/2022 10:18 AM	Selvam.S - Electrician	07/01/2022 10:37 AM	Completed	0 hours19 mins	WORK DONE BY LENIN.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

please rectify the  
problem .  
thank you

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
87	MA03862	Parthasarathy.R-Marketing	07/01/2022 12:01 PM	Psychiatry ward 2 nos of fan and 3 nos of light not working	Dear sir,  Ground floor Psychiatry ward 2 nos of fan and 3 nos of light not working. Kindly need electrical department help.	Elangovan	07/01/2022 12:03 PM	Selvam.S - Electrician	12/01/2022 09:18 AM	Completed	117 hours14 mins	PROBLEM SOLVED BY RAJKUMAR.
88	CT1092	Punithavally D	07/01/2022 10:46 AM	tub light	In Central lab duty Doctors Room Tub light & Switch Board	Elangovan	07/01/2022 11:13 AM	Selvam.S - Electrician	11/01/2022 09:34 AM	Completed	94 hours21 mins	WORK COMPLETED BY RAJKUMAR.
89	MA03868	Rajkumar N -Care Taker	07/01/2022 05:18 PM	IIrd Floor R.No.316 Switch plug complant	II Floor Room No. 316 Swich plug not worked.	Elangovan	10/01/2022 09:07 AM	Sridharan.E - Electrical	10/01/2022 09:53 AM	Completed	0 hours45 mins	PROBLEM SOLVED BY SRIDHARAN.
90	MA03867	Rajkumar N -Care Taker	07/01/2022 05:13 PM	Vth Floor Room No.608 Fan not	Vth Floor Room No.608 Fan not	Elangovan	10/01/2022 09:05 AM	Sridharan.E - Electrical	10/01/2022 09:52 AM	Completed	0 hours46 mins	PROBLEM SOLVED BY SRIDHARAN.
91	MA03858	Kumaravel.K	07/01/2022 11:20 AM	Fan Switch Broken	1. Veg cutting area Fan Swithch Broken, 2. New SWithch for Commercial Fridge in Store Room. 3. 1st Floor Dinning area 1 fan replaced.	Elangovan	07/01/2022 11:26 AM	Sridharan.E - Electrical	10/01/2022 09:51 AM	Completed	70 hours24 mins	PROBLEM SOLVED BY SRIDHARAN.
92	MA03866	Rajkumar N -Care Taker	07/01/2022 05:10 PM	IIIrd Floor room No.404 Fan not	IIIrd Floor Room No. 404 Fan not worked	Elangovan	10/01/2022 09:04 AM	Sridharan.E - Electrical	10/01/2022 09:49 AM	Completed	0 hours44 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT
93	MA03869	Rajkumar N -Care Taker	07/01/2022 05:23 PM	Vth Floor Room No.603 Fan not	Vth Floor Room No.603 Fan not	Elangovan	10/01/2022 09:08 AM	Sridharan.E - Electrical	10/01/2022 09:49 AM	Completed	0 hours40 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

94	MA03859	Kumaravel.K	07/01/2022 11:26 AM	urinal pipe changed	Premium canteen gents toilet urinal pine leaking	Elangovan	07/01/2022 12:00 PM	Venkatesan.B - Plumber	11/01/2022 09:48 AM	Completed	93 hours47 mins	PROBLEM SOLVED BY THANIGACHALAM.
95	MA03861	Parthasarathy.R-Marketing	07/01/2022 11:58 AM	SICU wash basin tap was not working	Dear sir,  SICU Wash basin tap was not working. kindly need plumber help sir	Elangovan	07/01/2022 12:02 PM	Venkatesan.B - Plumber	11/01/2022 09:48 AM	Completed	93 hours45 mins	PROBLEM SOLVED BY P.IYYAPPAN.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
96	CT1090	Dr.P.Suresh	07/01/2022 10:15 AM	ROOM KEY	In biochemistry department need key for Quality Manager Room	Elangovan	07/01/2022 10:32 AM	JEGANATHAN	10/01/2022 10:09 AM	Completed	71 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY
97	MA03863	Parthasarathy.R-Marketing	07/01/2022 03:21 PM	2nd floor POW door need to repair	Dear sir,  2nd floor POW door while closing time is very noise coming. Kindly need to carpenter help sir.	Elangovan	07/01/2022 03:23 PM	JEGANATHAN	10/01/2022 10:08 AM	Completed	66 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY
98	MA03865	Rajkumar N -Care Taker	07/01/2022 05:06 PM	Vth Floor Room No. 605 Bath room door not closed	Vth Floor R.No. 605 Bath room door not closed	Elangovan	10/01/2022 09:03 AM	JEGANATHAN	10/01/2022 10:08 AM	Completed	1 hours4 mins	JOB DONE BY JAGANATHAN(CARPENTRY
99	MA03860	Parthasarathy.R-Marketing	07/01/2022 11:43 AM	2nd floor OBG OT door issue	Dear sir,  OBG OT 2nd floor door could not able to close. Kindly do the needful as soon as possible sir.	Elangovan	07/01/2022 12:01 PM	JEGANATHAN	10/01/2022 10:08 AM	Completed	70 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY
100	MA03864	Rajkumar N -Care Taker	07/01/2022 05:02 PM	5th floor room no 605 Main door not closed	5th floor room no 605 Main door not closed	Elangovan	10/01/2022 09:02 AM	JEGANATHAN	10/01/2022 10:07 AM	Completed	1 hours4 mins	JOB DONE BY JAGANATHAN(CARPENTRY
101	CT1091	Punithavally D	07/01/2022 10:19 AM	ROOM KEY	In biochemistry department need key for Quality Manager room	Elangovan	07/01/2022 10:33 AM	JEGANATHAN	10/01/2022 10:07 AM	Completed	71 hours34 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
102	MA03857	Kumaravel.K	07/01/2022 11:16 AM	Canteen Commercial Fridge Not Working	Canteen Commercial Fridge Not Working , Kindly do the needful.	Elangovan	07/01/2022 11:19 AM	Ibrahim Baig.D	11/01/2022 02:45 PM	Completed	99 hours26 mins	The fridge was totally damaged so, need to be replaced new one.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
103	MA03890	Krishnamoorthy S -Mainten	08/01/2022 08:46 PM	3ADFLOORROOMNO 309BATHROOMLIGHTNOTWORKING	3ADFLOORROOMNO 309BOTHROOMLIGHTNOTWORKING	Elangovan	10/01/2022 09:33 AM	Sridharan.E - Electrical	11/01/2022 09:59 AM	Completed	24 hours26 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
104	MA03871	Lilly Pushpam - S/N	08/01/2022 09:21 AM	MSW IN PG ROOM PLUG POINTS NOT WORKING	MSW PG ROOMS PLUG POINTS ARE NEED TO BE REPAIRED	Elangovan	10/01/2022 09:13 AM	Selvam.S - Electrician	11/01/2022 09:34 AM	Completed	24 hours21 mins	WORK COMPLETED BY RAJKUMAR.
105	MA03874	Parthasarathy.R- Marketing	08/01/2022 10:18 AM	MAIN OT-07 AC SWITCH PROBLEM	MAIN OT-07 AC SWITCH NOT WORKING..KINDLY NEEDFUL SIR	Elangovan	10/01/2022 09:16 AM	Selvam.S - Electrician	10/01/2022 02:58 PM	Completed	5 hours42 mins	3 TIMES 32AMP NEW SWITCH TO BE CHANGED. NEED REASON FOR THAT COMPLAIN.
106	MA03889	Krishnamoorthy S -Mainten	08/01/2022 08:38 PM	4THFLOORROOMNO 401BATHLIGHTNOT WORKING	4THFLOORROOMNO 401BATHROOMLIGHT HNOTWORKING	Elangovan	10/01/2022 09:32 AM	Sridharan.E - Electrical	11/01/2022 10:00 AM	Completed	24 hours28 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
107	MA03887	Kumaravel.K	08/01/2022 03:22 PM	Excused Fan Service	Excused Fan not working properly in Premium canteen Kitchen area, Kindly do the needful.	Elangovan	10/01/2022 09:30 AM	Sridharan.E - Electrical	11/01/2022 10:01 AM	Completed	24 hours30 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
108	MA03872	Rajkumar N -Care Taker	08/01/2022 09:20 AM	IInd Floor Room No.318 Bathroom Light not worked	IInd Floor Room No..318 Bathroom light not worked.	Elangovan	10/01/2022 09:13 AM	Sridharan.E - Electrical	11/01/2022 10:02 AM	Completed	24 hours48 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
109	MA03878	S.Chellammal - DEO	08/01/2022 12:45 PM	CTVS OPD X- RAY LOBBY POWER POINT NOT WORKING	CTVS OPD X- RAY LOBBY POWER POINT NOT WORKING IN SPECIAL OPD	Elangovan	10/01/2022 09:20 AM	Selvam.S - Electrician	10/01/2022 02:54 PM	Completed	5 hours33 mins	PROBLEM SOLVED BY SASIKUMAR.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

110	MA03881	Rajkumar N -Care Taker	08/01/2022 12:53 PM	Vth Floor Room No. 602 plug point spark	Vth Floor Room No.602 plug ponit not working and fire spark	Elangovan	10/01/2022 09:23 AM	Sridharan.E - Electrical	11/01/2022 10:03 AM	Completed	24 hours39 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
111	MA03884	SAMPATH KUMAR.S	08/01/2022 02:33 PM	CORRIDOR CEILING LIGHT NOT WORKING	CORRIDOR CEILING LIGHT NOT WORKING BOYS PREMIUM HOSTEL	Elangovan	10/01/2022 09:27 AM	Sridharan.E - Electrical	11/01/2022 10:04 AM	Completed	24 hours36 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
112	MA03879	S.Chellammal - DEO	08/01/2022 12:47 PM	PLASTIC SURGERY OPD X- RAY LOBBY SHIFTING	PLASTIC SURGERY OPD X- RAY LOBBY SHIFTING FROM ROOM NO 13 TO ROOM NO 12	Elangovan	10/01/2022 09:21 AM	JEGANATHAN	12/01/2022 02:32 PM	Completed	53 hours11 mins	PROBLEM SOLVED BY JEGANATHAN
113	MA03870	Lilly Pushpam - S/N	08/01/2022 09:15 AM	MSW INTERCOM NOT WORKING	MSW INTERCOM NOT WORKING FOR PAST 6 MONTHS KINDLY REPAIR OR DO SOME ALTERATION ATLEAST	Elangovan	10/01/2022 09:12 AM	Selvam.S - Electrician	12/01/2022 09:15 AM	Completed	48 hours3 mins	PROBLEM SOLVED BY RAJKUMAR.
114	MA03880	S.Chellammal - DEO	08/01/2022 12:51 PM	PLASTIC SURGERY OPD EXTENSION PLUG POINT	PLASTIC SURGERY OPD EXTENSION PLUG POINT IN SPECIAL OPD	Elangovan	10/01/2022 09:22 AM	Selvam.S - Electrician	12/01/2022 09:16 AM	Hold	47 hours53 mins	PROBLEM ATTENDED BY RAJKUMAR.
115	MA03888	SANGAR GANESH.R	08/01/2022 04:39 PM	A BLACK 2ND FLOOR CORRIDOR LIGHT NOT WORKING	A BLACK 2ND FLOOR CORRIDOR LIGHT NOT WORKING	Elangovan	10/01/2022 09:31 AM	Sridharan.E - Electrical	10/01/2022 09:48 AM	Completed	0 hours16 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT
116	MA03875	Parthasarathy.R- Marketing	08/01/2022 10:20 AM	MAIN OT-03 INVENTOR PROBLEM	MAIN OT-03 INVENTOR NOT WORKING. KINDLY NEEDFUL SIR	Elangovan	10/01/2022 09:17 AM	Selvam.S - Electrician	10/01/2022 02:56 PM	Completed	5 hours39 mins	USB 2-BOX PROBLEM AND FUSE BURNS. NEED COMPLAINT LETTER.

**Classification : 14**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
117	MA03882	SANGAR GANESH.R	08/01/2022 02:24 PM	jr quarters room no 114 wash basin tap problem	JR QUARTERS ROOM NO 114 WASH BASIN TAP PROBLEM	Elangovan	10/01/2022 09:25 AM	Venkatesan.B - Plumber	11/01/2022 09:49 AM	Completed	24 hours24 mins	PROBLEM SOLVED BY MURALI.
118	MA03885	SAMPATH KUMAR.S	08/01/2022 02:38 PM	HEALTH FOXES GUN PROBLEM	HEALTH FOXES GUN PROBLEM BOYS HOSTEL	Elangovan	10/01/2022 09:28 AM	Venkatesan.B - Plumber	30/03/2022 09:32 AM	Completed	1896 hours4 mins	problem solved by chandiran - tamilzharasan-iyannnar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
119	MA03876	Muniamma.K	08/01/2022 10:56 AM	DOOR KEY NOT WORKING	BIOCHEMISTRY DEMO HALL -II KEY NOT WORKING	Elangovan	10/01/2022 09:17 AM	JEGANATHAN	10/01/2022 10:09 AM	Closed	0 hours51 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
120	MA03877	Muniamma.K	08/01/2022 10:59 AM	FIXING DIGITAL ELECTRONIC WALL CLOCK	BIOCHEMISTRY STUDENT PRACTICAL LAB FIXING TO DIGITAL ELECTRONIC WALL CLOCK	Elangovan	10/01/2022 09:19 AM	Sridharan.E - Electrical	11/01/2022 10:01 AM	Closed	24 hours42 mins	PROBLEM SOLVED BY SRIDHaran and palanivel.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
121	MA03873	Agnes Sisilia Mary - SN	08/01/2022 10:08 AM	CRASH CORT LOCKERS LOCKED	CRASH CORT LOCKERS LOCKED, SO PLEASE RELEASE IT IMMEDIATELY	Elangovan	10/01/2022 09:14 AM	JEGANATHAN	11/01/2022 11:05 AM	Completed	25 hours50 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
					AM Short Description							
122	MA03886	Kumaravel.K	08/01/2022 03:17 PM	Wire Chair Service	Wire Chair 3 nos service for Canteen (New Wire Changed)	Elangovan	10/01/2022 09:28 AM	Elangovan	04/07/2022 03:53 PM	Completed	4206 hours25 mins	problem solved by elangovan.
123	MA03883	SANGAR GANESH.R	08/01/2022 02:26 PM	JR QUARTERS ROOM NO 114 TILES BROKEN. DR. HERMTH OG HOD	JR QUARTERS ROOM NO 114 ROOM FLOOR TILES BROKEN. DR. HERMTH OG HOD	Elangovan	10/01/2022 09:26 AM	Elangovan		Assigned		

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

124	MA03902	NANTHESHWARI. N	10/01/2022 03:16 PM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM ROOM NO 14 114	Elangovan	10/01/2022 03:35 PM	K.Manimaran	11/01/2022 04:35 PM	Completed	24 hours59 mins	WORK DONE BY MANIMARAN.
125	MA03892	Parthasarathy.R-Marketing	10/01/2022 10:48 AM	LIGHT NOT WORKING	CSSD LIGHT NOT WORKING.KINDLY NEEDFUL	Elangovan	10/01/2022 10:54 AM	Selvam.S - Electrician	11/01/2022 09:41 AM	Completed	22 hours46 mins	WORK DONE BY RAJKUMAR.
126	MA03908	Rajkumar N -Care Taker	10/01/2022 06:35 PM	2nd Floor Room No.309 Bath room light not working	2nd Floor Room No.309Bath room light not working	Elangovan	11/01/2022 09:27 AM	Sridharan.E - Electrical	11/01/2022 04:39 PM	Completed	7 hours12 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
127	MA03898	Parthasarathy.R-Marketing	10/01/2022 02:04 PM	LIGHT NOT WORKING	FEMALE ORTHO WARD LIGHT NOT WORKING.KINDLY NEEDFUL	Elangovan	10/01/2022 02:20 PM	Selvam.S - Electrician	12/01/2022 09:13 AM	Completed	42 hours52 mins	PROBLEM SOLVED BY LENIN.
128	MA03901	Parthasarathy.R-Marketing	10/01/2022 02:39 PM	PLUG POINT PROBLEM	NICU AP ROOM PLUG POINT NOT WORKING.KINDLY NEEDFUL	Elangovan	10/01/2022 02:47 PM	Selvam.S - Electrician	12/01/2022 09:15 AM	Completed	42 hours28 mins	PROBLEM SOLVED BY LENIN.
129	MA03897	Saranya.A	10/01/2022 01:58 PM	PAEDIATRIC OPD	Paediatric OPD Tube Light Not working. Please Rectify the problem. Thank you	Elangovan	10/01/2022 02:20 PM	Selvam.S - Electrician	12/01/2022 09:12 AM	Completed	42 hours52 mins	PROBLEM SOLVED BY RAJKUMAR ELEECTRICAL DPT.
130	MA03900	SANGAR GANESH.R	10/01/2022 02:38 PM	JR QUARTERS GROUND FLOOR CORRIDOR TUBE LIGHT NOT WORKING	JR QUARTERS GROUND FLOOR CORRIDOR TUBE LIGHT NOT WORKING	Elangovan	10/01/2022 02:45 PM	Sridharan.E - Electrical	11/01/2022 04:41 PM	Completed	25 hours55 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
131	MA03904	Rajkumar N -Care Taker	10/01/2022 06:18 PM	IVth floor varanda tublight not working	IVth Floor varanda tublight not woking	Elangovan	11/01/2022 09:24 AM	Sridharan.E - Electrical	11/01/2022 04:41 PM	Completed	7 hours17 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
132	MA03905	Rajkumar N -Care Taker	10/01/2022 06:21 PM	3rd Floor Room No.404 toilet Room light not working	3rd Floor Room No.404 toilet Room light not working	Elangovan	11/01/2022 09:25 AM	Sridharan.E - Electrical	11/01/2022 04:42 PM	Completed	7 hours16 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
133	MA03906	Rajkumar N -Care Taker	10/01/2022 06:29 PM	4th Floor Room No.510 Bath room light not working	4th Floor Room No.510 Bath room light not working	Elangovan	11/01/2022 09:26 AM	Sridharan.E - Electrical	11/01/2022 04:42 PM	Completed	7 hours16 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
134	MA03909	Rajkumar N -Care Taker	10/01/2022 06:38 PM	4th Floor Room No.401 Bath room and toilet room light not working	4th Floor Room No.401 Bath room and toilet room light not working	Elangovan	11/01/2022 09:28 AM	Sridharan.E - Electrical	11/01/2022 04:43 PM	Completed	7 hours14 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

135	MA03894	Vanaja.N-DEO	10/01/2022 12:59 PM	SURGERY OFFICE	SURGERY OFFICE ROOM ,HOSPITAL 3RD FLOOR REST ROOM BULB NOT WORKING	Elangovan	10/01/2022 02:17 PM	Selvam.S - Electrician	18/01/2022 09:51 AM	Completed	187 hours33 mins	PROBLEM SOLVED BY SAMBASIVAM.
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**Classification : 12**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
136	MA03907	Rajkumar N -Care Taker	10/01/2022 06:32 PM	4th Floor Room No.510 toilet flesher not working	4th Floor Room No.510 toilet flesher not working	Elangovan	11/01/2022 09:27 AM	Venkatesan.B - Plumber	31/01/2022 11:27 AM	Completed	482 hours0 mins	PROBLEM SOLVED BY IYYAPPAN.
137	MA03899	SANGAR GANESH.R	10/01/2022 02:35 PM	A BLACK DRAINAGE PIPE LEAKAGE ENTRANCE	A BLACK DRAINAGE PIPE LEAKAGE ENTRANCE	Elangovan	10/01/2022 02:44 PM	Venkatesan.B - Plumber	11/01/2022 09:50 AM	Completed	19 hours5 mins	WORK DONE BY IYYANNAR.
138	MA03896	Saranya.A	10/01/2022 01:56 PM	PAEDIATRIC OPD	Water Leakage. Please rectify the Problem Thank you.	Elangovan	10/01/2022 02:19 PM	Venkatesan.B - Plumber	11/01/2022 09:51 AM	Completed	19 hours32 mins	WORK DONE BY THANIGACHALAM.
139	MA03891	Parthasarathy.R-Marketing	10/01/2022 09:53 AM	WESTERN TOILET PROBLEM	ANESTHESIA DOCTOR RESTROOM WESTERN TOILET FLASH NOT WORKING.KINDLY NEEDFUL	Elangovan	10/01/2022 10:05 AM	Venkatesan.B - Plumber	11/01/2022 09:52 AM	Completed	23 hours46 mins	WORK DONE BY RAMESH.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
140	MA03895	S.Chellammal - DEO	10/01/2022 01:30 PM	CARDIOLOGY OPD DOOR CLOSER ISSUE	DR. BASKARAN SIR ROOM, CARDIOLOGY OPD DOOR CLOSER NOT CLOSING IN SPECIAL OPD	Elangovan	10/01/2022 02:18 PM	JEGANATHAN	12/01/2022 02:32 PM	Completed	48 hours14 mins	PROBLEM SOLVED BY JAGANATHAN.
141	MA03893	Pushpa.K-DEO	10/01/2022 11:20 AM	CR Room (X-Ray)	Sign board change to CR to Store room Sign board change to Store to CR room	Elangovan	10/01/2022 11:22 AM	JEGANATHAN	10/01/2022 11:43 AM	Completed	0 hours20 mins	JOB DONE BY JAGANATHAN(CARPENTRY)



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
142	MA03903	R. Anitha -DEO	10/01/2022 04:20 PM	Pulmonary medicine OPD fan/switch box is not working	Pulmonary medicine OPD fan/switch box is not working	Elangovan	10/01/2022 04:36 PM	Selvam.S - Electrician	12/01/2022 09:14 AM	Hold	40 hours37 mins	PROBLEM ATTENDED BY RAJKUMAR.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
143	MA03913	Manimegalai.M-DEO	11/01/2022 02:51 PM	NS OFFICE	switch board broken and plug point too	Elangovan	11/01/2022 02:54 PM	Selvam.S - Electrician	13/01/2022 09:51 AM	Completed	42 hours56 mins	PROBLEM SOLVED BY LENIN.
144	MA03911	P.Usha -DEO	11/01/2022 12:06 PM	eye bank	EYE BANK INTERCOM NOT WORKING.	Elangovan	11/01/2022 12:11 PM	Selvam.S - Electrician	12/01/2022 02:35 PM	Closed	26 hours24 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT LENIN.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
145	MA03910	Saranya.A	11/01/2022 11:19 AM	PAEDIATRIC OPD	Paediatric OPD Demo hall LCD Projector stand fixing.	Elangovan	11/01/2022 11:41 AM	JEGANATHAN	12/01/2022 02:33 PM	Completed	26 hours52 mins	PROBLEM SOLVED BY JAGANATHAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
146	MA03912	S.Chellammal - DEO	11/01/2022 02:33 PM	SPECIAL OPD CARDIOLOGIST ROOM AC PROBLEM	SPECIAL OPD CARDIOLOGIST ROOM AC PROBLEM (WATER LEAKAGE)	Elangovan	11/01/2022 02:40 PM	Ibrahim Baig.D	17/01/2022 09:19 AM	Completed	138 hours38 mins	PROBLEM ATTENDED BY AC DEPT

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

147	MA03915	Parthasarathy.R-Marketing	12/01/2022 10:01 AM	POWER SUPPLY PROBLEM	MAIN OT-04 POWER SUPPLY PROBLEM. KINDLY NEEDFUL	Elangovan	12/01/2022 10:12 AM	Selvam.S - Electrician	13/01/2022 09:56 AM	Completed	23 hours43 mins	PROBLEM SOLVED BY LENIN.
148	MA03916	Parthasarathy.R-Marketing	12/01/2022 10:02 AM	LIGHT NOT WORKING	SICU RESTROOM LIGHT NOT WORKING.KINDLY NEEDFUL	Elangovan	12/01/2022 10:14 AM	Selvam.S - Electrician	18/01/2022 09:51 AM	Completed	143 hours37 mins	PROBLEM SOLVED BY SAMBASIVAM.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
149	MA03917	Balamurugan.J.DE O	12/01/2022 03:21 PM	DENTAL COLLEGE	Dental College1st Floor Gents wash room tiles water line pipe damage please do needful	Elangovan	12/01/2022 03:25 PM	Venkatesan.B - Plumber	13/01/2022 09:47 AM	Completed	18 hours21 mins	PROBLEM SOLVED BY THAMIZHARASAN.
150	MA03914	SANGAR GANESH.R	12/01/2022 09:37 AM	JR ROOM NO 18 ECW SEAT COVER AND WASH BASIN TAP AND CONNECTION TUBE AND WESTERN TOILET WATER LEAKAGE	JR ROOM NO 18. ECW SEAT COVER AND WASH BASIN TAP AND CONNECTION TUBE AND WESTERN TOILET WATER LEAKAGE	Elangovan	12/01/2022 09:54 AM	Venkatesan.B - Plumber	12/01/2022 09:56 AM	Completed	0 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
151	MA03918	S.Chellammal - DEO	12/01/2022 04:44 PM	DR.BASKARAN SIR ROOM DOOR CLOSER ISSUE	DR.BASKARAN SIR, CARDIOLOGIST ROOM IN SPECIAL OPD DOOR CLOSER ISSUE	Elangovan	13/01/2022 09:31 AM	JEGANATHAN	13/01/2022 09:49 AM	Completed	0 hours17 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
152	MA03919	S.Chellammal - DEO	12/01/2022 05:14 PM	SPECIAL OPD GENTS TOILET BLOCKAGE	SPECIAL OPD GENTS TOILET BLOCKAGE FOR THE PAST ONE WEEK	Elangovan	13/01/2022 09:33 AM	Venkatesan.B - Plumber	17/01/2022 10:04 AM	Completed	96 hours30 mins	PROBLEM ATTENDED BY PLUMBING DEPT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
153	MA03929	R. Anitha -DEO	13/01/2022 11:51 AM	DVL Department	DVL OPD light is not working	Elangovan	13/01/2022 11:56 AM	Selvam.S - Electrician	18/01/2022 09:50 AM	Closed	117 hours53 mins	PROBLEM SOLVED BY SAMBASIVAM.
154	MA03922	Coumarane.M Blood Bank	13/01/2022 08:47 AM	BLOOD BANK REFRIGERATOR - NOT WORKING	BBR-switch burned, kindly rectify the problem as early as possible.	Elangovan	13/01/2022 09:36 AM	Selvam.S - Electrician	17/01/2022 09:57 AM	Completed	96 hours21 mins	PROBLEM SOLVED BY SASIKUMAR AND JAYAKUMAR.
155	MA03926	Parthasarathy.R- Marketing	13/01/2022 10:55 AM	BELL FIXING WORK	2ND FLOOR CSSD BELL FIXING NEEDED. KINDLY NEEDFUL	Elangovan	13/01/2022 11:03 AM	Selvam.S - Electrician	17/01/2022 09:58 AM	Completed	94 hours54 mins	BELL FIXED BY SASIKUMAR AND LENIN.
156	MA03927	Parthasarathy.R- Marketing	13/01/2022 11:00 AM	LIGHT NOT WORKING	2ND FLOOR IMCU BATHROOM LIGHT NOT WORKING.KINDLY	Elangovan	13/01/2022 11:05 AM	Selvam.S - Electrician	18/01/2022 09:50 AM	Completed	118 hours44 mins	PROBLEM SOLVED BY RAJAKUMAR.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
157	MA03925	Coumarane.M Blood Bank	13/01/2022 10:43 AM	WASH BASIN BLOCK	Wash basin block kindly rectify	Elangovan	13/01/2022 10:46 AM	Venkatesan.B - Plumber	17/01/2022 02:51 PM	Completed	100 hours4 mins	PROBLEM SOLVED BY CHANDRAN.
158	MA03923	S.Chellammal - DEO	13/01/2022 09:09 AM	SPECIAL OPD GENTS TOILET BLOCKAGE	SPECIAL OPD GENTS TOILET BLOCKAGE	Elangovan	13/01/2022 09:37 AM	Venkatesan.B - Plumber	17/01/2022 10:00 AM	Completed	96 hours23 mins	PROBLEM SOLVED BY TNAMIZHARASAN.
159	MA03921	K.Sathya	13/01/2022 08:47 AM	SURGERY OPD-TAP IS BROKEN	TAP VALVE IS BROKEN IN SURGERY OPD AND WATER IS LEAKING .PLS DO THE NEEDFUL	Elangovan	13/01/2022 09:35 AM	Venkatesan.B - Plumber	13/01/2022 09:41 AM	Completed	0 hours5 mins	PROBLEM ATTENDED BY PLUMBING DEPT
160	MA03928	Parthasarathy.R- Marketing	13/01/2022 11:06 AM	Casualty OPD poisoning room toilet issue	Dear sir,  Casualty OPD poisoning room toilet water stagnant and bad smell is coming. Kindly do the needful at the earliest	Elangovan	13/01/2022 11:06 AM	Venkatesan.B - Plumber	17/01/2022 02:52 PM	Completed	99 hours45 mins	PROBLEM SOLVED BY IYYAPPAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
161	MA03924	Saranya.A	13/01/2022 09:12 AM	PAEDIATRIC OPD	Paediatric OPD Demo hall LCD Projector stand fixing work not done. Ticket created before 3 days.	Elangovan	13/01/2022 09:37 AM	JEGANATHAN	13/01/2022 09:50 AM	Completed	0 hours12 mins	PROBLEM SOLVED BY JAGANATHAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
162	MA03930	Pushpa.K-DEO	13/01/2022 02:56 PM	USG room 2	USG room -2 Ac machine water leakage	Elangovan	17/01/2022 09:12 AM	Ibrahim Baig.D	17/01/2022 09:18 AM	Completed	0 hours6 mins	PROBLEM ATTENDED BY AC DEPT
163	MA03920	K.Sathya	13/01/2022 08:37 AM	SURGERY OPD-TAP IS BROKEN	TAP VALVE IS BROKEN IN SURGERY OPD .PLS DO THE NEEDFUL.	Elangovan	13/01/2022 09:34 AM	Venkatesan.B - Plumber	13/01/2022 09:39 AM	Closed	0 hours4 mins	

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
164	MA03932	Coumarane.M Blood Bank	17/01/2022 10:32 AM	BLOOD BANK REFRIGERATOR - NOT WORKING	BBR-switch burned, kindly rectify the problem as early as possible. Its 2 nd reminder	Elangovan	17/01/2022 10:40 AM	Selvam.S - Electrician	18/01/2022 09:53 AM	Completed	23 hours12 mins	PROBLEM SOLVED BY SAMBASIVAM.
165	MA03935	Kaviselvi.P.S/N	17/01/2022 01:54 PM	dialysis	We need a extra plug point for printer connection.	Elangovan	17/01/2022 02:46 PM	Selvam.S - Electrician	27/01/2022 10:21 AM	Completed	235 hours34 mins	PROBLEM SOLVED BY SAMBASIVAM ANS SASSIKUAMR.
166	MA03936	Kumaravel.K	17/01/2022 02:51 PM	Grinder not working	5Ltr Grinder not working, kindly do the needful.	Elangovan	17/01/2022 02:54 PM	Sridharan.E - Electrical	22/01/2022 09:36 AM	Completed	114 hours41 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Classification : 3**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
167	MA03938	SANGAR GANESH.R	17/01/2022 06:28 PM	JR ROOM NO 18. ECW SEAT COVER AND TAP PROBLEM	JR ROOM NO 18. ECW SEAT COVER AND TAP PROBLEM	Elangovan	18/01/2022 09:01 AM	Venkatesan.B - Plumber	31/01/2022 11:26 AM	Completed	314 hours25 mins	PROBLEM SOLVED BY THANIGACHALAM.
168	MA03933	Sugunakumari.J	17/01/2022 10:42 AM	tap pipe leakage	Department of physiology HOD sir bathroom tap water pipe is leakaging please do the needful	Elangovan	17/01/2022 12:22 PM	Venkatesan.B - Plumber	18/01/2022 09:11 AM	Completed	20 hours48 mins	PROBLEM SOLVED BY PRASANTH
169	MA03934	Sugunakumari.J	17/01/2022 12:34 PM	tap pipe leakage	Department of physiology HOD sir bathroom water pipe is leakaging please do the needful	Elangovan	17/01/2022 12:44 PM	Venkatesan.B - Plumber	18/01/2022 09:11 AM	Completed	20 hours27 mins	PROBLEM SOLVED BY PRASANTH.

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
170	MA03931	Coumarane.M Blood Bank	17/01/2022 10:28 AM	TTI Room A/c not working	TTI Room A/c not working	Elangovan	17/01/2022 10:39 AM	Ibrahim Baig.D	18/01/2022 09:17 AM	Hold	22 hours38 mins	PROBLEM ATTENDED BY AC DEPT LOGU,ANAND AND VINOTH.
171	MA03937	SANGAR GANESH.R	17/01/2022 06:26 PM	JR ROOM NO 317 AC NOT WORKING	JR ROOM NO 317 AC NOT WORKING	Elangovan	18/01/2022 09:00 AM	Ibrahim Baig.D	20/01/2022 10:00 AM	Completed	49 hours0 mins	PROBLEM SOLVED BY RAMESH AND ANAND.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
172	MA03947	Celine.A-S/N	18/01/2022 11:40 AM	PAEDIATRIC WARD- ANX	FAN NOT WORKING IN HOD ROOM.	Elangovan	18/01/2022 12:08 PM	Selvam.S - Electrician	19/01/2022 10:02 AM	Completed	21 hours54 mins	PROBLEM SOLVED BY SAMBASIVAM.
173	MA03944	D. Pokkilai -S/N	18/01/2022 09:59 AM	ENT ward treatment room tubelight not working	Ent ward treatment room tubelight not working	Elangovan	18/01/2022 10:26 AM	Selvam.S - Electrician	19/01/2022 10:02 AM	Completed	23 hours35 mins	PROBLEM SOLVED BY SASSIKUMAR.
174	MA03941	Parthasarathy.R- Marketing	18/01/2022 09:32 AM	ELECTRICAL COMPLAINT IN MAIN ENTERANCE	NEED SWITCH BOX CONNECTION IN MAIN ENTRANCE FEVER CLINIC. KINDLY DO THE	Elangovan	18/01/2022 09:41 AM	Selvam.S - Electrician	18/01/2022 09:54 AM	Completed	0 hours12 mins	PROBLEM SOLVED BY SAMBASIVAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**NEEDFUL**

175	MA03945	R.Veeraraghavan-Observer	18/01/2022 10:24 AM	FAN NOT WORKING IN ORTHO HOD ROOM THIRD FLOOR	FAN NOT WORKING IN ORTHO HOD ROOM IN THIRD FLOOR NEAR MOW	Elangovan	18/01/2022 10:35 AM	Selvam.S - Electrician	27/01/2022 10:18 AM	Completed	215 hours43 mins	PROBLEM SOLVED BY SAMBASIVAM AND SASSIKUMAR.
176	MA03940	Coumarane.M Blood Bank	18/01/2022 08:50 AM	Blood bank Calling bell	Blood bank calling bell now we are using remote calling bell its frequently battery problem and sound aslo problem. so kindly replace wire calling bell, its gentle reminder second time .	Elangovan	18/01/2022 09:03 AM	Selvam.S - Electrician	28/03/2022 11:26 AM	Completed	1658 hours22 mins	PROBLEM SOLVED BY LENIN.
177	MA03948	Anbarasan K Bio-Med.	18/01/2022 02:31 PM	Electrical work at DVL Ward	As per MS instruction, needs to provide additional plug points for DVL ward	Elangovan	18/01/2022 02:35 PM	Selvam.S - Electrician	19/01/2022 10:03 AM	Completed	19 hours27 mins	PROBLEM SOLVED BY LENIN AND SASIKUMAR.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
178	MA03946	R.Veeraraghavan-Observer	18/01/2022 10:28 AM	WASH BASIN PROBLEM IN MOW	IN THERD FLOOR MALE ORTHO WARD MALE RESTROOM WASH BASIN WATER OVERFLOW	Elangovan	18/01/2022 10:38 AM	Venkatesan.B - Plumber	19/01/2022 10:04 AM	Completed	23 hours26 mins	PROBLEM SOLVED BY IYYAPPAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
179	MA03939	Coumarane.M Blood Bank	18/01/2022 08:44 AM	Blood Bank - two numbers of A/C not working	Blood Bank - two numbers of A/C not working - it may cause the blood components & blood bank refrigerator temp. also increase.	Elangovan	18/01/2022 09:02 AM	Ibrahim Baig.D	20/01/2022 10:00 AM	Completed	48 hours57 mins	PROBLEM SOLVED BY VINOTH KUMAR,LOGANATHAN AND

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
180	MA03942	Backiya.B S/N	18/01/2022 09:38 AM	dental hostel	Dental hostel room.no 308,305 water heater is not working	Elangovan	18/01/2022 09:43 AM	Venkatesan.B - Plumber	22/01/2022 09:45 AM	Completed	96 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM.
181	MA03943	Saranya.A	18/01/2022 09:42 AM	PAEDIATRIC OPD	OPD Demo Room Projector stand fixing work pending.please check sir	Elangovan	18/01/2022 09:45 AM	JEGANATHAN	18/01/2022 11:44 AM	Completed	1 hours59 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
182	MA03952	S.Balaraman	19/01/2022 11:23 AM	FIRE AND SAFETY	Refixing of switch board for printer in fire control room	Elangovan	19/01/2022 11:31 AM	Selvam.S - Electrician	27/01/2022 10:15 AM	Completed	190 hours44 mins	PROBLEM SOLVED BY SASSIKUMAR AND RAJAKUMAR.
183	MA03955	R. Anitha -DEO	19/01/2022 12:28 PM	DVL opd light is not working	DVL OPD light is not working	Elangovan	19/01/2022 12:38 PM	Selvam.S - Electrician	27/01/2022 10:16 AM	Closed	189 hours38 mins	PROBLEM SOLVED BY SASSIKUMAR AND RAJAKUMAR.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
184	MA03953	Saranya.A	19/01/2022 11:24 AM	PAEDIATRIC OPD	Paediatric OPD HOD room water leakage in past 2 days. Please rectify the same. Thank you .	Elangovan	19/01/2022 11:32 AM	Venkatesan.B - Plumber	19/01/2022 03:36 PM	Completed	4 hours3 mins	PROBLEM SOLVED BY IYYAPPAN.
185	MA03950	Durai Murugan.P	19/01/2022 08:48 AM	DENTAL HOSTEL	DENTAL HOSTEL - ROOM NO 305 WATER HEATER IS NOT WORKING.	Elangovan	19/01/2022 09:33 AM	Venkatesan.B - Plumber	19/01/2022 10:05 AM	Completed	0 hours31 mins	PROBLEM ATTENDED BY THANIGACHALAM.
186	MA03949	Balachandran.P	19/01/2022 08:48 AM	Washbasin tap	In Department of Anatomy, Assistant professor room washbasin tap was broken. Kindly fix as soon as possible	Elangovan	19/01/2022 09:32 AM	Venkatesan.B - Plumber	19/01/2022 10:06 AM	Completed	0 hours33 mins	PROBLEM ATTENDED BY IYYAPPAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
187	MA03954	R. Anitha -DEO	19/01/2022 12:24 PM	DVL OPD light is not working	DVL OPD light is not working	Elangovan	19/01/2022 12:40 PM	Selvam.S - Electrician	27/01/2022 10:18 AM	Closed	189 hours37 mins	PROBLEM SOLVED BY SASSIKUMAR AND RAJAKUMAR.
188	MA03951	Parthasarathy.R-Marketing	19/01/2022 11:26 AM	AC NOT WORKING	2ND FLOOR PICU AC NOT WORKING . KINDLY DO THE NEEDFUL	Elangovan	19/01/2022 11:31 AM	Ibrahim Baig.D	20/01/2022 09:59 AM	Completed	22 hours28 mins	PROBLEM ATTENDED BY ANAND, RAMESH AND SUTHAGAR.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
189	MA03959	Santhi.K Admin	20/01/2022 12:23 PM	INTERCOM NOT WORKING FROM HR FACULTY DEPT	INTERCOM NOT WORKING FROM HR FACULTY DEPT	Elangovan	20/01/2022 01:56 PM	K.Manimaran	22/01/2022 09:44 AM	Completed	43 hours47 mins	PROBLEM SOLVED BY MANIMARAN.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
190	MA03961	Parthasarathy.R-Marketing	20/01/2022 01:27 PM	HAND WASHING AREA WATER LEAKAGE	CASULATY OPD LABOUR ROOM HAND WASHING AREA WATER LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	20/01/2022 02:00 PM	Venkatesan.B - Plumber	22/01/2022 09:34 AM	Completed	43 hours34 mins	PROBLEM SOLVED BY THAMIZHARASAN AND THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
191	MA03962	Suresh.R	20/01/2022 02:36 PM	COLLEGE NAME BOARD FITTING	sir, svcopt college name board and college subject related photos as to fitting work on pharmacy building college 6th floor	Elangovan	20/01/2022 02:46 PM	JEGANATHAN	27/01/2022 09:12 AM	Completed	162 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

192	MA03956	S.Chellammal - DEO	20/01/2022 11:33 AM	DR.BASKARAN SIR ROOM DOOR CLOSER ISSUE	DR.BASKARAN SIR ROOM DOOR CLOSER ISSUE	Elangovan	20/01/2022 11:51 AM	JEGANATHAN	27/01/2022 09:11 AM	Completed	165 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
193	MA03957	Parthasarathy.R-Marketing	20/01/2022 11:40 AM	DOOR ISSUE IN CARDIOLOGY OPD	Dear sir special opd- 10 cardiology HOD Room door problem.kindly do the needful sir	Elangovan	20/01/2022 11:55 AM	JEGANATHAN	27/01/2022 09:12 AM	Completed	165 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
194	MA03960	Manikandan.K-IT	20/01/2022 12:36 PM	IT department AC water leaking	IT department AC water leaking. Kindly solve this issue	Elangovan	20/01/2022 02:11 PM	Manikandan.K-IT		Assigned		Assign group you are mentioned as IT. Assign to maintenance.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
195	MA03963	Kaviyarasu.S - Pharm	20/01/2022 03:44 PM	MAIN PHARMACY HOPITAL	INTER COM NOT WORKING FOR ONE WEEK.URGENT	Elangovan	20/01/2022 04:08 PM	Selvam.S - Electrician	27/01/2022 10:15 AM	Completed	162 hours7 mins	JOB DONE BY LENIN AND RAJAKUMAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
196	MA03958	Vanaja.N-DEO	20/01/2022 11:48 AM	SURGERY OFFICE	SURGERY OFFICE ROOM, REST ROOM NOT CLEAN IN HOSPITAL 3RD FLOOR.	Elangovan	20/01/2022 11:56 AM			Cancelled		CLEANING WORK IS NOT OUR JOB.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
197	MA03969	Parthasarathy.R-Marketing	21/01/2022 11:58 AM	SWITCH AND PLUG DAMAGE	2ND FLOOR MAIN OT -07 SWITCH AND PLUG DAMAGE.	Elangovan	22/01/2022 09:17 AM	Selvam.S - Electrician	27/01/2022 10:14 AM	Completed	120 hours57 mins	PROBLEM SOLVED BY JAYAKUMAR AND SASSIKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

KINDLY DO THE  
NEEDFUL

198	MA03967	M.Vijayalakshmi - S/N	21/01/2022 10:48 AM	TUBELIGHT NOT WORKING	PAEDIATRIC WARD BATHROOM 2 TUBELIGHT NOT WORKING	Elangovan	22/01/2022 09:13 AM	Selvam.S - Electrician	11/02/2022 09:54 AM	Completed	480 hours40 mins	PROBLEM SOLVED BY RAJAKUMAR AND SASSIKUMAR.
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**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
199	MA03968	Malarvizhi.S.OS nursing college	21/01/2022 11:34 AM	ICON OFFICE	FOR ARRANGEMENT OF GRADUATION PHOTO IN THE WALL	Elangovan	22/01/2022 09:17 AM	JEGANATHAN	27/01/2022 09:12 AM	Completed	119 hours55 mins	JOB DONE BY JAGANATHAN(CARPENTRY
200	MA03965	Parthasarathy.R-Marketing	21/01/2022 10:05 AM	AC WATER LEAKAGE	2ND FLOOR MAIN OT - 07 AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	22/01/2022 09:12 AM	Ibrahim Baig.D	22/01/2022 09:42 AM	Completed	0 hours30 mins	problem solved by loganathan and suthakar.
201	MA03964	Parthasarathy.R-Marketing	21/01/2022 08:23 AM	DOOR PROBLEM	2ND FLOOR IMCU ENTRANCE DOOR PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	22/01/2022 09:12 AM	JEGANATHAN	27/01/2022 09:10 AM	Completed	119 hours58 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
202	MA03966	Parthasarathy.R-Marketing	21/01/2022 10:13 AM	AC WATER LEAKAGE	2ND FLOOR MAIN OT -07 AC WATER LEAKAGE PROBLEM . KINDLY DO THE NEEDFUL	Elangovan	22/01/2022 09:13 AM	Ibrahim Baig.D	22/01/2022 09:43 AM	Completed	0 hours30 mins	problem solved by loganathan and suthakar.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
203	MA03982	NANTHESHWARI N	22/01/2022 04:06 PM	DENTAL HOSTEL HOSTEL ROOM NO 201 BOTH ROOM LIGHT NOT WORKING	DENTAL HOSTEL HOSTEL ROOM NO 201 BOTH ROOM LIGHT NOT WORKING	Elangovan	27/01/2022 08:51 AM	Sridharan.E - Electrical	28/01/2022 10:45 AM	Completed	25 hours53 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

204	MA03971	S.Chellammal - DEO	22/01/2022 09:13 AM	PRINTER ELECTRICAL LEAK IN CTVS OPD	PRINTER ELECTRICAL LEAK IN CTVS OPD. ALREADY TICKET RAISED. PROBLEM STILL NOT RECTIFIED.	Elangovan	22/01/2022 09:19 AM	Selvam.S - Electrician	27/01/2022 10:12 AM	Completed	120 hours53 mins	PROBLEM SOLVED BY SASSIKUMAR AND JAYAKUMAR.
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**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
205	MA03981	NANTHESHWARI N	22/01/2022 04:02 PM	DENTAL HOSTEL VISITORS ROOM BOTH ROOM WATER NOT GOING	DENTAL HOSTEL VISITORS ROOM BOTH ROOM WATER NOT GOING	Elangovan	27/01/2022 08:50 AM	Venkatesan.B - Plumber	28/01/2022 09:57 AM	Completed	25 hours6 mins	problem solved by iyyappan and chandran.
206	MA03974	Balamurugan.J.DE O	22/01/2022 10:24 AM	SVDC	Dental college x-ray department back side area duct water line pipe leakage	Elangovan	22/01/2022 10:32 AM	Venkatesan.B - Plumber	27/01/2022 09:31 AM	Completed	118 hours59 mins	PROBLEM SOLVED BY THANIGACHALAM.
207	MA03980	SANGAR GANESH.R	22/01/2022 04:01 PM	jr quarters room no 08 seat cover damage	jr quarters room no 08 seat cover damage	Elangovan	27/01/2022 08:49 AM	Venkatesan.B - Plumber	31/01/2022 11:27 AM	Completed	98 hours38 mins	PROBLEM SOLVED BY THANIGACHALAM.
208	MA03979	SANGAR GANESH.R	22/01/2022 03:32 PM	jr room no 317 tap problem	jr room no 317 tap problem	Elangovan	27/01/2022 08:47 AM	Venkatesan.B - Plumber	28/01/2022 09:56 AM	Completed	25 hours8 mins	Problem solved by iyyappan and chandran.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
209	MA03975	Suresh.R	22/01/2022 11:33 AM	Window repair	ICON Building 4th floor class room window repair.	Elangovan	22/01/2022 11:52 AM	JEGANATHAN	27/01/2022 09:10 AM	Completed	117 hours17 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
210	MA03978	Saraniyan Sathish.S - PRO	22/01/2022 02:39 PM	AC NOT WORKING	2ND FLOOR SICU SR AC NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	27/01/2022 08:46 AM	Ibrahim Baig.D	01/02/2022 10:40 AM	Completed	121 hours53 mins	PROBLEM SOLVED BY LOGANATHAN AND ANAND.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

211	MA03977	Suresh.R	22/01/2022 11:42 AM	Bathroom tiles to be repaired	the students bathroom in the fourth floor of ICON building needs to be repaired immediately	Elangovan	22/01/2022 11:55 AM	Elangovan		Assigned		
212	MA03976	Suresh.R	22/01/2022 11:39 AM	Air conditioner in the Principal room (SVCPMS) not functional for the past 3 months	Air conditioner in the Principal room (SVCPMS) not functional for the past 3 months. Kindly do the needful to the earliest	Elangovan	22/01/2022 11:53 AM	Ibrahim Baig.D	05/02/2022 09:43 AM	Completed	333 hours49 mins	PROBLEM SOLED BY VINOTHKUMAR AND LOGANATHAN.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
213	MA03972	S.Chellammal - DEO	22/01/2022 09:15 AM	CALLING BELL FIXING IN CTVS OPD	CALLING BELL FIXING IN CTVS OPD IN SPECIAL OPD	Elangovan	22/01/2022 09:25 AM	Selvam.S - Electrician	17/02/2022 11:13 AM	Completed	625 hours47 mins	BUY CALLING BELL FROM PURCHASE DPT.
214	MA03970	S.Chellammal - DEO	22/01/2022 09:11 AM	DR.BASKARAN SIR ROLLING CHAIR WHEEL DAMAGE	DR.BASKARAN SIR, CARDIOLOGIST, ROLLING CHAIR WHEEL DAMAGE IN SPECIAL OPD	Elangovan	22/01/2022 09:18 AM	JEGANATHAN	27/01/2022 11:24 AM	Completed	122 hours6 mins	NEED LETTER
215	MA03973	Gunasundari.K - Lab	22/01/2022 09:44 AM	Auro plant water leakage	Auro plant water leakage	Elangovan	22/01/2022 10:03 AM	Venkatesan.B - Plumber	28/01/2022 09:56 AM	Completed	143 hours52 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
216	MA03986	Malini K	24/01/2022 12:32 PM	Switch box not working	Switch box not working	Elangovan	27/01/2022 08:55 AM			Cancelled		MENTION THE DEPARTMENT AND AREA.
217	MA03989	Subalakashmi	24/01/2022 02:18 PM	FAN,LIGHT REQUIREMENT	Need of two lights and fan in our physiotherapy department as soon as possible..	Elangovan	27/01/2022 10:23 AM	Selvam.S - Electrician	03/02/2022 10:09 AM	Closed	167 hours46 mins	NEED REQUISITION LETTER.
218	MA03985	Parthasarathy.R- Marketing	24/01/2022 10:44 AM	SWITCH NOT WORKING	GROUND FLOOR INSURANCE ROOM SWITCH NOT WORKING.KINDLY	Elangovan	27/01/2022 08:54 AM	Selvam.S - Electrician	27/01/2022 10:11 AM	Completed	1 hours17 mins	PROBLEM SOLVED BY RAJAKUMAR AND SASSIKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DO THE NEEDFUL

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
219	MA03984	Sathiyarayanan .R	24/01/2022 10:18 AM	Dean PG Chamber Door handle problem	<p>Good morning Sir,</p> <p>I hereby bring to your notice that in Dental 4th floor at Dean PG Chamber door handle is not working properly. We find hard to open and close the door to lock and unlock. Kindly do the needful as soon as possible.</p> <p>Thank you</p>	Elangovan	27/01/2022 08:53 AM	JEGANATHAN	27/01/2022 09:09 AM	Completed	0 hours15 mins	PROBLEM SOLVED BY JAGANATHAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
220	MA03987	Coumarane.M Blood Bank	24/01/2022 12:44 PM	Donor Phlebotomy Room A/C not working	<p>Blood Bank nearly 3 A/C not working, 1. TTI Room A/C- not Working - 1 month</p> <p>2. Donor Refreshment Room A/c not working - 15 Days</p> <p>3. Donor Phlebotomy Room A/C now not working. Donor and Patients relative complaints about A/ C not good-fainting the donor during donation and after. donation. And BBR Also not maintaining temp.</p>	Elangovan	27/01/2022 08:57 AM	Ibrahim Baig.D	12/02/2022 10:00 AM	Completed	385 hours2 mins	problem solved by anand-rameshbabu-suthakar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

221	MA03988	Coumarane.M Blood Bank	24/01/2022 01:49 PM	WITHOUT COMPLETE WORK YOUR CLOSING THE TICKET	A/c work not completed last one month complaints created. but complaints not rectified your closed the ticket. what is the use to we create in the tickets in software.	Elangovan	27/01/2022 08:59 AM	Ibrahim Baig.D	08/02/2022 10:08 AM	Completed	289 hours9 mins	Waiting for Compressor.
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**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
222	MA03983	MEERA.R	24/01/2022 09:17 AM	ENDOSCOPY-STEEL ALMIRAH LOCKER IS NOT WORKING	STEEL ALMIRAH LOCKER IS BROKEN AND NOT WORKING IN ENDOSCOPY .PLS DO THE NEEDFUL	Elangovan	27/01/2022 08:52 AM	JEGANATHAN	27/01/2022 11:22 AM	Closed	2 hours29 mins	Problem solved by Jeganathan.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
223	MA03990	R. Anitha -DEO	25/01/2022 09:32 AM	TB OPD Light is not working	Respiratory Medicine OPD Light is not working	Elangovan	27/01/2022 09:01 AM	Selvam.S - Electrician	27/01/2022 10:11 AM	Closed	1 hours10 mins	PROBLEM SOLVED BY SASSIKUMAR AND RAJAKUMAR.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
224	MA03993	Saranya.A	25/01/2022 12:14 PM	PAEDIATRIC OPD	Paediatric OPD Water leakage in 2 days. please check. Thank you.	Elangovan	27/01/2022 09:04 AM	Venkatesan.B - Plumber	28/01/2022 09:55 AM	Completed	24 hours51 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

225	MA03992	Malarvizhi.S.OS nursing college	25/01/2022 10:40 AM	ICON LIBRARY	TO CHANGE NEW BUSH FOR THE LIBRARY TABLE AND CHANGE THE BROKEN GLASS	Elangovan	27/01/2022 09:03 AM	JEGANATHAN	03/02/2022 10:27 AM	Completed	169 hours24 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
226	MA03994	Saranya.A	25/01/2022 12:15 PM	PAEDIATRIC OPD	Paediatric OPD Speciality board fixing. thank you	Elangovan	27/01/2022 09:04 AM	JEGANATHAN	28/01/2022 10:41 AM	Completed	25 hours36 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
227	MA03991	Suresh.R	25/01/2022 09:38 AM	Fan fitting	ICON 4TH FLOOR SVC PMS , MULTIPURPOSE HALL ONE FAN FITTING	Elangovan	27/01/2022 09:02 AM	Sridharan.E - Electrical	28/01/2022 10:45 AM	Completed	25 hours43 mins	PROBLEM SOLVED BY PALANIVEL.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
228	MA03995	Krishnamoorthy S -Mainten	26/01/2022 02:06 PM	ROOMNO511BATHR OOMLIGHTNOTWOR K	ROOMNO511BATHR OOMLITGHTNOTWO RK	Elangovan	27/01/2022 09:13 AM	Sridharan.E - Electrical	31/01/2022 10:19 AM	Completed	97 hours6 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
229	MA03999	R. Anitha -DEO	27/01/2022 10:29 AM	DVL OPD light not working	DVL OPD & Procedures room lights are not working	Elangovan	27/01/2022 10:35 AM	Selvam.S - Electrician	29/01/2022 09:27 AM	Closed	46 hours52 mins	PROBLEM SOLVED BY JAYAKUMAR AND SASSIKUMAR.
230	MA04000	Banumathy.S.DEO	27/01/2022 11:22 AM	OBG dept. Antenatal OPD room light not working	OBG dept. Antenatal OPD room light not working	Elangovan	27/01/2022 11:26 AM	Selvam.S - Electrician	03/02/2022 10:08 AM	Completed	166 hours42 mins	PROBLEM SOLVED BY SAMBASIVAM.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
231	MA03996	Saranya.A	27/01/2022 09:56 AM	PAEDIATRIC OPD	Paediatric OPD Water leakage in 4 days already ticket created. Please rectify the same.	Elangovan	27/01/2022 10:04 AM	Venkatesan.B - Plumber	28/01/2022 09:55 AM	Completed	23 hours50 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Thank you.

232	MA04002	Thiruvengada Perumal	27/01/2022 01:32 PM	Kindly attend the water leakage in gents toilet	Sir in pharmacy college in ground floor gents toilet water leak in duct area & water tap problem in dean room so kindly arrange the plumber to rectify the problem sir	Elangovan	27/01/2022 01:58 PM	Venkatesan.B - Plumber	28/01/2022 09:55 AM	Completed	19 hours57 mins	problem solved by iyyappan.
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**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
233	MA03997	Radhika.N-S/N	27/01/2022 10:13 AM	EMR OPD	MONITOR STAND TO BE FIXED	Elangovan	27/01/2022 10:22 AM	JEGANATHAN	27/01/2022 11:20 AM	Completed	0 hours58 mins	Problem solved by Jeganathan.
234	MA04001	Thiruvengada Perumal	27/01/2022 01:27 PM	KINDLY SEND THE CARPENTER TO FIX BOARD	Sir in pharmacy college we want to fix Green Board in Class room & Labs so kindly send the carpenter to fix the board in our college	Elangovan	27/01/2022 01:54 PM	JEGANATHAN	28/01/2022 10:41 AM	Completed	20 hours46 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
235	MA04003	Sathiyarayanan .R	27/01/2022 04:29 PM	CHAIRMAN CHAMBER TELEPHONE	Good evening Sir,  I hereby bring to your kind notice that, following several days Chairman Chamber Landline not working. I request you to fix the problem as soon as possible.  Thank you.	Elangovan	28/01/2022 09:35 AM	K.Manimaran	23/02/2022 10:23 AM	Completed	624 hours48 mins	PROBLEM SOLVED BY MANIMARAN.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
236	MA03998	Aruna.G-S/N	27/01/2022 10:27 AM	ALUMINIUM FITTING	3rd floor ophthal ward 3 door aluminum fitting to be done. kindly do the needful.	Elangovan	27/01/2022 10:34 AM	JEGANATHAN	28/01/2022 10:40 AM	Completed	24 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
237	MA04006	Mahalakshmi.S	28/01/2022 09:49 AM	Plug point adjustment	As per COO instructions, In admission office[Digital marketing] need to adjust the plug point connection	Elangovan	28/01/2022 09:59 AM	K.Manimaran	28/01/2022 10:41 AM	Completed	0 hours42 mins	PROBLEM SOLVED BY MANIMARAN.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
238	MA04004	Parthasarathy.R-Marketing	28/01/2022 09:05 AM	TAP PROBLEM	CASUALTY ICU HAND WASHING TAP PROBLEM. KINDLY DO THE NEEDFUL	Elangovan	28/01/2022 09:37 AM	Venkatesan.B - Plumber	28/01/2022 09:53 AM	Completed	0 hours16 mins	Problem solved by Iyyappan and Thanigachalam.
239	MA04005	Parthasarathy.R-Marketing	28/01/2022 09:50 AM	SINK PROBLEM	CASUALTY AND CASUALTY WARD SINK PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	28/01/2022 09:58 AM	Venkatesan.B - Plumber	29/01/2022 09:30 AM	Completed	23 hours32 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
240	MA04009	D. Pokkilai -S/N	28/01/2022 03:57 PM	sterillium wall mount to be fix on wall	sterillium wall mount to be fix on wall	Elangovan	28/01/2022 04:09 PM	JEGANATHAN	01/02/2022 11:47 AM	Completed	91 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
241	MA04011	Banumathy.S.DE0	28/01/2022 04:37 PM	Gynaec ward HOD Room Almera Lock & Key Not working	Gynaec ward HOD Room Almera Lock & Key Not working	Elangovan	29/01/2022 09:21 AM	JEGANATHAN	01/02/2022 11:47 AM	Completed	74 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

242	MA04010	Bhuvanewary.P- W/S	28/01/2022 04:05 PM	STERILLIUM STAND TO BE PLACED IN PSYCHIATRY WARD	STERILLIUM STAND TO BE PLACED IN PSYCHIATRY WARD	Elangovan	28/01/2022 04:09 PM	JEGANATHAN	01/02/2022 11:46 AM	Completed	91 hours36 mins	Problem solved by Jeganathan.
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**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
243	MA04007	Chitra K. - SN	28/01/2022 10:31 AM	AC NOT WORKING	BURNS ROOM AC NOT WORKING SURGERY PG SEMINAR ROOM AC NOT WORKING	Elangovan	28/01/2022 10:37 AM	Ibrahim Baig.D	12/02/2022 10:00 AM	Completed	359 hours23 mins	problem solved by vinothkumar-rameshbabu.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
244	MA04008	Lilly Pushpam - S/N	28/01/2022 03:46 PM	WALL MOUNTAIN STERILIUM STAND TO BE FIXED	WALL MONTAIN STERILIUM STAND TO BE FIXED IMMEDIATELY IN MSW 3RD FLOOR	Elangovan	28/01/2022 04:09 PM	JEGANATHAN	01/02/2022 11:47 AM	Completed	91 hours38 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
245	MA04016	Saranya.A	29/01/2022 10:55 AM	PAEDIATRIC OPD	Paediatrics HOD Room Tube light not working in 2 days. Please check sir. Thank you	Elangovan	29/01/2022 11:06 AM	Selvam.S - Electrician	03/02/2022 10:07 AM	Completed	119 hours0 mins	PROBLEM SOLVED BY SAMBASIVAM.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
246	MA04023	SANGAR GANESH.R	29/01/2022 01:47 PM	JR ROOM NO 07 ROOM TAP LEAKAGE	JR ROOM NO 07 ROOM TAP LEAKAGE	Elangovan	29/01/2022 02:07 PM	Venkatesan.B - Plumber	31/01/2022 11:26 AM	Completed	45 hours18 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

247	MA04022	SANGAR GANESH.R	29/01/2022 01:45 PM	4TH TIME REMINDER THIS COMPLIANT JR ROOM TAP AND ECW CONNECTION TUBE AND SEAT COVER DAMAGE	4TH TIME REMINDER THIS COMPLIANT JR ROOM TAP AND ECW CONNECTION TUBE AND SEAT COVER DAMAGE	Elangovan	29/01/2022 02:06 PM	Venkatesan.B - Plumber	31/01/2022 11:25 AM	Completed	45 hours18 mins	PROBLEM SOLVED BY THANIGACHALAM.
248	MA04014	Balachandran.P	29/01/2022 10:11 AM	Faculty Toilet	In the Department of Anatomy , Faculty Toilet water outlet problem	Elangovan	29/01/2022 10:22 AM	Venkatesan.B - Plumber	31/01/2022 11:24 AM	Completed	49 hours1 mins	PROBLEM SOLVED BY IYYAPPAN AND PRASANTH.
249	MA04021	SANGAR GANESH.R	29/01/2022 01:42 PM	JR QUARTERS ROOM NO 105 SEAT COVER DAMAGE	JR QUARTERS ROOM NO 105 SEAT COVER DAMAGE	Elangovan	29/01/2022 02:05 PM	Venkatesan.B - Plumber	06/04/2022 02:29 PM	Completed	1608 hours24 mins	PROBLEM SOLVED BY CHANDIRAN
250	MA04017	Saranya.A	29/01/2022 10:56 AM	PAEDIATRIC OPD	Paediatric OPD water blockage and heave smell in 3 days.Please rectify the same. Thank you.	Elangovan	29/01/2022 11:07 AM	Venkatesan.B - Plumber	31/01/2022 11:23 AM	Completed	48 hours15 mins	PROBLEM SOLVED BY PRASANTH.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
251	MA04018	SANGAR GANESH.R	29/01/2022 01:35 PM	jr room 08 window door not closed and mirror fixing	jr room 08 window door not closed mirror fixing	Elangovan	29/01/2022 02:00 PM	JEGANATHAN	01/02/2022 11:47 AM	Completed	69 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
252	MA04015	Parthasarathy.R-Marketing	29/01/2022 10:39 AM	EM OPD nursing table lock need to brake	Dear Sir,  EM OPD Nursing table lock need to brake. Kindly do the needful as soon as possible sir.	Elangovan	29/01/2022 10:41 AM	JEGANATHAN	01/02/2022 11:48 AM	Completed	73 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
253	MA04013	N.Suresh -S/N	29/01/2022 09:12 AM	light on/off switch not working	in ortho opd ground floor, ortho hod room restroom has no light switch	Elangovan	29/01/2022 09:24 AM	Selvam.S - Electrician	03/02/2022 10:08 AM	Completed	120 hours43 mins	PROBLEM SOLVED BY SASSIKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
254	MA04020	SANGAR GANESH.R	29/01/2022 01:40 PM	JR 5TH AND FLOOR CORRIDOR LIGHT NOT WORKING	JR 5TH AND FLOOR CORRIDOR LIGHT NOT WORKING	Elangovan	29/01/2022 02:04 PM	Sridharan.E - Electrical	31/01/2022 10:18 AM	Completed	44 hours13 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
255	MA04012	MEERA.R	29/01/2022 09:12 AM	TO FIX THERMACOAL INSIDE THE CUPBOARD	TO BE FIX THERMACOAL INSIDE THE ENDOCOPY CUPBOARD FOR HANGING ENDOSCOPE AND COLONOSCOPE.	Elangovan	29/01/2022 09:22 AM	JEGANATHAN	01/02/2022 11:48 AM	Completed	74 hours25 mins	GIVE REQUISITION LETTER TO PURCHASE DEPARTMENT.
256	MA04019	SANGAR GANESH.R	29/01/2022 01:38 PM	jr quarters room no 08 switch problem and seat cover and connection tube problem	jr quarters room no 08 switch problem and seat cover and connection tube problem	Elangovan	29/01/2022 02:02 PM	Venkatesan.B - Plumber	31/01/2022 11:25 AM	Completed	45 hours22 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
257	MA04025	R.Veeraraghavan-Observer	31/01/2022 09:57 AM	light not working	light not working in the female restroom at surgery/ortho OPD gorund floor	Elangovan	31/01/2022 10:13 AM	Selvam.S - Electrician	03/02/2022 10:03 AM	Completed	71 hours49 mins	problem attended by sassikumar and no stock available in store.
258	MA04027	P.Makeswari - DEO	31/01/2022 10:52 AM	USG scan 2 - light not working	USG scan 2 - light not working	Elangovan	31/01/2022 10:57 AM	Selvam.S - Electrician	09/02/2022 10:15 AM	Completed	215 hours17 mins	PROBLEM ATTENDED BY SASSIKUMAR.
259	MA04030	Mettilda Mary.A-Staff Nurse	31/01/2022 12:31 PM	Requirement for tube light and fan - Reg	Kindly provide tube light and fan for Dietician. near NS Office kindly do the needful	Elangovan	31/01/2022 01:56 PM	Selvam.S - Electrician	03/02/2022 10:06 AM	Completed	68 hours9 mins	NEED REQUISITION LETTER.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

260	MA04029	Balamurugan.J.DE O	31/01/2022 11:08 AM	SVDC	PROSTHO-OPD HOD WASH ROOM FLASH TANK REPAIR AND SINK TAPE REPAIR	Elangovan	31/01/2022 11:21 AM	Venkatesan.B - Plumber	31/01/2022 11:23 AM	Completed	0 hours1 mins	PROBLEM SOLVED BY THANIGACHALAM.
261	MA04026	Muniamma.K	31/01/2022 10:50 AM	FLUSH NOT WORKING	LADIES BOTH ROOM FLUSH NOT WORKING	Elangovan	31/01/2022 10:56 AM	Venkatesan.B - Plumber	31/01/2022 02:20 PM	Closed	3 hours23 mins	problem solved by thanigachalam.
262	MA04028	Muniamma.K	31/01/2022 10:52 AM	TAP NOT WORKING	STUDENTS PRACTICAL LAB TAP NOT WORKING	Elangovan	31/01/2022 10:57 AM	Venkatesan.B - Plumber	31/01/2022 02:20 PM	Closed	3 hours22 mins	Problem Solved by Thanigachalam.

**Classification : 3**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
263	MA04031	Muniamma.K	31/01/2022 04:12 PM	INTERCOM NOT WORKING	HOD SIR ROOM INTERCOM NOT WORKING	Elangovan	01/02/2022 09:10 AM	Sridharan.E - Electrical	05/02/2022 10:01 AM	Closed	96 hours51 mins	PROBLEM SOLVED BY SRIDHARAN.
264	MA04024	I.IIakiya -DEO	31/01/2022 08:45 AM	exchange intercom	Kindly exchange intercom one partition to another partition	Elangovan	31/01/2022 09:37 AM	Selvam.S - Electrician	03/02/2022 10:05 AM	Closed	72 hours28 mins	problem solved by sassikumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
265	MA04034	Parthasarathy.R-Marketing	01/02/2022 11:54 AM	Electrical complaint in OT	DEAR SIR MAIN OT-01 AC PLUG NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	01/02/2022 11:58 AM	Selvam.S - Electrician	07/02/2022 10:32 AM	Completed	142 hours33 mins	Problem solved by Lenin and sassikumar.
266	MA04032	P.Makeswari - DEO	01/02/2022 10:04 AM	usg deo room - fan	need to interchange the fan from assistant prof. room to deo room	Elangovan	01/02/2022 10:35 AM	Selvam.S - Electrician	16/02/2022 10:10 AM	Completed	359 hours35 mins	PRBOBLEM SOLVED BY LENIN.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

267	MA04035	Malarvizhi.S.OS nursing college	01/02/2022 01:02 PM	ICON OFFICE	TOILET PROBLEM IN GROUND FLOOR	Elangovan	01/02/2022 01:58 PM	Venkatesan.B - Plumber	02/02/2022 11:09 AM	Completed	21 hours10 mins	PROBLEM SOLVED BY THANIGACHALAM.
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**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
268	MA04033	Malarvizhi.S.OS nursing college	01/02/2022 10:22 AM	ICON OFFICE	10 EXAM TABLE TO BE REPAIRED IN THIRD FLOOR	Elangovan	01/02/2022 10:36 AM	JEGANATHAN	05/02/2022 09:53 AM	Completed	95 hours16 mins	PROBLEM SOLVED BY JEGANATHAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
269	MA04037	MANIBALAN.S	01/02/2022 02:42 PM	Boys & Girls Toilet flesh tank repair	BPT - Common Boys & Girls Toilet flesh tank repair	Elangovan	01/02/2022 02:55 PM	Venkatesan.B - Plumber	06/04/2022 02:29 PM	Completed	1535 hours34 mins	PROBLEM SOLVED BY THANIGACHALAM.
270	MA04036	S.Chellammal - DEO	01/02/2022 02:12 PM	AC WATER LEAKAGE IN CTVS OPD	AC WATER LEAKAGE IN CTVS OPD	Elangovan	01/02/2022 02:31 PM	Ibrahim Baig.D	08/02/2022 10:08 AM	Completed	163 hours36 mins	Problem solved AC Dept.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
271	MA04038	Thiruvengada Perumal	01/02/2022 03:22 PM	ADMIN LANDLINE PHONE NOT IN WORKING	LAST TWO DAYS PHARMACY COLLEGE ADMIN OFFICE LANDLINE PHONE WAS NOT WORKING, THIS IS ADMISSION TIME..KINDLY ATTEND THE PROBLEM AND RECTIFY AT EARLIEST - By	Elangovan	01/02/2022 03:35 PM	Sridharan.E - Electrical	05/02/2022 10:01 AM	Completed	90 hours25 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

272	MA04052	Gounabady.R - DEO	02/02/2022 04:10 PM	Need large plug point	Need large plug point for fitting AR Machine in Ophthal OPD 1st floor hospital side	Elangovan	02/02/2022 04:24 PM	Selvam.S - Electrician	03/02/2022 09:59 AM	Completed	17 hours35 mins	problem solved by jayakumar.
273	MA04051	Krishnamoorthy S -Mainten	02/02/2022 02:07 PM	104ROOMNOBATTH ROOMLIGHTNOWORK	104ROOMNOBATHR OOMLIGHTNOTWORK	Elangovan	02/02/2022 02:55 PM	Sridharan.E - Electrical	05/02/2022 10:01 AM	Completed	67 hours5 mins	PROBLEM SOLVED BY SRIDHARAN.
274	MA04044	SANGAR GANESH.R	02/02/2022 09:40 AM	5TH TIME REMINDER JR ROOM NO 18 TAP BROKEN AND ECW PROBLEM SEAT COVER DAMAGE	5TH TIME REMINDER JR ROOM NO 18 TAP BROKEN AND ECW PROBLEM SEAT COVER DAMAGE	Elangovan	02/02/2022 09:48 AM	Venkatesan.B - Plumber	06/04/2022 02:29 PM	Completed	1516 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM.
275	MA04050	Krishnamoorthy S -Mainten	02/02/2022 02:01 PM	319ROOMNOFANNO TWORK	319ROOMNOFANNO TWORK	Elangovan	02/02/2022 02:23 PM	Sridharan.E - Electrical	05/02/2022 10:00 AM	Completed	67 hours37 mins	PROBLEM SOLVED BY SRIDHARAN.
276	MA04040	Malarvizhi.S.OS nursing college	02/02/2022 08:59 AM	ICON OFFICE	TUBE LIGHT IS NOT WORKING IN OFFICE ROOM AND SOME OTHER PLACES IN THE BUILDING - MOST URGENT	Elangovan	02/02/2022 09:09 AM	Sridharan.E - Electrical	05/02/2022 09:59 AM	Completed	72 hours50 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
277	MA04041	Parthasarathy.R-Marketing	02/02/2022 09:21 AM	FLASH NOT WORKING	DEAR SIR  2ND FLOOR POST OPERATIVE WARD STAFF WESTERN TOILET FLASH NOT WORKING. KINDLY DO THE NEEDFUL.	Elangovan	02/02/2022 09:45 AM	Venkatesan.B - Plumber	03/02/2022 10:14 AM	Completed	24 hours28 mins	Problem Solved by Thanigachalam.
278	MA04045	Parthasarathy.R-Marketing	02/02/2022 09:50 AM	FLASH NOT WORKING	DEAR SIR  2ND FLOOR OG OT PATIENT WAITING ARE WESTERN TOILET FLASH NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	02/02/2022 10:18 AM	Venkatesan.B - Plumber	03/02/2022 10:14 AM	Completed	23 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
279	MA04048	Radhika.N-S/N	02/02/2022 11:15 AM	EMR OPD	COT FOOT END TO BE FIXED	Elangovan	02/02/2022 11:43 AM	JEGANATHAN	05/02/2022 09:53 AM	Completed	70 hours10 mins	PROBLEM SOLVED BY JEGANATHAN.
280	MA04047	R. Anitha -DEO	02/02/2022 10:56 AM	Height scale,notice board, cuboard	1. Increased the Height for Height scale 2.Fixed notice board 3.Repaired HOD room cupboard	Elangovan	02/02/2022 11:06 AM	JEGANATHAN	02/02/2022 11:07 AM	Closed	0 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY
281	MA04042	NANTHESHWARI. N	02/02/2022 09:29 AM	PREMIUM GIRLS HOSTEL CEILING SHEET BROKEN ALL FLOOR	PREMIUM GIRLS HOSTEL CEILING SHEET BROKEN ALL FLOOR	Elangovan	02/02/2022 09:47 AM	JEGANATHAN	03/02/2022 10:27 AM	Completed	24 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY
282	MA04043	SANGAR GANESH.R	02/02/2022 09:38 AM	GUEST ROOM WOODEN STAND BROKEN ROOM NO 401	GUEST ROOM WOODEN STAND BROKEN ROOM NO 401	Elangovan	02/02/2022 09:48 AM	JEGANATHAN	03/02/2022 10:27 AM	Completed	24 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY
283	MA04046	K.Anand -BLS	02/02/2022 10:05 AM	BSL 2 RT PCR LAB	PASS BOX NEED TO FIX CHAIR DAMAGED  URGENT FOR INSPECTION WORK.	Elangovan	02/02/2022 10:19 AM	JEGANATHAN	03/02/2022 10:27 AM	Completed	24 hours7 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 5**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
284	MA04039	Parthasarathy.R-Marketing	02/02/2022 08:27 AM	AC WATER LEAKAGE	DEAR SIR  2ND FLOOR PICU AC WATER LEAKAGE PROBLEM. KINDLY DO THE NEEDFUL	Elangovan	02/02/2022 09:08 AM	Ibrahim Baig.D	05/02/2022 09:38 AM	Completed	72 hours29 mins	PROBLEM SOLVED BY ANAND,RAMESH AND SUTHAKAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
285	MA04049	Nirosha.V-Lab	02/02/2022 12:06 PM	TELEPHONE CHANGE	TELEPHONE CHANGE IN SAMPLE PROCESSING AREA ,	Elangovan	02/02/2022 01:59 PM	Selvam.S - Electrician	12/02/2022 10:04 AM	Completed	236 hours5 mins	PROBLEM SOLVED SASSIKUMAR AND SAMBASIVAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

IMMEDIATELY

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
286	MA04054	S.DEVI -S/N	03/02/2022 09:53 AM	EMERGENCY WARD	FAN NOT WORKING.	Elangovan	03/02/2022 09:56 AM	Selvam.S - Electrician	17/02/2022 11:12 AM	Completed	337 hours15 mins	PROBLEM SOLVED BY LENIN AND SASSIKUMAR.
287	CT1124	R. Bharathi Raja - Lab Tech	03/02/2022 08:15 AM	LIGHT PROBLEM	TUBE LINGHT NOT WORK BIO CHEMISTRY LAB HOSPITAL	Elangovan	03/02/2022 09:24 AM	Selvam.S - Electrician	09/02/2022 10:13 AM	Completed	144 hours49 mins	PROBLEM SOLVED BY SASSIKUMAR AND LENIN.
288	MA04061	Bhuvaneswary.P-W/S	03/02/2022 11:41 AM	Psychiatry ward 3tube light 2 fan not working	Psychiatry ward 3tube light 2 fan not working	Elangovan	03/02/2022 11:57 AM	Selvam.S - Electrician	07/02/2022 10:31 AM	Completed	94 hours34 mins	Problem solved by rajakumar.
289	MA04057	P.Makeswari - DEO	03/02/2022 10:03 AM	CT 6 slice - xray lobby not working	CT 6 slice - xray lobby not working	Elangovan	03/02/2022 10:22 AM	Selvam.S - Electrician	09/02/2022 10:12 AM	Completed	143 hours49 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
290	MA04056	Kumaravel.K	03/02/2022 09:57 AM	urinal pipe changed	Premium Canteen Gents Toilet Urinal pipe leaked (Note: Last 2 months this Problem) .	Elangovan	03/02/2022 10:21 AM	Venkatesan.B - Plumber	01/03/2022 10:05 AM	Completed	623 hours44 mins	PROBLEM SOLVED BY PRASANTH.
291	MA04064	Balamurugan.J.DE O	03/02/2022 02:57 PM	SVDC	(1) 3-rd floor wash room no 305and 310 flash tank repair . (2) 2 nd floor wash room no 204 and 205 urinal basin repair	Elangovan	03/02/2022 03:39 PM	Venkatesan.B - Plumber	16/02/2022 09:53 AM	Completed	306 hours13 mins	PROBLEM SOLVED BY THANIGACHALAM.
292	MA04059	Sugunakumari.J	03/02/2022 11:01 AM	tap pipe leakage	Department of Physiology Mammalian lab tap pipe leakaging	Elangovan	03/02/2022 11:16 AM	Venkatesan.B - Plumber	05/02/2022 09:50 AM	Completed	46 hours34 mins	PROBLEM SOLVED BY THANIGACHALAM.
293	MA04060	Pushpa- DEO	03/02/2022 11:15 AM	wash basin tap blackage	wash basin tap blackage	Elangovan	03/02/2022 11:36 AM	Venkatesan.B - Plumber	05/02/2022 09:47 AM	Completed	46 hours11 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
294	MA04055	Gounabady.R - DEO	03/02/2022 09:55 AM	ROLLING CHAIR REPAIR	NEED TO CHANGE ROLLING CHAIR FOR OPHTHAL OPD 1ST FLOOR HOSPITAL SIDE	Elangovan	03/02/2022 09:57 AM	Elangovan	07/07/2022 11:29 AM	Completed	3697 hours31 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
295	MA04053	Coumarane.M Blood Bank	03/02/2022 09:04 AM	Blood Bank - two numbers of A/C not working	more than two months not working blood centre A/C	Elangovan	03/02/2022 09:23 AM	Ibrahim Baig.D	12/02/2022 09:56 AM	Completed	216 hours33 mins	problem solved by anand-rameshbabu-suthakar.
296	MA04062	Parthasarathy.R-Marketing	03/02/2022 12:12 PM	Bad small coming in AC, MRI Console room	Dear sir, Bad small coming in AC, MRI Console room. Kindly do the needful at the earliest.	Elangovan	03/02/2022 12:21 PM	Ibrahim Baig.D	05/02/2022 09:42 AM	Completed	45 hours21 mins	PROBLEM SOLVED BY ANAND, RAMESH AND SUTHAKAR.
297	MA04066	Parthasarathy.R-Marketing	03/02/2022 04:55 PM	Radiology 600mah AC is not working	Dear sir Radiology department 600mah AC is not working	Elangovan	04/02/2022 09:08 AM	Ibrahim Baig.D	05/02/2022 09:39 AM	Completed	24 hours31 mins	PROBLEM SOLVED LOGANATHAN.
298	MA04063	Parthasarathy.R-Marketing	03/02/2022 12:34 PM	AC PROBLEM	DEAR SIR 2ND FL;OOR MAIN OT-02(ENT) AC PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	03/02/2022 03:38 PM	Ibrahim Baig.D	05/02/2022 09:40 AM	Completed	42 hours1 mins	PROBLEM SOLVED BY RAMESH,ANAND AND SUTHAKAR.

**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
299	MA04058	Aruna.G-S/N	03/02/2022 10:47 AM	ophthalward	WALL MOUNT STERILLIUM STAND TO BE FIXED	Elangovan	03/02/2022 11:09 AM	JEGANATHAN	16/02/2022 09:48 AM	Completed	310 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

300	MA04065	Savithri	03/02/2022 03:22 PM	SPECIAL OPD CTVS AC ISSUE	SPECIAL OPD CTVS ROOM AC NOT WORKING	Elangovan	03/02/2022 03:41 PM	Ibrahim Baig.D	08/02/2022 10:07 AM	Completed	114 hours26 mins	problem solved by ac dept.
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**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
301	MA04068	Backiya.B S/N	04/02/2022 11:00 AM	TUBE LIGHT NOT WORKING	BURNS WARD BATHROOM TUBE LIGHT NOT WORKING FEMALE SURGERY WARD BATH ROOM LIGTH NOT WORKING	Elangovan	04/02/2022 12:19 PM	Selvam.S - Electrician	11/02/2022 09:17 AM	Completed	164 hours57 mins	PROBLEM SOLVED BY JAYAKUMAR.
302	MA04080	Pushpa.K-DEO	04/02/2022 04:24 PM	HOD sir room waiting area	HOD sir room waiting area switch board replaced	Elangovan	05/02/2022 09:29 AM			Cancelled		mention the department.
303	MA04072	Rajkumar N -Care Taker	04/02/2022 12:10 PM	GENTS HOSTEL ROOM NO.413	GENTS HOSTEL ROOM NO.413 PLUG POINT NOT WORK	Elangovan	04/02/2022 12:22 PM	Sridharan.E - Electrical	05/02/2022 09:58 AM	Completed	21 hours36 mins	PROBLEM SOLVED BY SRIDHARAN.
304	MA04076	Rajkumar N -Care Taker	04/02/2022 12:19 PM	GENTS HOSTEL ROOM NO.511	GENTS HOSTEL ROOM NO.511 BATH ROOM LIGHT NOT WORKING	Elangovan	04/02/2022 12:26 PM	Sridharan.E - Electrical	05/02/2022 09:58 AM	Completed	21 hours32 mins	PROBLEM SOLVED BY SRIDHARAN.
305	MA04074	Rajkumar N -Care Taker	04/02/2022 12:14 PM	GENTS HOSTEL 318	GENTS HOSTEL ROOMNO.318 VARANDA TUBLIGHT NOT WORK	Elangovan	04/02/2022 12:23 PM	Sridharan.E - Electrical	05/02/2022 09:59 AM	Completed	21 hours35 mins	PROBLEM SOLVED BY SRIDHARAN.
306	MA04077	M.Celine -S/N	04/02/2022 02:49 PM	X RAY Lobby not working .	x ray lobby not working in med opd in seminar room.	Elangovan	05/02/2022 09:26 AM	Selvam.S - Electrician	09/02/2022 10:11 AM	Completed	96 hours45 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.
307	CT1125	Gunasundari.K - Lab	04/02/2022 12:39 PM	tube light problem	tube light is not working properly	Elangovan	04/02/2022 12:50 PM	Selvam.S - Electrician	17/02/2022 11:10 AM	Completed	310 hours19 mins	PROBLEM SOLVED BY LENIN AND SATHYA SEELAN.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

308	MA04073	Rajkumar N -Care Taker	04/02/2022 12:12 PM	GENTS HOSTEL 510	GENTS HOSTEL ROOM NO.510 TOILET FLESH NOT WORK	Elangovan	04/02/2022 12:22 PM	Venkatesan.B - Plumber	11/02/2022 09:08 AM	Completed	164 hours45 mins	PROBLEM SOLVED BY CHANDRAN AND IYYANNAR.
309	MA04071	Rajkumar N -Care Taker	04/02/2022 12:07 PM	GENTS HOSTEL ROOM NO.413	GENTS HOSTEL ROOM NO,413 BATH ROOM PIPE DIDNIT WORK	Elangovan	04/02/2022 12:21 PM	Venkatesan.B - Plumber	11/02/2022 09:09 AM	Completed	164 hours47 mins	PROBLEM SOLVED BY CHANDRAN AND IYYANNAR.
310	MA04075	Rajkumar N -Care Taker	04/02/2022 12:17 PM	GENTS HOSTEL ROOM NO.409	GENTS HOSTEL ROOM NO. 409 TOILET FLESH NOT WORK	Elangovan	04/02/2022 12:25 PM	Venkatesan.B - Plumber	11/02/2022 09:09 AM	Completed	164 hours44 mins	PROBLEM SOLVED BY IYYANNAR AND CHANDRAN.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
311	MA04069	Radhika.N-S/N	04/02/2022 11:06 AM	EMR WARD	CARDIAC TABLE WHEEL TO BE CHANGED ALREADY INTIMATE IN TICKET	Elangovan	04/02/2022 12:20 PM	Elangovan		Assigned		
312	MA04079	D. Pokkilai -S/N	04/02/2022 03:02 PM	Height scale want to be fix	Height scale want to be fix	Elangovan	05/02/2022 09:29 AM	JEGANATHAN	05/02/2022 09:53 AM	Completed	0 hours23 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
313	MA04078	D. Pokkilai -S/N	04/02/2022 02:56 PM	Nursing superintendent board want to be fix in ns office	Nursing superintendent board want to be fix in ns office	Elangovan	05/02/2022 09:27 AM	JEGANATHAN	05/02/2022 09:51 AM	Completed	0 hours23 mins	PROBLEM SOLVED BY JEGANATHAN.
314	MA04067	Savithri	04/02/2022 08:46 AM	SPECIAL OPD CTVS AC ISSUE	SPECIAL OPD CTVS AC NOT WORKING	Elangovan	04/02/2022 09:09 AM	Ibrahim Baig.D	08/02/2022 10:04 AM	Completed	96 hours55 mins	Problem solved by vinothkumar,rajagopal and anand.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

315	MA04070	Backiya.B S/N	04/02/2022 11:07 AM	STERILUM STAND ATTACH	FEMALE SURGERY WARD WALL MOUNT STINELESS STEAL STERILUM STAND TO BE ATTACH THE WARD ENTRENCE PLEASE KINDLY NEED FULL	Elangovan	04/02/2022 12:20 PM	JEGANATHAN	05/02/2022 09:51 AM	Completed	21 hours30 mins	PROBLEM SOLVED BY JEGANATHAN.
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**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
316	MA04082	Savithri	05/02/2022 08:50 AM	SPECIAL OPD CTVS ROOM CALLING BELL ISSUE	SPECIAL OPD CTVS ROOM NEED TO BE FIXED IN CALLING BELL	Elangovan	05/02/2022 09:31 AM	Selvam.S - Electrician	17/02/2022 11:09 AM	Completed	289 hours37 mins	BUY CALLING BELL IN PURCHASE DPT.
317	MA04085	Divyabarathi.K S/N	05/02/2022 10:40 AM	SWITCH BOARD BROKEN IN IRCU	SWITCH BOARD IS BROKEN IN IRCU	Elangovan	05/02/2022 10:56 AM	Selvam.S - Electrician	09/02/2022 10:11 AM	Completed	95 hours14 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.
318	MA04084	Suresh.R	05/02/2022 09:30 AM	The fan is not working	ICON Building 4th floor staff room fan its not working	Elangovan	05/02/2022 09:54 AM	Sridharan.E - Electrical	11/02/2022 10:09 AM	Completed	144 hours14 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
319	MA04091	N.Naresh kumar - Lab Tech	05/02/2022 03:34 PM	water leakage	western toilet water leakage collection dept lab	Elangovan	05/02/2022 04:01 PM	Venkatesan.B - Plumber	07/02/2022 10:29 AM	Completed	42 hours27 mins	Problem solved by iyyappan and iyyannar.
320	MA04089	Sugunakumari.J	05/02/2022 12:50 PM	tap pipe leakage	Dept.of .physiology tap pipe leakaging	Elangovan	05/02/2022 02:00 PM	Venkatesan.B - Plumber	09/02/2022 10:22 AM	Completed	92 hours21 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
321	MA04086	Parthasarathy.R- Marketing	05/02/2022 10:58 AM	DOOR STOPER PROBLEM	DEAR SIR 2ND FLOOR OT	Elangovan	05/02/2022 11:31 AM	JEGANATHAN	05/02/2022 11:55 AM	Completed	0 hours24 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

322	MA04088	Parthasarathy.R-Marketing	05/02/2022 11:02 AM	BOARD FIXING WORK	AREA NO.07 DOOR STOPPER PROBLEM. KINDLY DO THE NEEDFUL SIR	Elangovan	05/02/2022 11:34 AM	JEGANATHAN	05/02/2022 11:56 AM	Completed	0 hours22 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
323	MA04087	Parthasarathy.R-Marketing	05/02/2022 11:01 AM	BOARD FIXING WORK	1ST FLOOR MS ROOM BOARD FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	05/02/2022 11:32 AM	JEGANATHAN	05/02/2022 11:56 AM	Completed	0 hours23 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
					CENTERLAB BOARD FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR							

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
324	MA04081	Savithri	05/02/2022 08:45 AM	SPECIAL OPD CTVS AC ISSUE	SPECIAL OPD CTVS ROOM AC NOT WORKING	Elangovan	05/02/2022 09:30 AM	Ibrahim Baig.D	08/02/2022 10:01 AM	Completed	72 hours30 mins	Problem solved by Vinothkumar,rajagopal and anand.
325	MA04090	Parthasarathy.R-Marketing	05/02/2022 01:00 PM	AC PROBLEM	DEAR SIR 2ND FLOOR PICU AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL SIR.	Elangovan	05/02/2022 02:02 PM	Ibrahim Baig.D	09/02/2022 10:26 AM	Completed	92 hours24 mins	PROBLEM SOLVED BY ANAND, VINOTH KUMAR AND RAJAGOPAL.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
326	MA04083	Savithri	05/02/2022 09:21 AM	SPECIAL OPD ONCOLOGY ROOM TELEPHONE ISSUE	SPECIAL OPD ONCOLOGY ROOM TELEPHONE NOT WORKING	Elangovan	05/02/2022 09:32 AM	Selvam.S - Electrician	09/02/2022 10:10 AM	Completed	96 hours38 mins	PROBLEM SOLVED BY SAMBASIVAM AND SASSIKUMAR.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
327	MA04093	K.Suganthi -DEO	07/02/2022 10:13 AM	PAEDIATRIC WARD ELECTRIC SUPPLY DOES NOT COME FROM ONE CUBIC MODEL CLINICAL EXAMINATION IS GOING ON PLEASE CHECK THIS IS VERY URGENT	PAEDIATRIC WARD ELECTRIC SUPPLY DOES NOT COME FROM ONE CUBIC SURGERY & ORTHO MODEL CLINICAL EXAMINATION IS GOING ON PLEASE CHECK THIS IS VERY URGENT	Elangovan	07/02/2022 10:25 AM	Selvam.S - Electrician	11/02/2022 09:54 AM	Closed	95 hours28 mins	PROBLEM SOLVED BY RAJAKUMAR AND SASSIKUMAR.
328	MA04099	Thiruvengada Perumal	07/02/2022 02:52 PM	Kindly attend the electrical problem	Sir In Pharamcy college Second Floor Lecturer hall 3 Nos of Ceiling Fan is not working, So please rectify the electrical problem sir	Elangovan	07/02/2022 03:46 PM	Sridharan.E - Electrical	11/02/2022 10:08 AM	Completed	90 hours22 mins	PROBLEM SOLVED BY SRIDHARAN.
329	MA04101	Suresh.R	07/02/2022 03:24 PM	TUBE LIGHT NOT WORKING & 2 SWITCH BOARD SWITCH BROKEN	ICON 4TH FLOOR TUBE LIGHT NOT WORKING & 2 SWITCHBOARD SWITCH BROKEN	Elangovan	07/02/2022 03:48 PM	Sridharan.E - Electrical	11/02/2022 10:09 AM	Completed	90 hours20 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
330	MA04098	Thiruvengada Perumal	07/02/2022 02:39 PM	Kindly Clean the Over head tank	Sir, In Pharmacy College overall above 400 students are studing in B.pharm & D.pharm courses, in this our pharmacy Building Over head water tank cleaning work done past 8months before & water is comming very dirty & water smell is very poor, so please take action to clean the over head tank & rectify the problem sir	Elangovan	07/02/2022 03:45 PM	Venkatesan.B - Plumber	06/04/2022 02:29 PM	Completed	1390 hours44 mins	problem solved by vengatesan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

331	MA04094	Parthasarathy.R-Marketing	07/02/2022 11:15 AM	3rd floor MSW water tap need to repair	Dear sir,  3rd floor MSW water tap need to repair. Kindly do the needful as soon as possible.	Elangovan	07/02/2022 11:47 AM	Venkatesan.B - Plumber	09/02/2022 10:22 AM	Completed	46 hours34 mins	PRBOBLEM SOLVED BY THANIGACHALAM.
332	MA04095	M.Celine -S/N	07/02/2022 11:16 AM	WATER LEAKAGE	SINK WATER LEAKAGE IN MED OPD ROOM NO.5	Elangovan	07/02/2022 11:47 AM	Venkatesan.B - Plumber	09/02/2022 10:21 AM	Completed	46 hours33 mins	PROBLEM SOLVED BY THANIGACHALAM.
333	MA04097	Parthasarathy.R-Marketing	07/02/2022 01:00 PM	EM department Red zone area sink tap need to change	Dear sir  EM department Red zone area sink tap need to change, for the problem sink tap very short. kindly do the needful as soon as possible.	Elangovan	07/02/2022 02:11 PM	Venkatesan.B - Plumber	09/02/2022 10:21 AM	Completed	44 hours9 mins	PROBLEM SOLVED BY THANIGACHALAM.
334	MA04096	M.Celine -S/N	07/02/2022 11:19 AM	WATER LEAKAGE.	WATER LEAKAGE IN PATIENT FEMALE TOILET.	Elangovan	07/02/2022 11:48 AM	Venkatesan.B - Plumber	09/02/2022 10:20 AM	Completed	46 hours32 mins	PROBLEM SOLVED BY IYYAPPAN AND IYYANNAR.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
335	MA04092	Suresh.R	07/02/2022 09:46 AM	Around 15 students table to be repaired	the wooden plaque has to be fixed for 10 tables new wooden plaque has to be put for around 5 tables	Elangovan	07/02/2022 10:06 AM	JEGANATHAN	11/02/2022 09:12 AM	Completed	95 hours5 mins	PROBLEM SOLVED BY JEGANATHAN.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
336	MA04100	Suresh.R	07/02/2022 03:15 PM	PHONE is not working	ICON 4TH Floor Principal room & Office room phone it's not working	Elangovan	07/02/2022 03:47 PM	Sridharan.E - Electrical	08/03/2022 11:38 AM	Completed	691 hours50 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
337	MA04107	Rajkumar N -Care Taker	08/02/2022 11:53 AM	GENTS HOSTEL ROOM.NO.507	1.Gents Hostel Room No. 507 Bathroom light not working 2.Fan switch not working.	Elangovan	08/02/2022 12:02 PM	Sridharan.E - Electrical	11/02/2022 10:08 AM	Completed	70 hours5 mins	PROBLEM SOLVED BY SRIDHARAN.
338	MA04109	R. Anitha -DEO	08/02/2022 02:33 PM	Intercom - DVL	DVL OPD & HOD Room intercom is not working	Elangovan	08/02/2022 03:07 PM	Selvam.S - Electrician	09/02/2022 10:09 AM	Closed	19 hours1 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.
339	MA04104	D. Pokkilai -S/N	08/02/2022 11:04 AM	ENT WARD STORE ROOM TUBE LIGHT NOT WORKING	ENT WARD STORE ROOM TUBE LIGHT NOT WORKING	Elangovan	08/02/2022 11:40 AM	Selvam.S - Electrician	17/02/2022 11:08 AM	Completed	215 hours27 mins	PROBLEM SOLVED BY LENIN AND SATHYA SEELAN.
340	MA04110	Parthasarathy.R-Marketing	08/02/2022 03:05 PM	PICU TOP LGHT NOT WORKING	DEAR SIR  2ND FLOOR PICU TOP LIGHT NOT LIGHT WORKING.KINDLY DO THE NEEDFUL	Elangovan	08/02/2022 03:08 PM	Selvam.S - Electrician	11/02/2022 09:16 AM	Completed	66 hours7 mins	PROBLEM SOLVED BY LENIN.
341	MA04102	Mettilda Mary.A-Staff Nurse	08/02/2022 09:21 AM	LIGHT NOT WORKING	A spl ward female rest room light not working.	Elangovan	08/02/2022 09:26 AM	Selvam.S - Electrician	11/02/2022 09:16 AM	Completed	71 hours50 mins	PROBLEM SOLVED BY LENIN.
342	MA04105	Rajkumar N -Care Taker	08/02/2022 11:48 AM	GENTS HOSTEL R.No.319	Gents Hostel Room No.319 fan not work.	Elangovan	08/02/2022 12:00 PM	Sridharan.E - Electrical	11/02/2022 10:08 AM	Completed	70 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.
343	MA04106	Rajkumar N -Care Taker	08/02/2022 11:51 AM	GENTS HOSTEL R.No.417	Gents Hostel Room No.417 Tublight and Bath room light Not woke.	Elangovan	08/02/2022 12:00 PM	Sridharan.E - Electrical	11/02/2022 10:08 AM	Completed	70 hours7 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 7**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
344	MA04103	MEERA.R	08/02/2022 09:38 AM	ENDOSCOPY	IN ENDOSCOPY, WATER IS LEAKING FROM AC .PLS DO THE NEEDFUL	Elangovan	08/02/2022 09:44 AM	Ibrahim Baig.D	09/02/2022 10:24 AM	Closed	24 hours39 mins	PROBLEM SOLVED BY ANAND AND RAMESH.
345	MA04108	Anbarasan K Bio-Med.	08/02/2022 12:22 PM	Biomedical Department - Intercom not working	Dear sir, In connection with above mentioned short description, Intercom	Elangovan	08/02/2022 02:31 PM	Selvam.S - Electrician	17/02/2022 11:08 AM	Completed	212 hours37 mins	PROBLEM SOLVED AND LENIN AND SATHYA SEELAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

not working properly,  
kindly do the needful.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
346	MA04111	Parthasarathy.R-Marketing	08/02/2022 03:17 PM	NICU ROOM CORNER GAP PROBLEM	DEAR SIR 2ND FLOOR NICU ROOM CORNER GAP PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	09/02/2022 10:28 AM	JEGANATHAN	22/02/2022 09:51 AM	Completed	311 hours23 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
347	MA04112	Aruna.G-S/N	09/02/2022 09:11 AM	ophthalward	3rd floor ophthal ward male and female 4 tube light not working. female ophthal ward one fan not working. to be done.	Elangovan	09/02/2022 09:19 AM	Selvam.S - Electrician	11/02/2022 09:53 AM	Completed	48 hours34 mins	PROBLEM SOLVED BY JAYAKUMAR AND SASSIKUMAR.
348	MA04118	Srikrishnan .N	09/02/2022 02:39 PM	College campus near dean room - faculty biometric machine requires light facility. bulb to be changed. cover also required.	College campus near dean room - faculty biometric machine requires light facility. bulb to be changed. cover also required.	Elangovan	09/02/2022 03:25 PM	Sridharan.E - Electrical	11/02/2022 10:02 AM	Completed	42 hours36 mins	PROBLEM SOLVED BY SRIDHARAN.
349	MA04117	Muniamma.K	09/02/2022 01:11 PM	Central Research Lab Biochemistry Department Hot air oven plug repair	Central Research Lab Biochemistry Department Hot air oven plug Broken for repair	Elangovan	09/02/2022 02:11 PM	Sridharan.E - Electrical	11/02/2022 10:07 AM	Closed	43 hours56 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
350	MA04114	R.Veeraraghavan-Observer	09/02/2022 09:48 AM	REST ROOM BLOCKED	THIRD FLOOR MALE ORTHO WARD RESTROOM (2) BLOCKED FROM	Elangovan	09/02/2022 10:07 AM	Venkatesan.B - Plumber	11/02/2022 09:07 AM	Completed	47 hours0 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYANNAR.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

MORNING

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
351	MA04119	Nappinai Nadjar.A Paramedical	09/02/2022 05:21 PM	BOTTOM OF THE DOOR DAMAGE IN LADIES TOILET IN SPECIAL OPD	BOTTOM OF THE DOOR DAMAGE IN LADIES TOILET IN SPECIAL OPD	Elangovan	10/02/2022 09:43 AM	Elangovan		Assigned		
352	MA04115	MANIBALAN.S	09/02/2022 10:48 AM	Measure the windows screen for newly purchase	Respected sir, Sir Physiotherapy college enter new building as please measure window for make new screen on hole college room so need carpenter and tailor to measure it and requirement for the screen and additional fitting properties.	Elangovan	09/02/2022 11:40 AM	JEGANATHAN	11/02/2022 09:11 AM	Completed	45 hours31 mins	PROBLEM SOLVED BY JEGANATHAN.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
353	MA04113	Gounabady.R - DEO	09/02/2022 09:47 AM	intercom - incoming call problem	incoming calls not working in our intercom Ophthal OPD first floor hospital	Elangovan	09/02/2022 10:06 AM	Selvam.S - Electrician	17/02/2022 11:12 AM	Completed	193 hours5 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT
354	MA04116	MANIBALAN.S	09/02/2022 10:54 AM	Have telephone for land line	Respected sir, sir I have land line phone to be our college so kindly request for arrange the land line phone pulls connection also thank you	Elangovan	09/02/2022 11:43 AM	Sridharan.E - Electrical	11/02/2022 10:04 AM	Completed	46 hours20 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

355	MA04122	Pushpa.K-DEO	10/02/2022 12:14 PM	HOD sir Rest room light not working	HOD sir Rest room light not working	Elangovan	10/02/2022 12:47 PM	Selvam.S - Electrician		Cancelled		MENTION THE DEAPARTMENT.
356	MA04121	D. Pokkilai -S/N	10/02/2022 08:55 AM	spark coming from ent ward fan ( 1)	spark coming from ent ward fan (1)	Elangovan	10/02/2022 09:46 AM	Selvam.S - Electrician	17/02/2022 11:07 AM	Completed	169 hours20 mins	PROBLEM SOLVED BY LENIN AND SATHYA SEELAN.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
357	MA04124	S.Chellammal - DEO	10/02/2022 12:59 PM	UNABLE TO CLOSE WASHBASIN TAP IN CTVS OPD	UNABLE TO CLOSE WASHBASIN TAP IN CTVS OPD	Elangovan	10/02/2022 02:17 PM	Venkatesan.B - Plumber	11/02/2022 09:55 AM	Completed	19 hours38 mins	PROBLEM SOLVED BY IYYAPPAN AND THAMILZHARASAN.
358	MA04120	Parthasarathy.R- Marketing	10/02/2022 08:52 AM	AUTOCLAVE WATER LEAKAGE PROBLEM	DEAR SIR 2ND FLOOR CSSD 36KW AUTOCLAVE MACHINE WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	10/02/2022 09:45 AM	Venkatesan.B - Plumber	12/02/2022 10:01 AM	Completed	48 hours16 mins	PROBLEM SOLVED BY IYYAPPAN AND THAMILZHARASAN.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
359	MA04123	S.Chellammal - DEO	10/02/2022 12:58 PM	AC WATER LEAKAGE IN ECHO ROOM	AC WATER LEAKAGE IN ECHO ROOM IN SPECIAL OPD	Elangovan	10/02/2022 02:33 PM	Ibrahim Baig.D	12/02/2022 09:58 AM	Completed	43 hours25 mins	PROBLEM SOLVED BY LOGANATHAN, ANAND AND SUTHAKAR.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
360	MA04129	Rajkumar N -Care Taker	11/02/2022 03:48 PM	GENTS HOSTEL ROOM NO.511	GENTS HOSEL ROOM LIGHT NOT WORKING	Elangovan	11/02/2022 04:21 PM	Sridharan.E - Electrical	19/02/2022 10:22 AM	Completed	186 hours0 mins	PROBLEM SOLVED BY SRIDHARAN.
361	MA04128	Gounabady.R - DEO	11/02/2022 03:46 PM	intercom not working	incoming calls not working in Ophthal OPD intercom, first floor, hospital side. i already put ticket for	Elangovan	11/02/2022 04:20 PM	Selvam.S - Electrician	12/02/2022 10:02 AM	Completed	17 hours41 mins	PROBLEM SOLVED BY SAMBASIVAM AND RAJAKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

the same so please  
consider as urgent.

362	MA04127	Rajkumar N -Care Taker	11/02/2022 03:46 PM	GENTS HOSTEL ROOM NO.122	GENTS HOSTEL ROOM NO.122 ROOM LIGHT NOT WORKINF	Elangovan	11/02/2022 04:19 PM	Sridharan.E - Electrical	19/02/2022 10:21 AM	Completed	186 hours2 mins	PROBLEM SOLVED BY SRIDHARAN.
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**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
363	MA04125	Mettilda Mary.A- Staff Nurse	11/02/2022 10:08 AM	DRAINAGE LEAKAGE	Drainage leakage	Elangovan	11/02/2022 10:18 AM	Venkatesan.B - Plumber	16/02/2022 09:52 AM	Completed	119 hours34 mins	PROBLEM ATTENDED BY THANIGACHALAM.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
364	MA04126	A.Aravindan - Lab Tech	11/02/2022 10:44 AM	TELEPHONE CHANGE	INTER COMU CHANGE SEROLOGLY DEPT ALREDLY INFORM BUT WORK INCOMPLETE	Elangovan	11/02/2022 10:55 AM	Selvam.S - Electrician	12/02/2022 10:08 AM	Completed	23 hours12 mins	PROBLEM SOLVED BY SASSIKUMAR AND SAMBASIVAM.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
365	MA04130	Sambavalli.S-Lab-Tec	12/02/2022 08:19 AM	TUBE LIGHT NOT WORK	TUBE LIGHT NOT WORK IN MICROBIOLOGY IN CENTRAL LAB	Elangovan	12/02/2022 09:50 AM	Selvam.S - Electrician	17/02/2022 11:03 AM	Completed	121 hours13 mins	PROBLEM ATTENDED BY LENIN AND SATHYA SEELAN.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
366	MA04132	Parthasarathy.R-Marketing	12/02/2022 09:42 AM	TAP PROBLRM	DEAR SIR  GROUND FLOOR CASUALTY RED	Elangovan	12/02/2022 09:52 AM	Venkatesan.B - Plumber	16/02/2022 09:52 AM	Completed	95 hours59 mins	PROBLEM SOLVED BY IYYAPPAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ZONE AREA SINK  
TAP  
PROBLEM.KINDLY  
DO THE NEEDFUL

367	MA04135	James.Terance.sekar	12/02/2022 11:21 AM	check flush tank	flush tanks not working .check to be done on urgent basis.there is absence of regular maintenance	Elangovan	12/02/2022 11:52 AM	Elangovan	12/02/2022 11:53 AM	Completed	0 hours0 mins	NEED PLACE AND LOCATION OF THE PROBLEM HELD.
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**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
368	MA04134	Bhuvaneshwary.P-W/S	12/02/2022 10:44 AM	PSYCHIATRY WARD STELLIUM STAND TO BE DONE	PSYCHIATRY WARD STELLIUM STAND TO BE DONE	Elangovan	12/02/2022 10:57 AM	JEGANATHAN	12/02/2022 10:59 AM	Completed	0 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY
369	MA04137	Balamurugan.J.DE O	12/02/2022 02:32 PM	SVDC	1)WASH ROOM NO 12 DOOR CLOSED FIXING WORK ( 2 .)PEDO DEPARTMENT ROOM NO 312 DOOR SHOPHAR FIXING WORK (3)WASH ROOM NO 204 AND 205 DOOR REPAIR	Elangovan	14/02/2022 09:40 AM	JEGANATHAN	14/02/2022 10:20 AM	Completed	0 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY
370	MA04133	Parthasarathy.R-Marketing	12/02/2022 10:37 AM	EM OPD need to fix white board	Dear sir,  EM dept OPD need to fix one white board, Kindly need to carpenter help. As soon as possible sir.	Elangovan	12/02/2022 10:36 AM	JEGANATHAN	12/02/2022 10:59 AM	Completed	0 hours22 mins	JOB DONE BY JAGANATHAN(CARPENTRY
371	MA04136	Vimala P.- S/N	12/02/2022 12:10 PM	carpenter work	plywood partition to be made in nurses station table in opthal ward. sterilium stand to be fixed in all the wards in third floor	Elangovan	12/02/2022 02:55 PM	JEGANATHAN	16/02/2022 09:48 AM	Completed	90 hours52 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
372	MA04131	Coumarane.M Blood Bank	12/02/2022 09:31 AM	Blood Centre - two numbers of A/C not working	Blood centre - two numbers of A/C not working past two months. so unable to maintain the blood centre room temperature. so Blood bank Refrigerator not working and blood & components also damage the life span. kindly do the need full	Elangovan	12/02/2022 09:51 AM	Ibrahim Baig.D	12/02/2022 09:57 AM	Completed	0 hours5 mins	problem solved by anand-rameshbabu-suthakar.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
373	MA04139	Mettilda Mary.A- Staff Nurse	14/02/2022 10:14 AM	switch board Hanging	Surgery opd chief room switch board hanging from wall.	Elangovan	14/02/2022 10:19 AM	Selvam.S - Electrician	17/02/2022 11:02 AM	Completed	72 hours43 mins	PROBLEM SOLVED BY LENIN AND RAJAKUMAR.
374	MA04145	James.Terance.se kar	14/02/2022 02:05 PM	MEDICAL COLLEGE ELECTRICAL	GROUND FLOOR ANATOMY DEPT LADIES FACULTY WASHROOM TUBE LIGHT TO BE REPLACED FIRST FLOOR PATHOLOGY MALE FACULTY WASHROOM TUBE LIGHT TO BE REPLACED SECOND FLOOR PHARMACOLOGY MALE FACULTY WASHROOM TUBE LIGHT TO BE REPLACED	Elangovan	14/02/2022 02:32 PM	Sridharan.E - Electrical	23/02/2022 11:39 AM	Completed	213 hours7 mins	PROBLEM SOLVED BY SRIDHARAN.
375	MA04138	Gounabady.R - DEO	14/02/2022 10:12 AM	intercom not working	Intercom not working - incoming calls problem in ophthal OPD first floor, hospital side	Elangovan	14/02/2022 10:15 AM	Selvam.S - Electrician	17/02/2022 11:03 AM	Completed	72 hours48 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT
376	MA04140	Kavitha.T S/N	14/02/2022 10:38 AM	PAEDIATRIC OPD	Paediatric OPD Tube light not working.	Elangovan	14/02/2022 10:41 AM	Selvam.S - Electrician	17/02/2022 11:01 AM	Completed	72 hours20 mins	PROBLEM SOLVED BY LENIN AND SATHYA

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Please check

SEELAN.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
377	MA04147	Sugunakumari.J	14/02/2022 02:57 PM	Water stagnation	Department of Physiology HOD sir Pathroom Water stagnation	Elangovan	14/02/2022 03:05 PM	Palanivel R		Assigned		
378	MA04146	James.Terance.sekar	14/02/2022 02:17 PM	MEDICAL COLLEGE PLUMBING	FIRST FLOOR BOYS WASH ROOM URINALS TO BE REPLACED FLUSH TO BE CHECKED PHYSIOLOGY DEPT MALE FACULTY WASH ROOM FLUSH TO BE CHECKED.  EWC AND SEAT TO BE RELACED	Elangovan	14/02/2022 02:34 PM	Venkatesan.B - Plumber	15/03/2022 09:29 AM	Completed	690 hours54 mins	problem solved by thanigachalam.
379	MA04144	James.Terance.sekar	14/02/2022 01:58 PM	wash room faculty MEDICAL COLLEGE	GROUND FLOOR EWC FLUSH NOT WORKING- GIRLS WASH ROOM BIO CHEMISTRY EWC FLUSH NOT WORKING FACULTY WASH ROOM	Elangovan	14/02/2022 02:29 PM	Venkatesan.B - Plumber	16/02/2022 09:52 AM	Completed	43 hours22 mins	PROBLEM SOLVED BY IYYAPPAN.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
380	MA04143	MANIBALAN.S	14/02/2022 12:48 PM	Lab Materials fitting work	Respected sir, Sir, Good Afternoon our college will be sifted new building so some lab materials as be not to fitted in lab so kindly fitting processing do	Elangovan	14/02/2022 02:22 PM	JEGANATHAN	16/02/2022 09:47 AM	Completed	43 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

needful.  
thank you

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
381	MA04142	Kaviyarasu.S - Pharm	14/02/2022 11:06 AM	MAIN PHARMACY HOPITAL	NARCOTIC CUPBOARD DOUBLE LOCK URGENT FOR NABH PURPOSE	Elangovan	14/02/2022 11:17 AM	JEGANATHAN	09/03/2022 09:32 AM	Completed	550 hours15 mins	REQUISITION GIVEN TO PURCHASE DEPARTMENT.
382	MA04141	James.Terance.sekar	14/02/2022 11:00 AM	providing ewc seat cover MEDICAL COLLEGE	EWC seat cover to be provided in the faculty wash room MWDICAL COLLEGE DEPT of PHYSIOLOGY	Elangovan	14/02/2022 11:15 AM	Venkatesan.B - Plumber	15/03/2022 09:28 AM	Completed	694 hours12 mins	problem solved by thanigachalam.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
383	MA04149	Gounabady.R - DEO	15/02/2022 09:34 AM	intercom not working	intercom not working incoming problem in ophthal OPD, first floor hospital side.	Elangovan	16/02/2022 09:32 AM	Selvam.S - Electrician	25/02/2022 11:18 AM	Completed	217 hours45 mins	PROBLEM ATTENDED BY SAMBASIVAM-SATHYASEELAN.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
384	MA04151	James.Terance.sekar	15/02/2022 10:55 AM	MEDICAL COLLEGE PLUMBING	FOREIGNSIC DEPT 2ND FLOOR MALE FACULTY WASHROOM FLUSH AND WATER LEAKAGE TO BE CHECKED COMMUNITY MEDICINE 3RD FLOOR LADIES WASHROOM FLUSH TO BE CHECKED MICRO BIOLOGY	Elangovan	16/02/2022 09:34 AM	Venkatesan.B - Plumber	16/02/2022 09:50 AM	Completed	0 hours15 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

3RD FLOOR  
MALE FACULTY  
WASHROOM  
FLUSH AND WATER  
LEKAAGE TO BE  
CHECKED  
COMMON ROOM  
3RD FLOOR  
BOYS COMMON  
WASH ROOM  
FLUSH AND WATER  
LEAKAGE

385	MA04148	Pushpa- DEO	15/02/2022 09:09 AM	wash basin tap blackage	wash basin tap blackage	Elangovan	16/02/2022 09:30 AM	Venkatesan.B - Plumber	16/02/2022 09:50 AM	Completed	0 hours20 mins	PROBLEM SOLVED BY THANIGACHALAM.
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**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
386	MA04150	Bouvanesvary.S	15/02/2022 09:40 AM	ac Problem	pharmacology demo hall 2 ac not working	Elangovan	16/02/2022 09:33 AM	Ibrahim Baig.D	16/02/2022 09:46 AM	Completed	0 hours13 mins	problem solved by loganathan, anand and ramesh.
387	MA04152	Mettilda Mary.A- Staff Nurse	15/02/2022 11:11 AM	PAEDIATRIC OPD	HOD ROOM BATHROOM TILES TO BE FIXED	Elangovan	16/02/2022 09:40 AM	Elangovan		Assigned		

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
388	MA04154	Backiya.B S/N	15/02/2022 03:14 PM	COVID LIFT NOT PROPERLY WORKING	COVID LIFT SOME TIME STOP INBETWEEN MOVING TO FLOORS	Elangovan	16/02/2022 09:42 AM	Selvam.S - Electrician	17/02/2022 10:58 AM	Completed	25 hours16 mins	PROBLEM SOLVED BY LENIN AND SATHYA SEELAN.
389	MA04153	Kavitha.T S/N	15/02/2022 12:05 PM	OG OPD	SCAN ROOM TILES TO BE FIX	Elangovan	16/02/2022 09:41 AM	Elangovan		Assigned		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
390	MA04161	Pushpa.K-DEO	16/02/2022 05:46 PM	HOD sir rest room light not working	HOD sir rest room light not working	Elangovan	17/02/2022 09:51 AM	Elangovan		Cancelled		Mention the location where the problem held. Example: sicu



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

391	MA04158	Celine.A-S/N	16/02/2022 01:00 PM	MMW	NURSES ROOM TUBE LIGHT NOT WORKING IN MMW..	Elangovan	16/02/2022 02:10 PM	Selvam.S - Electrician	25/02/2022 09:30 AM	Completed	211 hours19 mins	PROBLEM SOLVED BY LENIN-SATHYASEELAN.
392	MA04155	Radhika.N-S/N	16/02/2022 08:46 AM	SPL OPD CTVS	KINDLY TO BE FIXED CALLING BELL	Elangovan	16/02/2022 09:44 AM	Selvam.S - Electrician	17/02/2022 10:58 AM	Completed	25 hours13 mins	BUY CALLING BELL FROM PURCHASE DPT.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
393	MA04157	Suresh.R	16/02/2022 10:19 AM	class rooms board and wall photos fitting	Good morning, sir after the physiotherapy college for the vacated so some classroom will change in the same floor as so fitted in classroom board and principal room photos. Thank you	Elangovan	16/02/2022 10:30 AM	JEGANATHAN	17/02/2022 10:03 AM	Completed	23 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
394	MA04156	Suresh.R	16/02/2022 10:12 AM	shifting work and fitting	Good Morning sir, Sir entered the new building for 6th floor on pharmacy college as an old college of 4th- floor icon building as per some lab thinks will be shifted for the old building to new building so some bending work as waiting so need a carpenter to do needful Thank you,	Elangovan	16/02/2022 10:28 AM	JEGANATHAN	17/02/2022 10:02 AM	Completed	23 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
395	MA04159	Pushpa.K-DEO	16/02/2022 05:40 PM	radiology department all foot rest needed and repair ( recomplaine)	radiology department all foot rest needed and repair ( recomplaine) complaint date: 9.12.21	Elangovan	17/02/2022 09:46 AM	JEGANATHAN	12/03/2022 11:01 AM	Completed	553 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
396	MA04160	Pushpa.K-DEO	16/02/2022 05:44 PM	radiology department all lead barrier wheels needed and repair	radiology department all lead barrier wheels needed and repair	Elangovan	17/02/2022 09:49 AM	Elangovan		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
397	MA04169	Pushpa.K-DEO	17/02/2022 12:45 PM	USG room 2 light switch connection	USG room 2 light switch connection changing ( USG room1 to USG room 2)	Elangovan	17/02/2022 02:12 PM	Selvam.S - Electrician		Assigned		
398	MA04170	Reshma	17/02/2022 04:27 PM	Tube light fixed.	Tube light fixed.	Elangovan	17/02/2022 04:31 PM	Sridharan.E - Electrical	19/02/2022 10:21 AM	Completed	41 hours50 mins	PROBLEM SOLVED BY SRIDHARAN.
399	MA04166	Malini K	17/02/2022 10:34 AM	Telephone not working	Department of pathology Telephone not working Thank you	Elangovan	17/02/2022 10:55 AM	Sridharan.E - Electrical	19/02/2022 10:20 AM	Completed	47 hours24 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
400	MA04167	Celine.A-S/N	17/02/2022 10:42 AM	MMW	NURSES STATION ROOM WASH BASIN WATER LEAKING IN MMW..	Elangovan	17/02/2022 10:56 AM	Venkatesan.B - Plumber	21/02/2022 11:45 AM	Completed	96 hours48 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.
401	MA04163	A.Sushmidha-S/N	17/02/2022 09:39 AM	LEAKAGE FROM SINK	WATER LEAKING FROM SINK IN PANTRY ROOM	Elangovan	17/02/2022 09:55 AM	Venkatesan.B - Plumber	19/02/2022 10:24 AM	Completed	48 hours29 mins	Problem solved by Thanigachalam and Prasanth.
402	MA04164	M.Vijayalakshmi - S/N	17/02/2022 09:58 AM	PAEDIATRIC MAIN WARD	Paediatric main ward PG room western toilet breakdown. Rectify the Problem urgently. thank you.	Elangovan	17/02/2022 10:00 AM	Venkatesan.B - Plumber	01/03/2022 10:06 AM	Completed	288 hours6 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
403	MA04165	Malini K	17/02/2022 10:32 AM	Telephone not working	Department of pathology Telephone not working Thank you	Elangovan	17/02/2022 10:55 AM	Sridharan.E - Electrical	19/02/2022 10:21 AM	Completed	47 hours26 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
404	MA04168	Mathangi.M	17/02/2022 11:33 AM	ENT OPD BOARD SHOULD BE FIXED	ENT OPD speech therapy and audiometric name board want to be fix on the wall .	Elangovan	17/02/2022 12:08 PM	JEGANATHAN	22/02/2022 09:50 AM	Completed	117 hours41 mins	JOB DONE BY JAGANATHAN(CARPENTRY
405	MA04162	Suresh.R	17/02/2022 08:58 AM	scrap to be removed	ICON Building 4th floor scrap to be removed ( brocken plastics, papers and others)	Elangovan	17/02/2022 09:55 AM	JEGANATHAN		Cancelled		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
406	MA04184	Kaviselvi.P.S/N	18/02/2022 12:00 PM	dialysis	SWITCH BORED NOT WORKING	Elangovan	19/02/2022 09:59 AM	Selvam.S - Electrician	25/02/2022 09:31 AM	Completed	143 hours32 mins	PROBLEM SOLVED BY LENIN-RAJAKUMAR-SATHYASEELAN.
407	MA04172	Parthasarathy.R-Marketing	18/02/2022 08:15 AM	LIGHT NOT WORKING	DEAR SIR  2ND FLOOR CSSD NOS- 2 TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	19/02/2022 09:28 AM	Selvam.S - Electrician	25/02/2022 09:32 AM	Completed	144 hours3 mins	PROBLEM SOLVED BY SAMBASIVAM-SATHYASEELAN.
408	MA04175	Backiya.B S/N	18/02/2022 09:18 AM	water heater not working	3rd Floor Female Surgery Ward Bathroom Water Heater not working	Elangovan	19/02/2022 09:42 AM	Selvam.S - Electrician	25/02/2022 09:32 AM	Completed	143 hours50 mins	PROBLEM SOLVED BY LENIN-RAJAKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
409	MA04185	RABIA BEE.K	18/02/2022 01:59 PM	water leakage	CENTRAL LAB COLLECTION DEPT WESTERN TOILET WATER LEAKAGE	Elangovan	19/02/2022 09:59 AM	Venkatesan.B - Plumber	21/02/2022 10:48 AM	Completed	48 hours48 mins	PROBLEM SOLVED BY THANIGACHALAM AND PRASASNTH.
410	MA04178	James.Terance.sekar	18/02/2022 09:48 AM	MEDICAL COLLEGE PLUMBING	GROUND FLOOR GIRLS COMMON ROOM FLUSH TO BE CHECKED ( NEAR BIO CHEMISTRY ROOM)	Elangovan	19/02/2022 09:46 AM	Venkatesan.B - Plumber	21/02/2022 11:42 AM	Completed	49 hours56 mins	PROBLEM SOLVED BY IYYAPPAN AND IYYANNAR.
411	MA04182	Kaviselvi.P.S/N	18/02/2022 10:53 AM	dialysis	Stagnation of sewage water in latrine.	Elangovan	19/02/2022 09:51 AM	Venkatesan.B - Plumber	25/02/2022 11:23 AM	Completed	145 hours32 mins	PROBLEM SOLVED BY THANIGACHALAM-TAMILZHARASAN.
412	MA04174	K.Suganthi -DEO	18/02/2022 09:27 AM	ORTHO OFFICE WASH BASIN TAP PROBLEM	ORTHO OFFICE WASH BASIN TAP PROBLEM	Elangovan	19/02/2022 09:41 AM	Venkatesan.B - Plumber	21/02/2022 10:47 AM	Closed	49 hours5 mins	PROBLEM SOLVED BY THAMILZHARASAN.
413	MA04177	Mahalakshmi.S	18/02/2022 09:45 AM	Closing the pipe with using the dummy	in admission office, pipe to be closed with dummy	Elangovan	19/02/2022 09:45 AM	Venkatesan.B - Plumber	01/03/2022 10:02 AM	Completed	240 hours16 mins	PROBLEM SOLVED BY IYYANNAR.
414	MA04171	Parthasarathy.R-Marketing	18/02/2022 08:13 AM	WESTERN TOILET PROBLEM	DEAR SIR  2ND FLOOR OBG ICU WESTERN TOILET PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	19/02/2022 09:27 AM	Venkatesan.B - Plumber	21/02/2022 10:47 AM	Completed	49 hours20 mins	PROBLEM SOLVED BY PRASANTH.

**Classification : 6**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
415	MA04179	S.Chellammal - DEO	18/02/2022 10:25 AM	NAIL TO BE FIXED IN CTVS OPD FOR CALLING BELL	NAIL TO BE FIXED IN CTVS OPD FOR CALLING BELL	Elangovan	19/02/2022 09:48 AM	JEGANATHAN	19/02/2022 10:20 AM	Completed	0 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
416	MA04180	Malini K	18/02/2022 10:36 AM	Faculty Door problem	Department of pathology Faculty Door problem	Elangovan	19/02/2022 09:48 AM	JEGANATHAN	19/02/2022 10:19 AM	Completed	0 hours31 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

417	MA04181	Banumathy.S.DEO	18/02/2022 10:40 AM	Gynaec ward HOD Room, Rest room Lock Not working	Gynaec ward HOD Room, Rest room Lock Not working	Elangovan	19/02/2022 09:49 AM	JEGANATHAN	19/02/2022 10:19 AM	Completed	0 hours29 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
418	MA04173	Parthasarathy.R-Marketing	18/02/2022 08:16 AM	WINDOW FIXING WORK NEEDED	DEAR SIR GROUND FLOOR INJECTION OPD WINDOW DOOR FIXING WORK NEEDED.KINDLY DO THE NEEDFUL	Elangovan	19/02/2022 09:38 AM	JEGANATHAN	19/02/2022 10:19 AM	Completed	0 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
419	MA04176	James.Terance.sekar	18/02/2022 09:29 AM	MEDICAL COLLEGE CARPENTRY	CHECKING THE LATCHES IN ALL THE THE BOYS AND GIRLS WASH ROOM DOORS MEDICAL COLLEGE  CHECKING THE LATCHES IN FACULTY WASH ROOMS DOORS IN ALL THE MEDICAL COLLEGE DEPTS.	Elangovan	19/02/2022 09:43 AM	JEGANATHAN	21/03/2022 09:15 AM	Completed	719 hours31 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 5**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
420	MA04183	James.Terance.sekar	18/02/2022 11:30 AM	MEDICAL COLLEGE	PAINTING OF LIFT	Elangovan	19/02/2022 09:58 AM	Elangovan		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
421	MA04191	Parthasarathy.R-Marketing	19/02/2022 03:04 PM	INTERCOM NOT WORKING	DEAR SIR 1ST FLOOR A SPECIAL WARD INTERCOM NOT WORKING .KINDLY DO THE NEEDFUL	Elangovan	21/02/2022 09:26 AM	Selvam.S - Electrician	25/02/2022 11:17 AM	Completed	97 hours51 mins	PROBLEM SOLVED BY RAJAKUMAR-LENIN.
422	MA04187	Divya.T	19/02/2022 10:03 AM	A/c Demohall 3 Tube not working	A/c Demohall 3 Tube not working	Elangovan	19/02/2022 10:16 AM	Sridharan.E - Electrical	10/03/2022 09:15 AM	Completed	454 hours59 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

423	MA04190	S.Pazhaniammal	19/02/2022 12:53 PM	Intercom not working	Intercom not working	Elangovan	19/02/2022 02:30 PM	Sridharan.E - Electrical	24/02/2022 11:58 AM	Completed	117 hours28 mins	PROBLEM SOLVED BY SRIDHARAN.
424	MA04189	Balachandran.P	19/02/2022 12:51 PM	Tube Light Problem	In the Department of Anatomy, Dissection hall and Histology lab tube light was not working - 2 numbers	Elangovan	19/02/2022 02:28 PM	Sridharan.E - Electrical	02/03/2022 12:03 PM	Completed	261 hours35 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
425	MA04186	M.Celine -S/N	19/02/2022 09:29 AM	WHEEL CHAIR DAMAGE	WHEEL CHAIR DAMAGE IN MED OPD.	Elangovan	19/02/2022 10:01 AM	JEGANATHAN	19/02/2022 10:19 AM	Completed	0 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
426	MA04188	Parthasarathy.R-Marketing	19/02/2022 11:14 AM	DOOR PROBLEM	DEAR SIR  2ND FLOOR MAIN OT ENTRANCE DOOR PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	19/02/2022 11:17 AM	JEGANATHAN	22/02/2022 09:49 AM	Completed	70 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
427	MA04192	Parthasarathy.R-Marketing	19/02/2022 03:11 PM	AC PROBLEM	DEAR SIR 2ND FLOOR MAIN OT -04 AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	21/02/2022 09:27 AM	Ibrahim Baig.D	25/03/2022 10:33 AM	Completed	769 hours6 mins	PROBLEM SOLVED BY LOGANATHAN-RMAESHBABU-ANAND.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
428	MA04197	James.Terance.sekar	21/02/2022 11:53 AM	MEDICAL COLLEGE ELECTRICAL	REPLASING BULBS LECTURE THEATRES MEDICAL COLLEGE	Elangovan	21/02/2022 12:01 PM	Sridharan.E - Electrical	24/03/2022 09:56 AM	Completed	741 hours55 mins	PROBLEM SOLVED BY PALANIVEL.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

429	MA04198	Balachandran.P	21/02/2022 02:17 PM	Tube Light Problem	In the Department of Anatomy, 2 tube lights are not functioning	Elangovan	21/02/2022 02:31 PM	Sridharan.E - Electrical	24/02/2022 11:58 AM	Completed	69 hours26 mins	PROBLEM SOLVED BY SRIDHARAN.
430	MA04193	Balamurugan.J.DE O	21/02/2022 08:37 AM	DENTAL COLLEGE OFFICE	SVDC ADMIN OFFICE LIGHT NOT WORKING KINDLY DO THE NEEDFUL - THANKYOU	Elangovan	21/02/2022 09:28 AM	K.Manimaran	31/03/2022 11:22 AM	Completed	913 hours53 mins	problem solved by manimaran.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
431	MA04195	Kumaravel.K	21/02/2022 11:41 AM	Grinding Area water Line & Urinal Pipe Changed	Dear Sir, Grinding Area water Line & Urinal Pipe Changed very urgent, Kindly do the needful.	Elangovan	21/02/2022 11:48 AM	Venkatesan.B - Plumber	25/02/2022 11:23 AM	Completed	95 hours35 mins	PROBLEM SOLVED BY CHANDRAN-PRASANTH.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
432	MA04194	SANGAR GANESH.R	21/02/2022 10:01 AM	A BLACK ROOM NO 306 DOOR LOCK PROBLEM	A BLACK ROOM NO 306 DOOR LOCK PROBLEM	Elangovan	21/02/2022 10:06 AM	JEGANATHAN	22/02/2022 09:45 AM	Completed	23 hours38 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
433	MA04196	James.Terance.sekar	21/02/2022 11:48 AM	MEDICAL COLLEGE CARPENTRY	VISALIS LECTURE HALL BROKEN BENCH NEEDS TO BE REPAIRED	Elangovan	21/02/2022 11:51 AM	JEGANATHAN	01/03/2022 12:51 PM	Completed	192 hours59 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
434	MA04199	HASEENABEGUM	21/02/2022 02:43 PM	SAMPLE STORAGE REGFRIGERATOR COOLING IS INSUFFICIENT IN PATHOLOGY,CENTRAL LAB	SAMPLE STORAGE REGFRIGERATOR COOLING IS INSUFFICIENT IN PATHOLOGY,CENTRAL LAB	Elangovan	21/02/2022 02:51 PM	Ibrahim Baig.D	25/03/2022 10:31 AM	Completed	763 hours40 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
435	MA04208	Savithri	22/02/2022 02:46 PM	PLASTIC SURGERY X RAY LOBBY	SPECIAL OPD PLASTIC SURGERY X RAY LOBBY NOT WORKING	Elangovan	22/02/2022 02:47 PM	Selvam.S - Electrician	08/03/2022 11:26 AM	Completed	332 hours38 mins	problem solved by lenin and jayakumar.
436	MA04202	SANGAR GANESH.R	22/02/2022 10:34 AM	GUEST ROOM NO 403 BATH ROOM LIGHT NOT WORKING	GUEST ROOM NO 403 BATH ROOM LIGHT NOT WORKING	Elangovan	22/02/2022 10:49 AM	Sridharan.E - Electrical	23/02/2022 10:05 AM	Completed	23 hours16 mins	PROBLEM SOLVED BY PALANIVEL.
437	MA04206	Parthasarathy.R-Marketing	22/02/2022 02:30 PM	EM OPD Electrical issue	Respected sir,  EM OPD Switch shock coming. Kindly look the issue, solve problem soon.  thanking you	Elangovan	22/02/2022 02:46 PM	Selvam.S - Electrician	25/02/2022 09:33 AM	Completed	66 hours47 mins	PROBLEM SOLVED BY JAYAKUMAR-SATHYA SEELAN.
438	MA04210	Elangovan	22/02/2022 04:32 PM	FAN FITTING	IM MEDICINE OPD, VISITORS AREA ONE FAN FITTING FOR NABL PURPOSE.	Elangovan	22/02/2022 04:34 PM	Selvam.S - Electrician	22/02/2022 04:35 PM	Closed	0 hours1 mins	PROBELM SOLVED BY LENIN,RAJAKUMAR AND SATHYASEELAN.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
439	MA04209	Parthasarathy.R-Marketing	22/02/2022 02:54 PM	WESTERN TOILET PROBLEM	DEAR SIR  2ND FLOOR PICU WESTERN TOILET WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	22/02/2022 03:06 PM	Venkatesan.B - Plumber	24/02/2022 10:15 AM	Completed	43 hours9 mins	Problem Solved by Thanigachalam.
440	MA04204	James.Terance.sekar	22/02/2022 01:30 PM	MEDICAL COLLEGE PLUMBING	REPLACEMENT OF BROKEN URINAL ONE NUMBER BOYS WASHROOM FIRST FLOOR MEDICAL COLLEGE	Elangovan	22/02/2022 02:03 PM	Venkatesan.B - Plumber	25/02/2022 11:22 AM	Completed	69 hours18 mins	PROBLEM SOLVED BY IYYAPPAN-TAMILZHARASAN.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
441	MA04211	Muniamma.K	22/02/2022 04:38 PM	A/C NOT COOLING AND WORKING	DEPT. OF BIOCHEMISTRY DEMO HALL-I NOT COOLING PROPERLY AND DEMO HALL -II 1. A/C NOT WORKING 24.02.2022 TO 03.03.2022 UNIVERSITY PRACTICAL EXAMINATION . URGENT	Elangovan	23/02/2022 09:02 AM	Ibrahim Baig.D	25/03/2022 10:30 AM	Closed	721 hours27 mins	PROBLEM ATTENDED BY VINOTHKUMAR-RAJAGOPAL. THE AC WAS UNDER WARRANTY.
442	MA04203	Sugunakumari.J	22/02/2022 12:27 PM	Ac Not Working	Department of Physiology Naac Coordinator Room Ac Not working	Elangovan	22/02/2022 02:43 PM	Ibrahim Baig.D	25/03/2022 10:30 AM	Completed	739 hours46 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
443	MA04207	Parthasarathy.R-Marketing	22/02/2022 02:34 PM	A-special ward intercom not working	Respected sir, A-special ward intercom not working. Kindly do the needful ASAP	Elangovan	22/02/2022 02:46 PM	Selvam.S - Electrician	25/02/2022 11:16 AM	Completed	68 hours30 mins	PROBLEM SOLVED BY LENIN-RAJAKUMAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
444	MA04201	S.Chellammal - DEO	22/02/2022 10:06 AM	ECHO ROOM ROLLING CHAIR WHEEL BROKEN	ECHO ROOM ROLLING CHAIR WHEEL BROKEN IN SPECIAL OPD	Elangovan	22/02/2022 10:17 AM	Elangovan	07/07/2022 11:26 AM	Completed	3241 hours8 mins	PROBLEM SOLVED BY PANDIYAN.
445	MA04205	Srinivasan.A-Librarian	22/02/2022 01:31 PM	Tube Light Not Burning - 50 Nos	1. Tube Light Not Burning - 50 Nos - MOST URGENT SIR ,	Elangovan	22/02/2022 02:44 PM	Selvam.S - Electrician	14/05/2022 03:49 PM	Completed	1945 hours5 mins	problem solved by sassikumar -sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

UG STUDENTS  
EXAM GOING  
PLEASE RETIFY THE  
PROBLEM SIR,  
PLEASE  
2. WATER COOLER  
SWITCH IS BROKEN

446	MA04200	S.Chellammal - DEO	22/02/2022 10:03 AM	DR.BASKARAN SIR, CARDIOLOGIST, ROLLING CHAIR WHEEL BROKEN	DR.BASKARAN SIR, CARDIOLOGIST, ROLLING CHAIR WHEEL BROKEN	Elangovan	22/02/2022 10:16 AM	Elangovan	07/07/2022 11:26 AM	Completed	3241 hours10 mins	PROBLEM SOLVED BY PANDIYAN.
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**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
447	MA04221	Backiya.B S/N	23/02/2022 11:05 AM	ELETIRICAL COMPLAINTS	PEAD ANX WARD ASSISTINT ROOM TUBE LIGHT 2 FAN 1 SWITCH BOARD 1 NOT WORKING	Elangovan	23/02/2022 11:17 AM	Selvam.S - Electrician	03/03/2022 09:19 AM	Completed	190 hours1 mins	PROBLEM SOLVED BY LENIN AND SASSIKUMAR.

**Classification : 1**

**PLUMBING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
448	MA04223	Balamurugan.J.DE O	23/02/2022 11:37 AM	SVDC	2.FLOOR PROSTHO - OPD( WET- LAB) WASTE WATER LINE PIPE BLOCKAGE	Elangovan	23/02/2022 12:58 PM	Venkatesan.B - Plumber	01/03/2022 10:03 AM	Completed	141 hours5 mins	PROBLEM ATTENDED AND SOLVED BY THANIGACHALAM,IYYAPPAN AND IYYANNAR.
449	MA04217	James.Terance.sekar	23/02/2022 10:07 AM	MEDICAL COLLEGE PLUMBING	FIXING OF NEW EWC SEAT COVER DEPT. OF PHYSIOLOGR FACULTY WASH ROOM	Elangovan	23/02/2022 10:25 AM	Venkatesan.B - Plumber	15/03/2022 09:38 AM	Completed	479 hours13 mins	PROBLEM ATTENDED BY PLUMBING DEPT.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
450	MA04214	MEERA.R	23/02/2022 09:03 AM	endoscopy	SCREW TO BE FIXED IN 3 LEG STAINLESS STOOL IN	Elangovan	23/02/2022 09:10 AM	Elangovan	07/07/2022 11:25 AM	Completed	3218 hours15 mins	PROBLEM SOLVED BY PANDIYAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

451	MA04213	Kaviyarasu.S - Pharm	23/02/2022 08:57 AM	MAIN PHARMACY HOPITAL	ENDOSCOPY ROOM.PS DO THE NEEDFUL. DOUBLE LOCK PROVIDE IN NORCOTIC CAPBOARD FOR NABH PURPOSE	Elangovan	23/02/2022 09:09 AM	JEGANATHAN	09/03/2022 09:31 AM	Completed	336 hours22 mins	requisition given to purchase dpt. problem attended by jeganathen.
452	MA04222	Balamurugan.J.DE O	23/02/2022 11:33 AM	SVDC	5 TH FLOOR LADIES WASH ROOM DOOR REPAIR	Elangovan	23/02/2022 11:40 AM	JEGANATHAN	02/03/2022 09:08 AM	Completed	165 hours27 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
453	MA04225	Pushpa.K-DEO	23/02/2022 05:11 PM	MRI room AC- internal unit cleaning apart from external filter	MRI room AC- internal unit cleaning apart from external filter	Elangovan	24/02/2022 09:23 AM	Ibrahim Baig.D	25/03/2022 10:26 AM	Completed	697 hours3 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.
454	MA04224	Balachandran.P	23/02/2022 03:01 PM	Air Conditioner problem	A/C not working in the Department of Anatomy HOD room	Elangovan	23/02/2022 03:15 PM	Ibrahim Baig.D	25/03/2022 10:26 AM	Completed	715 hours10 mins	PROBELM SOLVED BY VINOTHKUMAR-RAJAGOPAL.
455	MA04216	Srikrishnan .N	23/02/2022 09:25 AM	HR Faculty Manager room fan slow running	HR Faculty Manager room fan slow running, condenser to be changed. ``URGENT``	Elangovan	23/02/2022 10:02 AM	Sridharan.E - Electrical	02/03/2022 12:03 PM	Completed	170 hours0 mins	PROBLEM SOLVED BY SRIDHARAN.
456	MA04212	Sudhakar.M.Pharm	23/02/2022 08:19 AM	A/C INDOOR PANEL REMOVED	A/C INDOOR PANEL REMOVED DUE TO VERY WEEK	Elangovan	23/02/2022 09:07 AM	Ibrahim Baig.D	25/03/2022 10:28 AM	Completed	721 hours20 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.
457	MA04218	Mettilda Mary.A-Staff Nurse	23/02/2022 10:45 AM	SURGERY OPD MINOR OT TAP	SURGERY OPD MINOR OT TAP IS NOT ABLE TO CLOSE.WATER IS FLOWING	Elangovan	23/02/2022 10:49 AM	Venkatesan.B - Plumber	24/02/2022 10:15 AM	Completed	23 hours25 mins	problem solved by Iyyappan.
458	MA04220	Pushpa.K-DEO	23/02/2022 11:07 AM	Library room AC not working	Library room AC not working	Elangovan	23/02/2022 11:16 AM	Ibrahim Baig.D	25/03/2022 10:29 AM	Completed	719 hours13 mins	PROBLEM SOLVED BY RAMESHBABU-LOGANATHAN-SUTHAKAR.
459	MA04219	Pushpa.K-DEO	23/02/2022 11:06 AM	CT scan - 6 slice Ac not working	CT scan - 6 slice Ac not working	Elangovan	23/02/2022 11:12 AM	Ibrahim Baig.D	25/03/2022 10:28 AM	Completed	719 hours15 mins	PROBLEM SOLVED BY RAMESHBABU-LOGANATHAN-SUTHAKAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

460	MA04215	HASEENABEGUM	23/02/2022 09:21 AM	SAMPLE STORAGE REGFRIGERATOR COOLING IS INSUFFICIENT IN PATHOLOGY,CENTRAL LAB	SAMPLE STORAGE REGFRIGERATOR COOLING IS INSUFFICIENT IN PATHOLOGY,CENTRAL LAB	Elangovan	23/02/2022 10:04 AM	Ibrahim Baig,D	25/03/2022 10:27 AM	Completed	720 hours22 mins	PROBLEM SOLVED BY IBRAHIM-LOGANATHAN-SUTHAKAR.
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**Classification : 8**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
461	MA04227	M.Gayathri -S/N	24/02/2022 10:35 AM	Light not working in the B scan room	Tube light not working in the Ophthal OPD B-Scan room, first floor, hospital side.	Elangovan	24/02/2022 11:52 AM	Selvam.S - Electrician	25/02/2022 11:16 AM	Completed	23 hours23 mins	PROBLEM SOLVED BY JAYAKUMAR-RAJAKUMAR-SATHYASEELAN.
462	MA04230	Neelavathi K	24/02/2022 02:41 PM	Tube light not working	Tube light not working in physiology department students lab	Elangovan	24/02/2022 02:54 PM	Sridharan.E - Electrical	25/02/2022 11:25 AM	Completed	20 hours30 mins	PROBLEM SOLVED BY SRIDHARAN.
463	MA04231	Reshma	24/02/2022 04:39 PM	INTERCOM NOT WORKING	INTERCOM NOT WORKING	Elangovan	25/02/2022 09:23 AM	Sridharan.E - Electrical	02/03/2022 12:03 PM	Completed	122 hours39 mins	PROBLEM SOLVED BY SRIDHARAN.
464	MA04229	R. Anitha -DEO	24/02/2022 10:52 AM	DVL OPD light is not working	DVL OPD Light not working OPD intercom also not working	Elangovan	24/02/2022 12:06 PM	Selvam.S - Electrician	25/02/2022 11:15 AM	Closed	23 hours8 mins	PROBLEM SOLVED BY LENIN-SATHYASEELAN.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
465	MA04226	Pushpa.K-DEO	24/02/2022 09:37 AM	MRI scan room rolling cushion chair	MRI scan room (rolling cushion chair screw problem)	Elangovan	24/02/2022 11:51 AM	Elangovan	07/07/2022 11:24 AM	Completed	3191 hours33 mins	PROBLEM SOLVED BY PANDIYAN.
466	CT1148	Muniamma.K	24/02/2022 01:05 PM	DEMO HALL- I DOOR NOISE DURING OPENING & CLOSING	URGENT: DEPT.OF BIOCHEMISTRY , DEMO HALL-II DOOR NOISE DURING OPENING & CLOSING (24.02.2022 TO 02.03.2022) UNIVERSITY EXAMINATION . PLEASE CHECK	Elangovan	24/02/2022 01:55 PM	JEGANATHAN	01/03/2022 12:51 PM	Closed	118 hours56 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
467	MA04228	M.Gayathri -S/N	24/02/2022 10:37 AM	ROLLING CHAIR REPAIR	Rolling chair not working in Proper condition please come and do the needful, in Ophthal OPD, First Floor, Hospital Side	Elangovan	24/02/2022 11:52 AM	Elangovan	07/07/2022 11:26 AM	Completed	3191 hours33 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
468	MA04237	Rajkumar N -Care Taker	25/02/2022 10:43 AM	GENTS HOSTEL ROOM NO. 313	Gents Hostel Room No313 1.Room tublight not working 2.Bath Room Light not working.	Elangovan	25/02/2022 10:48 AM	Sridharan.E - Electrical	02/03/2022 11:58 AM	Completed	121 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.
469	MA04236	Rajkumar N -Care Taker	25/02/2022 10:36 AM	GENTS HOSTEL ROOM NO.316	Gents Hostel Room No.316 1.Plug point not working 2.Switch not working.	Elangovan	25/02/2022 10:47 AM	Sridharan.E - Electrical	02/03/2022 11:59 AM	Completed	121 hours12 mins	PROBLEM SOLVED BY SRIDHARAN.
470	MA04235	Rajkumar N -Care Taker	25/02/2022 10:32 AM	GENTS HOSTEL ROOM NO.609	Gents Hostel Room No. 609 1.Fan not working. 2.Bath room Light not working. 3. plug poin not working	Elangovan	25/02/2022 10:45 AM	Sridharan.E - Electrical	02/03/2022 12:02 PM	Completed	121 hours16 mins	PROBLEM SOLVED BY SRIDHARAN.
471	CT1154	Muniamma.K	25/02/2022 04:53 PM	POWER SUPPLY NOT PROPERLY	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM POWER BOARD POWER SUPPLY NOT PROPERLY	Elangovan	26/02/2022 09:08 AM	Sridharan.E - Electrical	02/03/2022 11:58 AM	Closed	98 hours50 mins	PROBLEM SOLVED BY SRIDHARAN.
472	MA04243	Malarvizhi.S.OS nursing college	25/02/2022 01:19 PM	ICON OFFICE	CABLE WORK FOR CONNECTING VGA CABLE IN CLASS ROOM	Elangovan	25/02/2022 02:05 PM	Sridharan.E - Electrical	02/03/2022 12:00 PM	Completed	117 hours54 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
473	MA04240	Vimala P.- S/N	25/02/2022 11:40 AM	IUIroom,toilet repair,flush not	IUIroom,toilet repair,flush not	Elangovan	25/02/2022 11:49 AM	Venkatesan.B - Plumber	01/03/2022 10:03 AM	Completed	94 hours14 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
474	MA04241	D. Pokkilai -S/N	25/02/2022 12:18 PM	ENT ward assistant professor room patlock want to be fix	ENT ward assistant professor room patlock want to be fix	Elangovan	25/02/2022 12:46 PM	JEGANATHAN	01/03/2022 12:52 PM	Completed	96 hours5 mins	JOB DONE BY JAGANATHAN(CARPENTRY
475	MA04242	D. Pokkilai -S/N	25/02/2022 12:25 PM	female ent ward toilet door patlock want to be fix	female ent ward toilet door patlock want to be fix	Elangovan	25/02/2022 12:47 PM	JEGANATHAN	01/03/2022 12:50 PM	Completed	96 hours3 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
476	MA04238	Pushpa.K-DEO	25/02/2022 11:14 AM	CT 6 slice - Ac not working	CT 6 slice - Ac not working ( Stabilizer red signal showing long time)	Elangovan	25/02/2022 11:31 AM	Ibrahim Baig.D	25/03/2022 10:25 AM	Completed	670 hours53 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.
477	MA04239	Pushpa.K-DEO	25/02/2022 11:16 AM	CT 64 - one Ac working but cooling is very low	CT 64 - one Ac working but cooling is very low	Elangovan	25/02/2022 11:32 AM	Ibrahim Baig.D	25/03/2022 10:25 AM	Completed	670 hours53 mins	PROBLEM SOLVED BY VINOTHKUMAR-RAJAGOPAL.
478	MA04234	Kavitha.T S/N	25/02/2022 10:02 AM	PAEDIATRIC OPD	FLUS TANK AND EWC SHEET COVER TO BE OLD ..TO CHANGE NEW IN HOD ROOM	Elangovan	25/02/2022 10:43 AM	Venkatesan.B - Plumber	09/03/2022 09:45 AM	Completed	287 hours1 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.
479	MA04233	Kavitha.T S/N	25/02/2022 10:00 AM	PAEDIATRIC OPD	FLUSH TANK NOT WORKING IN HOD ROOM	Elangovan	25/02/2022 10:42 AM	Venkatesan.B - Plumber	25/02/2022 11:20 AM	Completed	0 hours38 mins	PROBLEM SOLVED BY THANIGACHALAM.
480	MA04232	Kavitha.T S/N	25/02/2022 08:34 AM	PAEDIATRIC OPD	WATER LEAKAGE IN WASHBASHION TAP IN IMMUNIZATION	Elangovan	25/02/2022 09:25 AM	Venkatesan.B - Plumber	25/02/2022 11:20 AM	Completed	1 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ROOM

**Classification : 5**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
481	CT1155	Padmini.K	26/02/2022 08:33 AM	TUBE LIGHT NOT WORK	TUBLE LIGHT NOT WORK PATHOLOGLY DEPT IN CENTRAL LAB	Elangovan	26/02/2022 09:09 AM	Selvam.S - Electrician	03/03/2022 09:18 AM	Completed	120 hours8 mins	problem attended and solved by lenin-sassikumar.
482	MA04244	S.Elavazhagi - DEO	26/02/2022 03:36 PM	PAED ANX(DISCHARGE SUMMARY)	NOT WORKING IN TUBE LIGHT	Elangovan	26/02/2022 04:13 PM	Selvam.S - Electrician	03/03/2022 09:19 AM	Completed	113 hours5 mins	problem solved by lenin- sassikumar.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
483	MA04247	S.Chellammal - DEO	28/02/2022 02:38 PM	AIR CONDITIONER NOT WORKING IN CTVS OPD	AIR CONDITIONER NOT WORKING IN CTVS OPD	Elangovan	28/02/2022 02:46 PM	Ibrahim Baig.D	25/03/2022 10:24 AM	Completed	595 hours38 mins	PROBLEM SOLVED BY VINOTHKUMAR- RAJAGOPAL.
484	MA04246	Parthasarathy.R- Marketing	28/02/2022 11:44 AM	AC WATER LEAKAGE	DEAR SIR  2ND FLOOR PICU AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	28/02/2022 12:06 PM	Ibrahim Baig.D	25/03/2022 10:24 AM	Completed	598 hours17 mins	PROBLEM SOLVED BY VINOTHKUMAR- RAJAGOPAL.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
485	MA04245	P.Makeswari - DEO	28/02/2022 10:30 AM	MRI - rolling chair wheel damage	MRI - rolling chair wheel damage	Elangovan	28/02/2022 12:05 PM	Elangovan	07/07/2022 11:23 AM	Completed	3095 hours17 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

486	MA04254	Anbarasi.A-S/N	01/03/2022 11:31 AM	ELECTRICAL PROBLEM	TUBELIGHT NOT WORKING IN DUTY NURSES ROOM IN FOURTH FLOOR FMW	Elangovan	01/03/2022 11:46 AM	Selvam.S - Electrician	08/03/2022 11:25 AM	Completed	167 hours39 mins	problem solved by sassikumar -sathyaseelan.
487	MA04250	Vimala P.- S/N	01/03/2022 09:32 AM	SQUARE FITTING 6	A SPL -SQUARE FITTING 6	Elangovan	01/03/2022 10:11 AM	Selvam.S - Electrician	26/04/2022 12:13 PM	Completed	1346 hours1 mins	problem solved by sassikumar -sathyaseelan.
488	MA04253	Kavitha.T S/N	01/03/2022 11:28 AM	PAEDIATRIC OPD	TREATMENT ROOM TUBELIGHT NOT WORKING.ALL ROOM FANS LOW SPEED.	Elangovan	01/03/2022 11:45 AM	Selvam.S - Electrician	08/03/2022 11:24 AM	Completed	167 hours39 mins	problem solved by sassikumar -sathyaseelan.
489	MA04249	Angelice Pereira.A -DEO	01/03/2022 08:26 AM	light is blinking - DMS, Medicine HOD office	light is blinking - DMS, Medicine HOD office	Elangovan	01/03/2022 09:18 AM	Selvam.S - Electrician	01/03/2022 12:54 PM	Completed	3 hours35 mins	PROBLEM SOLVED BY LENIN AND SASSIKUMAR.
490	MA04257	Rajkumar N -Care Taker	01/03/2022 12:33 PM	GENTS HOSTEL ROOM NO.313	Gents Hostel Room No.313 1.Bath room light not working	Elangovan	01/03/2022 12:47 PM	Sridharan.E - Electrical	02/03/2022 11:55 AM	Completed	23 hours7 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
491	MA04258	Rajkumar N -Care Taker	01/03/2022 12:35 PM	GENTS HOSTEL ROOM NO.510	Gents Hostel Room No. 510 Room light not working.	Elangovan	01/03/2022 12:48 PM	Sridharan.E - Electrical	02/03/2022 11:55 AM	Completed	23 hours7 mins	PROBLEM SOLVED BY SRIDHARAN.
492	MA04259	Rajkumar N -Care Taker	01/03/2022 12:38 PM	GENTS HOSTEL ROOM NO.122	Gents Hostel Room No.122 1.Bath room light not working.	Elangovan	01/03/2022 12:48 PM	Sridharan.E - Electrical	02/03/2022 11:55 AM	Completed	23 hours7 mins	PROBLEM SOLVED BY SRIDHARAN.
493	MA04256	Rajkumar N -Care Taker	01/03/2022 12:30 PM	GENTS HOSTEL ROOM NO.309	Gents Hostel Room No. 309 triple room 1.Bath Room Light and toilet room light not working.	Elangovan	01/03/2022 12:46 PM	Sridharan.E - Electrical	02/03/2022 11:55 AM	Completed	23 hours9 mins	PROBLEM SOLVED BY SRIDHARAN.
494	MA04260	Rajkumar N -Care Taker	01/03/2022 12:40 PM	GENTS HOSTEL ROOM NO.416	Gents Hostel room No.416 Bath room light not wprking.	Elangovan	01/03/2022 12:49 PM	Sridharan.E - Electrical	02/03/2022 11:58 AM	Completed	23 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.
495	MA04255	Mathangi.M	01/03/2022 12:04 PM	ENT OPD - Light is not working	ENT OPD - Light is not working properly in third OPD	Elangovan	01/03/2022 12:45 PM	Selvam.S - Electrician	03/03/2022 09:17 AM	Completed	44 hours31 mins	problem solved by lenin-sassikumar.
496	MA04251	Parthasarathy.R-Marketing	01/03/2022 09:53 AM	FAN NOT WORKING	DEAR SIR  2ND FLOOR OBG ICU FAN NOT WORKING.KINDLY	Elangovan	01/03/2022 10:12 AM	Selvam.S - Electrician	03/03/2022 09:56 AM	Completed	47 hours43 mins	problem solved by lenin-sassikumar.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

NEEDFUL

**Classification : 11**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
497	MA04248	Vimala P.- S/N	01/03/2022 07:40 AM	STERILIUUM STAND TO BE FIXED IN NURSES STATION	A SPL WARD - STERILIUUM STAND TO BE FIXED IN NURSES STATION.	Elangovan	01/03/2022 09:17 AM	JEGANATHAN	07/03/2022 03:03 PM	Completed	149 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
498	MA04252	Saranya.A	01/03/2022 11:14 AM	PAEDIATRIC OPD	Paediatric OPD : HOD room and office room Window glass broken.The window glass was broken during construction work. Please change window glass. Thank you sir	Elangovan	01/03/2022 12:43 PM	JEGANATHAN	08/03/2022 09:19 AM	Completed	164 hours36 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
499	MA04265	Manochitra.S.S/N	02/03/2022 10:50 AM	ELECTRICAL PROBLEM	LED LIGHT 6 NOS NOT WORKING. INTERCOM NOT FIXED. 3 FANS NOT WORKING	Elangovan	02/03/2022 11:43 AM	Elangovan	02/03/2022 11:44 AM	Completed	0 hours0 mins	Mention the Department and Location.
500	MA04269	Sugunakumari.J	02/03/2022 12:35 PM	switch board not working.	Department of Physiology Asst.Professor room switch board not working,	Elangovan	02/03/2022 03:22 PM	Sridharan.E - Electrical	03/03/2022 12:44 PM	Completed	21 hours22 mins	PROBLEM SOLVED BY SRIDHARAN.
501	MA04270	Sugunakumari.J	02/03/2022 12:38 PM	haematology board tube light not working.	Haematology board tube light not working.	Elangovan	02/03/2022 03:23 PM	Sridharan.E - Electrical	03/03/2022 12:44 PM	Completed	21 hours21 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

502	MA04261	Parthasarathy.R-Marketing	02/03/2022 08:54 AM	LIGHT NOT WORKING	DEAR SIR 2ND FLOOR MAIN OT ANESTHESIA DOCTOR ROOM LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	02/03/2022 09:16 AM	Selvam.S - Electrician	03/03/2022 09:53 AM	Completed	24 hours37 mins	problem solved by lenin-jayakumar.
503	MA04264	Bhuvanewary.P-W/S	02/03/2022 10:39 AM	PSYCHIATRY WARD FEMALE SIDE TUBE LIGHT NOT WORKING	Good morning sir. Psychiatry ward female side tube light not working . please check sir. Thankyou sir	Elangovan	02/03/2022 10:43 AM	Selvam.S - Electrician	21/03/2022 10:07 AM	Completed	455 hours24 mins	PROBLEM SOLVED BY SATYHYASEELAN AND SASSIKUMAR.
504	MA04263	Anbarasi.A-S/N	02/03/2022 09:27 AM	ELECTRICAL PROBLEM	TUBE LIGHT NOT WORKING IN FMW	Elangovan	02/03/2022 10:02 AM	Selvam.S - Electrician	03/03/2022 09:54 AM	Completed	23 hours51 mins	problem solved by lenin-jayakumar.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
505	MA04262	Saranya.M	02/03/2022 09:00 AM	SURGERY OPD-TAP IS BROKEN	in surgery opd, surgery hod room sink tap is broken.	Elangovan	02/03/2022 09:18 AM	Venkatesan.B - Plumber	15/03/2022 09:38 AM	Completed	312 hours20 mins	problem solved by thanigachalam.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
506	MA04266	Manochitra.S.S/N	02/03/2022 10:53 AM	CARPENTER WORK	TOILET DOOR NOT CLOSING PROPERLY IN TB WARD	Elangovan	02/03/2022 11:45 AM	JEGANATHAN	03/03/2022 12:48 PM	Completed	25 hours3 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
507	MA04267	Radhika.N-S/N	02/03/2022 11:14 AM	NOTICE BOARD FIXATION IN NEW BUILDING	IN NEW BUILDING GROUND FLOOR A NOTICE BOARD TO BE FIXED KINDLY FIX IT	Elangovan	02/03/2022 11:46 AM	JEGANATHAN	03/03/2022 10:00 AM	Completed	22 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

508	MA04268	Backiya.B S/N	02/03/2022 11:54 AM	White Board Fixed	New Bulding Demo room white Board Fixed	Elangovan	02/03/2022 12:05 PM	JEGANATHAN	03/03/2022 10:00 AM	Completed	21 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY
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**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
509	MA04291	Vanaja.N-DEO	03/03/2022 05:08 PM	HOD ROOM SWITCH NOT WORKING	HOD ROOM SWITCH NOT WORKING	Elangovan	07/03/2022 09:22 AM	Selvam.S - Electrician	08/03/2022 11:19 AM	Closed	25 hours57 mins	problem solved by sassikumar -sathyaseelan.
510	MA04273	M.Vijayalakshmi - S/N	03/03/2022 08:32 AM	FALSE CEILING LIGHT	3 RD FLOOR PAEDIATRIC ANNEX HOD ROOM FALSE CEILING LIGHT NOT WORKING	Elangovan	03/03/2022 09:10 AM	Selvam.S - Electrician	08/03/2022 11:21 AM	Completed	122 hours11 mins	problem solved by sassikumar -sathyaseelan.
511	MA04272	Savithri	03/03/2022 08:32 AM	NUEROSURGERY OPD TUBE LIGHT ISSUE	NUEROSURGERY OPD ROOM REST ROOM TUBE LIGHT IS NOT WORKING	Elangovan	03/03/2022 09:10 AM	Palanivel R		Assigned		
512	MA04274	Mathangi.M	03/03/2022 08:52 AM	ENT WARD INTERCOM IS NOT WORKING	ENT WARD intercom is not working	Elangovan	03/03/2022 09:12 AM	Selvam.S - Electrician	03/03/2022 09:52 AM	Completed	0 hours39 mins	problem solved by lenin-jayakumar. Incoming wire cut. so, reconnection for phone system.
513	MA04289	Malini K	03/03/2022 04:43 PM	water bath problem	Department of pathology water bath problem	Elangovan	07/03/2022 09:14 AM	Venkatesan.B - Plumber	09/03/2022 09:43 AM	Completed	48 hours29 mins	PROBLEM SOLVED BY THAMILZHARASAN.
514	MA04285	M.Gayathri -S/N	03/03/2022 11:55 AM	tube light not working	tube light not working in ophthal OPD first floor.	Elangovan	03/03/2022 12:32 PM	Palanivel R		Assigned		
515	MA04271	M.Vijayalakshmi - S/N	03/03/2022 08:27 AM	TUBELIGHT NOT WORKING	3 RD FLOOR PAEDIATRIC MAIN WARD ,PATIENT BATHROOM TUBE LIGHT NOT WORKING	Elangovan	03/03/2022 09:08 AM	Selvam.S - Electrician	08/03/2022 11:17 AM	Completed	122 hours8 mins	problem solved by sassikumar and sathyaseelan.
516	MA04286	Gounabady.R - DEO	03/03/2022 11:57 AM	Tube light not working	Tube light not working in ophthal OPD First Floor, Hospital side	Elangovan	03/03/2022 12:38 PM	Selvam.S - Electrician	08/03/2022 11:18 AM	Completed	118 hours40 mins	problem solved by sassikumar -sathyaseelan.
517	MA04277	Mathangi.M	03/03/2022 09:59 AM	ENT WARD - treatment room	ENT WARD - treatment is not	Elangovan	03/03/2022 10:04 AM	Selvam.S - Electrician	08/03/2022 11:20 AM	Completed	121 hours16 mins	problem solved by sassikumar -sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

tubelight is not working working properly properly

**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
518	MA04290	Vanaja.N-DEO	03/03/2022 05:06 PM	SURGERY ASSOCIATE PROFESSOR ROOM TAP REPAIR	SURGERY ASSOCIATE PROFESSOR ROOM TAP REPAIR	Elangovan	07/03/2022 09:20 AM	Venkatesan.B - Plumber	16/03/2022 10:17 AM	Closed	216 hours56 mins	PROBLEM SOLVED BY THANIGACHALAM.
519	CT1167	Gunasundari.K - Lab	03/03/2022 04:31 PM	auro water Lekage	AURO WATER LEKAGE IN BIO CHEMISTRY CENTRAL LAB	Elangovan	07/03/2022 09:12 AM	Elangovan	19/03/2022 09:37 AM	Completed	288 hours24 mins	problem solved by arunkumar.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
520	MA04280	Kavitha.T S/N	03/03/2022 10:20 AM	PAEDIATRIC OPD	PAEDIATRIC OPD PLAY ROOM FOR MEASURING SIZE .	Elangovan	03/03/2022 11:35 AM	JEGANATHAN	03/03/2022 12:45 PM	Completed	1 hours10 mins	JOB DONE BY JAGANATHAN(CARPENTRY
521	MA04281	Mathangi.M	03/03/2022 10:35 AM	ENT WARD Seminar board to be removed	ENT WARD Seminar board to be removed	Elangovan	03/03/2022 12:28 PM	JEGANATHAN	03/03/2022 12:48 PM	Completed	0 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY
522	MA04283	Parthasarathy.R- Marketing	03/03/2022 11:35 AM	DOOR LOCK PROBLEM	DEAR SIR EMERGENCY ICU DOOR LOCK PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	03/03/2022 12:30 PM	JEGANATHAN	03/03/2022 12:47 PM	Completed	0 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY
523	MA04282	Mathangi.M	03/03/2022 10:36 AM	ENT WARD store room board to be removed and fix museum board	ENT WARD store room board to be removed and fix museum board	Elangovan	03/03/2022 12:29 PM	JEGANATHAN	03/03/2022 12:47 PM	Completed	0 hours17 mins	JOB DONE BY JAGANATHAN(CARPENTRY
524	MA04287	Gounabady.R - DEO	03/03/2022 12:34 PM	ROLLING CHAIR not working properly	ROLLING CHAIR not working properly in Eye OPD first floor , Hospital Side	Elangovan	03/03/2022 12:39 PM	Elangovan	07/07/2022 11:23 AM	Completed	3022 hours44 mins	PROBLEM SOLVED BY PANDIYAN.
525	MA04288	Vimala P.- S/N	03/03/2022 03:06 PM	WHITE BOARD TO BE FIXED	[2]white board to be fixed in gynaec ward 1st floor new building.	Elangovan	07/03/2022 09:10 AM	JEGANATHAN	07/03/2022 03:02 PM	Completed	5 hours51 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
526	MA04284	Kaviselvi.P.S/N	03/03/2022 11:46 AM	dialysis	COOLING DOES NOT COME FROM AC	Elangovan	03/03/2022 12:31 PM	Ibrahim Baig.D	25/03/2022 10:23 AM	Completed	525 hours51 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU-SUTHAKAR.
527	MA04278	Coumarane.M Blood Bank	03/03/2022 10:05 AM	3 Nos of A/C not working	3 Nos of A/C not working nearly 3 months so its causes blood bank refrigerator and Frequently donor also fainting. kindly take necessary action.	Elangovan	03/03/2022 10:09 AM	Ibrahim Baig.D	25/03/2022 10:23 AM	Completed	528 hours14 mins	

**Classification : 2**

**STP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
528	MA04279	Coumarane.M Blood Bank	03/03/2022 10:07 AM	Not mopping and cleaning	Not mopping and cleaning-last 3 days . am.rang the to Mr.Ezhil no 9944324198 its also	Elangovan	03/03/2022 10:12 AM			Cancelled		INFORM TO HOUSE KEEPING INCHARGE. THIS IS NOT OUR DEPARTMENT WORK.

**Classification : 1**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
529	CT1166	E.Chitra	03/03/2022 03:04 PM	RO Plant leakage	RO Plant leakage	Elangovan	07/03/2022 09:11 AM	Elangovan	10/03/2022 09:01 AM	Completed	71 hours50 mins	problem solved by arunkumar.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
530	MA04276	R.Veeraraghavan-Observer	03/03/2022 09:14 AM	NEED WHEELS FOR MOBILE SCREEN IN MOW	NEED WHEELS FOR MOBILE SCREEN IN MALE ORTHO WARD	Elangovan	03/03/2022 09:24 AM	Elangovan	07/07/2022 11:19 AM	Completed	3025 hours54 mins	PROBLEM SOLVED BY PANDIYAN.
531	MA04275	R.Veeraraghavan-Observer	03/03/2022 09:11 AM	NEED BUSH FOR WALKER IN MOW	NEED BUSHES FOR PATINET WALKER IN MALE ORTHO WARD	Elangovan	03/03/2022 09:23 AM	JEGANATHAN	03/03/2022 12:47 PM	Completed	3 hours23 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
532	MA04295	Balachandran.P	04/03/2022 10:57 AM	Switch not working	In HOD room switch is not working (wash room)	Elangovan	07/03/2022 09:27 AM	Sridharan.E - Electrical	08/03/2022 11:37 AM	Completed	26 hours9 mins	PROBLEM SOLVED BY SRIDHARAN.
533	CT1169	Muniamma.K	04/03/2022 10:59 AM	NEW SWITCH BOARD	DEPT.OF BIOCHEMISTRY , OFFICE ROOM SYSTEM SWITCH BOARD 2 SWITCH NOT POWER SUPPLY	Elangovan	07/03/2022 09:28 AM	Sridharan.E - Electrical	10/03/2022 09:14 AM	Closed	71 hours46 mins	PROBLEM SOLVED BY SRIDHARAN.
534	MA04294	M.Gayathri -S/N	04/03/2022 10:44 AM	Eye opd B SCAN	Hospital side, first floor, B scan room fan, tube light promblem.	Elangovan	07/03/2022 09:26 AM	Selvam.S - Electrician	08/03/2022 11:15 AM	Completed	25 hours48 mins	problem solved by sassikumar -sathyaseelan.
535	MA04292	Balachandran.P	04/03/2022 09:32 AM	Calling Bell not working	Office calling bell connected to HOD room is not working	Elangovan	07/03/2022 09:23 AM	Sridharan.E - Electrical	08/03/2022 11:39 AM	Completed	26 hours15 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
536	MA04293	M.Gayathri -S/N	04/03/2022 10:37 AM	Hod room wash basin blockage.	Hospital side, first floor Hod room wash basin blockage.	Elangovan	07/03/2022 09:24 AM	Venkatesan.B - Plumber	09/03/2022 09:39 AM	Completed	48 hours14 mins	PROBLEM SOLVED BY IYYAPPAN AND IYYANNAR.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
537	MA04297	D. Pokkilai -S/N	04/03/2022 12:03 PM	Female Ent ward Library board and Ward Lab board to be removed and fix library board in Library Room	Female Ent ward Library board and Ward Lab board to be removed and fix library board in Library Room	Elangovan	07/03/2022 09:30 AM	JEGANATHAN	07/03/2022 03:01 PM	Completed	5 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
538	MA04298	D. Pokkilai -S/N	04/03/2022 12:05 PM	male Ent ward Duty nurses room board to be Remove	male Ent ward Duty nurses room board to be Remove	Elangovan	07/03/2022 09:32 AM	JEGANATHAN	07/03/2022 03:01 PM	Completed	5 hours29 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
539	MA04296	P.Makeswari - DEO	04/03/2022 11:10 AM	x - ray (600 room) - AC - water leakage	x - ray (600 room) - AC - water leakage	Elangovan	07/03/2022 09:29 AM	Ibrahim Baig.D	25/03/2022 10:22 AM	Completed	432 hours52 mins	PROBLEM SOLVED BY LOGANATHAN-RAMESHBABU-SUTHAKAR.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
540	MA04300	Rajkumar N -Care Taker	05/03/2022 07:07 AM	GENT HOSSTEL ROOM NO.517	Gents Hostel Room No.517 Switch board 2Nos. not workig. 2.Bathroom Light not working	Elangovan	07/03/2022 09:33 AM	Sridharan.E - Electrical	08/03/2022 11:34 AM	Completed	26 hours0 mins	PROBLEM SOLVED BY SRIDHARAN.
541	MA04301	Rajkumar N -Care Taker	05/03/2022 07:10 AM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 1.Switch board plug point is not working.	Elangovan	07/03/2022 09:34 AM	Sridharan.E - Electrical	08/03/2022 11:33 AM	Completed	25 hours58 mins	PROBLEM SOLVED BY SRIDHARAN.
542	MA04302	Rajkumar N -Care Taker	05/03/2022 07:13 AM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 1.Plug point not working. 2.Toilet Light not working	Elangovan	07/03/2022 09:36 AM	Sridharan.E - Electrical	08/03/2022 11:31 AM	Completed	25 hours55 mins	PROBLEM SOLVED BY SRIDHARAN.
543	MA04306	Balachandran.P	05/03/2022 10:03 AM	Power supply problem	In the Department of Anatomy (Dissection Hall), Power supply problem and need plug point to be installed	Elangovan	07/03/2022 09:40 AM	Sridharan.E - Electrical	08/03/2022 11:36 AM	Completed	25 hours55 mins	PROBLEM SOLVED BY SRIDHARAN.
544	MA04299	Rajkumar N -Care Taker	05/03/2022 07:02 AM	GENTS HOSTEL ROOM NO.404	Gents Hostel Room No. 4041 1.Fan not working . 2.Toilet light not working	Elangovan	07/03/2022 09:33 AM	Sridharan.E - Electrical	08/03/2022 11:41 AM	Completed	26 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.
545	MA04303	Rajkumar N -Care Taker	05/03/2022 07:17 AM	GENTS HOSTEL ROOM NO.319	Gents Hostel Room No.319 Tub light not working.	Elangovan	07/03/2022 09:36 AM	Sridharan.E - Electrical	08/03/2022 11:30 AM	Completed	25 hours53 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
546	MA04314	Parthasarathy.R-Marketing	05/03/2022 01:53 PM	WASH FASHION PROBLEM	DEAR SIR  GROUND FLOOR EMERGENCY DOCTOR ROOM WASH FASHION PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	07/03/2022 09:49 AM	Venkatesan.B - Plumber	09/03/2022 09:37 AM	Completed	47 hours48 mins	PROBLEM SOLVED BY THANIGACHALAM.
547	MA04313	Parthasarathy.R-Marketing	05/03/2022 01:48 PM	TAP PROBLEM	DEAR SIR  EMERGENCY ICU FOOT TAP PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	07/03/2022 09:47 AM	Venkatesan.B - Plumber	09/03/2022 09:38 AM	Completed	47 hours50 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
548	CT1173	Muniamma.K	05/03/2022 03:16 PM	DISPOSAL OF CONDEMNED GOODS	DEPT.OF BIOCHEMISTRY (URGENT)	Elangovan	07/03/2022 09:53 AM	JEGANATHAN	07/03/2022 02:59 PM	Closed	5 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY
549	MA04309	Neelavathi K	05/03/2022 10:44 AM	Board replacement, lab board replacement	Green board replacement for department of physiology	Elangovan	07/03/2022 09:44 AM	JEGANATHAN	07/03/2022 02:59 PM	Completed	5 hours15 mins	JOB DONE BY JAGANATHAN(CARPENTRY
550	MA04308	MANIBALAN.S	05/03/2022 10:31 AM	college photos fitting work for principal room	Good morning sir, Physiotherapy college principal room fitting the new photo for functions so please do needful .	Elangovan	07/03/2022 09:42 AM	JEGANATHAN	09/03/2022 09:33 AM	Completed	47 hours50 mins	JOB DONE BY JAGANATHAN(CARPENTRY
551	MA04310	Suresh.R	05/03/2022 10:48 AM	Nails to be hammered in principal room	Pharmacy building 6th- floor BPT Principal room Nails to be hammered in principal room	Elangovan	07/03/2022 09:44 AM	JEGANATHAN	09/03/2022 09:33 AM	Completed	47 hours48 mins	JOB DONE BY JAGANATHAN(CARPENTRY



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

552	MA04312	R.Veeraraghavan-Observer	05/03/2022 12:45 PM	NEED TO FIX SANITIZER STAND IN MOW AND FOW	NEED TO FIX SANITIZER STAND IN MALE ORTHO AND FEMALE ORTHO WARD	Elangovan	07/03/2022 09:47 AM	JEGANATHAN	07/03/2022 02:58 PM	Completed	5 hours11 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 5**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
553	MA04304	Parthasarathy.R-Marketing	05/03/2022 09:01 AM	AC WATER LEAKAGE	DEAR SIR 2ND FLOOR NICU AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	07/03/2022 09:37 AM	Ibrahim Baig.D	24/03/2022 04:54 PM	Completed	415 hours16 mins	problem solved by anand-rameshbabu-suthakar.
554	MA04307	P.Makeswari -DEO	05/03/2022 10:26 AM	USG scan 1 - water leakage in AC and in USG entrance AC line pipe	USG scan 1 - water leakage in AC and in USG entrance AC line pipe	Elangovan	07/03/2022 09:41 AM	Ibrahim Baig.D	25/03/2022 10:21 AM	Completed	432 hours40 mins	PROBLEM SOLVED BY LOGANATHAN-RAMESHBABU-SUTHAKAR.
555	MA04305	Balachandran.P	05/03/2022 10:01 AM	Cooler not working	In the Department of Anatomy (Dissection Hall) body freezer box is not working	Elangovan	07/03/2022 09:38 AM	Sridharan.E - Electrical	10/03/2022 09:10 AM	Completed	71 hours32 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
556	MA04315	Kaviselvi.P.S/N	05/03/2022 02:34 PM	Dialysis unit	RO PLANT machine project flow water pressure is reduced,so water flow NOT enough of DIALYSIS MACHINE.	Elangovan	07/03/2022 09:51 AM	Elangovan	10/03/2022 09:01 AM	Completed	71 hours9 mins	problem solved by Arunkumar.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
557	MA04311	S.Sornamughi - S/N	05/03/2022 12:20 PM	MAINTENANCE DEPT FOR BROKEN ITEM	IN FMW -ANX BROKEN ITEMS 1 IV STAND,SCREEN STAND 2,KUSHION 1	Elangovan	07/03/2022 09:46 AM	JEGANATHAN	09/03/2022 09:33 AM	Completed	47 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
558	MA04320	Rajkumar N -Care Taker	07/03/2022 11:11 AM	GENTS HOSTEL ROOM NO.511	Gents Hostel Room No. 511 Bath room Light not working.	Elangovan	07/03/2022 12:09 PM	Sridharan.E - Electrical	08/03/2022 11:40 AM	Completed	23 hours30 mins	PROBLEM SOLVED BY SRIDHARAN.
559	MA04323	SANGAR GANESH.R	07/03/2022 03:59 PM	E BLACK ROOM NO 6 TUBE LIGHT NOT WORKING AND E BLACK ENTRANCE TUBE LIGHT NOT WORKING	E BLACK ROOM NO 6 TUBE LIGHT NOT WORKING AND E BLACK ENTRANCE TUBE LIGHT NOT WORKING	Elangovan	07/03/2022 04:11 PM	Sridharan.E - Electrical	24/03/2022 10:01 AM	Completed	401 hours49 mins	PROBLEM SOLVED BY SRIDHARAN.
560	MA04322	Bhuvaneshwary.P-W/S	07/03/2022 01:59 PM	Psychiatry ward 3tube light 2 fan not working	Psychiatry ward 3tube light 2 fan not working	Elangovan	07/03/2022 02:56 PM	Selvam.S - Electrician	21/03/2022 10:07 AM	Completed	331 hours10 mins	PROBLEM SOLVED BY SATHYASEELAN AND SASSIKUMAR.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
561	MA04321	Rajkumar N -Care Taker	07/03/2022 11:16 AM	GENTS HOSTEL ROOM NO.511	Gents Hostel Room No.511 bathroom tap not working	Elangovan	07/03/2022 12:09 PM	Venkatesan.B - Plumber	09/03/2022 09:37 AM	Completed	45 hours27 mins	PROBLEM SOLVED BY CHANDRAN.
562	MA04316	Aruna.G-S/N	07/03/2022 08:55 AM	plumbing problem	WASH BASIN IS DISPLACED DUE TO REMOVAL OF WHITE CEMENT. KINDLY FIX THE WASH BASIN PROPERLY IN OPTHAL WARD HOD ROOM. IT MAY FALL ANY TIME. URGENT SERVICING IS NEEDED	Elangovan	07/03/2022 09:54 AM	Venkatesan.B - Plumber	09/03/2022 09:35 AM	Completed	47 hours41 mins	PROBLEM SOLVED BY IYYANNAR AND PRASANTH.
563	MA04318	Balamurugan.J.DEO	07/03/2022 10:38 AM	SVDC	ROOM NO 505 ORTHO LAB _ SINK WASTE WATER LINE PIPE BLOCKAGE AND WASH ROOM NO12 DRAINAGE BLOCK	Elangovan	07/03/2022 12:07 PM	Venkatesan.B - Plumber	21/03/2022 09:16 AM	Completed	333 hours8 mins	Problem solved by Iyyappan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
564	MA04317	Kamaraj.K Pur.Officer.	07/03/2022 09:11 AM	PURCHASE	NEED TO SHIFT AND HANG THE PHOTOS ON THE WALL	Elangovan	07/03/2022 09:55 AM	JEGANATHAN	21/03/2022 09:14 AM	Completed	335 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY
565	MA04319	Balamurugan.J.DE O	07/03/2022 10:51 AM	SVDC	WASH ROOM NO 508 DOOR REPAIR	Elangovan	07/03/2022 12:08 PM	JEGANATHAN	18/03/2022 09:26 AM	Completed	261 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY
566	MA04324	SANGAR GANESH.R	07/03/2022 04:01 PM	JR ROOM NO 403 MAIN DOOR LOCK PROBLEM	JR ROOM NO 403 MAIN DOOR LOCK PROBLEM	Elangovan	07/03/2022 04:12 PM	JEGANATHAN	08/03/2022 09:18 AM	Completed	17 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY
567	CT1175	Muniamma.K	07/03/2022 11:17 AM	FIXING TO CHART BOARD DEMO HALL - I, II	URGENT: DEPT.OF BIOCHEMISTRY FIXING TO CHART BOARD DEMO HALL - I, II	Elangovan	07/03/2022 12:10 PM	JEGANATHAN	12/03/2022 11:00 AM	Closed	118 hours50 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
568	CT1174	Muniamma.K	07/03/2022 09:49 AM	DISPOSAL OF CONDEMNED GOODS - Refrigerator	DEPT. OF BIOCHEMISTRY CONDEMNED GOODS- REFRIGERATOR ( URGENT) - DEAN SIR ORDER TO DISPOSE . PLEASE CHECK & VERIFY .	Elangovan	07/03/2022 09:56 AM	Ibrahim Baig.D	19/03/2022 09:33 AM	Closed	287 hours37 mins	problem solved by loganathan.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
569	MA04332	Balachandran.P	08/03/2022 03:06 PM	Freezer power problem	Body freezer power problem	Elangovan	08/03/2022 04:00 PM	Sridharan.E - Electrical	10/03/2022 09:09 AM	Completed	41 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.
570	MA04333	Balachandran.P	08/03/2022 03:26 PM	Bandsaw power problem	Bandsaw power socket to be fixed	Elangovan	08/03/2022 04:01 PM	Sridharan.E - Electrical	10/03/2022 09:10 AM	Completed	41 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
571	MA04331	SANGAR GANESH.R	08/03/2022 03:04 PM	jr room no 512 tap water leakage	jr room no 512 tap water leakage	Elangovan	08/03/2022 04:00 PM	Venkatesan.B - Plumber	10/03/2022 09:17 AM	Completed	41 hours17 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.
572	MA04328	S.Chellammal - DEO	08/03/2022 12:51 PM	TAP WATER LEAKAGE IN CTVS OPD WASHBASIN	TAP WATER LEAKAGE IN CTVS OPD WASHBASIN	Elangovan	08/03/2022 01:58 PM	Venkatesan.B - Plumber	14/03/2022 09:33 AM	Completed	139 hours34 mins	problem solved by thanigachalam and iyyannar.
573	MA04327	Kavitha.T S/N	08/03/2022 11:31 AM	PAEDIATRIC OPD	HOD ROOM BATHROOM FLUSHTANK SIDE TO BE ALLIGN PROPERLY	Elangovan	08/03/2022 11:46 AM	Venkatesan.B - Plumber	09/03/2022 09:35 AM	Completed	21 hours49 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
574	MA04326	Kavitha.T S/N	08/03/2022 11:29 AM	PAEDIATRIC OPD	HOD SIR ROOM BATHROOM DOOR NOT BE CLOSED	Elangovan	08/03/2022 11:44 AM	JEGANATHAN	17/03/2022 03:30 PM	Completed	219 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
575	MA04329	M.Celine -S/N	08/03/2022 02:38 PM	Water leakage	water leakage in med opd.room no 5	Elangovan	08/03/2022 02:51 PM	Venkatesan.B - Plumber	09/03/2022 09:34 AM	Completed	18 hours42 mins	PROBLEM SOLVED BY IYYAPPAN.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
576	MA04325	Coumarane.M Blood Bank	08/03/2022 10:15 AM	3 no of A/C not working	sir, Blood centre last three months Refreshment room and TTD room and phlebotomy room A/C not working so its cause Donor frequent fainting and BBR also not working	Elangovan	08/03/2022 10:47 AM	Ibrahim Baig.D	25/03/2022 10:21 AM	Completed	407 hours34 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

577	MA04330	SANGAR GANESH.R	08/03/2022 03:01 PM	jr quarters room no 203 tube light not working and bathroom door problem	jr quarters room no 203 tube light not working and bathroom door problem	Elangovan	08/03/2022 03:59 PM	Sridharan.E - Electrical	10/03/2022 09:08 AM	Completed	41 hours9 mins	PROBLEM SOLVED BY SRIDHARAN.
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**Classification : 2**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
578	CT1177	Punithavally D	08/03/2022 02:48 PM	Ro Plant water leakage	In Biochemistry Department RO Plant Water Leakage	Elangovan	08/03/2022 02:53 PM	Elangovan	10/03/2022 08:59 AM	Completed	42 hours6 mins	problem rectified by Arun kumar.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
579	MA04334	Reshma	09/03/2022 09:09 AM	power problem in demo room	power problem in demo room	Elangovan	09/03/2022 09:18 AM	Sridharan.E - Electrical	10/03/2022 09:07 AM	Completed	23 hours49 mins	problem rectified by sridharan.
580	MA04345	R.Veeraraghavan-Observer	09/03/2022 11:19 AM	LIGHT NOT WORKING IN MOW WARD RESTROOM	LIGHT NOT WORKING IN MALE ORTHO WARD STAFF REST ROOM	Elangovan	09/03/2022 11:24 AM	Selvam.S - Electrician	14/03/2022 10:17 AM	Completed	118 hours53 mins	problem solved by sassikumar and sathyaseelan.
581	MA04342	Amudha.S.D-Staff Nurse	09/03/2022 10:49 AM	ELECTRICAL PROBLEM	6 FANS AND 6 TUBELIGHTS NOT WORKING IN TB WARD	Elangovan	09/03/2022 11:17 AM	Selvam.S - Electrician	14/03/2022 10:16 AM	Completed	118 hours59 mins	problem solved by sassikumar and lenin.
582	MA04341	Baskaran.R.Trans. Manag.	09/03/2022 10:25 AM	LED TUBE LIGHT TO BE REPLACED	LED TUBE LIGHT TO BE REPLACED	Elangovan	09/03/2022 11:16 AM	Selvam.S - Electrician	14/03/2022 10:13 AM	Completed	118 hours57 mins	problem solved by sathyaseelan and sasikumar.
583	MA04347	M.Vijayalakshmi - S/N	09/03/2022 02:13 PM	PAEDIATRIC WARD ANX	PAEDIATRIC WARD ANX- ASSISTANT PROFESSOR ROOM POWER SUPPLY NOT WORKING SO PLEASE DO THE REPAIRING	Elangovan	09/03/2022 03:27 PM	Selvam.S - Electrician	14/03/2022 10:18 AM	Completed	114 hours51 mins	PROBLEM SOLVED BY JAYAKUMAR.
584	MA04336	Neelavathi K	09/03/2022 09:43 AM	Fan not working	Department of physiology lab fan is not working	Elangovan	09/03/2022 09:48 AM	Sridharan.E - Electrical	15/03/2022 09:24 AM	Completed	143 hours36 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Classification : 6**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
585	MA04339	Parthasarathy.R-Marketing	09/03/2022 10:12 AM	SINK PROBLEM	DEAR SIR 2ND FLOOR OG OT SINK PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	09/03/2022 11:14 AM	Venkatesan.B - Plumber	21/03/2022 09:20 AM	Completed	286 hours5 mins	problem solved by thanigachalam and iyyappan.
586	MA04338	Parthasarathy.R-Marketing	09/03/2022 10:09 AM	WESTERN TOILET PROBLEM	DEAR SIR 2ND FLOOR PICU STAFF TOILET PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	09/03/2022 11:13 AM	Venkatesan.B - Plumber	10/03/2022 09:16 AM	Completed	22 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.
587	MA04343	Amudha.S.D-Staff Nurse	09/03/2022 10:51 AM	PLUMBING PROBLEM	WASH BASIN BLOCKED IN TB WARD TREATMENT ROOM	Elangovan	09/03/2022 11:18 AM	Venkatesan.B - Plumber	10/03/2022 09:16 AM	Completed	21 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
588	CT1180	Muniamma.K	09/03/2022 12:43 PM	REAGENT BOTTLE STAND FIXING TO STUDENT LAB	DEPT.OF BIOCHEMISTRY FIXING TO REAGENT BOTTLE STAND	Elangovan	09/03/2022 03:28 PM	JEGANATHAN	12/03/2022 10:59 AM	Closed	67 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
589	CT1181	Muniamma.K	09/03/2022 12:50 PM	CHART BOARD FIXING TO DEMO HALL- I & II	DEPT.OF BIOCHEMISTRY CHART BOARD FIXING TO DEMO HALL- I & II ( WITH NAIL & HAMMER)	Elangovan	09/03/2022 03:30 PM	JEGANATHAN	12/03/2022 10:59 AM	Closed	67 hours29 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
590	MA04346	Divyabarathi.K S/N	09/03/2022 11:55 AM	CRASH CART & COT WAS BROKEN	CRASH CART & COT WAS BROKEN	Elangovan	09/03/2022 12:00 PM	JEGANATHAN	12/03/2022 11:00 AM	Completed	71 hours0 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
591	MA04344	Amudha.S.D-Staff Nurse	09/03/2022 10:52 AM	FIXING STERILIUUM STAND	STERILIUUM STAND TO BE FIXED IN TB WARD	Elangovan	09/03/2022 11:19 AM	JEGANATHAN	12/03/2022 09:08 AM	Completed	69 hours49 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
592	MA04337	Parthasarathy.R-Marketing	09/03/2022 10:07 AM	AC LINE LEAKAGE	DEAR SIR USG ENTERANCE AC LINE PIPE WATER LEAKAGE PROBLEM. KINDLY DO THE NEEDFUL	Elangovan	09/03/2022 11:04 AM	Ibrahim Baig.D	25/03/2022 10:21 AM	Completed	383 hours16 mins	PROBLEM SOLVED BY LOGANATHAN- RAMESHBABU-SUTHAKAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
593	MA04335	Latha.M S/N	09/03/2022 09:13 AM	B-TYPE O2 CYLINDER FLOW METER BROKEN	B-TYPE O2 CYLINDER FLOW METER BROKEN	Elangovan	09/03/2022 09:47 AM			Cancelled		
594	MA04340	Backiya.B S/N	09/03/2022 10:12 AM	Fan not working	Fsw frist quipike 2Fan not working	Elangovan	09/03/2022 11:15 AM	Selvam.S - Electrician	14/03/2022 10:15 AM	Completed	119 hours0 mins	problem solved by jayakumar and sassikumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
595	MA04349	NANTHESHWARI. N	10/03/2022 10:05 AM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM ROOM NO 206 201 303 219 6	Elangovan	10/03/2022 10:16 AM	K.Manimaran	24/03/2022 10:02 AM	Completed	335 hours46 mins	PROBLEM SOLVED BY MANIMARAN.
596	MA04352	D. Pokkilai -S/N	10/03/2022 01:07 PM	MALE ENT WARD TUBE LIGHT 1 NOT WORKING	MALE ENT WARD TUBE LIGHT 1 NOT WORKING	Elangovan	11/03/2022 10:04 AM	Selvam.S - Electrician	24/03/2022 11:36 AM	Completed	313 hours31 mins	problem solved by sassikumar and sathyaseelan.
597	MA04351	Revathy-R-Lab	10/03/2022 11:29 AM	HOD ROOM INTERCOM TELEPHONE & PG RESEARCH LAB SWITCH BOARD NOT WORKING	HOD ROOM INTERCOM TELEPHONE & PG RESEARCH LAB SWITCH BOARD NOT WORKING	Elangovan	10/03/2022 11:33 AM	Sridharan.E - Electrical	15/03/2022 09:23 AM	Completed	117 hours49 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
598	MA04348	Lilly Pushpam - S/N	10/03/2022 09:22 AM	BATHROOM BASCINE CHANGE	FSW BATHROOM BASCINE CHANGE	Elangovan	10/03/2022 10:15 AM	Venkatesan.B - Plumber	06/04/2022 02:28 PM	Completed	652 hours13 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
599	MA04350	Balachandran.P	10/03/2022 10:12 AM	Histology Tech 7 Boards	Histology Techniques boards to be fixed	Elangovan	10/03/2022 10:19 AM	JEGANATHAN	12/03/2022 09:08 AM	Completed	46 hours48 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
600	MA04353	Bouvanesvary.S	10/03/2022 04:34 PM	DOOR NOT PROPERLY CLOSE AND OPEN	DOOR NOT PROPERLY CLOSE AND OPEN	Elangovan	11/03/2022 10:04 AM	JEGANATHAN	17/03/2022 03:29 PM	Completed	149 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
601	MA04359	S.Pazhaniammal	11/03/2022 02:48 PM	LCD CABLE WIRE	LCD WIREING WORK	Elangovan	11/03/2022 02:58 PM	Sridharan.E - Electrical	15/03/2022 09:23 AM	Completed	90 hours24 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
602	MA04356	Balamurugan.J.DE O	11/03/2022 12:29 PM	SVDC	DENTAL LIBRARY A/C - ELECTRICAL WIRE VERY DAMAGE. MOST URGENT.	Elangovan	11/03/2022 02:24 PM	K.Manimaran	24/03/2022 10:01 AM	Completed	307 hours37 mins	PROBLEM SOLVED BY MANIMARAN.
603	MA04360	Bouvanesvary.S	11/03/2022 03:14 PM	DEMO HALL WIRE WORK	DEMO HALL WIRE WORK	Elangovan	11/03/2022 03:39 PM	Sridharan.E - Electrical	15/03/2022 09:21 AM	Completed	89 hours42 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
604	MA04358	Neelavathi K	11/03/2022 02:17 PM	Fans are not working	Department of physiology .Fans are not working in clinical lab.	Elangovan	11/03/2022 02:44 PM	Sridharan.E - Electrical	15/03/2022 09:22 AM	Completed	90 hours37 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

605	MA04357	Balamurugan.J.DE O	11/03/2022 12:34 PM	SVDC	5 TH FLOOR ORTHODONTICS LAB SINK WASTE WATER LINE PIPE BLOCKAGE.	Elangovan	11/03/2022 02:27 PM	Venkatesan.B - Plumber	21/03/2022 09:19 AM	Completed	234 hours52 mins	problem solved by iyyappan.
606	MA04355	Gounabady.R - DEO	11/03/2022 10:41 AM	water not come in the procedure room tap	water not come in the procedure room tap in Ophthal OPD first floor hospital	Elangovan	11/03/2022 10:59 AM	Venkatesan.B - Plumber	15/03/2022 09:31 AM	Completed	94 hours31 mins	PROBLEM SOLVED BY THANIGACHALAM.
607	MA04354	Parthasarathy.R- Marketing	11/03/2022 09:21 AM	SINK PROBLEM	DEAR SIR 2ND FLOOR OG OT STAFF ROOM SINK PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	11/03/2022 10:05 AM	Venkatesan.B - Plumber	14/03/2022 09:32 AM	Completed	71 hours26 mins	problem solved by iyyannar and thanigachalam.

**Classification : 3**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
608	CT1184	Neelavathi.C - Lab Tech	11/03/2022 09:51 AM	TELEPHONE IS NOT WORKING	TELEPHONE IS NOT WORKING - PATHOLOGY CENTRAL LAB	Elangovan	11/03/2022 10:07 AM	Selvam.S - Electrician	15/03/2022 09:15 AM	Completed	95 hours7 mins	problem solved by sathyaseelan.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
609	CT1186	Muniamma.K	12/03/2022 12:39 PM	HOD SIR ROOM INTERCOM NOT WORKING	DEPT.OF BIOCHEMISTRY HOD SIR ROOM INTERCOM NOT WORKING	Elangovan	14/03/2022 09:14 AM	Sridharan.E - Electrical	15/03/2022 09:21 AM	Closed	24 hours7 mins	PROBLEM SOLVED BY SRIDHARAN.
610	MA04361	Muniamma.K	12/03/2022 12:38 PM	STUDENTS PRACTICAL LAB FLUG POINT NOT WORKING	DEPT.OF BIOCHEMISTRY STUDENTS PRACTICAL LAB FLUG POINT (4 nos) NOT WORKING	Elangovan	14/03/2022 09:13 AM	Sridharan.E - Electrical	15/03/2022 09:16 AM	Closed	24 hours3 mins	PROBLEM SOLVED BY SRIDHARAN .
611	MA04366	Neelavathi K	14/03/2022 03:13 PM	Switch board not working	Department of physiology, switch board not working, Clinical lab fan not working	Elangovan	14/03/2022 03:23 PM	Sridharan.E - Electrical	15/03/2022 09:19 AM	Completed	17 hours56 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

612	MA04364	Malini K	14/03/2022 10:31 AM	Light not working	Light not working Department of pathology.	Elangovan	14/03/2022 11:14 AM	Sridharan.E - Electrical	21/03/2022 09:28 AM	Completed	166 hours13 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
613	MA04363	Vimala P.- S/N	14/03/2022 09:35 AM	HOD sir room toilet light not working	HOD sir room toilet light not working1ST FLOOR in gynaec ward.	Elangovan	14/03/2022 09:38 AM	Selvam.S - Electrician	21/03/2022 10:05 AM	Completed	168 hours27 mins	PROBLEM SOLVED BY SATHYASEELAN AND SASSIKUMAR.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
614	MA04362	Vimala P.- S/N	14/03/2022 09:31 AM	HODsir room toilet blushing not working.	HOD sir room toilet blushing not working,1st floor in gynaec ward.	Elangovan	14/03/2022 09:35 AM	Venkatesan.B - Plumber	16/03/2022 10:16 AM	Completed	48 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM.
615	MA04367	Muniamma.K	14/03/2022 03:15 PM	GENTS BOTH ROOM 2FLUSH NOT WORKING	DEPT.OF BIOCHEMISTRY GENTS BOTH ROOM 2 FLUSH NOT WORKING	Elangovan	14/03/2022 03:26 PM	Venkatesan.B - Plumber	21/03/2022 09:17 AM	Closed	161 hours50 mins	problem solved by thanigachalam.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
616	CT1189	Muniamma.K	14/03/2022 10:37 AM	locker key is not working	Dept.of Biochemistry Office room table locker key is not working	Elangovan	14/03/2022 11:16 AM	JEGANATHAN	17/03/2022 03:28 PM	Completed	76 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
617	MA04365	Mettilda Mary.A- Staff Nurse	14/03/2022 11:43 AM	COTS SCREWS LOOSENED	.Some of the cots screws are loosed. Kindly do the needful to tighten the screws.1st floor Gynac	Elangovan	14/03/2022 11:53 AM	JEGANATHAN	18/03/2022 09:26 AM	Completed	93 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
618	MA04368	S.Chellammal - DEO	14/03/2022 05:18 PM	GENTS TOILET URINAL BOWL OVERFLOW ISSUE	GENTS TOILET URINAL BOWL OVERFLOW ISSUE	Elangovan	15/03/2022 09:12 AM	Venkatesan.B - Plumber	16/03/2022 10:15 AM	Completed	25 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

IN SPECIAL OPD

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
619	MA04369	Parthasarathy.R-Marketing	15/03/2022 09:05 AM	LIGHT NOT WORKING	DEAR SIR 2nd FLOOR CTVS ICU 2NOS LIGHT NOT WORKING AND FAN PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	15/03/2022 09:12 AM	Selvam.S - Electrician	24/03/2022 11:35 AM	Completed	218 hours22 mins	problem solved by sassikumar and sathyaseelan.
620	MA04373	Agnes Sisilia Mary - SN	15/03/2022 12:14 PM	MOW BATH ROOM LIGHT IS NOT WORKING	MOW BATH ROOM LIGHT IS NOT WORKING	Elangovan	15/03/2022 12:21 PM	Selvam.S - Electrician	21/03/2022 10:03 AM	Completed	141 hours41 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.
621	MA04374	Elangovan	15/03/2022 02:27 PM	TUBELIGHT NOT WORKING	PHYSIOTHERAPY OPD TUBELIGHT NOT WORKING.	Elangovan	15/03/2022 02:28 PM	Selvam.S - Electrician	21/03/2022 09:53 AM	Closed	139 hours24 mins	PROBELM SOLVED BY SATHYASEELAN AND SASSIKUMAR.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
622	MA04371	Parthasarathy.R-Marketing	15/03/2022 09:38 AM	Ground floor common restroom ladies toilet water stagnating	Respected sir,  Ground floor common restroom ladies toilet water stagnating. Very bad smell is coming complaint by patient attenders. Kindly do the needful as soon as possible	Elangovan	15/03/2022 11:01 AM	Venkatesan.B - Plumber	16/03/2022 10:13 AM	Completed	23 hours12 mins	PROBLEM SOLVED BY THANIGACHALAM.
623	MA04370	Gounabady.R - DEO	15/03/2022 09:15 AM	water not coming in the HOD`s Bathroom	Water not coming in the HOD`s bathroom, ophthal department hospital side. very urgent	Elangovan	15/03/2022 09:25 AM	Venkatesan.B - Plumber	16/03/2022 10:12 AM	Completed	24 hours46 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
624	MA04375	S.Chellammal - DEO	15/03/2022 04:41 PM	FILTER NEEDS TO BE CLEANED IN THE WATER PURIFIER	FILTER NEEDS TO BE CLEANED IN THE WATER PURIFIER IN SPECIAL OPD	Elangovan	16/03/2022 09:37 AM	Venkatesan.B - Plumber	23/03/2022 11:46 AM	Completed	170 hours8 mins	PROBLEM ATTENDED BY ARUNKUMAR.
625	MA04372	Shemila.D (Paramedical Tech)	15/03/2022 11:19 AM	SPECIAL OPD - FOOT TAP TO BE FIXED	KINDLY DO THE NEEDFUL	Elangovan	15/03/2022 11:29 AM	Venkatesan.B - Plumber	16/03/2022 10:14 AM	Completed	22 hours45 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
626	MA04378	Pushpa.K-DEO	16/03/2022 10:55 AM	MRI console room light changes (CFL)	MRI console room light changes (CFL)	Elangovan	16/03/2022 11:24 AM	Selvam.S - Electrician	21/03/2022 09:58 AM	Completed	118 hours34 mins	PROBLEM SOLVED BY SATHYASEELAN ANS SASSIKUMAR.
627	MA04377	M.Vijayalakshmi - S/N	16/03/2022 09:10 AM	PAEDIATRIC ANX WARD	PEADIATRIC ANX WARD FANS NOT WORKING SO PLEASE DO REPAIR IMMEDIATETY	Elangovan	16/03/2022 09:49 AM	Selvam.S - Electrician	21/03/2022 10:00 AM	Completed	120 hours10 mins	PROBLEM SOLVED BY SASSIKUMAR AND SATHYASEELAN.
628	MA04376	Saranya.M	16/03/2022 08:34 AM	SURGERY OPD	IN SURGERY OPD, FOCUS LIGHT WIRE CONNECTION IS SHOCKING .PLS DO THE NEEDFUL.	Elangovan	16/03/2022 09:49 AM	Selvam.S - Electrician	24/03/2022 11:34 AM	Completed	193 hours45 mins	bulb over heat so, informed to biomedical dpt. problem attended by lenin ajnd sassikumar.
629	MA04379	S.Ananthi -Billing	16/03/2022 12:25 PM	REPLACE THE HALL LIGHT	SPL.OPD HALL LED LIGHT IS NOR WORKING.SO,KINDLY REPLACE THE LIGHTS AND WATER DISPENSER STAND IS DUSTBLE AND CLEAN IMMEDIATELY .THIS IS INFORMED BY COM AND NABH TEAM.	Elangovan	17/03/2022 09:02 AM	Selvam.S - Electrician	26/04/2022 12:13 PM	Completed	963 hours10 mins	NEED COMPLAINT LETTER.

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
630	MA04380	Malini K	16/03/2022 02:11 PM	chair problem	chair problem	Elangovan	17/03/2022 09:03 AM			Cancelled		mention the department.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
631	MA04390	Muniamma.K	17/03/2022 11:58 AM	TUBE LIGHT FIXING TO LAB PREPARATION ROOM	DEPT.OF BIOCHEMISTRY (1)TUBE LIGHT FIXING TO LAB PREPARATION ROOM	Elangovan	17/03/2022 12:15 PM	Sridharan.E - Electrical	21/03/2022 09:25 AM	Closed	93 hours10 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
632	MA04383	Reshma	17/03/2022 09:09 AM	Fan not working in office room	Fan not working in office room	Elangovan	17/03/2022 09:17 AM	Sridharan.E - Electrical	21/03/2022 09:27 AM	Completed	96 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.
633	MA04385	Banumathy.S.DE0	17/03/2022 09:34 AM	OBG dept.	OBG OPD Office room light not working	Elangovan	17/03/2022 09:57 AM	Selvam.S - Electrician	24/03/2022 11:33 AM	Completed	169 hours36 mins	problem solved by lenin and sassikumar.
634	MA04392	Pushpa.K-DE0	17/03/2022 02:51 PM	300 mA room tube light not working	300 mA room tube light not working	Elangovan	17/03/2022 03:16 PM	Selvam.S - Electrician	24/03/2022 11:33 AM	Completed	164 hours16 mins	problem solved by sassikumar and sathyaseelan.
635	MA04381	Reshma	17/03/2022 09:02 AM	Fan not working in office room	Fan not working in office room	Elangovan	17/03/2022 09:04 AM	Sridharan.E - Electrical	21/03/2022 09:27 AM	Completed	96 hours22 mins	PROBLEM SOLVED BY SRIDHARAN.
636	MA04389	Malarvizhi.S.OS nursing college	17/03/2022 11:21 AM	ICON	In multipurpose hall mike wire is not connect properly	Elangovan	17/03/2022 12:13 PM	Sridharan.E - Electrical	21/03/2022 09:26 AM	Completed	93 hours13 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
637	MA04391	Parthasarathy.R-Marketing	17/03/2022 02:03 PM	PLUG POINT PROBLEM	DEAR SIR 2ND FLOOR MAIN OT -01 PLUG POINT BURNING.KINDLY DO THE NEEDFUL SIR.	Elangovan	17/03/2022 02:05 PM	Selvam.S - Electrician	17/03/2022 03:31 PM	Completed	1 hours26 mins	problem solved by lenin and jayakumar.
638	MA04395	Parthasarathy.R-Marketing	17/03/2022 03:22 PM	INVENTOR FIXING WORK NEEDED	DEAR SIR 2ND FLOOR OG OT INVENTOR FIXING WORK NEEDED.KINDLY DO THE NEEDFUL	Elangovan	17/03/2022 03:25 PM	Selvam.S - Electrician	17/03/2022 03:30 PM	Completed	0 hours5 mins	problem solved by lenin and jayakumar

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

639	MA04382	Reshma	17/03/2022 09:08 AM	power problem in student lab	power problem in student lab	Elangovan	17/03/2022 09:16 AM	Sridharan.E - Electrical	21/03/2022 09:27 AM	Completed	96 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.
640	MA04388	Balachandran.P	17/03/2022 10:35 AM	Exhaust Fan Power Supply	Exhaust Fan is fixed long back but still power supply is not given.	Elangovan	17/03/2022 10:49 AM	Sridharan.E - Electrical	24/03/2022 09:55 AM	Completed	167 hours5 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Classification : 10**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
641	MA04386	JAYALAKSHMI.A	17/03/2022 09:41 AM	WATER LEAKAGE	WESTERN TOILET WATER LEAKAGE IN CENTRAL LAB	Elangovan	17/03/2022 09:58 AM	Venkatesan.B - Plumber	29/03/2022 04:37 PM	Completed	294 hours39 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
642	MA04394	Pushpa.K-DEO	17/03/2022 02:53 PM	USG room 1 AC water leakage	USG room 1 AC water leakage	Elangovan	17/03/2022 03:18 PM	Ibrahim Baig.D	24/03/2022 04:51 PM	Completed	169 hours33 mins	problem solved by anand-rajagopal and suthakar.
643	MA04393	Pushpa.K-DEO	17/03/2022 02:52 PM	DR Room Ac water leakage	DR Room Ac water leakage	Elangovan	17/03/2022 03:17 PM	Ibrahim Baig.D	19/03/2022 09:33 AM	Completed	42 hours15 mins	problem solved by anand-rajagopal-suthakar.
644	MA04387	Parthasarathy.R-Marketing	17/03/2022 10:20 AM	AC NOT WORKING	XRAY CR room water leakage	Elangovan	17/03/2022 10:27 AM	Ibrahim Baig.D	19/03/2022 09:32 AM	Completed	47 hours5 mins	problem rectified by anand-suthakar-rajagopal.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
645	MA04384	Anbarasan K Bio-Med.	17/03/2022 09:35 AM	Biomedical Department - Door lock not working	Door lock not working	Elangovan	17/03/2022 09:55 AM	JEGANATHAN	18/03/2022 09:26 AM	Completed	23 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

646	MA04401	MEERA.R	18/03/2022 03:16 PM	REMAINDER- MINOR OT	REMAINDER-MINOR OT FOCUS LAMP WIRE SHOCKING.PLS DO THE NEEDFUL.	Elangovan	19/03/2022 09:03 AM	Selvam.S - Electrician	24/03/2022 11:31 AM	Completed	122 hours28 mins	problem attended by lenin and sassikumar. bulb over heat so, informed to biomedical dpt.
647	MA04397	Parthasarathy.R- Marketing	18/03/2022 11:26 AM	INTERCOM NOT WORKING	DEAR SIR GROUND ENTRANCE SECURITY INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	18/03/2022 12:14 PM	Selvam.S - Electrician	21/03/2022 09:50 AM	Completed	69 hours35 mins	PROBLEM SOLVED BY SATHYA SEELAN.
648	MA04398	Parthasarathy.R- Marketing	18/03/2022 11:28 AM	INTERCOM NOT WORKING	DEAR SIR 2ND FLOOR POW INTERCOM PROBLEM.KINDLY DO THE NEEDFUL SIR.	Elangovan	18/03/2022 12:21 PM	Selvam.S - Electrician	29/03/2022 10:39 AM	Completed	262 hours18 mins	problem solved by sassikumar.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
649	MA04396	R.Veeraraghavan-Observer	18/03/2022 08:33 AM	need pad lock for FOW	NEED PAD LOCK FOR NURSES STATION AND PG ROOM IN FEMALE ORTHO WARD (FOURTH FLOOR)	Elangovan	18/03/2022 09:20 AM	JEGANATHAN	04/04/2022 11:53 AM	Completed	410 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
650	MA04402	D. Pokkilai -S/N	18/03/2022 04:15 PM	ENT ward plug point is not working properly	ENT ward plug point is not working properly short circuit in the switch board	Elangovan	19/03/2022 09:04 AM	Selvam.S - Electrician	24/03/2022 11:32 AM	Completed	122 hours28 mins	problem solved by lenin and sassikumar.
651	MA04399	S.Chellammal - DEO	18/03/2022 12:03 PM	NEW AC NEEDS TO BE FIXED IN CTVS OPD	NEW AC NEEDS TO BE FIXED IN CTVS OPD IN SPECIAL OPD	Elangovan	18/03/2022 12:21 PM	Ibrahim Baig.D	19/03/2022 09:30 AM	Completed	21 hours9 mins	GIVE REQUISITION LETTER TO PURCHASE DEPARTMENT.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

652	MA04400	Suresh.R	18/03/2022 02:59 PM	Dismantled A/C to be fixed again	The non functional A/C dismantled one month back has to be repaired and refixed in working condition in the 4th floor of ICON building in the Paramedical Principal room.	Elangovan	19/03/2022 08:59 AM	Ibrahim Baig.D	19/03/2022 09:31 AM	Completed	0 hours31 mins	problem solved by loganathan -vinothkumar-anand.
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**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
653	MA04403	Savithri	19/03/2022 09:43 AM	DOOR CLOSER ISSUE IN ECHO ROOM	SPECIAL OPD CTVS ROOM DOOR NOT CLOSED	Elangovan	19/03/2022 10:16 AM	JEGANATHAN	21/03/2022 09:14 AM	Completed	46 hours57 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
654	MA04404	Kaviselvi.P.S/N	20/03/2022 01:04 PM	Dialysis unit	DIALYSIS UNIT RO PLANT BOOSTER PUMP NOT WORKING please replace new booster pump thank you.	Elangovan	21/03/2022 09:11 AM	Venkatesan.B - Plumber	25/03/2022 04:24 PM	Completed	103 hours13 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMILZHARASAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
655	MA04410	Muniamma.K	21/03/2022 12:24 PM	STUDENT WORKING TABLE POWER SUPPLY NOT PROPERLY	DEPT. OF BIOCHEMISTRY (STUDENT PRACTICAL LAB STUDENT WORKING TABLE POWER SUPPLY NOT COME PROPERLY	Elangovan	21/03/2022 03:51 PM	Sridharan.E - Electrical	24/03/2022 09:59 AM	Closed	66 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.
656	MA04406	MEERA.R	21/03/2022 09:18 AM	SURGERY OPD	SURGERY OPD REST ROOM TUBE LIGHT IS NOT WORKING .PLS DO	Elangovan	21/03/2022 09:46 AM	Selvam.S - Electrician	24/03/2022 11:29 AM	Closed	73 hours42 mins	problem solved by lenin and sassikumar.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

THE NEEDFUL.

657	MA04409	Saranya.A	21/03/2022 11:27 AM	PAEDIATRIC OPD	Paediatric office system plug point not working no power supply. Plug point sacked and top fire, Please rectify the problem urgently needed. New switch box with 4 points of plug connection needed. Thank you sir.	Elangovan	21/03/2022 11:42 AM	Selvam.S - Electrician	28/03/2022 11:36 AM	Completed	167 hours53 mins	PROBLEM SOLVED BY LENIN-SATHIYASEELAN.
658	MA04407	Mathangi.M	21/03/2022 11:20 AM	ENT ward SWITCH BOARD IS NOT WORKING PROPERLY	Ent ward switch board is not properly and the switch is short circuit.	Elangovan	21/03/2022 11:28 AM	Selvam.S - Electrician	24/03/2022 11:28 AM	Completed	72 hours0 mins	problem solved by sassikumar and sathyaseelan.
659	MA04408	Mathangi.M	21/03/2022 11:21 AM	ENT WARD fan is not working properly	Ent ward fan is not working properly and the wire become so damaged in the fan	Elangovan	21/03/2022 11:29 AM	Selvam.S - Electrician	24/03/2022 11:30 AM	Completed	72 hours0 mins	problem solved by sassikumar and sathyaseelan.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
660	MA04412	Vimala P.- S/N	21/03/2022 03:55 PM	A SPL WARD R.NO;8 BATH ROOM FLUSH NOT WORKING.	A SPL WARD R.NO;8 BATH ROOM FLUSH NOT WORKING.	Elangovan	22/03/2022 09:10 AM	Venkatesan.B - Plumber	24/03/2022 09:31 AM	Completed	48 hours21 mins	problem solved by thanigachalam and iyyappan.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
661	MA04405	Muniamma.K	21/03/2022 09:17 AM	TABLE DOOR KEY NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM TABLE DOOR KEY NOT WORKING . VERIFY IT	Elangovan	21/03/2022 09:45 AM	JEGANATHAN	21/04/2022 04:26 PM	Completed	750 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
662	MA04411	Pushpa.K-DEO	21/03/2022 03:36 PM	USG room - I ac not working	USG room - I ac not working	Elangovan	21/03/2022 03:52 PM	Ibrahim Baig.D	24/03/2022 04:50 PM	Completed	72 hours58 mins	problem solved by anand and rameshbabu.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
663	MA04430	Agnes Sisilia Mary - SN	22/03/2022 12:55 PM	fan is not working in male ortho ward third floor	fan is not working in male ortho ward third floor	Elangovan	22/03/2022 03:02 PM	Selvam.S - Electrician	28/03/2022 11:32 AM	Completed	140 hours30 mins	PROBLEM SOLVED BY LENIN-SASSSIKUMAR.
664	MA04417	Rajkumar N -Care Taker	22/03/2022 09:50 AM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 Toilet light and switch not worked	Elangovan	22/03/2022 10:44 AM	Sridharan.E - Electrical	24/03/2022 09:54 AM	Completed	47 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.
665	MA04428	M.Vijayalakshmi - S/N	22/03/2022 12:22 PM	PAEDIATRIC MAIN WARD	REFRIGIRATOR NOT WORKING IN PAEDIATRIC MAIN WARD IN THIRD FLOOR	Elangovan	22/03/2022 12:36 PM	Selvam.S - Electrician	11/04/2022 09:22 AM	Completed	476 hours46 mins	problem solved by sassikumar and sathyaseelan.
666	MA04422	Rajkumar N -Care Taker	22/03/2022 10:10 AM	GENTS HOSTEL ROOM NO.319	GENTS HOSTEL ROOM NO.319 FAN NOT WORKED	Elangovan	22/03/2022 11:00 AM	Sridharan.E - Electrical	24/03/2022 09:55 AM	Completed	46 hours54 mins	PROBLEM SOLVED BY SRIDHARAN.
667	MA04423	Rajkumar N -Care Taker	22/03/2022 10:13 AM	GENTS HOSTEL ROOM NO.404	Gents Hostel Room No. 404 bathroom light not worked	Elangovan	22/03/2022 11:01 AM	Sridharan.E - Electrical	24/03/2022 09:55 AM	Completed	46 hours53 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
668	MA04420	Rajkumar N -Care Taker	22/03/2022 10:01 AM	GENTS HOSTEL ROOM NO.511	Gents Hostel Room No.511 Bath room switch not worked	Elangovan	22/03/2022 10:57 AM	Sridharan.E - Electrical	24/03/2022 09:54 AM	Completed	46 hours56 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
669	MA04419	Rajkumar N -Care Taker	22/03/2022 09:59 AM	GENTS HOSTEL ROOM NO.104	Gents Hostel Room No. 104 Tub light not worked	Elangovan	22/03/2022 10:57 AM	Sridharan.E - Electrical	24/03/2022 09:53 AM	Completed	46 hours55 mins	problem solved by sridharan and palanivel.
670	MA04418	Rajkumar N -Care Taker	22/03/2022 09:52 AM	GENTS HOSTEL ROOM NO.513	Gents hostel Room No.513 switch board not worked	Elangovan	22/03/2022 10:45 AM	Sridharan.E - Electrical	24/03/2022 09:54 AM	Completed	47 hours8 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
671	MA04421	Rajkumar N -Care Taker	22/03/2022 10:08 AM	GENTS HOSTEL ROOM NO.122	Gents Hostel Room No.122 Bathroom light not worked	Elangovan	22/03/2022 10:58 AM	Sridharan.E - Electrical	24/03/2022 09:54 AM	Completed	46 hours56 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

672	MA04427	Hemamalini.R - S/N	22/03/2022 12:22 PM	Tube light not working in tb ward & switch board damaged	In 4th floor pulmenory medicine tb Tube light not working in tb ward & switch board damaged	Elangovan	22/03/2022 12:34 PM	Selvam.S - Electrician	17/05/2022 08:58 AM	Completed	1340 hours23 mins	problem solved by lenin-sassikumar.
673	MA04433	R. Anitha -DEO	22/03/2022 04:35 PM	Pulmonary Medicine Tube light problem	Tube light change in Pulmonary Medicine	Elangovan	23/03/2022 10:20 AM	Selvam.S - Electrician	17/05/2022 09:00 AM	Closed	1318 hours40 mins	problem solved by lenin-sathyaseelan.
674	MA04424	R. Anitha -DEO	22/03/2022 10:32 AM	DVL OPD light is not working	DVL OPD light is not working	Elangovan	22/03/2022 11:02 AM	Selvam.S - Electrician	24/03/2022 11:27 AM	Closed	48 hours25 mins	problem solved by rajakumar and jayakumar.
675	MA04429	Hemamalini.R - S/N	22/03/2022 12:25 PM	In 4th floor FMW one fan & 2 Tubelight not working	In 4th Floor FMW One fan to be fixed & two tubelight not working	Elangovan	22/03/2022 12:38 PM	Selvam.S - Electrician	29/03/2022 10:37 AM	Completed	165 hours59 mins	problem solved by sassikumar and sathyaseelan.

**Classification : 13**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
676	MA04426	M.Vijayalakshmi - S/N	22/03/2022 12:19 PM	PAEDIATRIC MAIN WARD	PG BATHROOM WESTERN TOILET FLUSH NOT WORKING IN PAEDIATRIC MAIN WARD IN THIRD FLOOR	Elangovan	22/03/2022 12:22 PM	Venkatesan.B - Plumber	25/03/2022 04:22 PM	Completed	75 hours59 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMILZHARASAN.
677	MA04415	Balachandran.P	22/03/2022 09:11 AM	Toilet drainage issue	In the Department of Anatomy, Toilet water drainage issue in faculty wash room	Elangovan	22/03/2022 09:31 AM	Venkatesan.B - Plumber	25/03/2022 04:23 PM	Completed	78 hours52 mins	PROBLEM SOLVED BY CHANDIRAN-IYYAPPAN.
678	MA04414	Parthasarathy.R- Marketing	22/03/2022 09:02 AM	Casualty OPD Red zone ICU washbasin foot pedal not working	Respected sir, Casualty OPD Red zone ICU washbasin foot pedal not working. Kindly do the needful sir.	Elangovan	22/03/2022 09:13 AM	Venkatesan.B - Plumber	31/03/2022 11:20 AM	Completed	218 hours7 mins	problem solved by thanigachalam-iyappan.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
679	MA04413	Parthasarathy.R- Marketing	22/03/2022 09:01 AM	Casualty OPD Stay duty doctor room washbasin water block	Respected sir, Casualty Stay duty	Elangovan	22/03/2022 09:12 AM	Venkatesan.B - Plumber	31/03/2022 11:19 AM	Completed	218 hours7 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

doctor room  
washbasin water  
block, Kindly do the  
needful sir .

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
680	MA04431	Mettilda Mary.A- Staff Nurse	22/03/2022 03:37 PM	ENT OPD BLACK CHAIR PAINTING	Ent opd seminar room black chairs to be painting and student chair writing pad to be fixed .1st floor	Elangovan	23/03/2022 10:19 AM	JEGANATHAN	23/03/2022 02:48 PM	Completed	4 hours29 mins	NEED COMPLAINT LETTER
681	MA04425	R. Anitha -DEO	22/03/2022 10:33 AM	DVL Department A/C Not working	DVL Dept. A/C not working	Elangovan	22/03/2022 11:02 AM	Ibrahim Baig.D	24/03/2022 04:49 PM	Closed	53 hours46 mins	problem solved by loganathan and rajagopal.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
682	MA04432	Kaviyarasu.S - Pharm	22/03/2022 04:13 PM	MAIN PHARAMACY	INTERCOM NOT WORKING SIR	Elangovan	23/03/2022 10:19 AM	Selvam.S - Electrician	24/03/2022 11:27 AM	Completed	25 hours8 mins	problem solved by lenin and sassikumar.
683	MA04416	Kaviyarasu.S - Pharm	22/03/2022 09:47 AM	MAIN PHARAMACY	INTERCOM NOT WORKING SIR	Elangovan	22/03/2022 10:41 AM	Selvam.S - Electrician	24/03/2022 11:26 AM	Completed	48 hours45 mins	problem solved by lenin and sassikumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
684	MA04438	Bharanitharan	23/03/2022 10:06 AM	Ceiling Fan Problem rectify the problems	Sir In Pharmacy College Admin Office, Library, Placement Cell Ceiling Fans are in Problems, Please send the Electrician to rectify the problems sir	Elangovan	23/03/2022 10:26 AM	Sridharan.E - Electrical	24/03/2022 11:37 AM	Completed	25 hours10 mins	problem solved by sridharan.
685	MA04447	Parthasarathy.R- Marketing	23/03/2022 03:30 PM	LIGHT NOT WORKING	DEAR SIR 2ND FLOOR MAIN OPHTHAL OT-03 LIGHT NOT	Elangovan	24/03/2022 08:47 AM	Selvam.S - Electrician	28/03/2022 11:23 AM	Completed	98 hours35 mins	PROBLEM SOLVED BY RAJAKUMAR-JAYAKUMAR

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING .KINDLY  
DO THE NEEDFUL

686	MA04441	S.Ananthi -Billing	23/03/2022 11:29 AM	LED LIGHTS CHANGE	SPL.OPD HALL LED LIGHTS CHANGED AND WATER DISPENSER STAND CLEANER INFORMED BY COM.	Elangovan	23/03/2022 11:31 AM	Venkatesan.B - Plumber	23/03/2022 11:38 AM	Completed	0 hours6 mins	PLEASE INFORM TO HOUSE KEEPING INCHARGE.
687	MA04446	Balachandran.P	23/03/2022 03:08 PM	Switch Board damage	In the Department of Anatomy, Switch board damage	Elangovan	24/03/2022 08:45 AM	Sridharan.E - Electrical	24/03/2022 09:59 AM	Completed	1 hours13 mins	PROBLEM SOLVED BY SRIDHARAN.
688	MA04434	Celine.A-S/N	23/03/2022 08:54 AM	MMW	IN WARD PATIENT SIDE FAN-1, TUBE LIGHT-2 NOT WORKING. STORE ROOM TUBE LIGHT -1 NOT WORKING IN MMW.	Elangovan	23/03/2022 10:21 AM	Selvam.S - Electrician	24/03/2022 11:20 AM	Completed	24 hours59 mins	Problem solved by lenin and rajakumar.
689	MA04443	R.Ramya -FNA	23/03/2022 12:46 PM	MALE SURGERY WARD WATER HEATER NOT WORKING	MALE SURGERY WARD WATER HEATER NOT WORKING FOR PAST 6 MONTHS AGO	Elangovan	23/03/2022 02:23 PM	Selvam.S - Electrician	24/03/2022 11:22 AM	Completed	20 hours58 mins	The water heater was condemned and give requisistion to purchase dpt.
690	MA04448	Parthasarathy.R-Marketing	23/03/2022 03:46 PM	TB ward tube light not working	Respected sir,  TB ward Nurses satiation tube light not working. Kindly do the needful sir	Elangovan	24/03/2022 08:48 AM	Selvam.S - Electrician	24/03/2022 11:25 AM	Completed	2 hours36 mins	problem solved by jayakumar and rajakumar.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
691	MA04451	Latha.M S/N	23/03/2022 04:25 PM	MSW WASHROOM DRAINAGE NEED TO BE REPAIRED	MSW WASHROOM DRAINAGE NEED TO BE REPAIRED. WASTAGE WATER NOT DRAINING OUT NEED TO BE REPAIRED.	Elangovan	24/03/2022 08:53 AM	Venkatesan.B - Plumber	25/03/2022 04:22 PM	Completed	31 hours28 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.
692	MA04449	Parthasarathy.R-Marketing	23/03/2022 03:48 PM	Pediatric main ward Third floor western toilet pipe damage sir	Respected sir,  Pediatric main ward	Elangovan	24/03/2022 08:51 AM	Venkatesan.B - Plumber	25/03/2022 04:20 PM	Completed	31 hours29 mins	PROBLEM SOLVED BY IYYANNAR AND THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Third floor western toilet pipe damage sir. Kindly do the needful sir

693	MA04450	Parthasarathy.R-Marketing	23/03/2022 03:50 PM	Pediatrics duty doctor room third floor washbasin tap water slowly coming. Kindly do the needful sir	Respected sir, Kindly do the needful sir	Elangovan	24/03/2022 08:52 AM	Venkatesan.B - Plumber	25/03/2022 04:21 PM	Completed	31 hours29 mins	PROBLEM SOLVED BY THANIGACHALAM AND THAMILZHARASAN.
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**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
694	MA04439	Balachandran.P	23/03/2022 10:53 AM	Door Closing issue	In the Department of Anatomy, Ladies washroom door closing issue.	Elangovan	23/03/2022 11:30 AM	JEGANATHAN	01/04/2022 09:14 AM	Completed	213 hours43 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
695	MA04440	P.Ashokkumar - S/N	23/03/2022 11:14 AM	water leakage from patient bathroom	In msw 3rd floor some water leakage from patient bathroom	Elangovan	23/03/2022 11:31 AM	Venkatesan.B - Plumber	25/03/2022 04:20 PM	Completed	52 hours49 mins	PROBLEM SOLVED BY IYYAPPAN AND THANIGACHALAM.
696	MA04445	Manochitra.S.S/N	23/03/2022 02:56 PM	water heater not working	water heater not working in female ortho ward.	Elangovan	24/03/2022 08:45 AM	Selvam.S - Electrician	17/05/2022 08:59 AM	Completed	1296 hours13 mins	problem attended by sassikumar-lenin.
697	MA04437	Parthasarathy.R-Marketing	23/03/2022 10:02 AM	SICU AC is not working	Respected sir, Kindly do the needful sir	Elangovan	23/03/2022 10:25 AM	Ibrahim Baig.D	24/03/2022 04:47 PM	Completed	30 hours21 mins	problem solved by anand-ramesh- suthakar.
698	MA04436	Parthasarathy.R-Marketing	23/03/2022 09:54 AM	AC NOT WORKING	DEAR SIR 2ND FLOOR SICU AC NOT WORKING .KINDLY DO THE NEEDFUL	Elangovan	23/03/2022 10:24 AM	Ibrahim Baig.D	24/03/2022 04:48 PM	Completed	30 hours23 mins	problem solved by anand-ramesh and suthakar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
699	MA04444	Bharanitharan	23/03/2022 12:12 PM	RO Plant Installation - Reg	Sir In Pharmacy College there are Above 400 students are Studing in B.Pharm, D.Pharm Courses, in this in our College there is no Drinking Water Facility, For past 3 years we are maintaining Drinking water by shifting water from Nursing College to Pharmacy college for 4 floors for 5 to 6 times per day by 20ltrs water can its is very very difficult to shifting water from other colleges, now the summer season starts & water need is more for this season so please take necessary action to install the RO Plant in Pharmacy College. NOTE : Chairman Sir Approved to install the RO Plant before 8 months ago, But still the work not to be started, so please install the RO Plant for Drinking water purpose sir.	Elangovan	23/03/2022 02:14 PM	Elangovan	23/03/2022 02:21 PM	Completed	0 hours6 mins	

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
700	MA04435	Kaviyarasu.S - Pharm	23/03/2022 09:11 AM	MAIN PHARAMACY	INTERCOM NOT WORKING SIR VERRY URGENT	Elangovan	23/03/2022 10:23 AM	Selvam.S - Electrician	24/03/2022 11:21 AM	Completed	24 hours57 mins	problem solved by sassikumar and lenin.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
701	MA04442	Agnes Sisilia Mary - SN	23/03/2022 11:38 AM	privacy screen wheel is not working properly male ortho ward third floor	privacy screen wheel is not working properly male ortho ward third floor	Elangovan	23/03/2022 11:48 AM	Elangovan	23/03/2022 02:21 PM	Completed	2 hours33 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
702	MA04464	Vimala P.- S/N	24/03/2022 12:27 PM	TUBE LIGHT NOT WORKING	Tube light not working in1st floor gynaec ward and Intercom receiver voice is low and not good	Elangovan	24/03/2022 12:36 PM	Selvam.S - Electrician	04/04/2022 11:45 AM	Completed	263 hours9 mins	problem solved sassikumar-rajakumar.
703	MA04455	P.Ashokkumar - S/N	24/03/2022 10:39 AM	establishing the new fun in nurses station	In MSW 3rd floor , establishing the new another fun. kindly fulfill this need as soon as possible	Elangovan	24/03/2022 11:09 AM			Cancelled		
704	MA04463	Saranya.A	24/03/2022 11:55 AM	PAEDIATRIC OPD	Paediatrics office system connection plug point scaked and top fire. So please remove the switch box . and new switch box with 4 points plug connection needed urgent. Thank you sir	Elangovan	24/03/2022 12:05 PM	Selvam.S - Electrician	28/03/2022 11:19 AM	Completed	95 hours13 mins	PROBLEM SOLVED BY LENIN-SATHYASEELAN.
705	MA04467	Vimala P.- S/N	24/03/2022 05:47 PM	PSY WARD	2 TUBE LIGHT 1 FAN NOT WORKING	Elangovan	25/03/2022 08:58 AM	Selvam.S - Electrician	29/03/2022 10:36 AM	Completed	97 hours37 mins	problem solved by sassikumar and sathyaseelan.
706	MA04458	Gounabady.R - DEO	24/03/2022 11:22 AM	Light not working	Light not working in the Ophthal office room, eye department, hospital side first floor.	Elangovan	24/03/2022 11:44 AM	Selvam.S - Electrician	12/04/2022 11:50 AM	Completed	456 hours5 mins	PROBLEM SOLVED BY SATHYASSEELAN-SASSIKUMAR.

**Classification : 5**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
707	MA04461	Parthasarathy.R-Marketing	24/03/2022 11:40 AM	FSW western toilet tank broken	Respected sir, FSW western toilet tank broken, and also water not coming in tap. Kindly do the needful sir.	Elangovan	24/03/2022 11:47 AM	Venkatesan.B - Plumber	01/04/2022 10:58 AM	Completed	191 hours10 mins	PROBLEM SOLVED BY THANIGACHALAM.
708	MA04465	Parthasarathy.R-Marketing	24/03/2022 12:35 PM	WESTERN TOILET PROBLEM	DEAR SIR  2ND FLOOR OBG ICU WESTERN TOILET FLASH PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	24/03/2022 12:37 PM	Venkatesan.B - Plumber	25/03/2022 04:18 PM	Completed	27 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM-TAMILZHARASAN.
709	MA04452	SANGAR GANESH.R	24/03/2022 08:41 AM	JR ROOM NO 106 BOTH ROOM WASTE WATER NOT GOING	JR ROOM NO 106 BOTH ROOM WASTE WATER NOT GOING	Elangovan	24/03/2022 09:01 AM	Venkatesan.B - Plumber	25/03/2022 04:17 PM	Completed	31 hours15 mins	PROBLEM SOLVED BY CHANDIRAN-IYYAPPAN.
710	MA04459	Backiya.B S/N	24/03/2022 11:18 AM	STAFF BATH ROOM	EWC SHEET COVER BROKEN STAFF BATH ROOM	Elangovan	24/03/2022 11:44 AM	Venkatesan.B - Plumber	25/03/2022 04:19 PM	Completed	28 hours35 mins	MENTION THE DEPARTMENT AND LOCATION.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
711	MA04457	Amudha.S.D-Staff Nurse	24/03/2022 11:18 AM	CARPENTER WORK	BES SIDE LOCKERS COTS AND IV STAND NEED BUSH ;TOTALLY 40 COTS IN MALE MEDICAL WARD. STERILIUM STAND ALSO TO BE FIXED	Elangovan	24/03/2022 11:42 AM	JEGANATHAN	14/05/2022 10:53 AM	Completed	1223 hours11 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
712	MA04462	Parthasarathy.R-Marketing	24/03/2022 11:42 AM	Casualty OPD Split AC not cool	Respected sir,  Casualty OPD Split AC not cool, Need to	Elangovan	24/03/2022 11:48 AM	Ibrahim Baig.D	13/04/2022 04:04 PM	Completed	484 hours16 mins	problem solved by rameshbabu-suthakar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

					service the AC as soon as possible								
					thanking you								
713	MA04460	Parthasarathy.R-Marketing	24/03/2022 11:38 AM	AC Water leaking in ICU Central AC outdoor unit	Respected sir AC Water leaking in ICU Central AC outdoor unit. Kindly do the needful sir	Elangovan	24/03/2022 11:46 AM	Ibrahim Baig.D	04/04/2022 12:01 PM	Completed	264 hours14 mins	problem solved by anand-rameshbabu-suthakar.	
714	MA04453	SANGAR GANESH.R	24/03/2022 08:49 AM	JR ROOM NO 510 AND 511 DOOR AND SHIRT HANGAR FIXING	JR ROOM NO 510 AND 511 DOOR AND SHIRT HANGAR FIXING	Elangovan	24/03/2022 09:01 AM	JEGANATHAN	01/04/2022 09:15 AM	Completed	192 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY	
715	MA04466	Indhuja.E S/N	24/03/2022 01:46 PM	FRIDGE FREEZER DOOR BROKEN	LABOUR ROOM , Fridge freezer door broken,	Elangovan	24/03/2022 03:12 PM	Ibrahim Baig.D		Assigned			
716	MA04454	Coumarane.M Blood Bank	24/03/2022 10:06 AM	blood centre 3 no A/C not working	blood centre 3 no A/C not working	Elangovan	24/03/2022 10:20 AM	Ibrahim Baig.D	25/03/2022 10:18 AM	Completed	23 hours58 mins	PROBLEM SOLVED BY RAJAGOPAL-RAMESHBHABU	
717	MA04456	Amudha.S.D-Staff Nurse	24/03/2022 11:12 AM	TEMPERATURE MONITOR	TEMPERATURE MONITOR TO BE FIXED FOR FRIDGE IN MALE MEDICAL WARD	Elangovan	24/03/2022 11:41 AM	Ibrahim Baig.D	12/04/2022 12:15 PM	Completed	456 hours33 mins	PROBLEM SOLVED BY ANAND-SUTHAKAR.	

**Classification : 6**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
718	MA04473	Vimala P.- S/N	25/03/2022 10:30 AM	TUBE LIGHT NOT WORKING	Tube light not working 1st floor OG opd	Elangovan	25/03/2022 10:44 AM	Selvam.S - Electrician	29/03/2022 10:32 AM	Completed	95 hours48 mins	problem solved by sassikumar and sathyaseelan.
719	MA04477	Kumaravel.K	25/03/2022 02:19 PM	Fan not Working	Premium Canteen , 1st Elangovan Floor Dinning Hall 2 Fan not working, and G floor Store room Fan slowing working, Kindly do the needful.	Elangovan	25/03/2022 02:33 PM	Sridharan.E - Electrical	31/03/2022 10:57 AM	Completed	140 hours24 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
720	MA04470	Balachandran.P	25/03/2022 09:34 AM	Electric leakage in water bath	In the Department of Anatomy, Shock compliant in water bath	Elangovan	25/03/2022 09:59 AM	Sridharan.E - Electrical	31/03/2022 10:57 AM	Completed	144 hours57 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

721	MA04469	Rajkumar N -Care Taker	25/03/2022 09:12 AM	GENTS HOSTEL ROOM NO.104	GENTS HOSTEL ROOM NO.104 FAN NOT WORKED	Elangovan	25/03/2022 09:58 AM	Sridharan.E - Electrical	31/03/2022 10:56 AM	Completed	144 hours58 mins	PROBLEM SOLVED BY SRIDHARAN.
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**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
722	MA04479	Kumaravel.K	25/03/2022 02:25 PM	Water line leakage	Premium canteen Boys hostel side (out side) water valve leaked, kindly do the needful.	Elangovan	25/03/2022 02:42 PM	Venkatesan.B - Plumber	29/03/2022 04:36 PM	Completed	97 hours54 mins	PROBLEM SOLVED BY IYYANNAR.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
723	MA04481	Amudha.S.D-Staff Nurse	25/03/2022 04:14 PM	CARPENTER WORK	WHITE BOARDS TO BE FIXED IN NEW BUILDING TOTAL 8 BOARDS	Elangovan	25/03/2022 04:26 PM	JEGANATHAN	04/04/2022 11:52 AM	Completed	235 hours26 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
724	MA04480	Kumaravel.K	25/03/2022 02:29 PM	Table and Chair Rework	Premium Canteen , Office Table 1 nos rework, and Wire Chair 3 nos Rework, Kindly do the needful.	Elangovan	25/03/2022 02:43 PM	Elangovan	07/07/2022 11:23 AM	Completed	2492 hours39 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
725	MA04476	Mettilda Mary.A-Staff Nurse	25/03/2022 01:24 PM	SICU AC NOT WORKING	SICU AC not working. Kindly do the needful	Elangovan	25/03/2022 02:31 PM	Ibrahim Baig.D	30/03/2022 09:45 AM	Completed	115 hours13 mins	problem solved by anand-rameshbabu-suthakar.
726	MA04474	Kavitha.T S/N	25/03/2022 10:38 AM	PAEDIATRIC OPD	ILR NOT WORKING PROPERLY.PLEASE REPAIR AS MUCH AS POSSIBLE	Elangovan	25/03/2022 10:46 AM	Ibrahim Baig.D	04/04/2022 11:55 AM	Completed	241 hours8 mins	problem solved by loganathan-rajagopal-suthakar.
727	MA04478	Kumaravel.K	25/03/2022 02:23 PM	Canteen Commercial Fridge Not Working	Premium Canteen Commercial Fridge Not Working (Vegetables Storage Purpose), Kindly do	Elangovan	25/03/2022 02:38 PM	Ibrahim Baig.D	12/05/2022 09:33 AM	Completed	1146 hours55 mins	Fridge was totally damaged so need to be replaced new one.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

the needful.

**Classification : 3**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
728	MA04475	Vimala P.- S/N	25/03/2022 10:41 AM	TUBE LIGHT NOT WORKING	Tube light is not working in og opd 1st floor	Elangovan	25/03/2022 10:46 AM	Selvam.S - Electrician	29/03/2022 10:32 AM	Completed	95 hours46 mins	problem solved by sassikumar and sathyaseelan.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
729	MA04471	S.Chellammal - DEO	25/03/2022 09:48 AM	CARDIOLOGY WASH ROOM FLUSH TANK OVERFLOW LEAKAGE	CARDIOLOGY WASH ROOM FLUSH TANK OVERFLOW LEAKAGE	Elangovan	25/03/2022 10:00 AM	Venkatesan.B - Plumber	29/03/2022 04:37 PM	Completed	102 hours37 mins	PROBLEM SOLVED BY THANIGACHALAM.
730	MA04472	Vimala P.- S/N	25/03/2022 10:26 AM	LIBRARY ALMARAHA CLASS BROKEN	Library almarah mirror broken 1 Male ENT ward 1st floor Kindly do the need full.	Elangovan	25/03/2022 10:38 AM	Elangovan	04/07/2022 03:53 PM	Completed	2429 hours14 mins	problem solved by jeganathan.
731	MA04468	Parthasarathy.R- Marketing	25/03/2022 09:01 AM	WESTERN TOILET TOP COVER PROBLEM	DEAR SIR 2ND FLOOR ANESTHESIA HOD ROOM WESTERN TOILET TOP COVER 2NOS PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	25/03/2022 09:06 AM	Venkatesan.B - Plumber	25/03/2022 04:15 PM	Completed	7 hours8 mins	PROBLEM SOLVED BY THANIGACHALAM

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
732	MA04483	Backiya.B S/N	26/03/2022 09:32 AM	TUBE LIGHT NOT WORKING	FSW 2 TUBE LIGHT NOT WORKING	Elangovan	28/03/2022 09:03 AM	Selvam.S - Electrician	31/03/2022 10:59 AM	Completed	73 hours56 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
733	MA04482	Reshma	26/03/2022 09:26 AM	In demo room power problem for AC	In demo room power problem for AC	Elangovan	28/03/2022 08:59 AM	Ibrahim Baig.D	30/03/2022 09:43 AM	Completed	48 hours44 mins	mention the location Eg. mbbs college or hospital.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

734	MA04484	Backiya.B S/N	26/03/2022 09:38 AM	FAN REQUIRETD	FSW ; KINDLY REQUIEST TO YOU WE WANT 1 FAN IN NURSES STATION	Elangovan	28/03/2022 09:04 AM	Selvam.S - Electrician	28/03/2022 09:15 AM	Completed	0 hours11 mins	NEED REQUISITION LETTER.
735	MA04486	S.Pazhaniammal	26/03/2022 10:04 AM	Pharmacology CAL LAB ``2`` computer table wiring work	cal lab two switched boxes and wiring line connecting.	Elangovan	28/03/2022 09:01 AM	Sridharan.E - Electrical	31/03/2022 10:56 AM	Completed	73 hours54 mins	PROBLEM SOLVED BY SRIDHARAN.
736	MA04489	Muniamma.K	26/03/2022 03:42 PM	NEW INTERCOM FIXING	DEPT.OF BIOCHEMISTRY HOD SIR ROOM NEW INTERCOM FIXING	Elangovan	28/03/2022 09:07 AM	Sridharan.E - Electrical	31/03/2022 10:56 AM	Completed	73 hours48 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
737	MA04485	Sambavalli.S-Lab-Tec	26/03/2022 09:51 AM	WATER LEAKAGE	WATER LEAKAGE IN MICRO BOLOGLY CENTRAL LAB	Elangovan	28/03/2022 09:05 AM	Venkatesan.B - Plumber	29/03/2022 04:36 PM	Completed	31 hours30 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
738	MA04490	Celine.A-S/N	26/03/2022 06:50 PM	ELECTRICAL PROBLEM	NURSES STATION NOT WORKING ONE TUBE LIGHT IN PMW [TB WARD]	Elangovan	28/03/2022 09:08 AM	Selvam.S - Electrician	04/04/2022 11:43 AM	Completed	170 hours34 mins	problem solved by sassikumar.
739	MA04488	Pushpa.K-DEO	26/03/2022 11:37 AM	DR Room Ac water leakage	DR Room Ac water leakage	Elangovan	28/03/2022 09:07 AM	Ibrahim Baig.D	30/03/2022 09:43 AM	Completed	48 hours36 mins	mention the department and location.
740	MA04487	Backiya.B S/N	26/03/2022 11:24 AM	FAN NOT WORKING	FSW ASSOCIATE PROFESSOR ROOM - FAN NOT WORKING	Elangovan	28/03/2022 09:06 AM	Selvam.S - Electrician	04/04/2022 11:43 AM	Completed	170 hours37 mins	problem solved by sassikumar -sambasivam.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
741	MA04499	Aruna.G-S/N	28/03/2022 09:44 AM	ophthal ward	FEMALE OPHTHAL WARD ONE FAN NOT WORKING 4 TUBE	Elangovan	28/03/2022 11:05 AM	Selvam.S - Electrician	04/04/2022 10:35 AM	Completed	167 hours29 mins	PROBLEM SOLVED BY SASSIKUMAR-JAYAKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

LIGHT NOT  
WORKING  
REMINDER

742	MA04504	Mathangi.M	28/03/2022 01:57 PM	ENT OPD procedure room focus light broken	ENT OPD procedure room focus light broken	Elangovan	28/03/2022 02:06 PM	Selvam.S - Electrician	26/04/2022 12:11 PM	Completed	694 hours4 mins	problem solved by sassikumar-sathyaseelan.
743	MA04491	M.Gowri-S/N	28/03/2022 07:58 AM	fun and light not working in doctor room and staff bathroom	in male surgery ward 3rd floor fun and light not working in doctor room as well staff bathroom	Elangovan	28/03/2022 09:09 AM	Selvam.S - Electrician	04/04/2022 10:39 AM	Completed	169 hours29 mins	PROBLEM SOLVED BYSASSIKUMAR-JAYAKUMAR.
744	MA04497	Parthasarathy.R-Marketing	28/03/2022 09:44 AM	Medicine OPD Power supply issue	Respected sir, Medicine OPD power supply issue. Kindly do the needful sir.	Elangovan	28/03/2022 11:03 AM	Selvam.S - Electrician	31/03/2022 11:00 AM	Completed	71 hours57 mins	PROBLEM SOLVED BY SAMBASIVAM AND SASSIKUMAR.
745	MA04494	Rajkumar N -Care Taker	28/03/2022 09:25 AM	GENTS HOSTEL ROOM NO.127	Gents Hostel Room No.127 room light not worked	Elangovan	28/03/2022 10:57 AM	Sridharan.E - Electrical	31/03/2022 10:55 AM	Completed	71 hours58 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
746	MA04495	Rajkumar N -Care Taker	28/03/2022 09:29 AM	GENTS HOSTEL ROOM NO.301	Gents Hostel Room No.301 room outside varanda light not worked	Elangovan	28/03/2022 11:01 AM	Sridharan.E - Electrical	31/03/2022 10:54 AM	Completed	71 hours53 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
747	MA04514	Coumarane.M Blood Bank	28/03/2022 03:54 PM	BLOOD CENTRE ALL THE ROOM ONE LIGHT NOT WORKING	BLOOD CENTRE ALL THE ROOM ONE LIGHT NOT WORKING	Elangovan	29/03/2022 09:08 AM	Selvam.S - Electrician	21/04/2022 02:39 PM	Completed	557 hours31 mins	problem solved by rajakumar.
748	MA04501	M.Gayathri -S/N	28/03/2022 10:25 AM	Light not working	light not working in the Ophthal OPD, first floor hospital side	Elangovan	28/03/2022 11:07 AM	Selvam.S - Electrician	04/04/2022 11:36 AM	Completed	168 hours28 mins	problem solved by sassikuamr-rajakumar.
749	MA04500	Gounabady.R -DEO	28/03/2022 10:23 AM	Light not working	light not working in the ophthal DEO room, first floor, hospital side,	Elangovan	28/03/2022 11:06 AM	Selvam.S - Electrician	04/04/2022 11:34 AM	Completed	168 hours27 mins	problm solved by sassikumar-rajakumar.
750	MA04493	Vimala P.- S/N	28/03/2022 09:11 AM	TUBE LIGHT NOT WORKING	Tube not working in gynaec ward 1st floor.	Elangovan	28/03/2022 10:32 AM	Selvam.S - Electrician	04/04/2022 11:27 AM	Completed	168 hours55 mins	problem solved by sassikumar-jayakumar.

**Classification : 10**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

751	MA04513	V.Uma S/N	28/03/2022 03:41 PM	PLUMBING PROBLEM	In 4th floor FMW patient restroom washbasin tap water not flow	Elangovan	29/03/2022 09:07 AM	Venkatesan.B - Plumber	29/03/2022 04:30 PM	Completed	7 hours22 mins	PROBLEM SOLVED BY THANIGACHALAM.
752	MA04507	Rajkumar N -Care Taker	28/03/2022 03:17 PM	GENTS HOSTEL ROOM NO.106	Gents Hostel Room No.106 Toilet Flush not work	Elangovan	29/03/2022 09:03 AM	Venkatesan.B - Plumber	29/03/2022 04:35 PM	Completed	7 hours32 mins	PROBLEM SOLVED BY CHANDIRAN-THAMILZHARASAN.
753	MA04508	Rajkumar N -Care Taker	28/03/2022 03:18 PM	GENTS HOSTEL ROOM NO.116	Gents Hostel Room No.116 Toilet Fluesh not work	Elangovan	29/03/2022 09:03 AM	Venkatesan.B - Plumber	29/03/2022 04:31 PM	Completed	7 hours27 mins	PROBLEM SOLVED BY CHANDIRAN-IYYANNAR.
754	MA04509	Rajkumar N -Care Taker	28/03/2022 03:18 PM	GENTS HOSTEL ROOM NO.116	Gents Hostel Room No.116 Toilet Fluesh not work	Elangovan	29/03/2022 09:04 AM	Venkatesan.B - Plumber	29/03/2022 04:31 PM	Completed	7 hours26 mins	PROBLEM SOLVED BY CHANDIRAN-IYYANNAR.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
755	MA04492	Divya.T	28/03/2022 09:10 AM	Fix the name of the department	Fix the name board of the department ( 3 borads)	Elangovan	28/03/2022 10:31 AM	JEGANATHAN	20/04/2022 09:23 AM	Completed	550 hours51 mins	JOB DONE BY JAGANATHAN(CARPENTRY
756	MA04498	Pushpa- DEO	28/03/2022 09:45 AM	Name board fixing in our Department	Name board fixing in our Department	Elangovan	28/03/2022 11:04 AM	JEGANATHAN	20/04/2022 09:16 AM	Completed	550 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY
757	MA04496	Parthasarathy.R-Marketing	28/03/2022 09:40 AM	ICU door issue near OT back way	Respected sir,  ICU door Fastly close the door near OT back entrance. Kindly do the needful sir.	Elangovan	28/03/2022 11:02 AM	JEGANATHAN	04/04/2022 11:52 AM	Completed	168 hours50 mins	JOB DONE BY JAGANATHAN(CARPENTRY
758	MA04505	Mathangi.M	28/03/2022 01:59 PM	ENT opd speech therapy table steel joint is broken	ENT opd speech therapy desk steel joint is broken (the steel joint is broken in one side )	Elangovan	28/03/2022 02:08 PM	JEGANATHAN	27/04/2022 04:06 PM	Completed	721 hours58 mins	inform to welder .
759	MA04510	Coumarane.M Blood Bank	28/03/2022 03:50 PM	Donor Three person chair damage	Donor Three person waiting chair damage	Elangovan	29/03/2022 09:05 AM	Elangovan	07/07/2022 11:21 AM	Completed	2402 hours15 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 5**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
760	MA04503	Kaviyarasu.S - Pharm	28/03/2022 12:52 PM	MAIN PHARMACY HOPITAL	BOTH TWO A/C NOT WORKNG.URGENT	Elangovan	28/03/2022 02:04 PM	Ibrahim Baig.D	30/03/2022 09:42 AM	Completed	43 hours38 mins	problem solved by loganathan-ramaeshbabu.
761	MA04502	Pushpa.K-DEO	28/03/2022 11:04 AM	MRI room Ac cleaning (Already complaint raised No: MA04225)	MRI room Ac cleaning (Already complaint raised No: MA04225) ( Ac internal unit cleaning apart from external unit)	Elangovan	28/03/2022 11:10 AM	Ibrahim Baig.D	12/04/2022 12:08 PM	Completed	360 hours57 mins	PROBLEM SOLVED BY LOGANATHAN-RAMESHBABU.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
762	MA04506	Kaviyarasu.S - Pharm	28/03/2022 02:55 PM	MAIN PHARMACY HOPITAL	INTER COM NOT WORKING.URGENT	Elangovan	29/03/2022 09:02 AM	Selvam.S - Electrician	31/03/2022 10:58 AM	Completed	49 hours56 mins	PROBLEM SOLVED BY SAMBASIVAM AND JAYAKUMAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
763	MA04511	Coumarane.M Blood Bank	28/03/2022 03:51 PM	blood bank not clean and mopping in second shift	blood bank not clean and mopping in second shift	Elangovan	29/03/2022 09:06 AM			Cancelled		inform to house keeping incharge.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
764	MA04518	Gounabady.R - DEO	29/03/2022 09:43 AM	Light not working	light not working in the Ophthal office room, first floor hospital	Elangovan	29/03/2022 10:25 AM	Selvam.S - Electrician	04/04/2022 11:42 AM	Completed	145 hours16 mins	problem solved by sassikumar-rajakumar.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

765	MA04515	K.Sathya	29/03/2022 08:49 AM	SURGERY OPD	SURGERY OPD 4 ,TAP WATER IS NOT COMING.PLS DO THE NEEDFUL.	Elangovan	29/03/2022 09:09 AM	Venkatesan.B - Plumber	31/03/2022 11:16 AM	Completed	50 hours6 mins	problem solved by thanigaachalam.
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**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
766	MA04520	Manochitra.S.S/N	29/03/2022 11:16 AM	CARPENTER WORK	IN FEMALE ORTHO WARD PATIENT RESTROOM DOOR NOT CLOSED PROPERLY.	Elangovan	29/03/2022 04:29 PM	JEGANATHAN	04/04/2022 11:51 AM	Completed	139 hours22 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
767	MA04516	Savithri	29/03/2022 09:20 AM	ECHO ROOM AC NOT WORKING	ECHO ROOM AC NOT WORKING IN SPECIAL OPD	Elangovan	29/03/2022 09:20 AM	Ibrahim Baig.D	31/03/2022 11:08 AM	Completed	49 hours48 mins	problem solved by rameshbabu and suthakar.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
768	MA04517	Gounabady.R - DEO	29/03/2022 08:50 AM	need to paint the cupboard	need to paint the cupboard in Ophthal OPD, first floor hospital	Elangovan	29/03/2022 10:24 AM	Elangovan		Assigned		
769	MA04519	Manochitra.S.S/N	29/03/2022 11:04 AM	ELECTRICAL PROBLEM	IN FEMALE ORTHO WARD TWO FAN AND ONE TUBE LIGHT NOT WORKING IN BEDSIDE.	Elangovan	29/03/2022 04:28 PM	Selvam.S - Electrician	04/04/2022 11:37 AM	Completed	139 hours9 mins	problem solved by sassikumar -rajakumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

770	MA04525	SANGAR GANESH.R	30/03/2022 10:54 AM	JR AND A BLOCK ENTRANCE TUBE LIGHT NOT WORKING	JR AND A BLOCK ENTRANCE TUBE LIGHT NOT WORKING	Elangovan	30/03/2022 10:58 AM	Sridharan.E - Electrical	31/03/2022 10:54 AM	Completed	23 hours55 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
771	MA04526	SANGAR GANESH.R	30/03/2022 10:56 AM	JR ROOM NO 10 AND 07 ROOM TUBE LIGHT NOT WORKING AND BATH ROOM BULB PROBLEM	JR ROOM NO 10 AND 07 ROOM TUBE LIGHT NOT WORKING AND BATH ROOM BULB PROBLEM	Elangovan	30/03/2022 12:02 PM	Sridharan.E - Electrical	31/03/2022 10:52 AM	Completed	22 hours49 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
772	MA04528	Mathangi.M	30/03/2022 04:01 PM	ENT WARD switches is not working properly	ENT WARD switches is not working properly	Elangovan	31/03/2022 10:08 AM	Selvam.S - Electrician	26/04/2022 12:10 PM	Completed	626 hours2 mins	problem solved by sassikumar -sathyaseelan.
773	MA04527	Kumaravel.K	30/03/2022 12:39 PM	Canteen 1st Floor Food Warm Heater Plug Problem	Premium Canteen 1st Floor Food Warm Heater Plug Problem, Kindly do the needful.	Elangovan	30/03/2022 02:05 PM	Sridharan.E - Electrical	22/04/2022 09:22 AM	Completed	547 hours17 mins	PROBLEM SOLVED BY SRIDHARAN.
774	MA04523	Tamilelakkia.E.(S /N)	30/03/2022 09:55 AM	TUBE LIGHT NOT WORKING	FSW TUBE LIGHT 2 NOT WORKING	Elangovan	30/03/2022 10:56 AM	Selvam.S - Electrician	31/03/2022 11:02 AM	Completed	24 hours6 mins	PRBOBLEM ATTENDED BY ELECTRICAL LENIN AND SAMSSIKUMAR.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
775	MA04521	Parthasarathy.R- Marketing	30/03/2022 08:35 AM	DOOR PROBLEM	DEAR SIR  2ND FLOOR ICU DOOR PROBLEM AND PICU ENTRANCE DOOR PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	30/03/2022 09:18 AM	JEGANATHAN	04/04/2022 11:51 AM	Completed	122 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
776	MA04522	Tamilelakkia.E.(S /N)	30/03/2022 09:48 AM	AC NOT WORKING	FEMALE SURGERY BURNS UNIT AC NOT WORKING. ALREADY INFORMED LETTER AND QUESTION GIVEN.KINDLY DO THE NEED FULL	Elangovan	30/03/2022 10:55 AM	Ibrahim Baig.D	31/03/2022 11:07 AM	Completed	24 hours11 mins	problem solved by vinothkumar-rameshbabu.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
777	MA04524	SANGAR GANESH.R	30/03/2022 10:52 AM	A BLOCK ROOM NO 304 PLUMBING AND ELECTRICAL COMPLIANT	A BLOCK ROOM NO 304 PLUMBING AND ELECTRICAL COMPLIANT	Elangovan	30/03/2022 10:57 AM	Sridharan.E - Electrical	22/04/2022 09:22 AM	Completed	550 hours24 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
778	MA04539	Kamaraj.K Pur.Officer.	31/03/2022 04:56 PM	PURCHASE	CEILING FAN ROTATING SLOWLY,	Elangovan	01/04/2022 09:06 AM	K.Manimaran	26/04/2022 09:10 AM	Completed	600 hours4 mins	problem solved by manimaran.
779	MA04534	Malini K	31/03/2022 02:28 PM	phone problem	phone problem Department of pathology	Elangovan	31/03/2022 03:40 PM	Sridharan.E - Electrical	06/04/2022 02:32 PM	Completed	142 hours52 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
780	MA04537	Parthasarathy.R-Marketing	31/03/2022 04:33 PM	PATIENT AREA INTERCOM NOT WORKING	DEAR SIR A SPECIAL WARD PATIENT AREA ALL INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	01/04/2022 09:05 AM	Selvam.S - Electrician	04/04/2022 10:32 AM	Completed	73 hours27 mins	PROBLEM ATTENDED BY SASSIKUMAR-RAJAKUMAR. MANI BOARD FAULT.
781	MA04529	Amudha.S.D-Staff Nurse	31/03/2022 09:16 AM	ELECTRICAL PROBLEM	TUBE LIGHT NOT WORKING IN STORE ROOM , FAN NOT WORKING IN NEAR PATIENT BEDSIDE , ONE BULB NOT WORKING IN PATIENT BATHROOM	Elangovan	31/03/2022 10:08 AM	Selvam.S - Electrician	04/04/2022 10:34 AM	Completed	96 hours25 mins	MENTION THE DEPARTMENT AND LOCATION.
782	MA04530	Amudha.S.D-Staff Nurse	31/03/2022 09:19 AM	ELECTRICAL PROBLEM	6 LED LIGHT NOT WORKING IN RESPIRATORY MEDICINE WARD . 2 FAN AND ONE TUBELIGHT ALSO NOT WORKING . INTERCOM STILL NOT FIXED	Elangovan	31/03/2022 10:10 AM	Selvam.S - Electrician	17/05/2022 09:00 AM	Completed	1126 hours50 mins	PRBOLEM ATTENDED BY ELECTRICAL DEPT and solved fan and tubelight problem.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
783	MA04536	Backiya.B S/N	31/03/2022 04:12 PM	WATER TAP BROKEN	3RD FLOOR FEMALE SURGERY WARD CRR1 ROOM WATER TAP BROKEN	Elangovan	31/03/2022 04:24 PM	Venkatesan.B - Plumber	02/05/2022 11:47 AM	Completed	763 hours23 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
784	MA04531	Amudha.S.D-Staff Nurse	31/03/2022 09:21 AM	CARPENTER WORK	STERILIUM STAND TO BE FIXED. PAD LOCK TO BE FIXED IN STAFF TOILET AND FEMALE ISOLATION WARD. RESPIRATORY MEDICINE WARD	Elangovan	31/03/2022 10:11 AM	JEGANATHAN	04/04/2022 11:51 AM	Completed	97 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
785	MA04535	Muniamma.K	31/03/2022 03:54 PM	A/C NOT WORKING	DEPT.OF BIOCHEMISTRY DEMO HALL -I / ONE A/C NOT WORKING	Elangovan	31/03/2022 04:12 PM	Ibrahim Baig.D	04/04/2022 09:53 AM	Completed	89 hours41 mins	PROBLEM SOLVED BY LOGANATHAN-RAJAGOPAL-SUTHAKAR.
786	MA04532	Pushpa.K-DEO	31/03/2022 10:52 AM	DR room ac not working	DR room ac not working	Elangovan	31/03/2022 11:22 AM	Ibrahim Baig.D	04/04/2022 09:52 AM	Completed	94 hours30 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND-SUTHAKAR.

**Classification : 2**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
787	MA04533	Kaviselvi.P.S/N	31/03/2022 01:40 PM	Dialysis unit	RO PLANT 5 MICRON FILTER LEAKAGE.	Elangovan	31/03/2022 02:02 PM	Elangovan	01/04/2022 04:39 PM	Completed	26 hours37 mins	problem solved by Arunkumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
788	MA04538	Parthasarathy.R-Marketing	31/03/2022 04:36 PM	CORT WHEEL PROBLEM	DEAR SIR  2ND FLOOR SICU 1 CORT WHEEL PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	01/04/2022 09:05 AM	Elangovan	07/07/2022 11:20 AM	Completed	2330 hours14 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
789	MA04544	Aruna.G-S/N	01/04/2022 11:30 AM	opthal ward	FEMALE OPHTHAL WARD ONE FAN NOT WORKING. 6 TUBE LIGHT NOT WORKING. REMINDER.	Elangovan	01/04/2022 11:56 AM	Palanivel R		Assigned		
790	MA04551	Agnes Sisilia Mary - SN	01/04/2022 02:50 PM	switch board repairment	3rd floor male ortho ward staff bathroom switch board repairment	Elangovan	01/04/2022 03:37 PM	Selvam.S - Electrician	21/04/2022 02:36 PM	Completed	478 hours58 mins	problem solved by sassikumar -sathyaseelan.
791	MA04542	M.Vijayalakshmi - S/N	01/04/2022 11:18 AM	FAN NOT WORKING	3RD FLOOR PAEDIATRIC WARD AND PAEDIATRIC ANNX NEED 8 FANS AND 4 FANS NOT WORKING AND 8 LIGHTS NOT WORKING AND 1 LIGHT NEED	Elangovan	01/04/2022 11:51 AM	Selvam.S - Electrician	04/04/2022 10:25 AM	Completed	70 hours34 mins	NEED LETTER.
792	MA04550	Celine.A-S/N	01/04/2022 01:51 PM	MMW	STORE ROOM TUBE LIGHT-2, PATIENT SIDE FAN NOT WORKING, PATIENT BATH ROOM TUBE LIGHTH NOT WORKING IN MMW.	Elangovan	01/04/2022 02:09 PM	Selvam.S - Electrician	04/04/2022 10:30 AM	Completed	68 hours21 mins	PRROBLEM SOLVED BY SAMBASIVAM-SATHYASEELAN.
793	MA04545	Backiya.B S/N	01/04/2022 11:35 AM	TUBE LIGHT NOT WORKING	3rd floor female surgery ward 2 led not	Elangovan	01/04/2022 11:57 AM	Selvam.S - Electrician	12/04/2022 11:48 AM	Completed	263 hours50 mins	PROBLEM SOLVED BY SAMBASIVAM-

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

working and female  
burns room 1 tubelight  
not working

SATHYASEELAN.

794	MA04548	K.Sathya	01/04/2022 12:30 PM	surgery opd seminor Room fan running slowly	Surgery opd seminor room fan is running slowly.	Elangovan	01/04/2022 02:08 PM	Selvam.S - Electrician	21/04/2022 02:37 PM	Completed	480 hours29 mins	problem solved by sassikumar -sathyaseelan.
795	MA04549	R.Veeraraghavan- Observer	01/04/2022 12:34 PM	FAN NOT WORKING IN MOW	FAN NOT WORKING IN MALE ORTHO WARD ONR FAN TAKEN FOR REPAIR BY ELECTRICAL DEPT. TWO FAN NEED REPAIR	Elangovan	01/04/2022 02:09 PM	Selvam.S - Electrician	21/04/2022 02:35 PM	Completed	480 hours26 mins	problem solved by sassikumar and sathyaseelan.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
796	MA04541	James.Terance.se kar	01/04/2022 10:50 AM	MEDICAL COLLEGE PLUMBING	replacing o broken wash basin tap in the wash room EXAM HALL IST FLOOR MEDICAL COLLEGE	Elangovan	01/04/2022 10:56 AM	Venkatesan.B - Plumber	04/04/2022 09:22 AM	Completed	70 hours25 mins	PROBLEM SOLVED BY THANIGACHALAM.
797	MA04553	Malini K	01/04/2022 04:04 PM	Flushing tank problem (toilet)	Flushing tank problem (toilet) Department of pathology	Elangovan	01/04/2022 04:23 PM	Venkatesan.B - Plumber	04/04/2022 09:22 AM	Completed	64 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
798	MA04540	Kaviselvi.P.S/N	01/04/2022 09:20 AM	dialysis	Bush is not there in dialysis door	Elangovan	01/04/2022 09:23 AM	JEGANATHAN	04/04/2022 11:50 AM	Completed	74 hours27 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
799	MA04546	Pushpa.K-DEO	01/04/2022 11:41 AM	USG room -1 Ac working but cooling not	USG room -1 Ac working but cooling not	Elangovan	01/04/2022 11:58 AM	Ibrahim Baig.D	12/04/2022 12:07 PM	Completed	264 hours8 mins	PROBLEM SOLVED BY ANAND-LOGANATHAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

coming                      coming

800	MA04552	Parthasarathy.R-Marketing	01/04/2022 03:05 PM	Casualty OPD Doctors staying room AC not working	Dear Sir,  Casualty OPD Duty doctor staying room LG Split AC not working past few month. Kindly look into the issue rectify soon sir.	Elangovan	01/04/2022 04:21 PM	Ibrahim Baig.D	04/04/2022 09:50 AM	Completed	65 hours29 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND-SUTHAKAR.
801	MA04547	S.Sornamughi - S/N	01/04/2022 11:53 AM	ELECTRICAL PROBLEM	FOURTH FLOOR FEMALE MEDICAL WARD FAN 4 NOS AND TUBELIGHT 3 NOS NOT WORKING	Elangovan	01/04/2022 11:59 AM	Selvam.S - Electrician	12/04/2022 11:49 AM	Completed	263 hours50 mins	problem solved by sassikumar-sathyaseelan.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
802	MA04543	M.Vijayalakshmi - S/N	01/04/2022 11:23 AM	WALL TILES BROKEN	3RD FLOOR PAEDIATRIC ANX WALL TILES BROKEN	Elangovan	01/04/2022 11:55 AM	Elangovan		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
803	MA04564	Elangovan	02/04/2022 12:44 PM	boys hostel	ground floor electrical problem.	Elangovan	04/04/2022 09:12 AM	Sridharan.E - Electrical	06/04/2022 02:32 PM	Closed	53 hours19 mins	PROBLEM SOLVED BY SRIDHARAN.
804	MA04555	Latha.M S/N	02/04/2022 09:10 AM	PHONE NOT WORKING	PHONE NOT WORKING IN GYNAEC WORKING.	Elangovan	02/04/2022 09:20 AM	Selvam.S - Electrician	04/04/2022 10:23 AM	Completed	49 hours3 mins	PROBLEM SOLVED BY RAJAKUMAR-SASSIKUMAR.
805	MA04563	Elangovan	02/04/2022 12:43 PM	PG HOSTEL	new canteen 5 tubelight not working.	Elangovan	04/04/2022 09:11 AM	Sridharan.E - Electrical	06/04/2022 02:32 PM	Closed	53 hours20 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.
806	MA04567	M.Vijayalakshmi - S/N	02/04/2022 02:56 PM	PAEDIATRIC MAIN WARD	PAEDIATRIC WARD REFRIGERATOR NOT WORKING SO DO REPAIRING PROCESS	Elangovan	04/04/2022 09:14 AM	Selvam.S - Electrician	11/04/2022 09:18 AM	Completed	168 hours3 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

807	MA04558	Backiya.B S/N	02/04/2022 10:36 AM	fan not working	3rd floor female surgery ward 1 fan not working	Elangovan	02/04/2022 11:06 AM	Selvam.S - Electrician	12/04/2022 11:47 AM	Completed	240 hours40 mins	PROBLEM SOLVED BY SAMBASIVAM-SATHYASEELAN.
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**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
808	MA04566	K.Kaviarasi -S/N	02/04/2022 01:59 PM	RESPIRATORY MEDICINE WARD[TB WARD]	STERILLIUM STAND NOT FIXED,PAD LOCK TO BE FIXED IN STAFF TOILET,FEMALE ISOLATION[TB	Elangovan	04/04/2022 09:14 AM	JEGANATHAN	04/04/2022 11:50 AM	Completed	2 hours35 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
809	MA04560	Manochitra.S.S/N	02/04/2022 11:42 AM	ELECTRICAL PROBLEM	IN FEMALE ORTHO WARD (2)FAN (2 )TUBELIGHT NOT WORKING IN PATIENT BEDSIDE.	Elangovan	02/04/2022 11:58 AM	Selvam.S - Electrician	12/04/2022 11:46 AM	Completed	239 hours47 mins	problem solved by lenin-jayakumar.
810	MA04565	K.Kaviarasi -S/N	02/04/2022 01:50 PM	RESPIRATORY MEDICINE WARD[TB WARD]	2NOS TUBE LIGHT NOT WORKING,3NOS FAN NOT WORKING.6NOS LED LIGHT NOT WORKING,INTERCOM NOT FIXED,SWITCH BOARD DAMAGE IN RESPIRATORY MEDICINE WARD[TB	Elangovan	04/04/2022 09:13 AM	Selvam.S - Electrician	17/05/2022 09:08 AM	Completed	1031 hours54 mins	problem solved by sassikumar -sathyaseelan.
811	MA04554	Latha.M S/N	02/04/2022 08:50 AM	AC NOT WORKING	AC not working in HOD sir room 1st floor GYNAEC WARD	Elangovan	02/04/2022 09:18 AM	Ibrahim Baig.D	12/04/2022 12:07 PM	Completed	242 hours48 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
812	MA04561	Pushpa.K-DEO	02/04/2022 12:29 PM	fal seeling	false selling closing ( USG Room -1)	Elangovan	04/04/2022 09:09 AM			Cancelled		

**Classification : 4**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
813	MA04556	Parthasarathy.R-Marketing	02/04/2022 10:13 AM	AC PROBLEM	DEAR SIR OBG ICU AC COOLING PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	02/04/2022 10:24 AM	Ibrahim Baig.D	12/04/2022 12:05 PM	Completed	241 hours40 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
814	MA04557	Parthasarathy.R-Marketing	02/04/2022 10:16 AM	DRAINAGE PROBLEM	DEAR SIR  3RD FLOOR MALE SURGERY WARD DRAINAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	02/04/2022 10:25 AM	Venkatesan.B - Plumber	04/04/2022 09:23 AM	Completed	46 hours57 mins	problem atrended by thanigachalam. the complain was not plumping its tiles problem.
815	MA04568	James.Terance.sekar	02/04/2022 03:52 PM	MEDICAL COLLEGE	PROVIDING OF EXHAUST FAN AND DOOR CLOSURES IN THE GENTS AND LADIES STAFF WASHROOMS IN THE A.O OFFICE PROVIDING OF MESH TO THE WINDOWS IN THE ACC.MANAGER AND HR CABIN.	Elangovan	04/04/2022 09:17 AM	Elangovan		Assigned		
816	MA04562	Pushpa.K-DEO	02/04/2022 12:33 PM	false selling closing (USG Room -1)	false selling closing (USG Room -1)	Elangovan	04/04/2022 09:10 AM			Cancelled		
817	MA04559	M.Celine -S/N	02/04/2022 10:53 AM	X RAY LOBBY TO BE FIXED.	X RAY LOBBY TO BE FIXED IN MEDICINE OPD.	Elangovan	02/04/2022 11:07 AM	JEGANATHAN	09/04/2022 10:21 AM	Completed	167 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 5**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
818	MA04572	Backiya.B S/N	04/04/2022 12:26 PM	TUBE LIGHT NOT WORKING	FSW 2 TUBE LIGHT NOT WORKING 2 FAN NOT WORKING	Elangovan	04/04/2022 12:48 PM	Selvam.S - Electrician	12/04/2022 11:42 AM	Completed	190 hours54 mins	problem solved by sambasivam-sathyaseelan.
819	MA04576	Kaviselvi.P.S/N	04/04/2022 02:55 PM	dialysis	New switch board for weighing machine required for dialysis.	Elangovan	04/04/2022 03:54 PM	Selvam.S - Electrician	21/04/2022 02:33 PM	Completed	406 hours39 mins	need compalint letter.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

820	MA04575	S.Chellammal - DEO	04/04/2022 01:26 PM	CTVS OPD X-RAY LOBBY CONNECTION ISSUE	CTVS OPD X-RAY LOBBY CONNECTION ISSUE IN SPECIAL OPD	Elangovan	04/04/2022 02:07 PM	Selvam.S - Electrician	12/04/2022 11:41 AM	Completed	189 hours34 mins	problem solved by sassikumar -sathyaseelan.
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**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
821	MA04574	Parthasarathy.R-Marketing	04/04/2022 12:37 PM	WASH BASIN PROBLEM	DEA SIR FOURTH FLOOR COMMON TOILET WASH BASIN ANGLE WALL NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	04/04/2022 12:50 PM	Venkatesan.B - Plumber	06/04/2022 02:28 PM	Completed	49 hours37 mins	PROBLEM SOLVED BY THANIGACHALAM.
822	MA04573	Parthasarathy.R-Marketing	04/04/2022 12:35 PM	FLUSH NOT WORKING	DEAR SIR 4TH FLOOR FEMALE ORTHO WARD FLUSH NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	04/04/2022 12:49 PM	Venkatesan.B - Plumber	06/04/2022 02:28 PM	Completed	49 hours38 mins	PROBLEM SOLVED BY THANIGACHALAM.
823	MA04569	Manochitra.S.S/N	04/04/2022 08:52 AM	PLUMBING WORK	STAFF TOILET FLUSH NOT WORKING IN FEMALE ORTHO WARD	Elangovan	04/04/2022 09:19 AM	Venkatesan.B - Plumber	06/04/2022 02:27 PM	Completed	53 hours8 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
824	MA04577	Kaviselvi.P.S/N	04/04/2022 02:57 PM	dialysis	door stopper for main door for dialysis.	Elangovan	04/04/2022 04:01 PM	JEGANATHAN	08/04/2022 11:12 AM	Completed	91 hours10 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
825	MA04571	Neelavathi.C - Lab Tech	04/04/2022 09:54 AM	WATER LEAKEAGE IN THE A/C-CENTRAL LAB , PATHOLOGY	WATER IS LEAKING IN THE A/C. SO IT IS STOPPED IN THE CENTRAL LAB ,	Elangovan	04/04/2022 10:20 AM	Ibrahim Baig.D	08/04/2022 10:44 AM	Completed	96 hours23 mins	problem solved by loganathan-suthakar

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

PATHOLOGY

826	MA04570	Pushpa.K-DEO	04/04/2022 09:25 AM	MRI room Ac not working	MRI machine room Ac not working	Elangovan	04/04/2022 09:30 AM	Ibrahim Baig.D	08/04/2022 10:45 AM	Completed	97 hours14 mins	problem solved by loganathan-rameshbabu.
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**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
827	MA04578	Amudha.S.D-Staff Nurse	04/04/2022 02:58 PM	TILES TO BE REALIGNED	STAGNATION OF WATER IN ONE AREA IN PATIENT BATHROOM. FLOORS ARE SLIPPERY. MALE SURGERY WARD THIRD FLOOR	Elangovan	04/04/2022 04:02 PM	Venkatesan.B - Plumber	06/04/2022 02:27 PM	Completed	46 hours25 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
828	MA04585	Celine.A-S/N	05/04/2022 11:38 AM	MMW	PATIENT SIDE FAN-1, STORE ROOM TUBE LIGHT-1, PATIENT BATH ROOM TUBE LIGHT-2	Elangovan	06/04/2022 09:36 AM	Selvam.S - Electrician	12/04/2022 11:43 AM	Completed	146 hours7 mins	problem solved by sambasivam-rajakumar.
829	MA04589	Hemamalini.R - S/N	05/04/2022 03:35 PM	ELECTRICAL PROBLEM	IN FOURTH FLOOR MALE D V L WARD SEALING FAN 2 NOS NOT WORKING	Elangovan	06/04/2022 09:40 AM	Selvam.S - Electrician	12/04/2022 11:44 AM	Completed	146 hours4 mins	problem solved by sambasivam-sathyaseelan.
830	MA04588	R.Sugajeevana - S/N	05/04/2022 02:32 PM	ELECTRICAL PROBLEM	IN FOURTHFLOOR FEMALE MEDICAL WARD SEALING FAN 4 NOS AND TUBELIGHT 3 NOS NOT WORKING	Elangovan	06/04/2022 09:39 AM	Selvam.S - Electrician	12/04/2022 11:40 AM	Completed	146 hours1 mins	problem solved by sassikumar-sathyaseelan.
831	MA04584	K.Kaviarasi -S/N	05/04/2022 11:11 AM	RESPIRATORY MEDICINE WARD	6 NOS LED LIGHT NOT WORKING,2NOS TUBE LIGHT NOT WORKING,3NOS FAN NOT WORKING,SWITCH BOARD DEMAGE IN	Elangovan	06/04/2022 09:35 AM	Selvam.S - Electrician	17/05/2022 09:08 AM	Completed	983 hours32 mins	problem solved by sassikumar-sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MEDICINE[TB WARD]**

832	MA04587	Kumaravel.K	05/04/2022 12:46 PM	LED Tubelight not working	Kitchen area LED tubelight not working 3 nos, kindly do the needful.	Elangovan	06/04/2022 09:38 AM	Sridharan.E - Electrical	06/04/2022 02:32 PM	Completed	4 hours53 mins	PROBLEM SOLVED BY SRIDHARAN.
833	MA04580	Kumaravel.K	05/04/2022 10:22 AM	Vegetables Cutting Machine Problem	Canteen Vegetable Cutting Machine not working, kindly do the needful. Urgent.	Elangovan	06/04/2022 09:29 AM	Sridharan.E - Electrical	22/04/2022 09:27 AM	Completed	383 hours58 mins	PROBLEM SOLVED BY SRIDHARAN.
834	MA04583	R. Anitha -DEO	05/04/2022 10:49 AM	DVL OPD tube light is not working	DVL OPD tube light is not working	Elangovan	06/04/2022 09:34 AM	Selvam.S - Electrician	11/04/2022 09:14 AM	Closed	119 hours40 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
835	MA04582	Kumaravel.K	05/04/2022 10:25 AM	Waste water leakage	Premium Canteen waste water leakage in 4th floor guest room, kindly do the needful.	Elangovan	06/04/2022 09:33 AM	Venkatesan.B - Plumber	08/04/2022 11:16 AM	Completed	49 hours43 mins	PROBLEM SOLVED BY THANIGACHALAM.
836	MA04581	R. Anitha -DEO	05/04/2022 10:21 AM	DVL OPD 1st floor toilet tap	DVL OPD 1st floor toilet tap not working	Elangovan	06/04/2022 09:32 AM	Venkatesan.B - Plumber	06/04/2022 02:26 PM	Closed	4 hours53 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
837	MA04586	Kaviyarasu.S - Pharm	05/04/2022 12:23 PM	MAIN PHARMACY HOPITAL	AC NOT WORKING IN MAIN PHARMACY	Elangovan	06/04/2022 09:37 AM	Ibrahim Baig.D	12/04/2022 12:10 PM	Completed	146 hours32 mins	PROBLEM SOLVED BY LOGANATHAN-RAMESHBABU.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
838	MA04591	K.Kaviarasi -S/N	06/04/2022 09:25 AM	RESPIRATORY MEDICINE WARD	INTERCOM NOT FIXED,SWITCH BOARD DEMAGE,6NOS LED LIGHT NOT	Elangovan	06/04/2022 09:43 AM	Selvam.S - Electrician	17/05/2022 09:07 AM	Completed	983 hours24 mins	problem solved by sassikumar-sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

3NOS FAN NOT  
WORKING 2NOS  
TUBE LIGHT NOT  
WORKING IN  
RESPIRATORY  
MEDICINE WARD[TB  
WARD]

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
839	MA04590	Coumarane.M Blood Bank	06/04/2022 09:11 AM	Blood Bank -Bad odder	Sir, Blood bank Washbasin -Clogged. Kindly clear as early as possible	Elangovan	06/04/2022 09:42 AM	Venkatesan.B - Plumber	08/04/2022 11:16 AM	Completed	49 hours33 mins	PROBLEM SOLVED BY THANIGACHALAM.
840	MA04595	S.Chellammal - DEO	06/04/2022 04:08 PM	GENTS TOILET URINAL OUTFLOW PIPE LEAKAGE	SPECIAL OPD GENTS TOILET URINAL OUTFLOW PIPE LEAKAGE	Elangovan	07/04/2022 09:46 AM	Venkatesan.B - Plumber	08/04/2022 11:15 AM	Completed	25 hours29 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
841	MA04592	K.Kaviarasi -S/N	06/04/2022 09:33 AM	RESPIRATORY MEDICINE WARD	PAD LOCK TO BE FIXED IN FEMALE SIDE RESPIRATORY MEDICINE WARD[TB WARD]	Elangovan	06/04/2022 09:44 AM	JEGANATHAN	08/04/2022 11:12 AM	Completed	49 hours27 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
842	MA04593	SANGAR GANESH.R	06/04/2022 09:36 AM	jr room no 420 curation fixation	jr room no 420 curation fixation	Elangovan	06/04/2022 09:46 AM	JEGANATHAN	08/04/2022 11:11 AM	Completed	49 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
843	MA04594	Sathiyarayanan .R	06/04/2022 12:14 PM	CHAIRMAN CHAMBER EXECUTIVE DESK PROBLEM	Good Afternoon Sir,  I herewith bring to your kind notice that our Chairman Sir` s Executive Desk Draw is in loose condition. When we pull, drawer seems to be unstable. Kindly do needful by fixing the problem.  Thank you	Elangovan	06/04/2022 12:50 PM	JEGANATHAN	20/04/2022 09:20 AM	Completed	332 hours29 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
844	MA04601	SANGAR GANESH.R	07/04/2022 11:11 AM	room no 411 tube light not working and room no 408 switch box box damage and bath room light not working	room no 411 tube light not working and room no 408 switch box box damage and bath room light not working	Elangovan	07/04/2022 11:24 AM	Sridharan.E - Electrical	22/04/2022 09:21 AM	Completed	357 hours56 mins	PROBLEM SOLVED BY SRIDHARAN.
845	MA04604	Anbarasi.A-S/N	07/04/2022 01:27 PM	ELETRICAL PROBLEM	FEMALE MEDICAL WARD 3 TUBELIGHT NOT WORKING, 4 FAN NOT WORKING WE HAVE INFORMED ALREADY BUT STILL PROBLEM NOT RETIFIED	Elangovan	07/04/2022 02:34 PM	Selvam.S - Electrician	12/04/2022 11:39 AM	Completed	117 hours4 mins	problem solved by sassikumar -sathyaseelan.
846	MA04607	P.Ashokkumar - S/N	07/04/2022 05:39 PM	FUN NOT WORKING	IN 3RD FLOOR MALE SURGERY WARD POST OPERATIVE CUBIC FUN NOT WORKING . KINDLY RECTIFE THE PROBLEM AS SOON AS POSSIBLE	Elangovan	08/04/2022 09:23 AM	Bilal M I		Assigned		
847	MA04605	Thanikaivel.S- Accounts	07/04/2022 01:39 PM	Accounts dept. (H)	Fan capacitor changed (1 No.)	Elangovan	07/04/2022 02:35 PM	K.Manimaran	08/04/2022 11:18 AM	Completed	20 hours43 mins	problem solved by manimaran.
848	MA04603	Krishnamoorthy S -Mainten	07/04/2022 11:34 AM	GENTS HOSTEL ROOM NO BOTH FAN AND LIGHT NOT WORKING. ROOM NO 417 SWITCH BOARD AND TUBE LIGHT NOT WORKING	GENTS HOSTEL ROOM NO BOTH FAN AND LIGHT NOT WORKING. ROOM NO 417 SWITCH BOARD AND TUBE LIGHT NOT WORKING	Elangovan	07/04/2022 02:30 PM	Sridharan.E - Electrical	22/04/2022 09:22 AM	Completed	354 hours51 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
849	MA04598	Balamurugan.J.DE O	07/04/2022 10:22 AM	SVDC	WASH ROOM NO 204 AND 205- URINAL BATION REPAIR	Elangovan	07/04/2022 10:28 AM	Venkatesan.B - Plumber	08/04/2022 11:15 AM	Completed	24 hours47 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

850	MA04597	Balamurugan.J.DE O	07/04/2022 10:18 AM	SVDC	CONSERVATIVE - OPD -DENTAL CHAIR RO WATER LINE AIR LOCK	Elangovan	07/04/2022 10:25 AM	Venkatesan.B - Plumber	08/04/2022 11:16 AM	Completed	24 hours51 mins	PROBLEM SOLVED BY THANIGACHALAM.
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**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
851	MA04599	Balamurugan.J.DE O	07/04/2022 10:27 AM	SVDC	1)PEDO -OPD ONE NOTICE BOARD FIXING WORK ( 2)SURGERY-OPD ONE WHITE BOARD FIXING WORK (3)PROSTHO-OPD DOOR STOPPER FIXING WORK	Elangovan	07/04/2022 11:20 AM	JEGANATHAN	08/04/2022 11:11 AM	Completed	23 hours51 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
852	MA04602	SAMPATH KUMAR.S	07/04/2022 11:26 AM	BOYS PREMIUM HOSTEL ROOM NO 615 AND 616 COT FITTING AND 417 CUBOID DOOR FITTING 601 DOOR CLOSER RIPER MIRROR FITTING	BOYS PREMIUM HOSTEL ROOM NO 615 AND 616 COT FITTING AND 417 CUBOID DOOR FITTING 601 DOOR CLOSER RIPER MIRROR FITTING ROOM NO 07 DOOR CLOSER PROBLEM ROOM NO 609 DOOR CLOSER PROBLEM ROOM NO 610 DOOR CLOSER PROBLEM	Elangovan	07/04/2022 02:28 PM	JEGANATHAN	08/04/2022 11:11 AM	Completed	20 hours42 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
853	MA04596	Banumathy.S.DE	07/04/2022 09:24 AM	GYNAEC WARD	GYNAEC WARD (OPP) IUI ROOM AC NOT WORKING SINCE LAST 10 DAYS	Elangovan	07/04/2022 09:47 AM	Ibrahim Baig.D	12/04/2022 12:05 PM	Completed	122 hours17 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
854	MA04600	R.Veeraraghavan-Observer	07/04/2022 10:36 AM	NEED TO FIX X-RAY LOBBY IN ORTHO OPD	NEED TO FIX XRAY LOBBY 2NOS. IN ORTHO OPD	Elangovan	07/04/2022 11:21 AM	JEGANATHAN	09/04/2022 10:21 AM	Completed	46 hours59 mins	PROBLEM SOLVED BY JEGANATHAN.
855	MA04606	Saravanapriya.P.S /N	07/04/2022 02:09 PM	MALE SURGER WARD	STAGNATION OF WATER SO PATIENT FALL DOWN IN BATHROOM	Elangovan	07/04/2022 02:36 PM	Venkatesan.B - Plumber	08/04/2022 11:14 AM	Completed	20 hours37 mins	PROBLEM ATTENDED BY THANIGACHALAM. CIVIL PROBLEM INFORM TO CIVIL DEPT.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
856	MA04609	MEERA.R	08/04/2022 08:51 AM	SURGERY OPD	IN SURGERY OPD (DEMO ROOM ,OPD 3 ,SEMINAR ROOM) FAN IS NOT WORKING PROPERLY.PLS DO THE NEEDFUL.	Elangovan	08/04/2022 09:25 AM	Selvam.S - Electrician	11/04/2022 09:06 AM	Closed	71 hours40 mins	problem solved by sassikumar -sathyaseelan.
857	MA04617	K.Kaviarasi -S/N	08/04/2022 11:33 AM	RESPIRATORY MEDICINE WARD	3NOS TUBE LIGHT NOT WORKING,6NOS LED LIGHT NOT WORKING,INTERCO M NOT FIXED,SWITCH BOARD DEMAGE,3NOS FAN NOT WORKING IN	Elangovan	08/04/2022 11:58 AM	Selvam.S - Electrician	17/05/2022 09:06 AM	Completed	933 hours8 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
858	MA04615	A.Sushmidha-S/N	08/04/2022 10:56 AM	bathroom toilet blocked	3rd floor male ortho ward patient bathroom IWC blocked	Elangovan	08/04/2022 11:55 AM	Venkatesan.B - Plumber	11/04/2022 10:29 AM	Completed	70 hours33 mins	PROBLEM SOLVED BY THANIGACHALAM.
859	MA04619	Rajkumar N -Care Taker	08/04/2022 02:50 PM	GENTS HOSTEL ROOM NO.414	GENTSH HOSTEL ROOM NO.414 Flash tank not worked.	Elangovan	08/04/2022 03:04 PM	Venkatesan.B - Plumber	19/04/2022 09:26 AM	Completed	258 hours22 mins	PROBLEM SOLVED BY THANIGACHALAM.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
860	MA04618	K.Kaviarasi -S/N	08/04/2022 11:40 AM	RESPIRATORY MEDICINE WARD	PAD LOCK TO BE FIXED FEMALE ISOLATION,FEMALE RMW[TB WARD]	Elangovan	08/04/2022 11:59 AM	JEGANATHAN	09/04/2022 10:21 AM	Completed	22 hours21 mins	PROBLEM SOLVED BY JEGANATHAN.
861	MA04620	Rajkumar N -Care Taker	08/04/2022 02:52 PM	GENTS HOSTEL ROOM NO.414	Gents Hostel Room No. 414 Bath room door not worked	Elangovan	08/04/2022 03:04 PM	JEGANATHAN	21/04/2022 04:25 PM	Completed	313 hours20 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
862	MA04612	Pushpa.K-DEO	08/04/2022 10:19 AM	PACS room Ac water leakage	PACS room Ac water leakage (Yesterday)	Elangovan	08/04/2022 10:40 AM	Ibrahim Baig.D	12/04/2022 12:03 PM	Completed	97 hours23 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
863	MA04611	Parthasarathy.R-Marketing	08/04/2022 09:46 AM	AC LINE LEAKAGE	DEAR SIR  1ST FLOOR CENTRAL LAB OPPOSITE AC EXHAUST PIPE LINE WATER LEAKAGE KINDLY DO THE NEEDFUL	Elangovan	08/04/2022 10:39 AM	Ibrahim Baig.D	12/05/2022 09:26 AM	Completed	814 hours47 mins	problem solved by ac department.
864	MA04613	Nirosha.V-Lab	08/04/2022 10:14 AM	REFRIGERATOR DIGITAL THERMOMETER NOT WORKING	Refrigerator digital thermometer working improperly ,temperature shown on screen keeps on fluctuating.	Elangovan	08/04/2022 10:40 AM			Cancelled		mention the dept and location .
865	MA04610	S.Chellammal - DEO	08/04/2022 09:33 AM	UROLOGY OPD AC NOT WORKING	UROLOGY OPD AC NOT WORKING IN SPECIAL OPD	Elangovan	08/04/2022 10:33 AM	Ibrahim Baig.D	12/04/2022 12:04 PM	Completed	97 hours30 mins	PROBLEM SOLVED BY ANAND-SUTHAKAR.
866	MA04614	A.Sushmidha-S/N	08/04/2022 10:45 AM	flush tank not working	flush is not working	Elangovan	08/04/2022 11:47 AM			Cancelled		Not mention the dpt and location.
867	MA04616	S.Chellammal - DEO	08/04/2022 11:33 AM	ECHO ROOM AC NOT WORKING	ECHO ROOM AC NOT WORKING IN SPECIAL OPD	Elangovan	08/04/2022 11:57 AM	Ibrahim Baig.D	12/04/2022 12:03 PM	Completed	96 hours5 mins	PROBLEM SOLVED BY ANAND-SUTHAKAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

868	CT1218	E.Chitra	08/04/2022 11:19 AM	DIGITAL THERMOMETER IS NOT WORKING IN FRIDGE	DIGITAL THERMOMETER IS NOT WORKING IN FRIDGE	Elangovan	08/04/2022 11:56 AM			Cancelled		mention the dept and location.
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**Classification : 7**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
869	MA04608	Sathiyarayanan .R	08/04/2022 08:28 AM	CHAIRMAN CHAMBER LANDLINE	Sir, This is to bring to your kind notice that our Chairman Sir Chamber Landline not working. Kindly do needful as soon as possible.	Elangovan	08/04/2022 09:24 AM	K.Manimaran	06/05/2022 12:38 PM	Completed	675 hours13 mins	PROBLEM SOLVED BY MANIMARAN.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
870	MA04621	S.Chellammal - DEO	08/04/2022 04:15 PM	AIRPORT CHAIR SCREWS NEED TO BE TIGHTENED	AIRPORT CHAIR SCREWS NEED TO BE TIGHTENED IN SPECIAL OPD	Elangovan	09/04/2022 08:54 AM	JEGANATHAN	12/04/2022 04:20 PM	Completed	79 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
871	MA04627	Anbarasi.A-S/N	09/04/2022 10:27 AM	electrical problem	FMW 3 TUBE LIGHT NOT WORKING AND 4 FAN NOT WORKING WE HAVE ALREADY INFORMED BUT STILL NOT RETIFIED	Elangovan	09/04/2022 10:35 AM	Selvam.S - Electrician	09/04/2022 10:55 AM	Completed	0 hours19 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.
872	MA04631	K.Kaviarasi -S/N	09/04/2022 01:23 PM	RESPIRATORY MEDICINE WARD	INTERCOM NOT FIXED,3NOS FAN NOT WORKING,6NOS LED LIGHT NOT WORKING,3 NOS TUBE LIGHT NOT	Elangovan	09/04/2022 02:45 PM	Selvam.S - Electrician	17/05/2022 09:06 AM	Completed	906 hours21 mins	problem solved by sassikumar -sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

					SWITCH BOARD DEMAGE.							
873	MA04633	Kaviselvi.P.S/N	09/04/2022 01:39 PM	dialysis	NEW FAN IN PATIENT WAITING AREA	Elangovan	09/04/2022 02:52 PM	Selvam.S - Electrician	11/04/2022 09:10 AM	Completed	42 hours18 mins	NEED COMPLAINT LETTER.
874	MA04635	Parthasarathy.R- Marketing	09/04/2022 03:51 PM	Electrical complaint in FSW	DEAR SIR  3RD FLOOR FEMALE SURGERY WARD ELECTRIC PIPE LINE HANGING DOWN.KINDLY DO THE NEEDFUL SIR	Elangovan	09/04/2022 03:50 PM	Selvam.S - Electrician	12/04/2022 11:38 AM	Completed	67 hours47 mins	problem solved by sambasivam-sathyaseelan.
875	MA04623	Coumarane.M Blood Bank	09/04/2022 08:10 AM	Blood bank - all room lights are not working	Blood Bank all room lights are not working am many time informed to electricians though personally its very difficult to work kindly rectify as early as possible	Elangovan	09/04/2022 08:58 AM	Selvam.S - Electrician	21/04/2022 02:31 PM	Completed	293 hours33 mins	PROBLEM SOLVED BY RAJAKUMAR.
876	MA04634	Reshma	09/04/2022 02:21 PM	Autoclave switch booard not working in LAB	Autoclave switch booard not working in LAB	Elangovan	09/04/2022 02:53 PM	Sridharan.E - Electrical	22/04/2022 09:23 AM	Completed	306 hours29 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
877	MA04629	Malarvizhi.S.OS nursing college	09/04/2022 12:35 PM	ICON	EXAM HALL ARRANGEMENT - ELECTRICAL WORK	Elangovan	09/04/2022 02:31 PM	Sridharan.E - Electrical	22/04/2022 09:23 AM	Completed	306 hours51 mins	PROBLEM SOLVED BY SRIDHARAN AND PALANIVEL.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
878	MA04624	Coumarane.M Blood Bank	09/04/2022 09:10 AM	WASH BASIN BLOCK	WASH BASHNIN BLOCK -	Elangovan	09/04/2022 09:51 AM	Venkatesan.B - Plumber	19/04/2022 09:26 AM	Completed	239 hours34 mins	PROBLEM SOLVED BY THANIGACHALAM.
879	MA04630	K.Kaviarasi -S/N	09/04/2022 01:13 PM	RESPIRATORY MEDICINE WAR	WASH BASIN WASTE LINE LEAKAGE,FLUSHING NOT WORKING IN FEMALE ISOLATION;WASH BASIN WASTE LINE LEAKAGE IN	Elangovan	09/04/2022 02:37 PM	Venkatesan.B - Plumber	11/04/2022 10:28 AM	Completed	43 hours50 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

880	MA04636	Backiya.B S/N	09/04/2022 03:56 PM	water tap not working	3rd floor female surgery ward water tap not working	Elangovan	09/04/2022 04:31 PM	Venkatesan.B - Plumber	11/04/2022 10:27 AM	Completed	41 hours55 mins	Problem Solved by Thanigachalam.
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**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
881	MA04632	K.Kaviarasi -S/N	09/04/2022 01:33 PM	RESPIRATORY MEDICINE WARD	STERILLIUM STAND NOT FIXED,2NOS PAD LOCK TO BE FIXED,	Elangovan	09/04/2022 02:51 PM	JEGANATHAN	21/04/2022 04:24 PM	Completed	289 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
882	MA04628	Parthasarathy.R-Marketing	09/04/2022 10:52 AM	drawer wheel work needed	dear sir ground floor billing drawer wheel work needed.kindly do the sir	Elangovan	09/04/2022 10:53 AM	JEGANATHAN	21/04/2022 04:25 PM	Completed	293 hours31 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
883	MA04622	Coumarane.M Blood Bank	09/04/2022 08:08 AM	blood bank- All room lights not working	blood bank- All room lights are dark no lights	Elangovan	09/04/2022 08:56 AM	Selvam.S - Electrician	21/04/2022 02:34 PM	Completed	293 hours38 mins	problem solved by rajakumar.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
884	MA04626	Kaviyarasu.S - Pharm	09/04/2022 09:09 AM	MAIN PHARMACY HOPITAL	INTERCOM NOT WORKING URGENT	Elangovan	09/04/2022 09:53 AM	Selvam.S - Electrician	21/04/2022 02:17 PM	Completed	292 hours24 mins	problem solved by sassikumar -sathyaseelan.
885	MA04625	Kaviyarasu.S - Pharm	09/04/2022 09:08 AM	MAIN PHARMACY HOPITAL	INTERCOM NOT WORKING URGENT	Elangovan	09/04/2022 09:52 AM	Selvam.S - Electrician	21/04/2022 02:13 PM	Completed	292 hours20 mins	problem solved by sathyaseelan-sassikumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

886	MA04648	P.Ashokkumar - S/N	11/04/2022 12:47 PM	patient side tube light not working, intercom problem	in 4th floor patient side tube light not working as well as burns bathroom and pg room and intercom connection to be rectified as soon as possible	Elangovan	11/04/2022 02:05 PM	Selvam.S - Electrician	12/04/2022 11:35 AM	Completed	21 hours30 mins	mention the dept and location.
887	MA04649	SANGAR GANESH.R	11/04/2022 03:17 PM	E BLOCK ROOM NO 106 TUBE LIGHT NOT WORKING FAN REGULATOR PROBLEM	E BLOCK ROOM NO 106 TUBE LIGHT NOT WORKING FAN REGULATOR PROBLEM	Elangovan	11/04/2022 03:33 PM	Sridharan.E - Electrical	22/04/2022 09:23 AM	Completed	257 hours50 mins	PROBLEM SOLVED BY SRIDHARAN.
888	MA04644	R.Veeraraghavan-Observer	11/04/2022 11:17 AM	SWITCH BOARD NEED REPAIRMENT IN MOW	SWITCH BOARD NEED REPAIRMENT IN MALE ORTHO WARD STAFF RESTROOM	Elangovan	11/04/2022 11:20 AM	Selvam.S - Electrician	21/04/2022 02:11 PM	Completed	242 hours51 mins	problem solved by sassikumar -sathyaseelan.
889	MA04643	R.Veeraraghavan-Observer	11/04/2022 11:15 AM	FAN NOT WORKING IN MOW	FAN NOT WORKING IN MALE ORTHO WARD	Elangovan	11/04/2022 11:16 AM	Selvam.S - Electrician	21/04/2022 02:10 PM	Completed	242 hours54 mins	problem solved by sathyaseelan-sassikumar.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
890	MA04638	R.Ramya -FNA	11/04/2022 09:07 AM	Surgery opd Room no-3(water not coming in the washbasin Tap	Surgery opd Room no-3,(water not coming from washbasin Tap)	Elangovan	11/04/2022 09:25 AM	Venkatesan.B - Plumber	19/04/2022 09:46 AM	Completed	192 hours21 mins	PROBLEM SOLVED BY THANIGACHALAM.
891	MA04651	SANGAR GANESH.R	11/04/2022 03:22 PM	JR ROOM NO 422 WASH BASIN TAP PROBLEM	JR ROOM NO 422 WASH BASIN TAP PROBLEM	Elangovan	11/04/2022 03:36 PM	Venkatesan.B - Plumber	19/04/2022 09:24 AM	Completed	185 hours48 mins	PROBLEM SOLVED BY THAMIZHARASAN.
892	MA04647	P.Ashokkumar - S/N	11/04/2022 12:44 PM	in western toilet EWC sheet cover broken	in 4th floor male surgery anex patient bathroom western toilet EWC sheet cover broken . kindly rectify the problem as soon as possible	Elangovan	11/04/2022 02:04 PM	Venkatesan.B - Plumber	19/04/2022 09:23 AM	Completed	187 hours19 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
893	MA04645	Balamurugan.J.DE O	11/04/2022 11:27 AM	SVDC	2 ND -FLOOR GIRLS WASH ROOM DOOR REPAIR	Elangovan	11/04/2022 11:49 AM	JEGANATHAN	27/04/2022 04:06 PM	Completed	388 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
894	MA04637	Kaviyarasu.S - Pharm	11/04/2022 08:57 AM	MAIN PHARMACY HOSPITAL	MAIN DOOR LOCK TOO TIGHT	Elangovan	11/04/2022 09:04 AM	JEGANATHAN	21/04/2022 04:24 PM	Completed	247 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
895	MA04639	Parthasarathy.R-Marketing	11/04/2022 09:34 AM	AC EXHAUST WATER LEAKAGE	DEAR SIR 1ST FLOOR CENTRAL LAB OPPOSITE AC EXHAUST WATER LEAKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	11/04/2022 10:19 AM	Venkatesan.B - Plumber	19/04/2022 09:24 AM	Completed	191 hours4 mins	problem solved by thanigachalam-iyannar.
896	MA04641	Parthasarathy.R-Marketing	11/04/2022 10:35 AM	AC COOLING PROBLEM	DEAR SIR 2ND FLOOR OBG ICU AC- 2NOS COOLING PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	11/04/2022 11:07 AM	Ibrahim Baig.D	12/04/2022 11:59 AM	Completed	24 hours52 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
897	MA04646	Parthasarathy.R-Marketing	11/04/2022 12:29 PM	AC WATER LEAKAGE	DEAR SIR 2ND FLOOR NICU AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	11/04/2022 02:02 PM	Ibrahim Baig.D	12/04/2022 12:00 PM	Completed	21 hours57 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
898	MA04640	Savithri	11/04/2022 10:19 AM	SPECIAL OPD LAB DRAWER WORK, MAIN DOOR REPAIR WORK, BASKAR SIR CALLING BELL	SPECIAL OPD LAB DRAWER WORK, MAIN DOOR REPAIR WORK, CARDIOLOGY OPD	Elangovan	11/04/2022 10:32 AM	JEGANATHAN	12/04/2022 04:20 PM	Completed	29 hours48 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
899	MA04650	SANGAR GANESH.R	11/04/2022 03:20 PM	ROOM NO 401 A BLOCK BATHE ROOM ECW WATER LEAKAGE AND DOOR PROBLEM	WORK CALLING BELL FIXATION WORK. ROOM NO 401 A BLOCK BATHE ROOM ECW WATER LEAKAGE AND DOOR PROBLEM	Elangovan	11/04/2022 03:34 PM	Venkatesan.B - Plumber	19/04/2022 09:25 AM	Completed	185 hours50 mins	PROBLEM SOLVED BY THAMIZHARASAN.
900	MA04642	Balamurugan.J.DE O	11/04/2022 10:36 AM	SVDC	4- TH FLOOR SURGERY DEPARTMENT- HOD .WASHROOM DRAINAGE BLOCKAGE AND( 2) 1ST FLOOR WASH ROOM WALL SIDE WATER LEAKAGE	Elangovan	11/04/2022 11:08 AM	Venkatesan.B - Plumber	19/04/2022 09:24 AM	Completed	190 hours16 mins	PROBLEM SOLVED BY THANIGACHALAM.
901	MA04652	SANGAR GANESH.R	11/04/2022 03:23 PM	JR ROOM NO 220 SWITCH BOX AND BATH ROOM BULB PROBLEM DOOR PROBLEM	JR ROOM NO 220 SWITCH BOX AND BATH ROOM BULB PROBLEM DOOR PROBLEM	Elangovan	11/04/2022 04:21 PM	Sridharan.E - Electrical	22/04/2022 09:24 AM	Completed	257 hours2 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 4**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
902	MA04654	Parthasarathy.R-Marketing	12/04/2022 08:52 AM	TUBE LIGHT NOT WORKING	DEAR SIR 4TH FLOOR LIFT AREA TUBE LIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	12/04/2022 10:26 AM	Selvam.S - Electrician	21/04/2022 02:09 PM	Completed	219 hours43 mins	problem solved y sassikumar-lenin.
903	MA04665	D. Pokkilai -S/N	12/04/2022 01:03 PM	ENT WARD FAN NOT WORKING PROPERLY	ENT WARD FAN NOT WORKING PROPERLY	Elangovan	12/04/2022 02:04 PM	Selvam.S - Electrician	21/04/2022 02:10 PM	Completed	216 hours5 mins	problem solved by sathyaseelan-sassikumar.
904	MA04655	Reshma	12/04/2022 09:11 AM	tube light not working in Asso.prof room	tube light not working in Asso.prof room	Elangovan	12/04/2022 10:27 AM			Cancelled		mention the dept and location.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

905	MA04658	Coumarane.M Blood Bank	12/04/2022 10:50 AM	WASH BASIN bad odder	sir, Blood Bank wash basin bad odder coming . kindly rectify as early as possible	Elangovan	12/04/2022 11:33 AM	Venkatesan.B - Plumber	19/04/2022 09:23 AM	Completed	165 hours49 mins	problem solved by thanigachalam.
906	MA04659	Bouvanesvary.S	12/04/2022 11:26 AM	TOILET FLUSH NOT WORKING	TOILET FLUSH NOT WORKING	Elangovan	12/04/2022 11:34 AM	Venkatesan.B - Plumber	19/04/2022 09:21 AM	Completed	165 hours46 mins	problem solved by thamizharasan.
907	MA04671	NANTHESHWARI. N	12/04/2022 02:18 PM	PREMIUM GIRLS HOSTEL BATHROOM TAP PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM TAP PROBLEM 2	Elangovan	12/04/2022 04:14 PM	Venkatesan.B - Plumber	02/05/2022 11:46 AM	Completed	475 hours31 mins	PROBLEM SOLVED BY THAMIZHARASAN.
908	MA04670	NANTHESHWARI. N	12/04/2022 02:14 PM	PREMIUM GIRLS HOSTEL BATHROOM HAND SHOWER PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM HAND SHOWER PROBLEM 8 313	Elangovan	12/04/2022 04:13 PM	Venkatesan.B - Plumber	02/05/2022 11:47 AM	Completed	475 hours33 mins	PROBLEM SOLVED BY THAMIOZHARASAN- SENTHAMIZH.
909	MA04656	Radhika.N-S/N	12/04/2022 09:25 AM	EMERGENCY OPD	WASH BASHIN FOOT PETAL NOT WORKING	Elangovan	12/04/2022 10:28 AM	Venkatesan.B - Plumber	19/04/2022 09:22 AM	Completed	166 hours54 mins	problem solved by thanigachalam-iyannar.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
910	MA04664	Parthasarathy.R- Marketing	12/04/2022 12:52 PM	DOOR STOPER PROBLEM	DEAR SIR  3RD FLOOR DIALYSIS 2NOS DOOR STOPER PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	12/04/2022 02:03 PM	JEGANATHAN	12/04/2022 04:17 PM	Completed	2 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY
911	MA04657	Radhika.N-S/N	12/04/2022 09:28 AM	PSY WARD	ONE NUMBER OF COT SCREW TO BE FIXED	Elangovan	12/04/2022 10:29 AM	JEGANATHAN	11/05/2022 10:22 AM	Completed	695 hours53 mins	JOB DONE BY JAGANATHAN(CARPENTRY
912	MA04661	Parthasarathy.R- Marketing	12/04/2022 12:45 PM	DOOR PROBLEM	DEAR SIR  2ND FLOOR MAIN OT ENTRANCE DOOR PROBLEM.KINDLY DO THE NEEDFUL SIR.	Elangovan	12/04/2022 02:00 PM	JEGANATHAN	12/04/2022 04:19 PM	Completed	2 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY
913	MA04667	NANTHESHWARI. N	12/04/2022 02:04 PM	PREMIUM GIRLS HOSTEL DOOR PROBLEM	PREMIUM GIRLS HOSTEL DOOR PROBLEM ROOM NO	Elangovan	12/04/2022 04:10 PM	JEGANATHAN	21/04/2022 04:23 PM	Completed	216 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

207 210 617

914	MA04668	NANTHESHWARI. N	12/04/2022 02:07 PM	PREMIUM GIRLS HOSTEL BATHROOM DOOR PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM DOOR PROBLEM ROOM NO 210 617 16 310	Elangovan	12/04/2022 04:11 PM	JEGANATHAN	21/04/2022 04:23 PM	Completed	216 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
915	MA04669	NANTHESHWARI. N	12/04/2022 02:09 PM	PREMIUM GIRLS HOSTEL MIRROR PROBLEM	PREMIUM GIRLS HOSTEL MIRROR PROBLEM 206 613	Elangovan	12/04/2022 04:12 PM	JEGANATHAN	21/04/2022 04:24 PM	Completed	216 hours11 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 6**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
916	MA04663	Parthasarathy.R-Marketing	12/04/2022 12:49 PM	WINDOW PROBLEM	DEAR SIR  2ND FLOOR OBG ICU DOOR PROBLEM AND WALL CLOCK FIXING WORK NEEDED KINDLY DO THE NEEDFUL SIR.	Elangovan	12/04/2022 02:02 PM	JEGANATHAN	12/04/2022 04:18 PM	Completed	2 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
917	MA04662	Parthasarathy.R-Marketing	12/04/2022 12:47 PM	TOILET LOCK NEEDED	DEAR SIR  2ND FLOOR ANESTHESIA STAFF BATHROOM LOCK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	12/04/2022 02:01 PM	JEGANATHAN	12/04/2022 04:19 PM	Completed	2 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
918	MA04653	Parthasarathy.R-Marketing	12/04/2022 08:49 AM	AC NOT WORKING	DEAR SIR  1ST FLOOR CENTRAL LAB PATHOLOGY AC NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	12/04/2022 10:25 AM	Ibrahim Baig.D	13/04/2022 03:56 PM	Completed	29 hours31 mins	problem solved by loganathan-rameshbabu-vinothkumar.
919	MA04666	Parthasarathy.R-Marketing	12/04/2022 01:17 PM	AC WATER LEAKAGE	DEAR SIR  MRI 64 SLICE AC WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	12/04/2022 02:04 PM	Ibrahim Baig.D	13/04/2022 03:58 PM	Completed	25 hours53 mins	problem solved by loganathan-rajagopal-vinothkumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
920	MA04660	Balamurugan.J.DE O	12/04/2022 12:25 PM	SVDC	(1)4 -TH- FLOOR.SURGERY PG ROOM SINK WASTE WATER LINE PIPE BLOCKAGE AND( 2) GROUND FLOOR WASH ROOM -NO 12 DRAINAGE BLOCKAGE	Elangovan	12/04/2022 12:43 PM	Venkatesan.B - Plumber	19/04/2022 09:22 AM	Completed	164 hours38 mins	problem solved by thanigachalam.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
921	MA04675	NANTHESHWARI. N	13/04/2022 11:39 AM	DENTAL HOSTEL	DENTAL HOSTEL FAN NOT WORKING 402 7	Elangovan	13/04/2022 02:05 PM	K.Manimaran	26/04/2022 09:14 AM	Completed	307 hours9 mins	problem solved by manimaran.
922	MA04676	Parthasarathy.R- Marketing	13/04/2022 12:05 PM	TUBE LIGHT NOT WORKING	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM -12 BATHROOM TUBE LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	13/04/2022 02:06 PM	Selvam.S - Electrician	21/04/2022 02:09 PM	Completed	192 hours2 mins	problem solved by sathyaseelan-jayakumar.
923	MA04673	Muniamma.K	13/04/2022 11:02 AM	POWER SUPPLY NOT PROPERLY	DEPT.OF BIOCHEMISTRY STUDENT PRACTICAL LAB ONE SIDE POWER SUPPLY NOT PROPERLY PLEASE VERIFY IT . TODAY PRACTICAL CLASS (URGENT)	Elangovan	13/04/2022 02:04 PM	Sridharan.E - Electrical	22/04/2022 09:24 AM	Completed	211 hours20 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
924	MA04674	NANTHESHWARI N	13/04/2022 11:34 AM	DENTAL HOSTEL	DENTAL HOSTEL 403 4 WASH BASIN WATER LEECHING	Elangovan	13/04/2022 02:04 PM	Venkatesan.B - Plumber	02/05/2022 11:45 AM	Completed	453 hours40 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYANNAR.
925	MA04679	Radhika.N-S/N	13/04/2022 01:55 PM	FOOT PEDAL WATER LEAKING	EMR WARD FOOT PEDAL WATER LEAKING	Elangovan	13/04/2022 02:08 PM	Venkatesan.B - Plumber	19/04/2022 09:46 AM	Completed	139 hours37 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
926	MA04672	Parthasarathy.R-Marketing	13/04/2022 09:54 AM	SCREEN ROD DEMAGE	DEAR SIR  GROUND FLOOR EMR OPD SCREEN ROD DAMAGE AND BUREAO LOCK TO BE ARRANGE NEEDED .KINDLY DO THE NEEDFUL SIR	Elangovan	13/04/2022 10:14 AM	JEGANATHAN	20/04/2022 09:21 AM	Completed	167 hours7 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
927	MA04678	Parthasarathy.R-Marketing	13/04/2022 12:18 PM	AC Water leaking	DEAR SIR  GROUND FLOOR MRI USG ROOM AC Water leaking.KINDLY DO THE NEEDFUL SIR	Elangovan	13/04/2022 02:08 PM	Ibrahim Baig.D	19/04/2022 09:32 AM	Completed	139 hours24 mins	problem solved by loganathan-rameshbabu-vinothkumar.
928	MA04677	Pushpa.K-DEO	13/04/2022 12:13 PM	USG -2 room AC water leakage	USG -2 room AC water leakage	Elangovan	13/04/2022 02:07 PM	Ibrahim Baig.D	19/04/2022 09:31 AM	Completed	139 hours23 mins	problem solved by loganathan-rameshbabu-vinothkumar.
929	MA04681	Srikrishnan .N	13/04/2022 02:35 PM	Drainage smell in college campus	Admission process is going on. Un bearable drainage smell in college premises. Please attend immediately.	Elangovan	13/04/2022 02:41 PM	Venkatesan.B - Plumber	19/04/2022 09:43 AM	Completed	139 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM-IYYANNAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
930	MA04680	P.Makeswari - DEO	13/04/2022 02:18 PM	Associate professor room - rest room light and flush not working	Associate professor room - rest room light and flush not working	Elangovan	13/04/2022 02:28 PM			Cancelled		mention the department and location.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
931	MA04685	Balamurugan.J.DE O	15/04/2022 10:24 AM	SVDC	2-nd floor wash room no 215 wash basin tape blockage	Elangovan	18/04/2022 02:24 PM	Venkatesan.B - Plumber	19/04/2022 09:43 AM	Completed	19 hours19 mins	PROBLEM SOLVED BY THANIGACHALAM.
932	MA04682	Sathiyarayanan .R	15/04/2022 09:55 AM	Washbasin TAP water leaking	Good Morning Sir,  I herewith bring to your kind notice that In SVDC 4th floor, Near HR room, adjacent to RO Water, where we all do hand wash, that Wash basin Tap getting leaked from following two days. I request you to do needful as soon as possible. Thank you	Elangovan	18/04/2022 09:15 AM	Venkatesan.B - Plumber	19/04/2022 09:42 AM	Completed	24 hours26 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
933	MA04684	Balamurugan.J.DE O	15/04/2022 10:21 AM	SVDC	2nd- floor girls wash room no 208 door repair	Elangovan	18/04/2022 09:19 AM	JEGANATHAN	27/04/2022 04:05 PM	Completed	222 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

934	MA04683	D. Pokkilai -S/N	15/04/2022 10:18 AM	GYNAEC WARD SYSTEM NOT WORKING	GYNAEC WARD SYSTEM NOT WORKING	Elangovan	18/04/2022 09:18 AM			Cancelled		Inform to IT department.
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**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
935	MA04690	Malini K	16/04/2022 11:00 AM	Tube light problem	Department of pathology	Elangovan	18/04/2022 02:32 PM	Sridharan.E - Electrical	22/04/2022 09:27 AM	Completed	90 hours54 mins	PROBLEM SOLVED BY SRIDHARAN.
936	MA04687	Celine.A-S/N	16/04/2022 09:11 AM	MMW	PATIENT SIDE FAN - 1 NOT WORKING. STORE ROOM TUBE LIGHT-1,PATIENT BATH ROOM LIGHT 2,	Elangovan	18/04/2022 02:29 PM	Selvam.S - Electrician	26/04/2022 12:07 PM	Completed	189 hours37 mins	problem solved by sassikumar -sathyaseelan.
937	MA04695	Saraniyan Sathish.S - PRO	16/04/2022 04:00 PM	Room No4 OT AC Plug Point Not Working	OT AC Plug Point Not Working	Elangovan	18/04/2022 02:37 PM	Selvam.S - Electrician	21/04/2022 02:08 PM	Completed	71 hours30 mins	problem solved by sathyaseelan-jayakumar.
938	MA04688	Lilly Pushpam - S/N	16/04/2022 09:52 AM	MSW ANX 4TH FLOOR FAN TO BE REPAIRED	MSW ANX 4TH FLOOR NURSES STATION FAN TO BE REPAIRD ,THERE IS NO REGULATOR FOR THIS FAN ,KINDLY MAKE ARRANGEMENT AS SOON AS POSSIBLE ORDER FRONM SURGERY HOD	Elangovan	18/04/2022 02:30 PM	Selvam.S - Electrician	21/04/2022 02:07 PM	Completed	71 hours37 mins	problem attended by sassikumar-sathyaseelan.
939	MA04689	Malini K	16/04/2022 09:41 AM	Tube light problem	Department of pathology	Elangovan	18/04/2022 02:31 PM	Sridharan.E - Electrical	22/04/2022 09:28 AM	Completed	90 hours57 mins	PROBLEM SOLVED BY SRIDHARAN.
940	MA04692	Celine.A-S/N	16/04/2022 11:30 AM	RESPIRATORY MEDICINE WARD	INTERCOM NOT FIXED,3NOS FAN NOT WORKING,6NOS LED LIGHT NOT WORKING,3NOS TUBE LIGHT NOT WORKING,SWITCH BOARD DAMAGE IN RMW[TB WARD]	Elangovan	18/04/2022 02:33 PM	Selvam.S - Electrician	14/05/2022 03:50 PM	Completed	625 hours16 mins	problem solved by sassikumar -lenin.

**Classification : 6**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
941	MA04691	Parthasarathy.R-Marketing	16/04/2022 11:03 AM	SINK BLOCKAGE	DEAR SIR  1ST FLOOR PATHOLOGY SINK BLOCKAGE PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	18/04/2022 02:32 PM	Venkatesan.B - Plumber	19/04/2022 09:41 AM	Completed	19 hours9 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
942	MA04694	Saraniyan Sathish.S - PRO	16/04/2022 03:53 PM	DOOR CLOSER NOT WORKING	ORTHO OT ROOM NO 7 DOOR CLOSER NOT WORKING OT ROOM NO 8 DOOR RUSTED TO BE CLEANED	Elangovan	18/04/2022 02:35 PM	JEGANATHAN	21/04/2022 04:21 PM	Completed	73 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
943	MA04693	Celine.A-S/N	16/04/2022 11:36 AM	RESPIRATORY MEDICINE WARD	STERILLIUM STAND TO BE FIXED,3NOS PAD LOCK TO BE FIXED.	Elangovan	18/04/2022 02:34 PM	JEGANATHAN	21/04/2022 04:21 PM	Completed	73 hours46 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
944	MA04686	Celine.A-S/N	16/04/2022 09:04 AM	MMW	2 FOLDER COT, 4 FOLDER COT BOTH WHEELS NOT WORKING . HEIGHT SCALE TO BE FIXED.	Elangovan	18/04/2022 02:26 PM	JEGANATHAN	21/04/2022 04:22 PM	Completed	73 hours55 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
945	MA04703	Mathangi.M	18/04/2022 02:39 PM	ENT WARD fan is not working properly	ENT WARD fan is not working properly	Elangovan	18/04/2022 02:45 PM	Selvam.S - Electrician	21/04/2022 02:06 PM	Completed	71 hours20 mins	problem solved by sassikumar -sathyaseelan.
946	MA04696	R. Anitha -DEO	18/04/2022 10:22 AM	DVL HOD Room light is not working	DVL HOD room Light is not working	Elangovan	18/04/2022 02:38 PM	Selvam.S - Electrician	21/04/2022 02:04 PM	Closed	71 hours26 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

947	MA04699	D. Pokkilai -S/N	18/04/2022 02:00 PM	RESPIRATORY MEDICINE WARD	INTERCOM NOT FIXED , 3NOS FAR NOT WORKING, 6NOS LED LIGHT NOT WORKING, 3NOS TUBE LIGHT NOT WORKING, SWITCH BOARD DAMAGE,	Elangovan	18/04/2022 02:43 PM	Selvam.S - Electrician	17/05/2022 09:02 AM	Completed	690 hours19 mins	problem solved by sassikumar and sathyaseelan.
948	MA04702	Mathangi.M	18/04/2022 02:37 PM	ENT OPD - Audiometer room socket is not working properly	ENT OPD - Audiometer room socket is not working properly	Elangovan	18/04/2022 02:44 PM	Selvam.S - Electrician	21/04/2022 02:05 PM	Completed	71 hours20 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
949	MA04704	Mathangi.M	18/04/2022 02:40 PM	ENT WARD almira glass want to be changed	ENT WARD almira glass want to be changed	Elangovan	18/04/2022 02:59 PM	JEGANATHAN	27/04/2022 04:04 PM	Completed	217 hours5 mins	need complaint letter.
950	MA04698	Parthasarathy.R-Marketing	18/04/2022 12:49 PM	PATHOLOGY DRILL WORK NEEDED	DEAR SIR 1ST FLOOR PATHOLOGY DRILL WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	18/04/2022 02:40 PM	JEGANATHAN	21/04/2022 04:20 PM	Completed	73 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY
951	MA04700	D. Pokkilai -S/N	18/04/2022 02:04 PM	RESPIRATORY MEDICINE WARD	STERILLIUM STAND TO BE FIXED ,3NOS PAD LOCK FIXED .	Elangovan	18/04/2022 02:43 PM	JEGANATHAN	21/04/2022 04:21 PM	Completed	73 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY
952	MA04697	Parthasarathy.R-Marketing	18/04/2022 12:47 PM	4PIN COAT SIDERAILS PROBLEM	DEAR SIR CASUALTY OP[D 4PIN COAT SIDERAILS PROBLEM.KINDLY DO THE NEEDFUL SIR.	Elangovan	18/04/2022 02:39 PM	JEGANATHAN	21/04/2022 04:20 PM	Completed	73 hours41 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

953	MA04706	Parthasarathy.R-Marketing	18/04/2022 04:15 PM	AC Water leaking	Dear Sir ground floor usg room ac water leakage problem.kindly do the needful sir	Elangovan	19/04/2022 09:04 AM	Ibrahim Baig.D	22/04/2022 11:59 AM	Completed	74 hours54 mins	problem solved by rajagopal.
954	MA04705	Parthasarathy.R-Marketing	18/04/2022 04:09 PM	ac plug point problem	dear sir obg labour room ac plug point problem.kindly do the needful sir	Elangovan	19/04/2022 09:04 AM	Selvam.S - Electrician	21/04/2022 02:06 PM	Completed	53 hours2 mins	problem solved by sathyaseelan-jayakumar.
955	MA04701	Pushpa.K-DEO	18/04/2022 02:33 PM	ultrasound room -1 AC water leakage	ultrasound room -1 AC water leakage	Elangovan	18/04/2022 02:43 PM	Ibrahim Baig.D	22/04/2022 11:57 AM	Completed	93 hours13 mins	problem solved by rajagopal.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
956	MA04712	Celine.A-S/N	19/04/2022 11:16 AM	MMW	PATIENT BATH ROOM TUBE LIGHT - 2,LED BULB -2, WARD SIDE-5 , STORE ROOM TUBE LIGHT-1 IN MMW.	Elangovan	19/04/2022 02:34 PM	Selvam.S - Electrician	26/04/2022 12:02 PM	Completed	165 hours28 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
957	MA04711	Suresh.R	19/04/2022 10:18 AM	Drinking water tap leakage	ICON Building 4th-floor paramedical college Drinking water tap leakage	Elangovan	19/04/2022 02:32 PM	Venkatesan.B - Plumber	02/05/2022 11:45 AM	Completed	309 hours12 mins	PROBLEM SOLVED BY THANIGACHALAM.
958	MA04715	Parthasarathy.R-Marketing	19/04/2022 02:15 PM	WASHBASIN PROBLEM	DEAR SIR 1ST FLOOR DINNING HALL WASHBASIN PROBLEM.KINDLY DO THE NEEDFUL SIR.	Elangovan	19/04/2022 02:36 PM	Venkatesan.B - Plumber	21/04/2022 04:30 PM	Completed	49 hours53 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
959	MA04713	Celine.A-S/N	19/04/2022 11:22 AM	MMW	MMW HEIGHT SCALE TO BE FIXED.	Elangovan	19/04/2022 02:35 PM	JEGANATHAN	21/04/2022 04:19 PM	Completed	49 hours44 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
960	MA04709	S.Sharmila -HR Asst.	19/04/2022 10:03 AM	KEYBOARD DRAWER BROKEN	Desk keyboard drawer broken	Elangovan	19/04/2022 02:30 PM	JEGANATHAN	21/04/2022 04:19 PM	Completed	49 hours48 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
961	MA04708	Mathangi.M	19/04/2022 09:39 AM	ENT OPD HOD room clamp should be fixed	ENT OPD HOD room clamp should be fixed	Elangovan	19/04/2022 02:29 PM	JEGANATHAN	21/04/2022 04:19 PM	Completed	49 hours49 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
962	MA04714	Gounabady.R - DEO	19/04/2022 12:30 PM	fan not working	fan not working in the eye department library, third floor hospital side	Elangovan	19/04/2022 02:35 PM	Selvam.S - Electrician	26/04/2022 12:06 PM	Completed	165 hours30 mins	problem solved by sassikumar -lenin.
963	MA04710	Divya.T	19/04/2022 10:10 AM	refrigerant is not working	In our department refrigerant is not working	Elangovan	19/04/2022 02:31 PM	Ibrahim Baig.D	17/05/2022 09:41 AM	InProgress	667 hours9 mins	REQUISITION GIVEN TO PURCHASE DEPARTMENT.
964	MA04707	Suresh.R	19/04/2022 09:09 AM	A/c outlet hole to be sealed - Reg	kindly seal the Ac outlet hole with white cement to avoid further damage of the Ac unit by rats	Elangovan	19/04/2022 02:29 PM	Ibrahim Baig.D	12/05/2022 09:25 AM	Completed	546 hours55 mins	roblem rectified by anand-loganathan-rameshbabu.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
965	MA04717	Pushpa.K-DEO	20/04/2022 09:27 AM	x ray room out side safe light repair and replace	x ray room out side safe light repair and replace ( 7 Nos)	Elangovan	20/04/2022 11:05 AM	Selvam.S - Electrician	26/04/2022 10:58 AM	Completed	143 hours53 mins	problem solved by sassikumar -sathyaseelan.
966	MA04724	Mathangi.M	20/04/2022 02:53 PM	ENT OPD - Audiometer room AC is not working properly	ENT OPD - Audiometer room AC is not working properly	Elangovan	21/04/2022 09:06 AM	Ibrahim Baig.D	12/05/2022 09:25 AM	Completed	504 hours19 mins	problem solved by anand-rameshbabu.
967	MA04726	Mathangi.M	20/04/2022 04:03 PM	ENT OPD - Audiometer room socket is not working properly	ENT OPD - Audiometer room socket is not working properly	Elangovan	21/04/2022 09:07 AM	Selvam.S - Electrician	21/04/2022 02:02 PM	Completed	4 hours55 mins	PROBLE SOLVED BY SATHYASEELAN-SASSIKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

968	MA04722	Parthasarathy.R-Marketing	20/04/2022 01:16 PM	FAN PROBLEM	DEAR SIR 2ND FLOOR PICU FAN PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	21/04/2022 09:04 AM	Selvam.S - Electrician	21/04/2022 11:47 AM	Completed	2 hours42 mins	problem solved by sathyaseelan-sassikumar.
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**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
969	MA04721	Parthasarathy.R-Marketing	20/04/2022 11:02 AM	OBG ICU DOOR CLOSER NEEDED	DEAR SIR OBG ICU DOOR CLOSER NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	21/04/2022 09:04 AM	JEGANATHAN	27/04/2022 04:04 PM	Completed	151 hours0 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
970	MA04723	Parthasarathy.R-Marketing	20/04/2022 01:17 PM	DOOR GLASS PROBLEM	DEAR SIR 2ND FLOOR DOOR GLASS PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	21/04/2022 09:05 AM	JEGANATHAN	27/04/2022 04:04 PM	Completed	150 hours59 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
971	MA04718	Parthasarathy.R-Marketing	20/04/2022 10:56 AM	USG AC WATER LEKAGE PROBLEM	DEAR SIR GROUND FLOOR USG AC WATER LEKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	20/04/2022 11:16 AM	Ibrahim Baig.D	22/04/2022 11:54 AM	Completed	48 hours37 mins	problem solved by rajagopal.
972	MA04716	Pushpa.K-DEO	20/04/2022 09:25 AM	USG scan room -1 water leakage	USG scan room -1 water leakage	Elangovan	20/04/2022 11:04 AM	Ibrahim Baig.D	22/04/2022 11:56 AM	Completed	48 hours51 mins	problem solved by rajagopal.
973	MA04720	Parthasarathy.R-Marketing	20/04/2022 11:00 AM	PAPATHOLOY AND CLEANING PATHOLOGY AC WATER LEAKAGE	DEAR SIR 1ST FLOOR PATHOLOY AND CLEANING PATHOLOGY AC WATER LEAKAGE PROBLEM.KINDLY	Elangovan	21/04/2022 09:03 AM	Ibrahim Baig.D	22/04/2022 11:59 AM	Completed	26 hours56 mins	problem solved by rajagopal.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DO THE NEEDFUL  
SIR

974	MA04719	Parthasarathy.R-Marketing	20/04/2022 10:58 AM	OBG OPD OPPOSITE AC EXHAUST WATER LEAKAGE	DEAR SIR 1ST FLOOR OBG OPD OPPOSITE AC EXHAUST WATER LEAKAGE .KINDLY DO THE NEEDFUL SIR.	Elangovan	21/04/2022 09:02 AM	Ibrahim Baig.D	12/05/2022 09:24 AM	Completed	504 hours21 mins	problem solbed by ac deaprtment.
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**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
975	MA04725	P.Makeswari - DEO	20/04/2022 03:44 PM	USG 2 - zero whats bulb	USG 2 - zero whats bulb	Elangovan	21/04/2022 09:06 AM	Selvam.S - Electrician	26/04/2022 12:02 PM	Completed	122 hours55 mins	PROBVLEM SOOLVED BY SASSIKUMAR-LENIN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
976	MA04731	Rajkumar N -Care Taker	21/04/2022 01:54 PM	GENTS HOSTEL ROOM NO.413	Gents hostel Room No.413 Fan not worked	Elangovan	21/04/2022 04:32 PM	Sridharan.E - Electrical	26/04/2022 10:19 AM	Completed	113 hours47 mins	PROBLEM SOLVED BY SRIDHARAN.
977	MA04729	Parthasarathy.R-Marketing	21/04/2022 10:19 AM	TV PROBLEM	DEAR SIR 1ST FLOOR A SPECIAL WARD ROOM NO-4 TV PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	21/04/2022 11:45 AM	Selvam.S - Electrician	21/04/2022 11:47 AM	Completed	0 hours1 mins	problem solved by jayakumar-sathyaseelan.
978	MA04735	Rajkumar N -Care Taker	21/04/2022 02:00 PM	GENTS HOSTEL ROOM NO.510	Gents Hostel Room No.510 Bath room light not worked	Elangovan	21/04/2022 04:35 PM	Sridharan.E - Electrical	26/04/2022 10:20 AM	Completed	113 hours44 mins	PROBLEM SOLVED BY SRIDHARAN.
979	MA04736	Rajkumar N -Care Taker	21/04/2022 02:02 PM	GENTS HOSTEL ROOM NO.414	Gents Hostel Room No.414 fan not worked	Elangovan	21/04/2022 04:36 PM	Sridharan.E - Electrical	26/04/2022 10:20 AM	Completed	113 hours44 mins	PROBLEM SOLVED BY SRIDHARAN.
980	MA04734	Rajkumar N -Care Taker	21/04/2022 01:58 PM	GENTS HOSTEL ROOM NO.417	Gents Hostel Room No.417 tublight not worked	Elangovan	21/04/2022 04:35 PM	Sridharan.E - Electrical	26/04/2022 10:20 AM	Completed	113 hours45 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

981	MA04727	Gounabady.R - DEO	21/04/2022 09:22 AM	FAN NOT WORKING IN THE EYE DEPARTMENT LIBRARY	FAN NOT WORKING IN THE EYE DEPARTMENT LIBRARY, 3RD FLOOR, HOSPITAL SIDE	Elangovan	21/04/2022 11:43 AM	Selvam.S - Electrician	26/04/2022 10:33 AM	Completed	118 hours49 mins	problem solved by sassikumar -lenin.
982	MA04730	Hemamalini.R - S/N	21/04/2022 01:51 PM	pulmonary medicine ward	intercom not fixed, 3nos fan not working , 6nos LED light not working, 3nos tube light not working , switch board damage.	Elangovan	21/04/2022 04:31 PM	Selvam.S - Electrician	17/05/2022 09:06 AM	Completed	616 hours34 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
983	MA04733	Rajkumar N -Care Taker	21/04/2022 01:56 PM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 sink top not worked	Elangovan	21/04/2022 04:33 PM	Venkatesan.B - Plumber	02/05/2022 11:44 AM	Completed	259 hours10 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
984	MA04728	Anbarasan K Bio-Med.	21/04/2022 09:45 AM	Biomedical - Need to fix the white board	Need to fix the white board	Elangovan	21/04/2022 11:44 AM	JEGANATHAN	27/04/2022 04:04 PM	Completed	148 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
985	MA04737	Kaviyarasu.S - Pharm	21/04/2022 03:08 PM	MAIN PHARMACY HOPITAL	STORE DOOR HANDLE REPAIR	Elangovan	21/04/2022 04:36 PM	JEGANATHAN	17/05/2022 09:43 AM	Completed	617 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
986	MA04732	Hemamalini.R - S/N	21/04/2022 01:56 PM	pulmonary medicine ward	3nos pad lock to be fixed.	Elangovan	21/04/2022 04:33 PM	JEGANATHAN	27/04/2022 04:03 PM	Completed	143 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

987	MA04744	Muniamma.K	22/04/2022 10:53 AM	TUBE LIGHT FIXING	DEPT.OF BIOCHEMISTRY STUDENTS PRACTICAL LAB ROOM TUBE LIGHT FIXING TO WALL	Elangovan	22/04/2022 11:52 AM	Sridharan.E - Electrical	26/04/2022 10:18 AM	Completed	94 hours25 mins	PROBLEM SOLVED BY SRIDHARAN.
988	MA04750	Bouvanesvary.S	22/04/2022 02:32 PM	pg room fan not working	pg room fan not working	Elangovan	23/04/2022 09:42 AM	Sridharan.E - Electrical	04/05/2022 10:21 AM	Completed	264 hours39 mins	PROBLEM SOLVED BY SRIDHARAN.
989	MA04752	S.DEVI -S/N	22/04/2022 03:58 PM	EMERGENCY WARD	FAN NOT WORKING.SWITCH BOARD NOT	Elangovan	23/04/2022 10:11 AM	Selvam.S - Electrician	27/04/2022 03:51 PM	Completed	101 hours40 mins	problem solved by rajakumar -sambasivam.
990	MA04738	Celine.A-S/N	22/04/2022 08:18 AM	MMW	PRINTER SWITCH BOARD NOT WORKING IN MMW.	Elangovan	22/04/2022 09:17 AM	Selvam.S - Electrician	23/04/2022 11:13 AM	Completed	25 hours56 mins	problem solved by sassikumar -sathyaseelan.
991	MA04740	SANGAR GANESH.R	22/04/2022 09:05 AM	E BLACK ROOM NO 6 TUBE LIGHT NOT WORKING	E BLOCK ROOM NO 6 TUBE LIGHT NOT WORKING	Elangovan	22/04/2022 09:20 AM	Sridharan.E - Electrical	26/04/2022 10:19 AM	Completed	96 hours59 mins	PROBLEM SOLVED BY SRIDHARAN.
992	MA04739	Lilly Pushpam - S/N	22/04/2022 08:57 AM	MSW NURSES STATION FAN NEED TO BE REPAIRED	MSW ANX 4TH FLOOR NURSES STATION FAN NEED TO BE REPAIRED	Elangovan	22/04/2022 09:18 AM	Selvam.S - Electrician	26/04/2022 10:30 AM	Completed	97 hours11 mins	problem solved by sassikumar -sathyaseelan.
993	MA04747	Parthasarathy.R-Marketing	22/04/2022 02:11 PM	TUBELIGHT PROBLEM	DEAR SIR 2ND FLOOR CSSD 2NOS TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	23/04/2022 09:38 AM	Selvam.S - Electrician	26/04/2022 10:31 AM	Completed	72 hours52 mins	problem solved by sassikumar -rajakumar.
994	MA04751	Parthasarathy.R-Marketing	22/04/2022 03:44 PM	DISTILLED WATER WORK NEEDED	DEAR SIR 2ND FLOOR MAIN OT INVERTER DISTILLED WATER WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 10:09 AM	Selvam.S - Electrician	26/04/2022 10:32 AM	Completed	72 hours23 mins	problem solved by sassikumar -sathyaseelan.
995	MA04745	R.Sugajeevana - S/N	22/04/2022 01:47 PM	pulmonaray medicine ward	intercom not fixed, 3nos fan not working, 6nos LED light not working , 3nos tube light not working, switch board damage.	Elangovan	23/04/2022 09:35 AM	Selvam.S - Electrician	17/05/2022 09:06 AM	Completed	575 hours31 mins	problem solved by sassikumar -sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
996	MA04748	Parthasarathy.R-Marketing	22/04/2022 02:15 PM	HEATER AND FLUSH PROBLEM	DEAR SIR 1ST FLOOR A SPECIAL WARD ROOM NO-07 HEATER AND FLUSH PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 09:39 AM	Venkatesan.B - Plumber	02/05/2022 11:44 AM	Completed	218 hours4 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMILZHARASAN.
997	MA04755	Parthasarathy.R-Marketing	22/04/2022 04:21 PM	FLUSH TANK NOT WORKING	DEAR SIR GROUND FLOOR CASUALTY WARD FLUSH TANK NOT WORKING.KINDLY DO THE NEEDFUL SIR.	Elangovan	23/04/2022 10:14 AM	Venkatesan.B - Plumber	02/05/2022 11:43 AM	Completed	217 hours29 mins	PROBLEM SOLVED BY THANIGACHALAM.
998	MA04753	Parthasarathy.R-Marketing	22/04/2022 04:18 PM	WASH BASIN BLOCKAGE	DEAR SIR 3RD FLOOR PEADITRIC WARD WASH BASIN BLOCKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 10:12 AM	Venkatesan.B - Plumber	02/05/2022 11:43 AM	Completed	217 hours31 mins	PROBLEM SOLVED BY THANIGACHALAM.
999	MA04742	Coumarane.M Blood Bank	22/04/2022 10:10 AM	WASH BASIN BLOCK	WASH BASIN BLOCK	Elangovan	22/04/2022 11:51 AM	Venkatesan.B - Plumber	02/05/2022 11:43 AM	Completed	239 hours51 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMILZHARASAN.
1000	MA04754	Parthasarathy.R-Marketing	22/04/2022 04:20 PM	FLUSH TANK NOT WORKING	DEAR SIR 1ST FLOOR A SPECIAL WARD ROOM-01 FLUSH TANK NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 10:13 AM	Venkatesan.B - Plumber	02/05/2022 11:44 AM	Completed	217 hours31 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 5**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1001	MA04749	Bouvanesvary.S	22/04/2022 02:30 PM	TOILET FLUSH NOT WORKING	TOILET FLUSH NOT WORKING	Elangovan	23/04/2022 09:40 AM	Venkatesan.B - Plumber	02/05/2022 11:43 AM	Completed	218 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYANNAR.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1002	MA04743	Balachandran.P	22/04/2022 10:33 AM	Air Conditioner problem	A/C not working in Demo Hall 1 (New A/C)	Elangovan	22/04/2022 11:51 AM	Ibrahim Baig.D	27/04/2022 03:57 PM	InProgress	124 hours6 mins	
1003	MA04741	Coumarane.M Blood Bank	22/04/2022 10:09 AM	WASH BASIN BLOCK	WASH BASIN BLOCK	Elangovan	22/04/2022 11:50 AM	Venkatesan.B - Plumber	02/05/2022 11:43 AM	Completed	239 hours53 mins	PROBLEM SOLVED BY THANIGACHALAM-SENTHAMIZH.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1004	MA04746	R.Sugajeevana - S/N	22/04/2022 01:51 PM	pulmonaray medicine ward	3nos pad lock to be fixed.	Elangovan	23/04/2022 09:37 AM	JEGANATHAN	27/04/2022 04:01 PM	Completed	102 hours23 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1005	MA04760	Parthasarathy.R- Marketing	23/04/2022 09:45 AM	FAN PROBLEM	DEAR SIR  1ST FLOOR ENT WARD FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 10:22 AM	Selvam.S - Electrician	23/04/2022 11:12 AM	Completed	0 hours49 mins	problem attended by sassikumar-sathiyaseelan. fan coil problem. need to repalce new fan. That fan is condemned.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1006	MA04765	Parthasarathy.R-Marketing	23/04/2022 10:46 AM	TOILET MAIN DOOR PROBLEM	DEAR SIR 4TH FLOOR FEMALE ORTHO WARD TOILET MAIN DOOR PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 11:10 AM	JEGANATHAN	27/04/2022 04:02 PM	Completed	100 hours51 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1007	MA04761	Sathiyarayanan .R	23/04/2022 09:40 AM	SVDC IV Floor Conference Hall Padlock	Good morning Sir,  I hereby bring to your kind notice that in SVDC building 4th Floor Conference hall door padlock rivet screws in loose condition. Padlock in a condition of fell down. Kindly do needful. Thank you	Elangovan	23/04/2022 10:23 AM	JEGANATHAN	27/04/2022 04:02 PM	Completed	101 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1008	MA04756	A.Praveena - Lab Tech	23/04/2022 08:55 AM	TABLE BROKEN	TABLE ARE BROKEN IN COLLECTION CENTER [ CENTRAL LAB]	Elangovan	23/04/2022 10:16 AM	JEGANATHAN	27/04/2022 04:03 PM	Completed	101 hours46 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1009	MA04762	Parthasarathy.R-Marketing	23/04/2022 09:48 AM	DOOR HANDLE BROKEN	DEAR SIR  CASUALTY OPD ISOLATION ROOM DOOR HANDLE BROKEN.KINDLY DO THE NEEDFUL SIR	Elangovan	23/04/2022 10:27 AM	JEGANATHAN	27/04/2022 04:01 PM	Completed	101 hours34 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1010	MA04763	Parthasarathy.R-Marketing	23/04/2022 10:18 AM	western toilet water leakage	DEAR SIR  DVL OPD WESTERN TOILET WATER LEAKAGE PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	23/04/2022 10:30 AM	Venkatesan.B - Plumber	02/05/2022 11:42 AM	Completed	217 hours12 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 5**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1011	CT1228	E.Chitra	23/04/2022 03:25 PM	DIGITAL THERMOMETER BATTERY RECEIVED	DIGITAL THERMOMETER BATTERY RECEIVED	Elangovan	26/04/2022 09:01 AM			Cancelled		mention the department and location.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1012	MA04764	Irisammal	23/04/2022 10:18 AM	fan not working dental pobulic health dettistry	fan not working dental pobulic health dettistry	Elangovan	23/04/2022 10:28 AM	K.Manimaran	06/05/2022 12:38 PM	Completed	314 hours9 mins	PROBLEM SOLVED BY MANIMARAN.
1013	MA04758	Savithri	23/04/2022 09:22 AM	SPECIAL OPD AIRPORT CHAR REPAIR WORK	SPECIAL OPD AIRPORT CHAIR REPAIR WORK, SCREWS NEED TO BE TIGHTENED.	Elangovan	23/04/2022 10:20 AM	JEGANATHAN	11/05/2022 10:21 AM	Completed	432 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1014	MA04757	Backiya.B S/N	23/04/2022 08:55 AM	female surgery ward height scale	3RD floor female surgery ward height scale and sterillium stand to be fixed	Elangovan	23/04/2022 10:19 AM	JEGANATHAN	27/04/2022 04:02 PM	Completed	101 hours43 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1015	MA04759	Savithri	23/04/2022 09:38 AM	SPECIAL OPD ECHO ROOM AC NOT WORKING	SPECIAL OPD ECHO ROOM AC NOT WORKING	Elangovan	23/04/2022 10:22 AM	Ibrahim Baig.D	27/04/2022 03:56 PM	Completed	101 hours34 mins	problem solved by vinoth kumar-rajagopal.
1016	MA04766	Parthasarathy.R-Marketing	23/04/2022 02:51 PM	TILES BROKEN	DEAR SIR  4TH FLOOR MALE SURGERY VARENDA TILES BROKEN .KINDLY DO THE NEEDFUL SIR	Elangovan	26/04/2022 09:00 AM	Elangovan		Assigned		

**Classification : 5**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1017	MA04770	Thennila.K(S/N)	25/04/2022 10:27 AM	ELECTRICAL PROBLEM	TUBE LIGHT NOT WORKING 3 SWITCH BOARD NOT WORKING 3	Elangovan	26/04/2022 09:06 AM			Cancelled		mention the deaprtment and location.
1018	MA04773	Anandh.D	25/04/2022 12:09 PM	Dental accounts	Dental Accounts Dep. Fan Not Working.....	Elangovan	26/04/2022 09:08 AM	K.Manimaran	06/05/2022 12:37 PM	Completed	243 hours29 mins	PROBLEM SOLVED BY MANIMARAN.
1019	MA04774	Rajkumar N -Care Taker	25/04/2022 03:18 PM	GENTS HOSTEL ROOM NO.408	Gents Hostel Room No.408 2 nos. Bathroom light not working and switch box not	Elangovan	26/04/2022 09:08 AM	Sridharan.E - Electrical	26/04/2022 10:18 AM	Completed	1 hours9 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

working.

1020	MA04771	Thennila.K(S/N)	25/04/2022 10:40 AM	ELECTRICAL PROBLEM	TUBE LIGHT NOT WORKING ,SWITCH BOARD NOT WORKING ,IN FEMALE MEDICAL WARD	Elangovan	26/04/2022 09:06 AM	Selvam.S - Electrician	27/04/2022 03:50 PM	Completed	30 hours43 mins	problem solved by rajakumar-sambasivam.
1021	MA04775	Rajkumar N -Care Taker	25/04/2022 03:21 PM	GENTS HOSTEL ROOM NO.412	Gents Hostel Room No.412 Bathroom light not worked and plug point not worked	Elangovan	26/04/2022 09:09 AM	Sridharan.E - Electrical	04/05/2022 10:21 AM	Completed	193 hours12 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1022	MA04769	D. Pokkilai -S/N	25/04/2022 10:15 AM	A SPECIAL WARD FLUSH NOT WORKING DRAIN NOT GOING	A SPECIAL WARD FLUSH NOT WORKING DRAIN NOT GOING	Elangovan	26/04/2022 09:04 AM	Venkatesan.B - Plumber	02/05/2022 11:42 AM	Completed	146 hours37 mins	PROBLEM SOLVED BY THAMIZHARASAN.
1023	MA04767	Balamurugan.J.DE O	25/04/2022 10:01 AM	SVDC	COO- MADAM- WASH ROOM TAPE REPAIR	Elangovan	26/04/2022 09:02 AM	Venkatesan.B - Plumber	02/05/2022 11:42 AM	Completed	146 hours40 mins	problem solved by thaniagachalam-thamizharasan.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1024	MA04768	Balamurugan.J.DE O	25/04/2022 10:03 AM	SVDC	EXAM HALL -EXAM TABLE 25 NOS. REPAIR WORK	Elangovan	26/04/2022 09:03 AM	JEGANATHAN	11/05/2022 10:21 AM	Completed	361 hours17 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1025	MA04772	Thennila.K(S/N)	25/04/2022 10:46 AM	CARPENTER	HIGHT SCALE TO BE FIXED IN FEMALE MEDICAL WARD	Elangovan	26/04/2022 09:07 AM	JEGANATHAN	27/04/2022 04:00 PM	Completed	30 hours53 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1026	CT1229	Gunasundari.K - Lab	25/04/2022 09:15 AM	Digital thermometer not woring in the fridge	Digital thermometer not woring new battery recived	Elangovan	26/04/2022 09:01 AM			Cancelled		please mention the department and location.
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**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1027	MA04785	Sivasubramanian.K MRD	26/04/2022 10:27 AM	change old switch socket	kindly change burnt switch socket	Elangovan	26/04/2022 12:21 PM	Selvam.S - Electrician	24/05/2022 03:45 PM	Completed	675 hours23 mins	PROBLEM SOLVED BY SAMBASIVAM-SASSIKUMAR.
1028	MA04793	Backiya.B S/N	26/04/2022 12:03 PM	tubelight not working	3rd floor female surgery ward 2 tubelight not working	Elangovan	26/04/2022 12:39 PM	Selvam.S - Electrician	17/05/2022 09:12 AM	Completed	500 hours33 mins	problem solved by sathyaseelan-sambasivam.
1029	MA04797	K.Sundaramoorthy (Purchase)	26/04/2022 04:05 PM	DENTAL PURCHASE	in our system ups power not come rectify the same	Elangovan	27/04/2022 09:16 AM	K.Manimaran	06/05/2022 12:36 PM	Completed	219 hours20 mins	PROBLEM SOLVED BY MANIMARAN.
1030	MA04790	NANTHESHWARI.N	26/04/2022 10:54 AM	PREMIUM GIRLS HOSTEL FAN PROBLEM	PREMIUM GIRLS HOSTEL FAN PROBLEM ROOM NO 15	Elangovan	26/04/2022 12:32 PM	Sridharan.E - Electrical	04/05/2022 10:20 AM	Completed	189 hours48 mins	PROBLEM SOLVED BY SRIDHARAN.
1031	MA04791	NANTHESHWARI.N	26/04/2022 10:56 AM	PREMIUM GIRLS HOSTEL PLUG POINT NOT WORKING	PREMIUM GIRLS HOSTEL PLUG POINT NOT WORKING ROOM NO 506	Elangovan	26/04/2022 12:37 PM	Sridharan.E - Electrical	04/05/2022 10:21 AM	Completed	189 hours44 mins	PROBLEM SOLVED BY SRIDHARAN.
1032	MA04781	Sugunakumari.J	26/04/2022 09:47 AM	switch board not working	Department of physiology Switch board is not working	Elangovan	26/04/2022 09:56 AM	Sridharan.E - Electrical	04/05/2022 10:22 AM	Completed	192 hours25 mins	PROBLEM SOLVED BY SRIDHARAN.
1033	MA04789	NANTHESHWARI.N	26/04/2022 10:47 AM	DENTAL HOSTEL HOSTEL ROOM NO 204 FAN NOT WORKING	DENTAL HOSTEL HOSTEL ROOM NO 204 FAN NOT WORKING	Elangovan	26/04/2022 12:31 PM	K.Manimaran	06/05/2022 12:35 PM	Completed	240 hours4 mins	PROBLEM SOLVED BY MANIMARAN.
1034	MA04788	M.Kameshwari - S/N	26/04/2022 10:45 AM	ELECTRICAL PROBLEM	patient bathroom tube light-2, fan - 1.	Elangovan	26/04/2022 12:28 PM			Cancelled		mention the department and location.
1035	MA04786	Manochitra.S.S/N	26/04/2022 10:28 AM	female ortho ward	in female ortho ward tubelight (4) not working in patient restroom , (1) fan not working ,water heater	Elangovan	26/04/2022 12:21 PM	Selvam.S - Electrician	27/04/2022 03:47 PM	Completed	27 hours25 mins	problem solved by lenin-jayakumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

also not working.

1036	MA04784	Thennila.K(S/N)	26/04/2022 10:15 AM	ELECTRICAL PROBLEM	TUBE LIGHT SWITCH BOARD NOT WORKING IN FEMALE MEDICAL WARD	Elangovan	26/04/2022 12:20 PM	Selvam.S - Electrician	27/04/2022 03:48 PM	Completed	27 hours27 mins	problem solved by rajakumar-sambasivam
1037	MA04778	Parthasarathy.R-Marketing	26/04/2022 09:33 AM	LIGHT NOT WORKING	DEAR SIR 1ST FLOOR CENTRAL BACK STEP SIDE LIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	26/04/2022 09:55 AM	Selvam.S - Electrician	17/05/2022 09:12 AM	Completed	503 hours17 mins	problem solved b y lenin-sambasivam.

**Classification : 11**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1038	MA04792	Sivasundari..G.S/N	26/04/2022 11:54 AM	PLUMBING	PATIENT BATHROOM SINK WASTE LINE PIPE BROKEN - 1	Elangovan	26/04/2022 12:38 PM			Cancelled		Mention the department and location.
1039	MA04787	Manochitra.S.S/N	26/04/2022 10:35 AM	female ortho ward	toilet flush leakage in staff restroom.	Elangovan	26/04/2022 12:27 PM	Venkatesan.B - Plumber	02/05/2022 11:41 AM	Completed	143 hours14 mins	PROBLEM SOLVED BY THANIGACHALAM.
1040	MA04777	Parthasarathy.R-Marketing	26/04/2022 09:30 AM	DRINKING WATER SINK PROBLEM	DEAR SIR 4TH FLOOR DRINKING WATER SINK PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	26/04/2022 09:51 AM	Venkatesan.B - Plumber	02/05/2022 11:41 AM	Completed	145 hours49 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMILZHARASAN.
1041	MA04796	Vanaja.N-DEO	26/04/2022 03:46 PM	SURGERY OFFICE ROOM FLUSH NOT WORKING	SURGERY OFFICE ROOM FLUSH NOT WORKING	Elangovan	27/04/2022 09:15 AM	Venkatesan.B - Plumber	02/05/2022 11:41 AM	Closed	122 hours26 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1042	MA04795	Vanaja.N-DEO	26/04/2022 03:44 PM	DOOR STOPER BROKEN	HOD ROOM DOOR STOPER BROKEN	Elangovan	27/04/2022 09:14 AM	JEGANATHAN	04/05/2022 12:17 PM	Completed	171 hours3 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1043	MA04783	Thennila.K(S/N)	26/04/2022 10:12 AM	CARPENTER	KINDLY REPLACE THE MATERIAL HIGHT SCALE TO BE FIXED IN FEMALE MEDICAL WARD	Elangovan	26/04/2022 12:19 PM	JEGANATHAN	27/04/2022 03:59 PM	Completed	27 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1044	MA04776	Parthasarathy.R-Marketing	26/04/2022 09:29 AM	AC NOT WORKING	DEAR SIR 1ST FLOOR OBG OPD SCAN ROOM AC NOT WORKING.KINDLY	Elangovan	26/04/2022 09:49 AM	Ibrahim Baig.D	27/04/2022 03:56 PM	Completed	30 hours6 mins	problem solved by anand-rameshbabu.
1045	MA04779	Banumathy.S.DEO	26/04/2022 09:31 AM	OBG dept.	OBG dept. scan room AC not working	Elangovan	26/04/2022 09:52 AM	Ibrahim Baig.D	27/04/2022 03:55 PM	Completed	30 hours2 mins	problem solved by anand-rameshbabu.
1046	MA04780	Balachandran.P	26/04/2022 09:45 AM	Air Conditioner problem	In the Department of Anatomy, New A/C not working in Demo Hall. Kindly repair at the earliest please.	Elangovan	26/04/2022 09:55 AM	Ibrahim Baig.D	27/04/2022 03:53 PM	InProgress	29 hours58 mins	under warranty

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1047	MA04794	Srinivasan.A-Librarian	26/04/2022 12:21 PM	Tube Light Not Burning - Most urgent	Tube Light Not Burning - 30 Nos	Elangovan	26/04/2022 12:39 PM	Sridharan.E - Electrical	18/05/2022 09:16 AM	Completed	524 hours36 mins	PROBLEM SOLVED BY SRIDHARAN.
1048	MA04782	Savithri	26/04/2022 10:14 AM	SPECIAL OPD NEUROLOGY ROOM AC NOT WORKING	SPECIAL OPD NEUROLOGY ROOM AC NOT WORKING	Elangovan	26/04/2022 12:16 PM	Ibrahim Baig.D	27/04/2022 03:52 PM	Completed	27 hours36 mins	problem solved by anand-rameshbabu.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1049	CT1233	Punithavally D	27/04/2022 03:15 PM	celing light not working	kindly come and correct this problem in biochemistry	Elangovan	27/04/2022 03:45 PM	Sridharan.E - Electrical	04/05/2022 10:20 AM	Completed	162 hours34 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

department

1050	MA04798	Balachandran.P	27/04/2022 11:25 AM	Ladies Toilet Tube Light Issue	In the Department of Anatomy, Faculty Ladies Toilet Light Issue.	Elangovan	27/04/2022 03:16 PM	Sridharan.E - Electrical	04/05/2022 10:19 AM	Completed	163 hours2 mins	PROBLEM SOLVED BY SRIDHARAN.
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**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1051	MA04801	Parthasarathy.R-Marketing	27/04/2022 01:49 PM	hand wash sink problem	dear sir casualty opd and doctor room hand wash sink problem.kindly do the needful sir	Elangovan	27/04/2022 03:42 PM	Venkatesan.B - Plumber	02/05/2022 11:37 AM	Completed	115 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.
1052	MA04802	Mathangi.M	27/04/2022 02:11 PM	ENT OPD - HOD water tap is not working properly	ENT OPD - HOD water tap is not working properly	Elangovan	27/04/2022 03:43 PM	Venkatesan.B - Plumber	02/05/2022 11:41 AM	Completed	115 hours57 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1053	MA04800	Parthasarathy.R-Marketing	27/04/2022 01:47 PM	blood collection chair problem	dear sir 1st floor central lab blood collection chair problem.kindly do the needful sir	Elangovan	27/04/2022 03:41 PM	JEGANATHAN	04/05/2022 12:18 PM	Completed	164 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1054	MA04799	Mathangi.M	27/04/2022 11:36 AM	ENT OPD - PROCEDURE ROOM AC IS NOT WORKING PROPERLY	ENT OPD - PROCEDURE ROOM AC IS NOT WORKING PROPERLY	Elangovan	27/04/2022 03:25 PM	Ibrahim Baig.D	12/05/2022 09:23 AM	Completed	353 hours57 mins	problem solved by loganathan-rameshbabu-suthakar.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1055	CT1232	Punithavally D	27/04/2022 03:14 PM	Ro Plant water tank cleaning	kindly come and clean RO tank in biochemistry department	Elangovan	27/04/2022 03:44 PM	Elangovan	02/05/2022 10:41 AM	Completed	114 hours57 mins	PROBLEM SOLVED BY ARUN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1056	MA04805	Lilly Pushpam - S/N	28/04/2022 08:59 AM	MSANX 4TH FLOOR INTERCOM NEED TO BE REPAIRED	MSANX INTERCOM NOT WORKING NEED TO BE REPAIRED	Elangovan	28/04/2022 09:48 AM	Selvam.S - Electrician	09/06/2022 11:09 AM	Completed	1009 hours21 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1057	MA04807	Sivasundari..G.S/ N	28/04/2022 01:50 PM	LIGHT NOT WORKING	PATIENT BATHROOM LIGHT NOT WORKING.	Elangovan	28/04/2022 02:09 PM			Cancelled		mention the department and location.
1058	MA04808	M.Sedhulakshmi - S/N	28/04/2022 01:55 PM	PULMONARY MEDICINE WARD	INTERCOM NOT FIXED, 3NOS FAN NOT WORKING, 6NOS LED LIGHT NOT WORKING , 3NOS TUBE LIGHT NOT WORKING, SWITCH BOARD DAMAGE.	Elangovan	02/05/2022 09:23 AM	Selvam.S - Electrician	14/05/2022 11:00 AM	Completed	289 hours36 mins	problem solved by sathyaseelan-sambasivam.
1059	MA04804	Lilly Pushpam - S/N	28/04/2022 08:55 AM	MSW ANX BURNS ROOM TOILET LIGHT TO BE CHANCED	MSWANX BURNS ROOM TOILET LIGHT TO BE CHANGED AND FOR DOCTOR ROOM PG TOILET LIGHT NEED TO BE CHANGED	Elangovan	28/04/2022 09:47 AM	Selvam.S - Electrician	17/05/2022 09:10 AM	Completed	455 hours23 mins	problem solved by sassikumar -sathyaseelan.
1060	MA04806	Vimala P.- S/N	28/04/2022 09:09 AM	TUBE LIGHT NOT WORKING	TUBE LIGHT NOT WORKING IN GYNAEC WARD 11ST FLOOR	Elangovan	28/04/2022 09:49 AM	Selvam.S - Electrician	17/05/2022 09:11 AM	Completed	455 hours22 mins	problem solved by sassikumar -sambasivam.

**Classification : 5**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1061	MA04810	Malarvizhi.S.OS nursing college	28/04/2022 02:51 PM	ICON	RO CAPACITOR IS BURNED.PLZ RECTIFY THIS	Elangovan	02/05/2022 09:26 AM	Elangovan	02/05/2022 10:43 AM	Completed	1 hours17 mins	PROBLEM SOLVED BY ARUN.
1062	MA04811	I.IIakiya -DEO	28/04/2022 04:50 PM	RO PLANT REG	RO Plant not working, water not coming	Elangovan	02/05/2022 09:27 AM	Elangovan	02/05/2022 10:43 AM	Closed	1 hours15 mins	PROBLEM SOLVED BY ARUN.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1063	CT1238	R. Bharathi Raja - Lab Tech	28/04/2022 02:41 PM	AURO Plant tds to Check	AURO Plant tds High to Check	Elangovan	02/05/2022 09:25 AM	Elangovan	02/05/2022 10:42 AM	InProgress	1 hours17 mins	
1064	MA04803	Lilly Pushpam - S/N	28/04/2022 08:52 AM	MSW ANX BURNS ROOM ROOF WARER LEAKAGE	MSW ANX BURNS ROOM ROOF WATER LEAKAGE KINDLY DO THE NEEDFUL	Elangovan	28/04/2022 09:45 AM	Venkatesan.B - Plumber	02/05/2022 11:40 AM	Completed	97 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM-THAMIZHARASAN.
1065	CT1236	Gunasundari.K - Lab	28/04/2022 09:11 AM	Tube light is not working	Tube light is not working	Elangovan	28/04/2022 09:49 AM	Selvam.S - Electrician	09/05/2022 11:43 AM	Completed	265 hours53 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN
1066	MA04809	M.Sedhulakshmi - S/N	28/04/2022 01:59 PM	PULMONARY MEDICINE WARD	3nos pad lock to be fixed.	Elangovan	02/05/2022 09:24 AM	JEGANATHAN	04/05/2022 12:18 PM	Completed	50 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1067	CT1237	Gunasundari.K - Lab	28/04/2022 09:12 AM	Auroplant	Auroplant ,kindly check the PH and clean the tank	Elangovan	28/04/2022 09:50 AM	Elangovan	28/04/2022 02:27 PM	Completed	4 hours36 mins	problem solved by arunkumar.
1068	MA04812	MEERA.R	29/04/2022 12:20 PM	MINOR OT -CRASH CART	CRASH CART IS NOT WORKING PROPERLY IN MINOR OT(SURGERY OPD).PLEASE DO THE NEEDFULL.	Elangovan	02/05/2022 09:29 AM	JEGANATHAN	04/05/2022 12:17 PM	Completed	50 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 6**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1069	MA04813	Malarvizhi.S.OS nursing college	30/04/2022 09:54 AM	ICON	DEPT. OF OBG HOD ROOM TUBE LIGHT PROBLEM. FINAL YEAR B.SC(N) CLASS ROOM FAN PROBLEM GROUND FLOOR CORIDOR TUBE LIGHT PROBLEM	Elangovan	02/05/2022 09:30 AM	Sridharan.E - Electrical	18/05/2022 09:19 AM	Completed	383 hours48 mins	problem solved by sridharan- palanivel.
1070	MA04824	Sivasubramanian. K MRD	02/05/2022 12:09 PM	Six Model Extension Box and Fan	We need Six Model Extension Box - 1 no for computer systems and fix 3 fans in MRD Office.	Elangovan	04/05/2022 09:19 AM	Selvam.S - Electrician	24/05/2022 03:44 PM	Completed	486 hours25 mins	PROBLEM SOLVED BY SAMBASIVAM- SATHYASEELAN.
1071	MA04820	Thiruvengada Perumal	02/05/2022 10:22 AM	CEILING FAN IS NOT WORKING IN LABORATORY	Dear Sir, Kindly attend that 5 ceiling fan was not working condition in the 3rd floor lab last one week  kindly consider as TOP PRIORTY	Elangovan	04/05/2022 09:13 AM	Selvam.S - Electrician		Assigned		
1072	MA04825	Aruna.G-S/N	02/05/2022 04:01 PM	PAED WARD ANX	NOT WORKING FAN FOR HOD ROOM	Elangovan	04/05/2022 09:20 AM	Selvam.S - Electrician	09/05/2022 11:40 AM	Completed	122 hours20 mins	PROBLEM SOLVED BY SASSIKUMAR- SATHYASEELAN.
1073	MA04814	Gounabady.R - DEO	02/05/2022 08:45 AM	System connecting plug point not working	System connecting plug point not working in Eye Department office room, its very urgent. Ophthal department, first floor Hospital side,	Elangovan	02/05/2022 09:34 AM	Selvam.S - Electrician	17/05/2022 09:10 AM	Completed	359 hours35 mins	problem solved by sassikumar and sathyaseelan.
1074	MA04817	Subalakashmi	02/05/2022 09:15 AM	LIGHT REQUIREMENT	Two lights are needed....	Elangovan	02/05/2022 09:42 AM	Selvam.S - Electrician	02/05/2022 10:06 AM	Completed	0 hours23 mins	need compalint letter.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1075	MA04822	Thiruvengada Perumal	02/05/2022 10:46 AM	2nd floor & 3rd floor water tab problem	Dear Sir, this is to inform you that in our pharmacy college, water leakage in 2nd floor girls toilet and no water came in	Elangovan	04/05/2022 09:14 AM	Venkatesan.B - Plumber	05/05/2022 02:41 PM	Completed	29 hours26 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

3rd floor gent toilet.  
kindly attend  
immediately sir

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1076	MA04816	Suresh.R	02/05/2022 09:00 AM	Chalk board fitting	ICON 4th floor Paramedical college class room chalk board fitting in class room.	Elangovan	02/05/2022 09:39 AM	JEGANATHAN	11/05/2022 10:20 AM	Completed	216 hours41 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1077	MA04823	Balachandran.P	02/05/2022 11:39 AM	Sign Board Fixing	For fixing the sign board please send carpenter to the Department of Anatomy	Elangovan	04/05/2022 09:16 AM	JEGANATHAN	11/05/2022 10:20 AM	Completed	169 hours4 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1078	MA04815	MEERA.R	02/05/2022 09:02 AM	endoscopy	AC IS NOT WORKING IN ENDOSCOPY ROOM.PLS DO THE NEEDFUL.	Elangovan	02/05/2022 09:37 AM	Ibrahim Baig.D	12/05/2022 09:22 AM	Closed	239 hours45 mins	problem solved by vinothkumar.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1079	MA04821	Thiruvengada Perumal	02/05/2022 10:44 AM	LAND LINE WAS NOT WORKING LAST ONE MONTH	Dear Sir, Our pharmacy college landline (0413-2644644) connection was not working last one month. kindly attend the problem immediately	Elangovan	04/05/2022 09:14 AM	Sridharan.E - Electrical	18/05/2022 09:23 AM	Completed	336 hours8 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1080	MA04818	S.Chellammal - DEO	02/05/2022 10:07 AM	SPECIAL OPD GENTS RESTROOM URINAL PIPE BROKEN	SPECIAL OPD GENTS RESTROOM URINAL PIPE BROKEN	Elangovan	04/05/2022 09:11 AM	Venkatesan.B - Plumber	05/05/2022 09:18 AM	Completed	24 hours6 mins	problem solved by thanigachalam-iyannar.
1081	MA04819	S.Chellammal - DEO	02/05/2022 10:08 AM	ECHO ROOM ROLLING CHAIR WHEEL BROKEN	SPECIAL OPD ECHO ROOM ROLLING CHAIR WHEEL BROKEN	Elangovan	04/05/2022 09:12 AM	Elangovan	07/07/2022 11:17 AM	Completed	1538 hours5 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1082	MA04826	Backiya.B S/N	03/05/2022 02:24 PM	fan not working	3RD floor female surgery ward 1 fan not working	Elangovan	04/05/2022 09:21 AM	Selvam.S - Electrician	09/05/2022 11:41 AM	Completed	122 hours20 mins	PROBLELM SOLVED BY SATHYASEELAN-SASSIKUMAR.
1083	MA04829	Parthasarathy.R- Marketing	04/05/2022 10:13 AM	TUBELIGHT NOT WORKING PROPERLY	DEARS SIR  1ST FLOOR CENTRAL LAB BLOOD COLLECTION AREA TUBE LIGHT NOT WORKING PROPERLY. KINDLY DO THE NEEDFUL SIR	Elangovan	04/05/2022 10:15 AM	Selvam.S - Electrician	09/05/2022 11:39 AM	Completed	121 hours24 mins	PROBLEM SOLVED SASSIKUMAR-SATHYASEELAN.
1084	MA04827	SUGUNA I	04/05/2022 09:22 AM	TUBE LIGHT NOT WORKING	TUBE LIGHT NOT WORKING IN COLLECTION CENTER [ CENTRAL LAB]	Elangovan	04/05/2022 09:21 AM	Sridharan.E - Electrical	18/05/2022 09:18 AM	Completed	335 hours56 mins	PROBLEM SOLVED BY SRIDHARAN.
1085	MA04828	Periassamy	04/05/2022 09:23 AM	Dean Room AC Switch is not working	Sir, In Connection with the Short Description, this is to inform you that, The AC Switch is not working in the DEAN chamber (Hospital First Floor). I request you to fix the problem as soon as possible. thanking you,	Elangovan	04/05/2022 10:13 AM	Selvam.S - Electrician	17/05/2022 09:18 AM	Completed	311 hours4 mins	PRBOBLEM ATTENDED BY ELECTRICAL DEPT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

regards,  
MS-PA

1086	MA04835	Mathangi.M	04/05/2022 12:02 PM	ENT OPD - Procedure room AC is not working properly	ENT OPD - Procedure room AC is not working properly please make the arrangements as soon as possible.	Elangovan	04/05/2022 12:12 PM	Ibrahim Baig.D	12/05/2022 09:20 AM	Completed	189 hours8 mins	problem solved by loganathan-rameshbabu-suthakar.
1087	MA04831	Parthasarathy.R-Marketing	04/05/2022 11:43 AM	exhaust fan over noise	dear sir  ground floor common toilet exhaust fan over noise . kindly do the needful sir	Elangovan	04/05/2022 12:09 PM	Selvam.S - Electrician	12/05/2022 10:01 AM	Completed	189 hours51 mins	kindly mention the deaprtment.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1088	MA04838	Sudha.M - S/N	04/05/2022 02:51 PM	WATER LEAKAGE	WATER LEAKAGE IN INJECTION OPD.	Elangovan	05/05/2022 09:11 AM	Venkatesan.B - Plumber	05/05/2022 02:26 PM	Completed	5 hours14 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1089	MA04834	Mathangi.M	04/05/2022 11:55 AM	ENT OPD - All opds nail (aani) want to be fixed in all the rooms	ENT OPD - In all Ent opds nail (aani) want to be fixed in all the rooms for hanging Digital X- ray lobby .	Elangovan	04/05/2022 12:10 PM	JEGANATHAN	11/05/2022 10:20 AM	Completed	166 hours9 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1090	MA04832	Parthasarathy.R-Marketing	04/05/2022 11:56 AM	WIDOW DOOR DEMAGE	DEAR SIR  2ND FLOOR CTVS ICU ENTRANCE AREA WIDOW DOOR DAMAGE .KINDLY DO THE NEEDFUL SIR	Elangovan	04/05/2022 12:14 PM	JEGANATHAN	04/05/2022 12:17 PM	Completed	0 hours3 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1091	MA04833	Parthasarathy.R-Marketing	04/05/2022 11:58 AM	DOOR CLOSER NOT WORKING	DEAR SIR  1ST FLOOR CENTRAL LAB DOOR CLOSER NOT	Elangovan	04/05/2022 12:14 PM	JEGANATHAN	04/05/2022 12:16 PM	Completed	0 hours2 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING.KINDLY  
DO THE NEEDFUL

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1092	MA04837	Suresh.R	04/05/2022 02:08 PM	AC not working	Pharmacy building 6th- floor physiotherapy principal room AC not working.	Elangovan	05/05/2022 09:10 AM	Ibrahim Baig.D	12/05/2022 09:30 AM	Completed	168 hours19 mins	problem solved by vinothkumar-rajagopal-suthakar.
1093	MA04836	Sathiyarayanan .R	04/05/2022 12:33 PM	Chairman and Dean PG PA Room Air-condition not working	Good afternoon Sir, I herewith bring to your kind notice that in SVDC IV floor Chairman & Dean PG Personal Assistant room Air-Condition not working, Administrators, Superiors, HODs, doctors come to see Chairman and Dean PG. During this summer it will be better if Air-condition in working condition to serve them best. So, I request you to kindly do needful as soon as possible.	Elangovan	04/05/2022 02:57 PM	Ibrahim Baig.D	12/05/2022 09:21 AM	Completed	186 hours24 mins	problem solved by vinothkumar-loganathan-rajagopal.
1094	MA04839	J.SASIKUMAR	04/05/2022 03:50 PM	Counsel hall AC not working	Respected sir, our college 6th floor for pharmacy building as not working for AC at Meeting hall. so kindly request come and repair the AC.	Elangovan	05/05/2022 09:12 AM	Ibrahim Baig.D	12/05/2022 09:19 AM	Completed	168 hours6 mins	problem solved by vinothkumar-rajagopal-suthakar.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1095	MA04840	Savithri	04/05/2022 04:17 PM	SPECIAL OPD DEO ROOM WASHBASIN BLOCKAGE	SPECIAL OPD DEO ROOM WASHBASIN BLOCKAGE NEED TO	Elangovan	05/05/2022 09:13 AM	Venkatesan.B - Plumber	05/05/2022 09:18 AM	Completed	0 hours5 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

BE CLEARED

1096	MA04841	Srinivasan.A-Librarian	04/05/2022 05:50 PM	Tube Light Not Burning - Most urgent	Tube Light Not Burning - 20 NOS - MOST URGENT	Elangovan	05/05/2022 09:14 AM	Selvam.S - Electrician	17/05/2022 09:08 AM	Completed	287 hours54 mins	problem solved by sassikumar -sathyaseelan.
1097	MA04830	P.Vignesh-IT	04/05/2022 11:34 AM	IT DEPT	KEYBOARD TRAY STUCK AND , DIFFICULT TO USE THE TRAY PLEASE SOLVE THE ISSUE ASAP.	Elangovan	04/05/2022 12:08 PM			Cancelled		inform to IT deaprtment.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1098	MA04843	Parthasarathy.R-Marketing	05/05/2022 12:04 PM	TUBELIGHT PROBLEM	DEAR SIR 1ST FLOOR CENTAL LAB BLOOD COLLECTION AREA 2NOS TUBELIGHT NOT WORKING PROPERLY. KINDLY DO THE NEEDFUL	Elangovan	05/05/2022 02:13 PM	Selvam.S - Electrician	09/05/2022 11:38 AM	Completed	93 hours25 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.
1099	MA04850	Rajkumar N -Care Taker	05/05/2022 03:36 PM	GENTS HOSTEL ROOM NO.313	Gents Hostel Room No.313 1.Tublight not working 2.Fan slow speed	Elangovan	06/05/2022 09:43 AM	Sridharan.E - Electrical	18/05/2022 09:22 AM	Completed	287 hours39 mins	PROBLEM SOLVED BY SRIDHARAN.
1100	MA04842	Parthasarathy.R-Marketing	05/05/2022 09:55 AM	TUBELIGHT PROBLEM	DEAR SIR 1ST FLOOR A SPECIAL WARD CHEST PAIN UNIT TUBELIGHT PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	05/05/2022 10:08 AM	Selvam.S - Electrician	24/05/2022 03:46 PM	Completed	461 hours37 mins	PROBLEM SOLVED BY SAASSIKUMAR-SATHYASEELAN.
1101	MA04851	Rajkumar N -Care Taker	05/05/2022 03:40 PM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 Bath room light not working	Elangovan	06/05/2022 09:44 AM	Sridharan.E - Electrical	18/05/2022 09:17 AM	Completed	287 hours33 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1102	MA04844	Parthasarathy.R-Marketing	05/05/2022 12:07 PM	FLUSH TANK NOT WORKING IN SPECIAL WARD	DEAR SIR 1ST FLOOR A SPECIAL WARD ROOM- 7 FLUSH TANK NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	05/05/2022 02:15 PM	Venkatesan.B - Plumber	05/05/2022 02:26 PM	Completed	0 hours11 mins	PROBLEM SOLVED BY THANIGACHALAM.
1103	MA04852	Rajkumar N -Care Taker	05/05/2022 03:42 PM	GENTS HOSTEL ROOM NO.413	GentsHostel Room No.413 water sink tap not worked	Elangovan	06/05/2022 09:44 AM	Venkatesan.B - Plumber	11/05/2022 10:26 AM	Completed	120 hours41 mins	PROBLEM SOLVED BY IYYANANAR.
1104	MA04847	Parthasarathy.R-Marketing	05/05/2022 12:12 PM	BATHROOM TAP PROBLEM	DEAR SIR 1ST FLOOR CENTRAL LAB BATHROOM TAP PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	05/05/2022 02:20 PM	Venkatesan.B - Plumber	05/05/2022 02:24 PM	Completed	0 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM.
1105	MA04846	Parthasarathy.R-Marketing	05/05/2022 12:10 PM	WASH BASIN BLOCKAGE	DEAR SIR CASUALTY WARD WASH BASIN BLOCKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	05/05/2022 02:19 PM	Venkatesan.B - Plumber	05/05/2022 02:25 PM	Completed	0 hours5 mins	PROBLEM SOLVED BY THANIGACHALAM.
1106	MA04849	Parthasarathy.R-Marketing	05/05/2022 12:15 PM	IWC BLOCKAGE	DEAR SIR PSYCHARITY WARD IWC BLOCKAGE.KINDLY DO THE NEEDFUL	Elangovan	05/05/2022 02:22 PM	Venkatesan.B - Plumber	05/05/2022 02:25 PM	Completed	0 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 5**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1107	MA04845	Parthasarathy.R-Marketing	05/05/2022 12:08 PM	FLUSH NOT WORKING	DEAR SIR CASUALTY WARD LADIES TOILET FLUSH NOT	Elangovan	05/05/2022 02:15 PM	Venkatesan.B - Plumber	05/05/2022 02:26 PM	Completed	0 hours10 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING.KINDLY  
DO THE NEEDFUL  
SIR

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1108	MA04848	Parthasarathy.R-Marketing	05/05/2022 12:14 PM	FLUSH NOT WORKING	DEAR SIR  CT SCAN COMMON TOILET FLUSH NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	05/05/2022 02:21 PM	Venkatesan.B - Plumber	05/05/2022 02:26 PM	Completed	0 hours4 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1109	MA04861	NANTHESHWARI N	06/05/2022 10:15 AM	PREMIUM GIRLS HOSTEL TUBE LIGHT PROBLEM	PREMIUM GIRLS HOSTEL TUBE LIGHT PROBLEM ROOM NO 418 10	Elangovan	06/05/2022 11:24 AM	Sridharan.E - Electrical	18/05/2022 09:21 AM	Completed	285 hours57 mins	PROBLEM SOLVED BY SRIDHARAN.
1110	MA04866	Lilly Pushpam - S/N	06/05/2022 10:28 AM	MSW ANX THERE NO ELECTRIC SUPPLY	MSW ANX THERE IS NO ELECTRIC SUUPLY IN ONE SIDE KINDLY DO THE NEEDFUL	Elangovan	06/05/2022 12:30 PM	Selvam.S - Electrician	09/05/2022 11:37 AM	Completed	71 hours7 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1111	MA04858	NANTHESHWARI N	06/05/2022 10:13 AM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM ROOM NO 10 117	Elangovan	06/05/2022 11:21 AM	Sridharan.E - Electrical	18/05/2022 09:22 AM	Completed	286 hours0 mins	PROBLEM SOLVED BY SRIDHARAN.
1112	MA04862	NANTHESHWARI N	06/05/2022 10:17 AM	PREMIUM GIRLS HOSTEL PIUG POINT PROBLEM	PREMIUM GIRLS HOSTEL PIUG POINT PROBLEM ROOM NO 106	Elangovan	06/05/2022 11:24 AM	Sridharan.E - Electrical	18/05/2022 09:21 AM	Completed	285 hours56 mins	PROBLEM SOLVED BY SRIDHARAN.
1113	MA04865	Lilly Pushpam - S/N	06/05/2022 10:26 AM	MSW INTERCOM NOT WORKING	MSW INTERCOM NOT WORKING SINCE ONE MONTH	Elangovan	06/05/2022 12:29 PM	Selvam.S - Electrician	09/06/2022 11:08 AM	Completed	814 hours38 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1114	MA04872	NANTHESHWARI N	06/05/2022 02:55 PM	DENTAL HOSTEL HOSTEL FAN NOT WORKING	DENTAL HOSTEL HOSTEL FAN NOT WORKING ROOM	Elangovan	06/05/2022 04:28 PM	K.Manimaran	17/05/2022 09:42 AM	Completed	257 hours13 mins	problem solved by manimaran.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

NO507 304 602

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1115	MA04854	NANTHESHWARI N	06/05/2022 09:55 AM	PREMIUM GIRLS HOSTEL BATHROOM hand showre PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM hand showre PROBLEM ROOM NO117 110 204 504 210 411	Elangovan	06/05/2022 11:20 AM	Venkatesan.B - Plumber	11/05/2022 10:26 AM	Completed	119 hours6 mins	problem solved by iyyannar.
1116	MA04873	NANTHESHWARI N	06/05/2022 02:58 PM	DENTAL HOSTEL	DENTAL HOSTEL WASH BASIN LEKEGE ROOM NO 602 503	Elangovan	06/05/2022 04:30 PM	Venkatesan.B - Plumber	11/05/2022 10:25 AM	Completed	113 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.
1117	MA04859	Parthasarathy.R- Marketing	06/05/2022 10:10 AM	WASHBASIN BLOCKAGE	DEAR SIR 1ST FLOOR SEROLOGY LAB WASHBASIN BLOCKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	06/05/2022 11:22 AM	Venkatesan.B - Plumber	11/05/2022 10:26 AM	Completed	119 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1118	MA04853	Pushpa- DEO	06/05/2022 09:26 AM	In our Department Board fixing work	In our Department Board fixing work	Elangovan	06/05/2022 09:45 AM	JEGANATHAN	11/05/2022 10:19 AM	Completed	120 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1119	MA04857	NANTHESHWARI N	06/05/2022 10:10 AM	PREMIUM GIRLS HOSTEL MIRROR PROBLEM	PREMIUM GIRLS HOSTEL MIRROR PROBLEM ROOM NO 206 613	Elangovan	06/05/2022 11:11 AM	JEGANATHAN	11/05/2022 10:14 AM	Completed	119 hours2 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1120	MA04864	Parthasarathy.R- Marketing	06/05/2022 10:20 AM	DOOR HANDLE DAMAGE	DEAR SIR GROUND FLOOR CASUALTY OPD DRESSING ROOM AND POISON ROOM DOOR HANDLE DAMAGE .KINDLY DO THE NEEDFUL	Elangovan	06/05/2022 11:37 AM	JEGANATHAN	11/05/2022 10:17 AM	Completed	118 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1121	MA04867	Divya.T	06/05/2022 09:41 AM	fix the name board	fix the name board in our department	Elangovan	06/05/2022 12:30 PM	JEGANATHAN	11/05/2022 10:18 AM	Completed	117 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1122	MA04870	J.SASIKUMAR	06/05/2022 01:26 PM	Chairman`s sir photo fitting in wall	Respected sir, here with some work for carpenter as 7th floor pharmacy building at physiotherapy college as chairmen`s sir Photo as fitting the wall on principal room, so kindly request for carpenter.	Elangovan	06/05/2022 04:23 PM	JEGANATHAN	11/05/2022 10:18 AM	Completed	113 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1123	MA04874	NANTHESHWARI.N	06/05/2022 03:04 PM	DENTAL HOSTEL	DENTAL HOSTEL MIRROR BROBLEM ROOOM NO 7	Elangovan	06/05/2022 04:31 PM	JEGANATHAN	11/05/2022 10:18 AM	Completed	113 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1124	MA04855	NANTHESHWARI.N	06/05/2022 09:59 AM	PREMIUM GIRLS HOSTEL DOOR PROBLEM	PREMIUM GIRLS HOSTEL DOOD PROBLEM ROOM NO 112 111 114 205 612 617 404 506 16 210	Elangovan	06/05/2022 11:14 AM	JEGANATHAN	11/05/2022 10:19 AM	Completed	119 hours4 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1125	MA04863	Parthasarathy.R-Marketing	06/05/2022 10:17 AM	X-RAY LOBBY FIXING WORK NEEDED	DEAR SIR 1ST FLOOR ENT AND OBG OPD X-RAY LOBBY FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	06/05/2022 11:25 AM	JEGANATHAN	11/05/2022 10:19 AM	Completed	118 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1126	MA04856	NANTHESHWARI.N	06/05/2022 10:08 AM	PREMIUM GIRLS HOSTEL BATHROOM WINDOW PROBLEM	PREMIUM GIRLS HOSTEL BATHROOM WINDOW PROBLEM ROOM NO 511 103	Elangovan	06/05/2022 11:13 AM	JEGANATHAN	11/05/2022 10:20 AM	Completed	119 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 9**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1127	MA04871	J.SASIKUMAR	06/05/2022 01:30 PM	AC will be not work as the physiotherapy college	Respected sir, sir our physiotherapy college 7th floor pharmacy building as coming week planned govnboddy Meeting as our counsel hall so	Elangovan	06/05/2022 04:26 PM	Ibrahim Baig.D	12/05/2022 09:17 AM	Completed	136 hours51 mins	problem solved by vinothkumar-rajagopal-suthakar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

that time all department heads and out side external are coming so that room as AC will some repaired. so kindly request as come and clear the problems.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1128	MA04860	Parthasarathy.R- Marketing	06/05/2022 10:16 AM	FRIDGE COOLING PROBLEM	DEAR SIR  1ST FLOOR CENTRAL LAB HEMATOLOGY FRIDGE COOLING PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	06/05/2022 11:23 AM	Ibrahim Baig.D	30/05/2022 02:30 PM	Completed	579 hours7 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND-RAMESHBABU.
1129	CT1245	Gunasundari.K - Lab	06/05/2022 02:37 PM	RO Plant TDS High	Kindly check RO Plant TDS is High	Elangovan	06/05/2022 04:27 PM	Elangovan		Assigned		

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1130	MA04876	Kaviyarasu.S - Pharm	07/05/2022 12:32 PM	MAIN PHARMACY HOSPITAL	STORE PHARMACY DOOR HANDLE BROKEN	Elangovan	09/05/2022 09:29 AM	JEGANATHAN	17/05/2022 09:43 AM	Completed	192 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1131	MA04875	Mettilda Mary.A- Staff Nurse	07/05/2022 12:10 PM	GYNAC WARD- HOD ROOM TOILET LIGHT NOT WORKING	1ST FIOOR- gynac ward HOD room toilet light not working	Elangovan	09/05/2022 09:29 AM	Selvam.S - Electrician	17/05/2022 09:13 AM	Completed	191 hours44 mins	problem solved by sathyaseelan-rajakumar.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1132	MA04894	Parthasarathy.R-Marketing	09/05/2022 12:59 PM	STERILIZER PLUG POINT PROBLEM	DEAR SIR  2ND FLOOR MAIN OT STERILIZER PLUG POINT NOT WORKING FROM ORTHO OT.KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 09:16 AM	Selvam.S - Electrician	16/05/2022 11:19 AM	Completed	122 hours3 mins	problem solved by lenin-sassikumar.
1133	MA04893	Parthasarathy.R-Marketing	09/05/2022 12:56 PM	sterilizer not working	dear sir  2nd floor main ot sterilizer not working from ophthal OT.KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 09:15 AM	Selvam.S - Electrician	16/05/2022 11:19 AM	Completed	122 hours3 mins	problem solved by lenin-sathyaseelan.
1134	MA04885	Parthasarathy.R-Marketing	09/05/2022 11:50 AM	FAN NOT WORKING	DEAR SIR  2ND FLOOR CSSD 2NOS FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	09/05/2022 12:11 PM	Selvam.S - Electrician	17/05/2022 09:14 AM	Completed	189 hours2 mins	problem solved by sassikumar-sathyaseelan.
1135	MA04891	Parthasarathy.R-Marketing	09/05/2022 12:29 PM	TUBELIGHT NEEDED	DEAR SIR  1ST FLOOR ENT WARD ENTRANCE AREA TUBELIGHT NEEDED,KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 09:14 AM	Selvam.S - Electrician	16/05/2022 11:19 AM	Completed	122 hours4 mins	problem solved by sassikumar-sathyaselan.
1136	MA04896	Saraniyan Sathish.S - PRO	09/05/2022 02:31 PM	TO CHANGE TUBE LIGHTS	SIR KINDLY CHANGE TUBE LIGHTS IN 4TH FLOOR MALE SURGERY WARD ANEX	Elangovan	11/05/2022 09:18 AM	Selvam.S - Electrician	17/05/2022 09:29 AM	Completed	144 hours11 mins	problem solved by sassikumar-sathyaseelan.
1137	MA04895	Rajkumar N -Care Taker	09/05/2022 01:52 PM	GENTS HOSTEL ROOM NO.602	Gents Hostel Room No.602 Room no power	Elangovan	11/05/2022 09:17 AM	Sridharan.E - Electrical	18/05/2022 09:21 AM	Completed	168 hours3 mins	PROBLEM SOLVED BY SRIDHARAN.
1138	MA04887	Parthasarathy.R-Marketing	09/05/2022 11:53 AM	ELECTRICAL PIPE FALLING DOWN	DEAR SIR  3RD FLOOR DIALYSIS ELECTRICAL PIPE	Elangovan	09/05/2022 12:16 PM	Selvam.S - Electrician	16/05/2022 11:16 AM	Completed	167 hours0 mins	problem solved by lenin-sassikumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1139	MA04880	Rajkumar N -Care Taker	09/05/2022 10:45 AM	GENTS HOSTEL ROOM NO.402	FALLING DOWN .KINDLY DO THE NEEDFUL SIR Gents hostel Room No.402 plug point not worked	Elangovan	09/05/2022 11:08 AM	Sridharan.E - Electrical	18/05/2022 09:18 AM	Completed	214 hours10 mins	PROBLEM SOLVED BY SRIDHARAN.
1140	MA04879	Rajkumar N -Care Taker	09/05/2022 10:42 AM	GENTS HOSTEL ROOM NO.512	Gents Hostel Room No..512 Switch Box Not worke	Elangovan	09/05/2022 11:07 AM	Sridharan.E - Electrical	18/05/2022 09:20 AM	Completed	214 hours13 mins	PROBLEM SOLVED BY SRIDHARAN.
1141	MA04888	Mathangi.M	09/05/2022 12:04 PM	ENT OPD BULLS LAMP WIRE WANT TO REPLACE	ENT OPD BULLS LAMP WIRE WANT TO REPLACE , The lamp is not working properly the wire want to be check and to be replace it as soon as possible.	Elangovan	09/05/2022 12:17 PM	Selvam.S - Electrician	17/05/2022 09:17 AM	Completed	189 hours0 mins	problem solved by sassikumar -sathyaseelan.
1142	MA04889	Parthasarathy.R-Marketing	09/05/2022 12:26 PM	fan not working	DEAR SIR 1ST FLOOR ENT WARD FAN NOT WORKING .KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 09:12 AM	Selvam.S - Electrician	30/05/2022 02:19 PM	Completed	461 hours7 mins	problem solved sathyaseelan-sassikumar.
1143	MA04892	Murali.E .S.N	09/05/2022 12:53 PM	OT FRIDGE MOTOR FIRE	CTVS ICU INSIDE OT FRIDGE FIRE	Elangovan	11/05/2022 09:14 AM	Selvam.S - Electrician	12/05/2022 09:47 AM	Completed	24 hours32 mins	problem solved by lenin-sassikumar.
1144	MA04886	Parthasarathy.R-Marketing	09/05/2022 11:52 AM	FAN NEEDED	DEAR SIR 3RD FLOOR DIALYSIS PATIENT WAITING AREA FAN NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	09/05/2022 12:14 PM	Elangovan	12/05/2022 09:13 AM	Completed	68 hours58 mins	NEED COMPLAINT LETTER

**Classification : 13**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1145	MA04882	Rajkumar N -Care Taker	09/05/2022 10:51 AM	GENTS HOSTEL ROOM NO.414	Gents Hostel Room No.414 western Toilet not working	Elangovan	09/05/2022 11:10 AM	Venkatesan.B - Plumber	11/05/2022 10:24 AM	Completed	47 hours14 mins	PROBLEM SOLVED BY IYYANNAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1146	MA04881	Rajkumar N -Care Taker	09/05/2022 10:48 AM	GENTS HOSTEL ROOM NO.402	Gents Hostel Room No.402 Toilet seat cover Broken	Elangovan	09/05/2022 11:09 AM	Venkatesan.B - Plumber	11/05/2022 10:25 AM	Completed	47 hours15 mins	PROBLEM SOLVED BY THANIGACHALAM.
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**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1147	MA04883	Rajkumar N -Care Taker	09/05/2022 10:57 AM	GENTS HOSTEL ROOM NO.414	Gents Hostel Room No.414 Room Main door Lock not worked.	Elangovan	09/05/2022 11:11 AM	JEGANATHAN	17/05/2022 09:24 AM	Completed	190 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1148	MA04897	Saraniyan Sathish.S - PRO	09/05/2022 02:34 PM	CARPENTER WORK IN MRD	NEED TO FIX DRAW IN MRD	Elangovan	11/05/2022 09:19 AM	JEGANATHAN	11/05/2022 10:17 AM	Completed	0 hours58 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1149	MA04878	Kaviyarasu.S - Pharm	09/05/2022 09:56 AM	MAIN PHARAMACY	PHARMACY STORE DOOR HANDLE BROKEN	Elangovan	09/05/2022 10:43 AM	JEGANATHAN	17/05/2022 09:42 AM	Completed	190 hours59 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1150	MA04898	Vanaja.N-DEO	09/05/2022 03:47 PM	3RD FLOOR PG DEMO ROOM AC SWITCH NOT WORKING	3RD FLOOR PG DEMO ROOM AC SWITCH NOT WORKING	Elangovan	11/05/2022 09:19 AM			Cancelled		mention the department and location.
1151	MA04899	K.Suganthi -DEO	09/05/2022 04:10 PM	TABLE SCREWS REMOVED	ORTHO SEMINAR ROOM TABLE SCREWS REMOVED AUTOMATICALLY	Elangovan	11/05/2022 09:20 AM	JEGANATHAN	12/05/2022 09:15 AM	Closed	23 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1152	MA04877	Kaviyarasu.S - Pharm	09/05/2022 09:53 AM	MAIN PHARAMACY	MAIN PHARMACY AC NOT WORKING.URGENT	Elangovan	09/05/2022 10:40 AM	Ibrahim Baig.D	12/05/2022 09:17 AM	Completed	70 hours36 mins	problem solved by loganathan-anand-rameshbabu.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1153	MA04890	Parthasarathy.R-Marketing	09/05/2022 12:28 PM	TILES BROKEN	DEAR SIR  4TH FLOOR MALE SURGERY VERANDA	Elangovan	11/05/2022 09:13 AM	Elangovan		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

AREA TILES  
BROKEN . KINDLY  
DO THE NEEDFUL  
SIR

1154	MA04884	Parthasarathy.R- Marketing	09/05/2022 11:48 AM	FALL CEILING BROKEN	DEAR SIR	Elangovan	09/05/2022 12:11 PM	Elangovan	09/05/2022 12:15 PM	Completed	0 hours4 mins	NEED COMPLAINT LETTER.
					2ND FLOOR SICU OPPOSITE AC ROOM FALL CEILING BROKEN.KINDLY DO THE NEEDFUL SIR							

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1155	MA04911	Parthasarathy.R- Marketing	10/05/2022 12:27 PM	INTERCOM NOT WORKING	DEAR SIR	Elangovan	11/05/2022 09:30 AM	Selvam.S - Electrician	08/07/2022 09:51 AM	Completed	1392 hours21 mins	problem solved by sassikumar -lenin.
					4TH FLOOR TB WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL							
1156	MA04910	Parthasarathy.R- Marketing	10/05/2022 12:14 PM	TUBELIGHT NOT WORKING	DEAR SIR	Elangovan	11/05/2022 09:30 AM			Cancelled		mention the deaprtment.
					4TH FLOOR  TB WARD 4NOS TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR							
1157	MA04909	Parthasarathy.R- Marketing	10/05/2022 12:11 PM	TUBELIGHT NOT WORKING	DEAR SIR	Elangovan	11/05/2022 09:28 AM	Selvam.S - Electrician	16/05/2022 11:15 AM	Completed	121 hours47 mins	problem solved by sassikumar -sathyaseelan.
					3RD FLOOR PAEDIATRICS MAIN WARD-8NOS FEMALE SURGERY WARD - 3NOS OPHTHAL WARD - 1 NO MALE SURGERY WARD - 7NOS MALE ORTHO WARD - 2NOS  TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL							

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

SIR

1158	MA04902	Lilly Pushpam - S/N	10/05/2022 08:49 AM	MSW IN PG ROOM PLUG POINTS NOT WORKING	MSW PG ROOM PLUG POINT NEED TO BE REPAIRED	Elangovan	11/05/2022 09:23 AM	Selvam.S - Electrician	16/05/2022 11:14 AM	Completed	121 hours51 mins	problem solved by sassikumar -sathyaseelan.
1159	MA04900	Lilly Pushpam - S/N	10/05/2022 08:47 AM	MALE SURGER WARD ANX	MSW INTER COM NOT WORKING SINCE ONE MONTH KINDLY REPAIR IT AS SOON AS POSSIBLE	Elangovan	11/05/2022 09:21 AM	Selvam.S - Electrician	09/06/2022 11:08 AM	Completed	697 hours46 mins	PROBLEM SOLVED B Y LENIN-JAYAKUMAR.
1160	MA04903	Parthasarathy.R-Marketing	10/05/2022 09:43 AM	BATHROOM LIGHT NOT WORKING	DEAR SIR 1ST FLOOR OBG HOD ROOM BARTHROOM LIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	11/05/2022 09:23 AM	Selvam.S - Electrician	17/05/2022 09:17 AM	Completed	143 hours53 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1161	MA04907	Parthasarathy.R-Marketing	10/05/2022 10:39 AM	COMMON TOILET WATER BLOCKAGE	DEAR SIR 1ST FLOOR CENTRAL LAB COMMON TOILET WATER BLOCKAGE.KINDLY DO THE NEEDFUL	Elangovan	11/05/2022 09:26 AM	Venkatesan.B - Plumber	11/05/2022 10:23 AM	Completed	0 hours56 mins	
1162	MA04905	Parthasarathy.R-Marketing	10/05/2022 10:35 AM	FLUSH NOT WORKING	DEAR SIR 1ST FLOOR OBG WARD STAFF TOILET FLUSH NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 09:25 AM	Venkatesan.B - Plumber	11/05/2022 10:23 AM	Completed	0 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM.
1163	MA04906	Parthasarathy.R-Marketing	10/05/2022 10:37 AM	western toilet water leakage	DEAR SIR 1ST FLOOR OBG HOD ROOM WESTERN TOILET WATER LEAKAGE.	Elangovan	11/05/2022 09:25 AM	Venkatesan.B - Plumber	11/05/2022 10:24 AM	Completed	0 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

KINDLY DO THE  
NEEDFUL SIR

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1164	MA04913	Vanaja.N-DEO	10/05/2022 04:03 PM	SURGERY HOD ROOM DOOR STOPPER NOT WORKED	HOSPITAL 3RD FLOOR , SURGERY HOD ROOM DOOR STOPPER NOT WORKING	Elangovan	11/05/2022 09:33 AM	JEGANATHAN	12/05/2022 09:14 AM	Completed	23 hours41 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1165	MA04908	Indhuja.E S/N	10/05/2022 10:54 AM	COT BREAKAGE	OBS ICU COT BREAKAGE	Elangovan	11/05/2022 09:27 AM	JEGANATHAN	12/05/2022 03:26 PM	Completed	29 hours58 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1166	MA04904	R.Veeraraghavan-Observer	10/05/2022 09:52 AM	Surgery opd male& female rest room light not working	Surgery opd male and female rest room light not working	Elangovan	11/05/2022 09:24 AM	Selvam.S - Electrician	17/05/2022 11:10 AM	Completed	145 hours45 mins	problem solved by sambasivam-sassikumar.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1167	MA04901	Savithri	10/05/2022 08:46 AM	SPECIAL OPD LADIES COMMON TOILET TUBE LIGHT NOT WORKING	SPECIAL OPD LADIES COMMON TOILET TUBE LIGHT NOT WORKING	Elangovan	11/05/2022 09:22 AM	Venkatesan.B - Plumber	14/05/2022 10:55 AM	Completed	73 hours33 mins	PROBLEM SOLVED BY THANIGACHALAM.
1168	MA04912	Vanaja.N-DEO	10/05/2022 03:56 PM	SURGERY OFFICE ROOM NOT CLEAN	PLEASE ARRANGE HOUSEKEEPING PERSON TO SURGERY OFFICE ROOM ( HOSPITAL 3RD FLOOR)	Elangovan	11/05/2022 09:32 AM			Cancelled		inform to housekeeping incharge.

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1169	MA04914	Banumathy.S.DEO	11/05/2022 09:20 AM	OBG Department Office room light not working	OBG Department Office room light not working	Elangovan	11/05/2022 09:34 AM	Selvam.S - Electrician	17/05/2022 09:16 AM	Completed	143 hours42 mins	problem solved by sassikumar -sathyaseelan.
1170	MA04917	Parthasarathy.R-Marketing	11/05/2022 04:00 PM	tubelight not working	DEAR SIR  2ND FLOOR CTVS ICU ENTRANCE AREA 2 NOS TUBE LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 04:14 PM	Selvam.S - Electrician	14/05/2022 10:57 AM	Completed	66 hours43 mins	problem solved by sassikumar -sathyaseelan.
1171	MA04915	Parthasarathy.R-Marketing	11/05/2022 09:57 AM	PLUG POINT NOT WORKING	DEAR SIR  1ST FLOOR CASUALTY WARD 2 NO`S PLUG POINT PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	11/05/2022 02:04 PM	Selvam.S - Electrician	14/05/2022 10:57 AM	Completed	68 hours52 mins	problem solved by sathyaseelan-sambasivam.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1172	MA04916	S.Chellammal - DEO	11/05/2022 12:56 PM	ECHO ROOM DOOR PROBLEM, NOISE WHILE OPENING AND CLOSING DOOR	ECHO ROOM DOOR PROBLEM, NOISE WHILE OPENING AND CLOSING DOOR	Elangovan	11/05/2022 02:06 PM	JEGANATHAN	12/05/2022 09:14 AM	Completed	19 hours7 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1173	MA04922	Malini K	12/05/2022 03:29 PM	Telephone problem	Telephone problem ( HOD and Office ) Department of pathology	Elangovan	14/05/2022 09:01 AM	Sridharan.E - Electrical	18/05/2022 09:20 AM	Completed	96 hours19 mins	PROBLEM SOLVED BY SRIDHARAN.
1174	MA04923	Mathangi.M	12/05/2022 03:48 PM	ENT ward treatment room tubelight not working	ENT ward treatment room tubelight not working	Elangovan	14/05/2022 09:03 AM	Selvam.S - Electrician	17/05/2022 09:16 AM	Completed	72 hours12 mins	problem solved by sassikumar -sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1175	MA04925	SANGAR GANESH.R	12/05/2022 05:18 PM	JR 522 BATH ROOM LIGHT AND FAN PROBLEM	JR ROOM NO 522 BATH ROOM LIGHT AND FAN PROBLEM	Elangovan	14/05/2022 09:05 AM	Sridharan.E - Electrical	18/05/2022 09:17 AM	Completed	96 hours12 mins	PROBLEM SOLVED BY SRIDHARAN.
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**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1176	MA04924	S.Chellammal - DEO	12/05/2022 03:58 PM	NEUROSURGERY OPD REST ROOM TOILET FLUSH NOT WORKING	NEUROSURGERY OPD REST ROOM TOILET FLUSH NOT WORKING	Elangovan	14/05/2022 09:04 AM	Venkatesan.B - Plumber	17/05/2022 09:54 AM	Completed	72 hours49 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1177	MA04919	Parthasarathy.R- Marketing	12/05/2022 11:24 AM	COAT DAMAGE	DEAR SIR 2ND FLOOR IMCU 1 COAT DAMAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	12/05/2022 02:03 PM	JEGANATHAN	12/05/2022 03:26 PM	Completed	1 hours22 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1178	MA04920	Parthasarathy.R- Marketing	12/05/2022 11:25 AM	DOOR STOPPER NEEDED	DEAR SIR 2ND FLOOR ICU ENTRANCE DOOR STOPPER NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	12/05/2022 02:04 PM	JEGANATHAN	12/05/2022 03:25 PM	Completed	1 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1179	MA04918	Saranya.A	12/05/2022 09:11 AM	PAEDIATRICS OPD	Paediatrics OPD HOD room table locker damaged please check and replace the same. Than you	Elangovan	12/05/2022 09:39 AM	JEGANATHAN	14/05/2022 10:53 AM	Completed	49 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1180	MA04921	Mahalakshmi.S	12/05/2022 03:10 PM	Lock replacement in admission office	kindly replace the wirelock in glass door	Elangovan	14/05/2022 08:59 AM	JEGANATHAN	14/05/2022 10:53 AM	Completed	1 hours53 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1181	MA04934	Saraniyan Sathish.S - PRO	13/05/2022 02:32 PM	FAN COMPLAINT	AS COMPLAINT MADE BY PATIENTS IN LABOUR WARD FAN IS RUNNING SLOW FOR LONG TIME KINDLY RECTIFY ASAP SIR	Elangovan	14/05/2022 09:27 AM	Selvam.S - Electrician	17/05/2022 09:15 AM	Completed	71 hours48 mins	problem solved by sassikumar and sathyaseelan.
1182	MA04932	S.DEVI -S/N	13/05/2022 01:12 PM	EMERGENCY WAARD	MRD FEMALE RESTROOM LIGHT NOT WORKING	Elangovan	14/05/2022 09:25 AM	Selvam.S - Electrician	18/05/2022 10:00 AM	Completed	96 hours34 mins	problem solved by sassikumar -sambasivam.
1183	MA04930	Radhika.N-S/N	13/05/2022 11:14 AM	EMR OPD SWITCH BOARD POWER SUPPLY TO BE ARRANGEDA	CENTRAL LINE SWITCH BOARD POWER TO BE ARRANGED	Elangovan	14/05/2022 09:21 AM	Selvam.S - Electrician	14/05/2022 10:56 AM	Completed	1 hours35 mins	problem solved by sathyaseelan-sambasivam.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1184	MA04929	Parthasarathy.R-Marketing	13/05/2022 10:23 AM	WASTE LINE BLOCKAGE	DEAR SIR CASUALTY OPD WASH BASIN WASTELINE BLOCKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	14/05/2022 09:20 AM	Venkatesan.B - Plumber	14/05/2022 10:55 AM	Closed	1 hours34 mins	PROBLEM SOLVED BY THANIGACHALAM.
1185	MA04928	Parthasarathy.R-Marketing	13/05/2022 10:21 AM	TAP BLOCKAGE	DEAR SIR 4TH FLOOR FEMALE MEDICAL WARD SINK TAP BLOCKAGE.KINDLY DO THE NEEDFUL SIR.	Elangovan	14/05/2022 09:11 AM	Venkatesan.B - Plumber	14/05/2022 10:55 AM	Completed	1 hours44 mins	PROBLEM SOLVED BY THANIGACHALAM.
1186	MA04931	Muniamma.K	13/05/2022 12:17 PM	TAP LEAK	1. DEPT.OF BIOCHEMISTRY STUDENTS PRACTICAL LAB - 5 TAP WATER LEAK	Elangovan	14/05/2022 09:22 AM	Venkatesan.B - Plumber	30/05/2022 02:23 PM	Completed	389 hours0 mins	problem solved by thanigachalam-iyappan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

2. LADIES TOILET  
WASH BASIN TAP  
NOT PROPERLY

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1187	MA04938	Parthasarathy.R-Marketing	13/05/2022 03:14 PM	DOOR LOCK NEEDED	DEAR SIR  1ST FLOOR BLOOD BANK OPPOSITE DOOR LOCK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	14/05/2022 09:31 AM	JEGANATHAN	14/05/2022 10:52 AM	Completed	1 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1188	MA04935	P.Vignesh-IT	13/05/2022 02:33 PM	IT dept	Intercom not working properly , please rectify the issue ASAP.	Elangovan	14/05/2022 09:28 AM	K.Manimaran	17/05/2022 09:42 AM	Completed	72 hours14 mins	problem solved by manimaran.
1189	MA04926	MEERA.R	13/05/2022 08:19 AM	ENDOSCOPY	AC IS NOT WORKING IN ENDOSCOPY ROOM.PLS DO THE NEEDFUL.	Elangovan	14/05/2022 09:06 AM	Ibrahim Baig.D	17/05/2022 09:37 AM	Closed	72 hours30 mins	problem solved by rajagopal-vinothkumar.
1190	MA04939	P.Vignesh-IT	13/05/2022 03:44 PM	IT DEPT	too much water leakage in IT dept AC, pls rectify the issue ASAP .	Elangovan	14/05/2022 09:41 AM	Ibrahim Baig.D	17/05/2022 09:36 AM	Completed	71 hours55 mins	problem solved by loganathan-rameshbabu.
1191	MA04937	Parthasarathy.R-Marketing	13/05/2022 03:10 PM	AC Water leaking	DEAR SIR  CENTRAL LAB HEMATOLOGY ROOM AC WATER LEKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	14/05/2022 09:30 AM	Ibrahim Baig.D	14/05/2022 10:59 AM	Completed	1 hours29 mins	problem solved by loganathan-anand-rameshbabu.
1192	MA04936	R.Pandian-IT	13/05/2022 02:48 PM	IT DEPARTMENT	AC WATER LEACKAGE PROBLEM IN IT DEPARTMENT VERY URGENT BECAUSE WITHOUT AC	Elangovan	14/05/2022 09:28 AM	Ibrahim Baig.D	17/05/2022 09:36 AM	Completed	72 hours7 mins	problem solved by loganathan-rameshbabu.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

SYSTEM GET HEAVY  
TEMPRATORE ITS  
AFFECT SYSTEM  
LIFE SO KINDLY DO  
NEED FULL

**Classification : 5**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1193	MA04927	Backiya.B S/N	13/05/2022 09:32 AM	TUBE LIGHT NOT WORKING	FEMALE SURGERY WARD 3 FLODER SCREEN WHEEL CHANGE TUBE LIGHT NOT WORKING	Elangovan	14/05/2022 09:10 AM	Selvam.S - Electrician	16/05/2022 10:39 AM	Completed	49 hours29 mins	problem solved by sassikumar -sathyaseelan.
1194	MA04933	Saraniyan Sathish.S - PRO	13/05/2022 02:28 PM	MOSQUITO MESH IN LABOUR WARD AREA	AS ABOVE ISSUE RAISED BY PATIENTS TO DEAN SIR COMPLAINING OF MOSQUITO IN LABOUR WARD AREA KINDLY FIX IN WINDOWS OF THAT PARTICULAR AREA ASAP SIR.	Elangovan	14/05/2022 09:26 AM	JEGANATHAN	17/05/2022 09:24 AM	Completed	71 hours57 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1195	MA04948	Rajkumar N -Care Taker	14/05/2022 12:29 PM	GENTS HOSTEL ROOM NO.408	Gents Hostel Room No.408 Fan not working	Elangovan	16/05/2022 09:30 AM	Sridharan.E - Electrical	01/06/2022 11:55 AM	Completed	386 hours24 mins	PROBLEM SOLVED BY SRIDHARAN.
1196	MA04942	Parthasarathy.R- Marketing	14/05/2022 10:47 AM	INTERCOM NOT WORKING	DEAR SIR  1ST FLOOR GYNAEC WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	14/05/2022 10:51 AM	Selvam.S - Electrician	01/06/2022 11:44 AM	Completed	432 hours52 mins	problem solved by sassikumar -samabasivam.
1197	MA04945	Kanniyammal.S - Lab Tech	14/05/2022 11:42 AM	Microbiology dept	Laminar air flow tube light problem	Elangovan	14/05/2022 12:14 PM			Cancelled		mention the location.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1198	MA04947	Rajkumar N -Care Taker	14/05/2022 12:28 PM	GENTS HOSTEL ROOM NO.602	Gents Hostel Room No.602 Power cut problem	Elangovan	16/05/2022 09:29 AM	Sridharan.E - Electrical	01/06/2022 11:54 AM	Completed	386 hours25 mins	PROBLEM SOLVED BY SRIDHARAN.
1199	MA04951	Rajkumar N -Care Taker	14/05/2022 12:38 PM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 Fan bolt loos	Elangovan	16/05/2022 09:33 AM	Sridharan.E - Electrical	01/06/2022 11:55 AM	Completed	386 hours22 mins	PROBLEM SOLVED BY SRIDHARAN.
1200	MA04950	Rajkumar N -Care Taker	14/05/2022 12:34 PM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 Toilet light not working	Elangovan	16/05/2022 09:32 AM	Sridharan.E - Electrical	01/06/2022 11:55 AM	Completed	386 hours22 mins	PROBLEM SOLVED BY SRIDHARAN.
1201	MA04946	Rajkumar N -Care Taker	14/05/2022 12:25 PM	GENTS HOSTEL ROOM NO.608	Gents Hostel Room No.608 power cut problem	Elangovan	16/05/2022 09:28 AM	Sridharan.E - Electrical	01/06/2022 11:55 AM	Completed	386 hours26 mins	PROBLEM SOLVED BY SRIDHARAN.
1202	MA04949	Rajkumar N -Care Taker	14/05/2022 12:31 PM	GENTS HOSTEL ROOM NO.506	Gents Hostel Room No.506 Plug is not working	Elangovan	16/05/2022 09:32 AM	Sridharan.E - Electrical	01/06/2022 11:55 AM	Completed	386 hours23 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 8**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1203	MA04940	Parthasarathy.R-Marketing	14/05/2022 10:41 AM	DRINKING WATER TAP LEAKAGE	DEAR SIR 1ST FLOOR DRINKING WATER TAP LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	14/05/2022 10:47 AM	Venkatesan.B - Plumber	24/05/2022 04:01 PM	Closed	245 hours13 mins	problem solved by thanigachalam-iyappan.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1204	MA04941	Parthasarathy.R-Marketing	14/05/2022 10:43 AM	1ST FLOOR GYNAEC WARD	DEAR SIR 1ST FLOOR GYNAEC WARD ENTRANCE DOOR PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	14/05/2022 10:50 AM	JEGANATHAN	17/05/2022 09:24 AM	Closed	70 hours34 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1205	MA04944	Parthasarathy.R-Marketing	14/05/2022 10:50 AM	DOOR LOCK NEEDED	DEAR SIR 1ST FLOOR GYNAEC WARD DOCTOR ROOM DOOR LOCK	Elangovan	14/05/2022 11:02 AM	JEGANATHAN	17/05/2022 09:24 AM	Closed	70 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

NEEDED.KINDLY DO  
THE NEEDFUL SIR

1206	MA04943	Parthasarathy.R- Marketing	14/05/2022 10:49 AM	X-RAY LOBBY FIXING WORK NEEDED	DEAR SIR  1ST FLOOR GYNAEC WARD X-RAY LOBBY FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	14/05/2022 10:52 AM	JEGANATHAN	17/05/2022 09:24 AM	Closed	70 hours32 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1207	MA04954	S.Chellammal - DEO	16/05/2022 09:40 AM	UROLOGY DEPARTMENT FAN PROBLEM	UROLOGY DEPARTMENT FAN PROBLEM	Elangovan	16/05/2022 09:51 AM	Selvam.S - Electrician	17/05/2022 11:09 AM	Completed	25 hours18 mins	problem solved by sambasivam-sathyaseelan.
1208	MA04957	Reshma	16/05/2022 11:36 AM	phone not working	phone not working	Elangovan	17/05/2022 08:55 AM	Sridharan.E - Electrical	18/05/2022 09:16 AM	Completed	24 hours20 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1209	MA04956	Vanaja.N-DEO	16/05/2022 11:35 AM	SURGERY OFFICE FLUSH NOT WORKING	HOSPITAL 3RD FLOOR , SURGERY OFFICE ROOM FLUSH NOT WORKING	Elangovan	17/05/2022 08:55 AM	Venkatesan.B - Plumber	17/05/2022 09:53 AM	Completed	0 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1210	MA04953	S.Chellammal - DEO	16/05/2022 09:35 AM	SPECIAL OPD MAIN DOOR LATCH PROBLEM	SPECIAL OPD MAIN DOOR LATCH PROBLEM	Elangovan	16/05/2022 09:49 AM	JEGANATHAN	17/05/2022 09:49 AM	Completed	24 hours0 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1211	MA04952	Kaviyarasu.S - Pharm	16/05/2022 09:06 AM	MAIN PHARMACY HOPITAL	MAIN PHARMACY AC NOT WORKING.URGENT	Elangovan	16/05/2022 09:36 AM	Ibrahim Baig.D	17/05/2022 09:37 AM	Completed	24 hours0 mins	Foe new construction work, ac was removed.
1212	MA04955	Reshma	16/05/2022 11:35 AM	Autoclave not working	Autoclave not working	Elangovan	17/05/2022 08:54 AM	Ibrahim Baig.D	17/05/2022 09:40 AM	Completed	0 hours46 mins	this problem was biomedical depatrment forwarded to biomedical dept.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1213	MA04975	Rajkumar N -Care Taker	17/05/2022 08:35 PM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 Fan not working	Elangovan	18/05/2022 09:11 AM	Sridharan.E - Electrical	01/06/2022 11:54 AM	Completed	338 hours42 mins	PROBLEM SOLVED BY SRIDHARAN.
1214	MA04967	Parthasarathy.R- Marketing	17/05/2022 02:06 PM	HEATER PROBLEM	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM-01 HEATER PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	17/05/2022 02:22 PM	Selvam.S - Electrician	18/05/2022 09:57 AM	Closed	19 hours35 mins	problem solved by sambasivam-sassikumar
1215	MA04971	MEERA.R	17/05/2022 03:41 PM	SURGERY OPD	IN SURGERY AND ORTHO OPD,BATHROOM TUBELIGHT IS NOT WORKING FOR 1 WEEK.PLS DO THE REPAIR.	Elangovan	17/05/2022 03:54 PM	Selvam.S - Electrician	24/05/2022 03:43 PM	Closed	167 hours49 mins	PROBLEM SOLVED BY SASSIKUMAR-JAYAKUMAR.
1216	MA04968	Parthasarathy.R- Marketing	17/05/2022 02:07 PM	FAN NEEDED	DEAR SIR  GROUND FLOOR FRONT OFFICE CEILING FAN NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	17/05/2022 02:23 PM	Selvam.S - Electrician	18/05/2022 09:59 AM	Completed	19 hours36 mins	NEED COMPLAINT LETTER
1217	MA04961	Celine.A-S/N	17/05/2022 11:51 AM	respiratory medicine ward	intercom not fixed,1nos fan not working,6nos led light not working,switch board damage.	Elangovan	17/05/2022 12:01 PM	Selvam.S - Electrician	08/07/2022 09:50 AM	Completed	1245 hours49 mins	problem solved by sassikumar -lenin.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1218	MA04958	Coumarane.M Blood Bank	17/05/2022 11:17 AM	TTI -Room Tube light failure	TTI -Room Tube light failure	Elangovan	17/05/2022 11:58 AM	Selvam.S - Electrician	08/07/2022 09:48 AM	Completed	1245 hours50 mins	problem solved by sassikumar -lenin.
1219	MA04974	Rajkumar N -Care Taker	17/05/2022 08:33 PM	GENTS HOSTEL ROOM NO.404	Gents hostel Room No.404 Fan not worke 2.Bath room light is not worked.	Elangovan	18/05/2022 09:11 AM	Sridharan.E - Electrical	01/06/2022 11:53 AM	Completed	338 hours42 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
1220	MA04972	Muniamma.K	17/05/2022 03:50 PM	CALLING BELL NOT WORKING	DEPT.OF BIOCHEMISTRY . HOD SIR ROOM CALLING BELL NOT WORKING PLEASE VERIFY AND NEW CALLING BELL REQUIRED	Elangovan	17/05/2022 03:56 PM	Sridharan.E - Electrical	01/06/2022 11:53 AM	Completed	355 hours56 mins	PROBLEM SOLVED BY SRIDHARAN.
1221	MA04976	Rajkumar N -Care Taker	17/05/2022 08:37 PM	GENTS HOSTEL ROOM NO.403	Gent Hostel Room No.403 1.Fan not working. 2.Bath room light not working.	Elangovan	18/05/2022 09:12 AM	Sridharan.E - Electrical	01/06/2022 11:54 AM	Completed	338 hours42 mins	PROBLEM SOLVED BY SRIDHARAN.
1222	MA04977	Rajkumar N -Care Taker	17/05/2022 08:39 PM	GENTS HOSTEL ROOM NO.602 and 608	Gents hostel Room No. 602 and 608 room in no power	Elangovan	18/05/2022 09:13 AM	Sridharan.E - Electrical	01/06/2022 11:54 AM	Completed	338 hours41 mins	PROBLEM SOLVED BY SRIDHARAN.
1223	MA04966	Parthasarathy.R- Marketing	17/05/2022 02:04 PM	BULB NOT WORKING	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM-01 BATHROOM BULB NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	17/05/2022 02:21 PM	Selvam.S - Electrician	17/05/2022 02:58 PM	Closed	0 hours37 mins	PROBLEM SOLVED BY SAMBASIVAM- SASSIKUMAR.

**Classification : 11**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1224	MA04965	Kaviselvi.P.S/N	17/05/2022 02:04 PM	Dialysis unit	LEAKAGE FROM ZING IN WASHING ROOM	Elangovan	17/05/2022 02:20 PM	Venkatesan.B - Plumber	24/05/2022 04:01 PM	Completed	169 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM.
1225	MA04970	J.SASIKUMAR	17/05/2022 02:48 PM	Physiotherapy students wash room water not come	respected sir, physiotherapy college pharmacy college 6th floor students wash room water as be not	Elangovan	17/05/2022 03:00 PM	Venkatesan.B - Plumber	11/06/2022 02:02 PM	Completed	599 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

come. so requested to  
clear the problem.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1226	MA04962	Celine.A-S/N	17/05/2022 11:58 AM	respiratory medicine ward	3nos pad lock to be fixed.	Elangovan	17/05/2022 12:02 PM	JEGANATHAN	30/05/2022 02:36 PM	Completed	314 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1227	MA04964	S.Chellammal - DEO	17/05/2022 02:00 PM	UROLOGY DEPARTMENT DOOR CLOSURE PROBLEM	UROLOGY DEPARTMENT DOOR CLOSURE PROBLEM	Elangovan	17/05/2022 02:19 PM	JEGANATHAN	30/05/2022 02:36 PM	Completed	312 hours17 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1228	MA04963	Coumarane.M Blood Bank	17/05/2022 12:55 PM	Cross matching Room A/c not working	Cross matching Room A/c not working	Elangovan	17/05/2022 02:04 PM	Ibrahim Baig.D	30/05/2022 02:27 PM	Completed	312 hours23 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
1229	MA04969	Parthasarathy.R-Marketing	17/05/2022 02:16 PM	AC Water leaking	DEAR SIR  CASUALTY OPD DOCTOR ROOM AC WATER LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	17/05/2022 02:25 PM	Ibrahim Baig.D	30/05/2022 02:28 PM	Closed	312 hours3 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
1230	MA04973	Kaviyarasu.S - Pharm	17/05/2022 03:59 PM	MAIN PHARMACY HOSPITAL	NEW REFRIGERATOR INSTALLATION HAVE TO BE DONE IN PHARMACY	Elangovan	17/05/2022 04:27 PM	Ibrahim Baig.D	30/05/2022 02:29 PM	Completed	310 hours2 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1231	MA04959	Coumarane.M Blood Bank	17/05/2022 11:18 AM	Blood Centre - Req Attainder	sir  Here we are doing blood grouping and cross matching - tube method. and our centre having	Elangovan	17/05/2022 11:59 AM			Cancelled		inform to house keeping incharge.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

insufficient tubes. we need to wash dally twice. and also cleaning the glass doors and support to clean the instruments need a attainder.

1232	MA04960	Mathangi.M	17/05/2022 11:47 AM	ENT OPD	In Ent Opd All the rolling stool want to replace with bush , replace it as soon as possible	Elangovan	17/05/2022 12:00 PM	Elangovan	07/07/2022 11:17 AM	Completed	1223 hours17 mins	PROBLEM SOLVED BY PANDIYAN.
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**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1233	MA04980	Muniamma.K	18/05/2022 03:07 PM	LED LIGHT NOT WORKING	DEPT.OF BIOCHEMISTRY .DEMO HALL -II, LED LIGHT -2 NOT WORKING PLEASE VERIFY .	Elangovan	18/05/2022 04:13 PM	Sridharan.E - Electrical	01/06/2022 11:52 AM	Completed	331 hours39 mins	PROBLEM SOLVED BY SRIDHARAN.
1234	MA04978	Elangovan	18/05/2022 12:31 PM	Manifold	Manifold department Tubelight not werking. kindly do the needful.	Elangovan	18/05/2022 04:11 PM	Selvam.S - Electrician	01/06/2022 11:43 AM	Closed	331 hours31 mins	problem solved by sassikunmar-sathyaseelan.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1235	MA04981	Muniamma.K	18/05/2022 03:12 PM	tap not working	dept.of biochemistry. ladies toilet wash basin tap not working	Elangovan	18/05/2022 04:14 PM	Venkatesan.B - Plumber	24/05/2022 04:00 PM	Completed	143 hours46 mins	problem solved by thanigachalam-iyappan.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1236	MA04979	Parthasarathy.R- Marketing	18/05/2022 01:01 PM	SPLIT AC WATER LEAKING IN CASUALTY AREA	DEAR SIR  SPLIT AC WATER LEAKING IN CASUALTY DUTY	Elangovan	18/05/2022 04:12 PM	Ibrahim Baig.D	30/05/2022 02:26 PM	Closed	286 hours14 mins	PROBLEM SOLVED BY ANAND-VINOTHKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DOCTOR STAYING  
ROOM. KINDLY DO  
THE NEEDFUL SIR.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1237	MA04982	Kaviyarasu.S - Pharm	18/05/2022 04:40 PM	MAIN PHARMACY HOPITAL	INTERCOM NOT WORKING URGENT	Elangovan	19/05/2022 09:00 AM	Selvam.S - Electrician	06/07/2022 12:51 PM	Completed	1155 hours51 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1238	MA04983	SANGAR GANESH.R	19/05/2022 09:11 AM	E BLOCK ROOM NO 302 ELECTRICAL PROBLEM	E BLOCK ROOM NO 302 ELECTRICAL PROBLEM	Elangovan	19/05/2022 09:45 AM	Sridharan.E - Electrical	01/06/2022 11:52 AM	Completed	314 hours6 mins	PROBLEM SOLVED BY SRIDHARAN.
1239	MA04986	MEERA.R	19/05/2022 11:24 AM	SURGERY OPD	PATIENT BATHROOM TUBELIGHT IS NOT WORKING IN SURGERY OPD.ALREADY COMPLAINT REGISTERED ON 17/5/2022.	Elangovan	23/05/2022 09:10 AM	Selvam.S - Electrician	24/05/2022 03:41 PM	Closed	30 hours31 mins	PROBLEM SOLVED BY JAYAKUMAR-SASSIKUMAR.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1240	MA04989	Thiruvengada Perumal	19/05/2022 03:37 PM	Kindly attend the plumbing work in Pharmacy College sir	Sir in Our Pharmacy College 1st,2nd,3rd Floor Gents Urinal Flush & ladies toilet water tape in Problem please rectify the problem sir.	Elangovan	23/05/2022 09:14 AM	Venkatesan.B - Plumber	24/05/2022 03:59 PM	Completed	30 hours44 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.
1241	MA04988	R.Veeraraghavan-Observer	19/05/2022 03:34 PM	flush not working in ortho opd restroom	flush not working in common male rest roon @ ortho opd & surgery opd	Elangovan	23/05/2022 09:18 AM	Venkatesan.B - Plumber	01/06/2022 11:46 AM	Completed	218 hours27 mins	problem solved by thanigachalam-iyannar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1242	MA04991	Thiruvengada Perumal	19/05/2022 03:48 PM	Kindly attend the telephone problem	Sir In Our Pharmacy College Land Line Telephone is in problem for past 2months already complaint raised to maintenance department, but still now the problem not rectify, so please take necessary action sir.	Elangovan	23/05/2022 09:20 AM	Sridharan.E - Electrical	01/06/2022 11:51 AM	Completed	218 hours31 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1243	MA04990	Thiruvengada Perumal	19/05/2022 03:44 PM	Kindly Clean the Over head tank	Sir In Our pharmacy College the Over head tank water is very dirty & bad smell is comming in water, last Cleaning done before 8months so please take necessary action and clean the over head tank sir	Elangovan	23/05/2022 09:19 AM	Venkatesan.B - Plumber	30/05/2022 02:22 PM	Completed	173 hours3 mins	problem solved by vengatesan.
1244	MA04992	Thiruvengada Perumal	19/05/2022 03:56 PM	Kindly Clean the area around the building	Sir In Our pharmacy College around the building there are plenty of unwanted plants & bushes are accupied the area, poisness snakes are entering into the building, so please take necessary action to clean the area around the building sir	Elangovan	19/05/2022 04:35 PM			Cancelled		inform to gardener.
1245	CT1263	Gunasundari.K - Lab	19/05/2022 09:36 AM	Door handle broken in biochemistry	Door handle broken in biochemistry	Elangovan	19/05/2022 09:48 AM	JEGANATHAN	30/05/2022 02:35 PM	Completed	268 hours47 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1246	MA04987	P.Usha -DEO	19/05/2022 11:29 AM	door stopper not working .	our eye bank room door stopper not working properly, So kindly direct to the concern person to do the needful.	Elangovan	23/05/2022 09:16 AM	JEGANATHAN	30/05/2022 02:36 PM	Completed	173 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1247	MA04985	SANGAR GANESH.R	19/05/2022 09:15 AM	JR QUARTERS ROOM 524 FAN PROBLEM AND CARPENTER WORK	JR QUARTERS ROOM 524 FAN PROBLEM AND CARPENTER WORK	Elangovan	19/05/2022 09:47 AM	JEGANATHAN	01/06/2022 11:49 AM	Completed	314 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1248	MA04984	SANGAR GANESH.R	19/05/2022 09:13 AM	JR ROOM 506 FAN PROBLEM	JR ROOM 506 FAN PROBLEM	Elangovan	19/05/2022 09:47 AM	Sridharan.E - Electrical	01/06/2022 11:51 AM	Completed	314 hours4 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.

**Classification : 6**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1249	MA05001	Rajkumar N -Care Taker	20/05/2022 12:36 PM	GENTS HOSTEL ROOM NO.418	Gents Hostel Room No.418 Fan problem	Elangovan	23/05/2022 09:27 AM	Sridharan.E - Electrical	01/06/2022 11:51 AM	Completed	218 hours23 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
1250	MA05000	Rajkumar N -Care Taker	20/05/2022 12:33 PM	GENTS HOSTEL ROOM NO.517	Gents Hostel Room 517 Tub light not working	Elangovan	23/05/2022 09:26 AM	Sridharan.E - Electrical	01/06/2022 11:51 AM	Completed	218 hours24 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
1251	MA04997	Parthasarathy.R- Marketing	20/05/2022 11:35 AM	PLUG POINT NOT WORKING	DEAR SIR  CASUALTY WARD 2PLUG POINT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	23/05/2022 09:23 AM	Selvam.S - Electrician	01/06/2022 11:42 AM	Closed	218 hours18 mins	problem solved by sassikumar -sathyaseelan.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1252	MA04998	Kavitha.T S/N	20/05/2022 12:08 PM	Paediatrics OPD	PATIENT BATHROOM HIGH WC TOILET BLOCK	Elangovan	23/05/2022 09:25 AM	Venkatesan.B - Plumber	24/05/2022 03:59 PM	Completed	30 hours33 mins	problem solved by thanigachalam-iyappan.
1253	MA04995	Kavitha.T S/N	20/05/2022 09:37 AM	Paediatrics OPD	TREATMENT ROOM WASHPASHION WATER NOT COME	Elangovan	23/05/2022 09:22 AM	Venkatesan.B - Plumber	24/05/2022 03:59 PM	Completed	30 hours37 mins	problem solved by thanigachalam.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1254	MA04993	Saranya.A	20/05/2022 09:13 AM	Paediatrics OPD	Paediatrics OPD HOD room table locker damaged please check and replace the same. Thank you.	Elangovan	23/05/2022 09:21 AM	JEGANATHAN	30/05/2022 02:35 PM	Completed	173 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1255	MA04994	Saranya.A	20/05/2022 09:15 AM	Paediatrics OPD	Paediatrics OPD HOD room door not closed Please check and rectify the problem. Thank you	Elangovan	23/05/2022 09:21 AM	JEGANATHAN	30/05/2022 02:34 PM	Completed	173 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1256	MA04996	Parthasarathy.R-Marketing	20/05/2022 11:33 AM	DOOR STOPPER NEEDED	DEAR SIR  1ST FLOOR GYANEC WARD ENTRANCE DOOR STOPPER NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	23/05/2022 09:23 AM	JEGANATHAN	30/05/2022 02:35 PM	Closed	173 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1257	MA04999	Savithri	20/05/2022 12:16 PM	NEUROLOGY OPD DOOR PROBLEM	NEUROLOGY OPD DOOR PROBLEM	Elangovan	23/05/2022 09:26 AM	JEGANATHAN	30/05/2022 02:35 PM	Completed	173 hours9 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1258	MA05002	Manimegalai.M-DEO	20/05/2022 04:20 PM	II Floor OT corrider water leakage in wall	II Floor OT corrider water leakage in wall	Elangovan	23/05/2022 09:28 AM	Venkatesan.B - Plumber	24/05/2022 03:58 PM	Completed	30 hours29 mins	problem solved by thanigachalam.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1259	MA05005	Parthasarathy.R-Marketing	21/05/2022 11:30 AM	TOP LIGHT NOT WORKING	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM-5 2NOS TOP LIGHT NOT WORKING.KINDLY	Elangovan	23/05/2022 09:31 AM	Selvam.S - Electrician	01/06/2022 11:38 AM	Completed	218 hours7 mins	problem solved by sassikumar-sambasivam.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DO THE NEEDFUL  
SIR

1260	MA05006	Parthasarathy.R- Marketing	21/05/2022 11:31 AM	TOP LIGHT NOT WORKING	DEAR SIR	Elangovan	23/05/2022 09:31 AM	Selvam.S - Electrician	30/05/2022 02:17 PM	Closed	172 hours45 mins	problem solved by sambasivam-sassikumar.
					2ND FLOOR NICU 2NO`S TOP LIGHT NOT WORKING.KINDLY DO THE NEEDFUL							

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1261	MA05004	Parthasarathy.R- Marketing	21/05/2022 11:29 AM	DOOR HANDLE BROKEN	DEAR SIR	Elangovan	23/05/2022 09:30 AM	JEGANATHAN	30/05/2022 02:34 PM	Closed	173 hours3 mins	JOB DONE BY JAGANATHAN(CARPENTRY
					1ST FLOOR CENTRAL LAB MICROBIOLOGY DOOR HANDLE BROKEN.KINDLY DO THE NEEDFUL SIR							

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1262	MA05003	Coumarane.M Blood Bank	21/05/2022 09:13 AM	Blood Centre all A/c not working	Blood Centre all A/c not working- 2nd reminder	Elangovan	23/05/2022 09:29 AM	Ibrahim Baig.D	11/06/2022 02:16 PM	Completed	460 hours46 mins	PROBLEM SOLVED BY LOGANATHAN-RAJAGOPAL.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1263	MA05010	S.Chellammal - DEO	23/05/2022 09:39 AM	NEUROLOGY REST ROOM TUBELIGHT NEED TO BE FIXED	NEUROLOGY REST ROOM TUBELIGHT NEED TO BE FIXED	Elangovan	23/05/2022 09:42 AM	Selvam.S - Electrician	24/05/2022 03:39 PM	Completed	29 hours56 mins	PROBLEM SOLVED BY ELECTRICAL DPT.
1264	MA05012	S.Chellammal - DEO	23/05/2022 09:43 AM	CARDIOLOGIST ROOM FAN PROBLEM NEEDS TO BE FIXED	CARDIOLOGIST ROOM FAN PROBLEM NEEDS TO BE FIXED	Elangovan	23/05/2022 10:22 AM	Selvam.S - Electrician	01/06/2022 11:38 AM	Completed	217 hours15 mins	problem solved by sambasivam-sathyaseelan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1265	MA05011	S.Chellammal - DEO	23/05/2022 09:42 AM	ELECTRICAL WIRE CASING NEED TO BE FIXED IN SPECIAL OPD BILLING AREA	ELECTRICAL WIRE CASING NEED TO BE FIXED IN SPECIAL OPD BILLING AREA	Elangovan	23/05/2022 10:21 AM	Selvam.S - Electrician	30/05/2022 02:18 PM	Completed	171 hours56 mins	problem solved by sambaivam -sassikumar.
1266	MA05009	S.Chellammal - DEO	23/05/2022 09:37 AM	ONCOLOGY RESTROOM TUBELIGHT NEED TO BE FIXED	ONCOLOGY RESTROOM TUBELIGHT NEED TO BE FIXED	Elangovan	23/05/2022 09:41 AM	Selvam.S - Electrician	24/05/2022 03:39 PM	Completed	29 hours57 mins	PRBOBLEM SOLVED BY ELECTRICAL DEPT
1267	MA05007	S.Chellammal - DEO	23/05/2022 09:31 AM	TUBELIGHT NEED TO BE FIXED IN SPECIAL OPD BILLING AREA	TUBELIGHT NEED TO BE FIXED IN SPECIAL OPD BILLING AREA	Elangovan	23/05/2022 09:34 AM	Selvam.S - Electrician	24/05/2022 03:40 PM	Completed	30 hours6 mins	PROBLEM SOLVED BY ELECTRICAL DPT.
1268	MA05008	S.Chellammal - DEO	23/05/2022 09:34 AM	SPECIAL OPD LADIES RESTROOM TUBELIGHT NEED TO BE FIXED	SPECIAL OPD LADIES RESTROOM TWO TUBELIGHTS NEED TO BE FIXED	Elangovan	23/05/2022 09:38 AM	Selvam.S - Electrician	24/05/2022 03:40 PM	Completed	30 hours1 mins	PROBLEM SOLVED BY ELECTRICAL DPT.

**Classification : 6**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1269	MA05013	S.Chellammal - DEO	23/05/2022 09:44 AM	SPECIAL OPD ALL DOCTORS REST ROOM WESTERN TOILET NEEDS TO BE SERVICED	SPECIAL OPD ALL DOCTORS REST ROOM WESTERN TOILET NEEDS TO BE SERVICED 1. CTVS OPD 2. ECHO ROOM 3. CARDIOLOGY OPD 4. UROLOGY OPD 5. ONCOLOGY OPD 6. NEUROSURGERY OPD 7. NEUROLOGY OPD 8. COMMON RESTROOM FOR GENTS 9. COMMON RESTROOM FOR LADIES	Elangovan	23/05/2022 10:23 AM	Venkatesan.B - Plumber	24/05/2022 03:57 PM	Completed	29 hours34 mins	inform to house keeping incharge.
1270	MA05014	P.Usha -DEO	23/05/2022 12:01 PM	door stopper not working .	door stopper not working .	Elangovan	24/05/2022 09:11 AM			Cancelled		mention the department and location.

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1271	MA05016	Saranya.A	24/05/2022 08:50 AM	Paediatrics WARD	Paediatric ward LCD projector not working. New VGA cable connection work. kindly do the needful. Thank you	Elangovan	24/05/2022 09:13 AM	Selvam.S - Electrician	09/06/2022 11:06 AM	Completed	385 hours53 mins	INFORM TO LCD OPERATAOR DEAPARTMENT.
1272	MA05018	J.SASIKUMAR	24/05/2022 09:28 AM	Physiotherapy college class room 3 pin flug change work	respected sir, Good Morning, our physiotherapy college at pharmacy building as 6th & 7th floor as our lecture Hall - 1 class room projector 3 pin socket as destroyed, so please come and replace so do needful.	Elangovan	24/05/2022 10:14 AM	Sridharan.E - Electrical	01/06/2022 11:50 AM	Completed	193 hours35 mins	PROBLEM SOLVED BY SRIDHARAN.
1273	MA05015	Sugunakumari.J	24/05/2022 08:35 AM	Switch board not working	Department of Physiology switch board not working	Elangovan	24/05/2022 09:11 AM	Sridharan.E - Electrical	01/06/2022 11:50 AM	Completed	194 hours38 mins	PROBLEM SOLVED BY SRIDHARAN.
1274	MA05017	Celine.A-S/N	24/05/2022 08:59 AM	MMW	PATIENTS SIDE 2 FANS NOT WORKING. STAFF TOLIET TUBE LIGHT NOT WORKING IN MMW.	Elangovan	24/05/2022 09:14 AM	Selvam.S - Electrician	08/07/2022 09:38 AM	Completed	1080 hours24 mins	problem solved by sassikumar -lenin.
1275	MA05029	Vimala P.- S/N	24/05/2022 02:44 PM	INTER COM NOT WORKING	Intercom not working in OG OPD 1st floor.	Elangovan	24/05/2022 03:31 PM	Selvam.S - Electrician	01/06/2022 11:36 AM	Completed	188 hours4 mins	problem solved by sambasivam-sathyaseelan.
1276	MA05031	Kumaravel.K	24/05/2022 05:04 PM	Electrical Problem (Power Off)	Old canteen Doctors Dinning Hall and Staff Dinning Hall daily power off (Electrical Problem), Kindly do the needful.	Elangovan	25/05/2022 10:05 AM	Selvam.S - Electrician	09/06/2022 11:06 AM	Completed	361 hours0 mins	PROBELM SOLVED BY LENIN-JAYKAUMAR.
1277	MA05030	Kumaravel.K	24/05/2022 05:02 PM	LED Tubelight not working	Old Canteen Dinning Hall LED Tubelight not working 5 nos, Kindly do the needful.	Elangovan	25/05/2022 10:04 AM	Selvam.S - Electrician	09/06/2022 11:05 AM	Completed	361 hours0 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1278	MA05026	Balamurugan.J.DE O	24/05/2022 10:23 AM	DENTAL COLLEGE	2nd floor washroom no.215 wash basin tap repaired.	Elangovan	24/05/2022 02:57 PM	Venkatesan.B - Plumber	24/05/2022 03:58 PM	Completed	1 hours0 mins	problem solved by thanigachalam-iyappan.
1279	MA05027	Balamurugan.J.DE O	24/05/2022 10:24 AM	DENTAL COLLEGE	5th floor ortho lab room no.505 sink waste water line pipe blockage.	Elangovan	24/05/2022 03:29 PM	Venkatesan.B - Plumber	24/05/2022 03:56 PM	Completed	0 hours26 mins	PROBLEM SOLVED BY THANIGACHALAM.
1280	MA05028	Suresh.R	24/05/2022 02:31 PM	Bathroom Western toilet flap broken	ICON 4th floor Paramedical staff bathroom Western toilet flap broken	Elangovan	24/05/2022 03:30 PM	Venkatesan.B - Plumber	24/05/2022 03:53 PM	Completed	0 hours22 mins	problem solved by thanigachalam-iyappan.
1281	MA05025	Balamurugan.J.DE O	24/05/2022 10:23 AM	DENTAL COLLEGE	1st floor washroom no.104 toilet seat cover damaged.	Elangovan	24/05/2022 02:57 PM	Venkatesan.B - Plumber	24/05/2022 03:55 PM	Completed	0 hours58 mins	problem solved by iyappan.
1282	MA05024	Balamurugan.J.DE O	24/05/2022 10:22 AM	DENTAL COLLEGE	grpund floor washroom no.13 flush tank repaired.	Elangovan	24/05/2022 10:28 AM	Venkatesan.B - Plumber	24/05/2022 03:57 PM	Completed	5 hours28 mins	problem solved by thanigachalam-iyappan.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1283	MA05023	Balamurugan.J.DE O	24/05/2022 10:07 AM	DENTAL COLLEGE	EXAM TABLE 20 NO OF REPAIRED	Elangovan	24/05/2022 10:27 AM	JEGANATHAN	30/05/2022 02:33 PM	Completed	148 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1284	MA05022	Balamurugan.J.DE O	24/05/2022 10:06 AM	DENTAL COLLEGE	4TH AND 5TH FLOOR WASHROOM NO,411,504 DOOR .	Elangovan	24/05/2022 10:26 AM	JEGANATHAN	30/05/2022 02:33 PM	Completed	148 hours7 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1285	MA05021	Balamurugan.J.DE O	24/05/2022 10:06 AM	DENTAL COLLEGE	SECOND FLOOR WASHROOM NO.215 DOOR REPAIRED.	Elangovan	24/05/2022 10:21 AM	JEGANATHAN	30/05/2022 02:33 PM	Completed	148 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1286	MA05020	Balamurugan.J.DE O	24/05/2022 10:05 AM	DENTAL COLLEGE	1ST FLOOR WASHROOM NO.108 DOOR REPAIRED.	Elangovan	24/05/2022 10:20 AM	JEGANATHAN	30/05/2022 02:33 PM	Completed	148 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1287	MA05019	Balamurugan.J.DE O	24/05/2022 10:03 AM	DENTAL COLLEGE	GROUND FLOOR WASH ROOM NO.18 AND 08 DOOR REPAIRED. KINDLY	Elangovan	24/05/2022 10:19 AM	JEGANATHAN	30/05/2022 02:33 PM	Completed	148 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DO THE NEEDFUL.

**Classification : 5**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1288	MA05039	Suresh.R	25/05/2022 09:51 AM	Fan removing	ICON Building 4th-floor paramedical multipurpose hall fan removing...	Elangovan	25/05/2022 10:16 AM	Selvam.S - Electrician		Assigned		
1289	MA05034	Lilly Pushpam - S/N	25/05/2022 09:28 AM	MSW ANX 4TH FLOOR FAN TO BE REPAIRED	MSW FAN NEED TO BE REPAIRED IN MSW ANX	Elangovan	25/05/2022 10:12 AM	Selvam.S - Electrician	09/06/2022 11:00 AM	Completed	360 hours48 mins	PROBLEM SOLVED BY SATHYASEELAN-JAYAKUMAR.
1290	MA05036	Lilly Pushpam - S/N	25/05/2022 09:33 AM	MSW ANX INTERCOM NOT WORKING	MSW INTERCOM NOT WORKING FOR LONG TIME NEED TO BE REPAIRED ITS EMERGENCY ITS REMAINDER ALSO	Elangovan	25/05/2022 10:14 AM	Selvam.S - Electrician	09/06/2022 11:03 AM	Completed	360 hours49 mins	PROBLEM SOLVED BY LENIN-SATHYASEELAN.
1291	MA05037	Lilly Pushpam - S/N	25/05/2022 09:37 AM	TUBE light not working IN PATIENT SIDE	MSW ANX TUBE LIGHT NOT WORKING	Elangovan	25/05/2022 10:14 AM	Selvam.S - Electrician	09/06/2022 11:04 AM	Completed	360 hours49 mins	PROBLEM SOLVED BY SATHYASEELAN-JAYAKUMAR.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1292	MA05040	A.Renuga Devi - New S/N	25/05/2022 10:32 AM	water blocked	3RD floor male ortho ward sink water blocked	Elangovan	25/05/2022 11:00 AM	Venkatesan.B - Plumber	30/05/2022 02:21 PM	Completed	123 hours21 mins	PROBLEM SOLVED BY THANIGACHALAM.
1293	MA05035	Lilly Pushpam - S/N	25/05/2022 09:30 AM	PG sir room toilet FLUSH NOT I not working	MSW ANX PG ROOM TOILET FLUSH NOT WORKING	Elangovan	25/05/2022 10:13 AM	Venkatesan.B - Plumber	30/05/2022 02:21 PM	Completed	124 hours8 mins	PROBLEM SOLVED BY THANIGACHALAM.
1294	MA05032	Pushpa- DEO	25/05/2022 08:57 AM	wash basin tap blackage	Ladies Rest Room wash basin tap Blackage no more water.	Elangovan	25/05/2022 10:06 AM	Venkatesan.B - Plumber	30/05/2022 02:22 PM	Completed	124 hours15 mins	PROBLEM SOLVED BY THAMILZHARASAN.

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1295	MA05038	Mathangi.M	25/05/2022 09:47 AM	ENT OPD DIGITAL X RAY SHOULD BE CHANGED IN ANOTHER PLACE IN HOD ROOM	ENT OPD DIGITAL X RAY SHOULD BE CHANGED IN ANOTHER PLACE IN HOD ROOM	Elangovan	25/05/2022 10:15 AM	Selvam.S - Electrician		Assigned		

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1296	MA05041	C.R.Sheena	25/05/2022 10:51 AM	OT OFFICE	Respected Sir, OT-08 Door and AC Mesh is rusted kindly to the needful ,urgently	Elangovan	25/05/2022 11:32 AM	JEGANATHAN	11/06/2022 02:21 PM	Completed	410 hours49 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1297	MA05033	Savithri	25/05/2022 08:58 AM	SPECIAL OPD CTVS ROOM CUSHION CHAIR REPAIR	SPECIAL OPD CTVS ROOM CUSHION CHAIR REPAIR	Elangovan	25/05/2022 10:11 AM	Elangovan	07/07/2022 11:16 AM	Completed	1033 hours5 mins	PROBLEM SOLVED BY PANDIYAN.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1298	MA05044	Kavitha.T S/N	26/05/2022 09:39 AM	Paediatrics OPD	AP ROOM LIGHT NOT WORKING	Elangovan	26/05/2022 09:46 AM	Selvam.S - Electrician	01/06/2022 11:32 AM	Completed	145 hours46 mins	problem solved by sambasivam-sathyaseelan.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1299	MA05043	Kavitha.T S/N	26/05/2022 09:38 AM	Paediatrics OPD	TREATMENT ROOM TAP FOOT RUB NOT WORKING	Elangovan	26/05/2022 09:45 AM	Venkatesan.B - Plumber	30/05/2022 02:20 PM	Completed	100 hours35 mins	problem solved by thanigachalam-iyappan.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1300	MA05045	Mettilda Mary.A- Staff Nurse	26/05/2022 10:22 AM	OBS ANX .TO FIX PADLOG	OBS ANX 2nd floor resuscitation room to fix padlog	Elangovan	27/05/2022 09:52 AM	JEGANATHAN	01/06/2022 11:49 AM	Completed	121 hours56 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1301	MA05046	S.pavithra	26/05/2022 11:23 AM	assistant professor room door could not locking	assistant professor room door could not locking	Elangovan	27/05/2022 09:59 AM	JEGANATHAN	11/06/2022 02:21 PM	Completed	364 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1302	MA05042	James.Terance.se kar	26/05/2022 09:34 AM	MEDICAL COLLEGE	air conditioner in the hippocrates and virchove halls not working properly. the remedial measures taken have not in any way improved the situation.. it is creating avoidable issues.	Elangovan	26/05/2022 09:43 AM	Ibrahim Baig.D	30/05/2022 02:25 PM	Completed	100 hours42 mins	PROBLEM SOLVED BY VINOTHKUMAR-ANAND.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1303	MA05048	K.Suganthi -DEO	27/05/2022 11:18 AM	TUBE LIGHT & FAN NOT WORKING	THRID FLOOR ORTHO OFFICE ROOM TUBELIGHT IS NOT WORKING AND THIRD FLOOR ORTHO LIBRARY FAN RUNNING VERY SLOW PLEASE CHECK THIS PROBLEM QUICK.	Elangovan	27/05/2022 11:56 AM	Selvam.S - Electrician	01/06/2022 11:29 AM	Closed	119 hours33 mins	problem solved by lenin- saskumar.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1304	MA05047	Divyabarathi.K	27/05/2022 10:31 AM	S/N TAP NOT WORKING	TAP NOT WORKING	Elangovan	27/05/2022 10:59 AM			Cancelled		please mention the department and location.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1305	MA05049	Celine.A-S/N	28/05/2022 09:13 AM	MMW	PATIENT SIDE 2 FAN NOT WORKING IN MMW.	Elangovan	28/05/2022 09:41 AM	Selvam.S - Electrician	08/07/2022 09:36 AM	Completed	983 hours55 mins	problem solved by sassikumar -lenin.
1306	MA05055	S.Chellammal - DEO	28/05/2022 03:06 PM	POWER SUPPLY PROVISION - 4 NOS NEEDS TO BE FIXED IN SPECIAL WARD - NEUROLOGY BEDS	POWER SUPPLY PROVISION - 4 NOS NEEDS TO BE FIXED IN SPECIAL WARD - NEUROLOGY BEDS	Elangovan	30/05/2022 09:11 AM	Selvam.S - Electrician	30/05/2022 02:15 PM	Completed	5 hours4 mins	problem solved by lenin-rajikumar.
1307	MA05052	Parthasarathy.R-Marketing	28/05/2022 10:48 AM	INTERCOM NOT WORKING	DEAR SIR 1ST FLOOR OBG OPD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL SIR.	Elangovan	30/05/2022 09:09 AM	Selvam.S - Electrician	01/06/2022 11:30 AM	Completed	50 hours21 mins	problem solved by sambasivam-sathyaseelan.
1308	MA05050	Deivathamizh Kudimagal-S/N	28/05/2022 10:02 AM	Electrical problem	In fourth floor female medical ward Tube Light 2 nos fan 2nos switch box 1no not working properly	Elangovan	30/05/2022 09:08 AM	Selvam.S - Electrician	07/07/2022 04:45 PM	Completed	919 hours36 mins	PROBLEM SOLVED BY SASSIKUMAR-JAYAKUMAR.
1309	MA05051	S.Pazhaniammal	28/05/2022 10:25 AM	POWER PROBLEM	DEMO ROOM 1 AND 2 AC NO POWER FOR ALL AC , AND HOD MAM ROOM UPS SWITCH BOX NO POWER, ASSO.. PROFESSOR ROOM SWITCH BOX NO POWER	Elangovan	30/05/2022 09:08 AM	Sridharan.E - Electrical	01/06/2022 11:50 AM	Completed	50 hours42 mins	PROBLEM SOLVED BY SRIDHARAN.
1310	MA05054	Parthasarathy.R-Marketing	28/05/2022 11:02 AM	TUBELIGHT NOT WORKING	DEAR SIR 1ST FLOOR PEDIATRICS OPD OFFICE ROOM AND	Elangovan	30/05/2022 09:10 AM	Selvam.S - Electrician	01/06/2022 11:31 AM	Closed	50 hours20 mins	problem solved by sambasivam-sathyaseelan.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

OPD ROOM 2NO`S  
TUBE LIGHT NOT  
WORKING .KINDLY  
DO THE NEEDFUL  
SIR.

**Classification : 6**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1311	MA05053	Parthasarathy.R- Marketing	28/05/2022 11:00 AM	X-RAY LOBBY FIXING WORK NEEDED	DEAR SIR  1ST FLOOR OBG OPD X-RAY LOBBY FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	30/05/2022 09:10 AM	JEGANATHAN	01/06/2022 11:48 AM	Closed	50 hours38 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1312	MA05058	R. Anitha -DEO	30/05/2022 12:13 PM	Respiratory Medicine internet connection board issue	Internet connection board issue	Elangovan	30/05/2022 02:11 PM	Selvam.S - Electrician		Cancelled		inform to it department.
1313	MA05057	Parthasarathy.R- Marketing	30/05/2022 11:02 AM	FAN AND TUBELIGHT NOT WORKING	DEAR SIR  4TH FLOOR MALE SURGERY ANEX WARD FAN AND 2NOS TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	30/05/2022 11:07 AM	Selvam.S - Electrician	01/06/2022 11:26 AM	Completed	48 hours19 mins	problem solved by rajkumar- sassikunmar.
1314	MA05062	Parthasarathy.R- Marketing	30/05/2022 03:32 PM	TUBELIGHT NOT WORKING	DEAR SIR  4TH FLOOR :  MALE SURGERY ANEX WARD-3NO FEMALE MEDICAL WARD - 1NO DVL - 1NO PULMNERY MALE TOILET - 4NO`S LIFT NEAR - 1 NO TUBELIGHT NOT	Elangovan	30/05/2022 03:55 PM			Cancelled		mention the department.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING.KINDLY  
DO THE NEEDFUL  
SIR

1315	MA05061	Parthasarathy.R- Marketing	30/05/2022 03:23 PM	FAN NOT WORKING	DEAR SIR  4T FLOOR:  MALE SURGERY ANEX WARD-1NO MALE MEDICAL WARD - 2NO`S FEMALE MEDICAL WARD - 1NO`S FAN NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	30/05/2022 03:54 PM		Cancelled		mention the department.	
1316	MA05056	Deivathamizh Kudimagal-S/N	30/05/2022 08:37 AM	electrical problem	In fourth floor female medical ward tube light 2 nos sealing fan 2 nos switch board not working properly	Elangovan	30/05/2022 09:17 AM	Selvam.S - Electrician	07/07/2022 04:44 PM	Completed	919 hours26 mins	PROBLEM SOLVED BY SASSIKUMAR-JAYAKUMAR.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1317	MA05059	Manochitra.S.S/N	30/05/2022 12:45 PM	FOW	IN FEMALE ORTHO WARD, WATER SHINK NOT WORKING PROPERLY IN STAFF ROOM.	Elangovan	30/05/2022 02:13 PM	Venkatesan.B - Plumber	01/06/2022 11:47 AM	Completed	45 hours33 mins	PROBLEM SOLVED BY THAMIZHARASAN.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1318	MA05060	Coumarane.M Blood Bank	30/05/2022 12:49 PM	Blood Bank - two numbers of A/C not working	Blood Bank - two numbers of A/C not working	Elangovan	30/05/2022 02:14 PM	Ibrahim Baig.D	11/06/2022 02:15 PM	Completed	288 hours0 mins	PROBLEM SOLVED BY RAJAGOPAL-LOGANATHAN.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1319	MA05065	Parthasarathy.R-Marketing	31/05/2022 10:11 AM	inventor not working	DEAR SIR  2ND FLOOR OG OT INVENTOR NOT WORKING.KINDLY DO THE NEEDFUL SIR.	Elangovan	31/05/2022 11:05 AM	Selvam.S - Electrician	01/06/2022 11:25 AM	Completed	24 hours19 mins	problem attended by sambasivam-sathyaseelan. invertor fault.
1320	MA05063	Vimala P.- S/N	31/05/2022 08:56 AM	TUBE LIGHT NOT WORKING	TUBELIGHT NOT WORKING in gynaec ward 1st floor.	Elangovan	31/05/2022 09:26 AM	Selvam.S - Electrician	09/06/2022 10:59 AM	Completed	217 hours32 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1321	MA05064	Parthasarathy.R-Marketing	31/05/2022 10:10 AM	TOP LIGHT NOT WORKING	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM N0-10 TOP LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR.	Elangovan	31/05/2022 11:04 AM	Selvam.S - Electrician	01/06/2022 11:24 AM	Closed	24 hours20 mins	problem solved by sassikumar -sathyaseelan.
1322	MA05067	Parthasarathy.R-Marketing	31/05/2022 04:30 PM	FAN CHANGING NEEDED	DEAR SIR  GROUND FLOOR MRD ROOM FAN CHANGING NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 09:07 AM	Selvam.S - Electrician	01/06/2022 11:26 AM	Closed	2 hours18 mins	problem solved by lenin.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1323	MA05066	Parthasarathy.R-Marketing	31/05/2022 04:28 PM	DOOR CLOSER PROBLEM	DEAR SIR  1ST FLOOR GROUND FLOOR MRD DOOR CLOSER PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 09:07 AM	JEGANATHAN	11/06/2022 02:20 PM	Completed	245 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1324	MA05075	Parthasarathy.R-Marketing	01/06/2022 01:47 PM	EXHAUST FAN PROBLEM	DEAR SIR  2ND CSSD FLOOR ETO EXHAUST FAN PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 04:17 PM	Selvam.S - Electrician	09/06/2022 10:55 AM	Completed	186 hours38 mins	PROBLEM ATTENDED BY LENIN-SASSIKUMAR. EXHAUST FAN WAS FAULT.
1325	MA05068	Kaviselvi.P.S/N	01/06/2022 09:37 AM	Dialysis unit	ups batteries connected to main line and plug point to be fitting .	Elangovan	01/06/2022 10:54 AM	Selvam.S - Electrician	07/07/2022 04:44 PM	Completed	869 hours49 mins	problem solved by sassikumar and sathyaseelan.
1326	MA05074	Parthasarathy.R-Marketing	01/06/2022 12:24 PM	INTERCOM NOT WORKING	DEAR SIR  1ST FLOOR GYNAEC WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	01/06/2022 12:31 PM	Selvam.S - Electrician	09/06/2022 10:56 AM	Completed	190 hours24 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1327	MA05072	Parthasarathy.R-Marketing	01/06/2022 12:21 PM	FAN NOT WORKING	DEAR SIR  1ST FLOOR ENT WARD FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 12:30 PM	Selvam.S - Electrician	09/06/2022 10:54 AM	Completed	190 hours23 mins	PROBLEM SOLVED BY SATHYASEELAN-JAYAKUMAR.
1328	MA05071	Parthasarathy.R-Marketing	01/06/2022 12:19 PM	PIPE LINE FALLING DOWN	DEAR SIR  3RD FLOOR DIALYSIS ENTRANCE AREA ELECTRICAL PIPE LINE FALLING.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 12:28 PM	Selvam.S - Electrician	09/06/2022 10:58 AM	Completed	190 hours30 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1329	MA05077	Parthasarathy.R-Marketing	01/06/2022 01:51 PM	WATER HEATER NOT WORKING	DEAR SIR  3RD FLOOR MALE ORTHO WARD WATER HEATER NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	01/06/2022 04:18 PM	Selvam.S - Electrician	09/06/2022 10:58 AM	Completed	186 hours39 mins	PROBLEM ATTENDED BY LENIN-SASSIKUMAR. WATER HEATER WAS CONDEMNED.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1330	MA05076	Parthasarathy.R-Marketing	01/06/2022 01:49 PM	PLUG POINT NEEDED	SEAR SIR GROUND FLOOR MRI COMPUTER ROOM PLUG POINT NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	01/06/2022 04:17 PM	Palanivel R		Assigned		
1331	MA05073	Parthasarathy.R-Marketing	01/06/2022 12:23 PM	INTERCOM NOT WORKING	DEAR SIR 4TH FLOOR TB WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	01/06/2022 12:31 PM	Selvam.S - Electrician	09/06/2022 10:55 AM	Completed	190 hours24 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1332	MA05078	Kaviselvi.P.S/N	01/06/2022 03:54 PM	dialysis	SWITH BOX IN FAULT IN NEGATIVE SIDE .	Elangovan	01/06/2022 04:23 PM	Selvam.S - Electrician	09/06/2022 10:56 AM	InProgress	186 hours33 mins	

**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1333	MA05070	Kaviselvi.P.S/N	01/06/2022 10:03 AM	Dialysis unit -	Hereby dialysis unit washing room blood tube-dialyser washing -tube line extention .and possitive room hand washing pipe leakage.	Elangovan	01/06/2022 10:58 AM	Venkatesan.B - Plumber	11/06/2022 02:02 PM	Completed	243 hours4 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1334	MA05069	Coumarane.M Blood Bank	01/06/2022 09:56 AM	Blood Bank - two numbers of A/C not working	Blood Bank - two numbers of A/C not working	Elangovan	01/06/2022 10:57 AM	Ibrahim Baig.D	11/06/2022 02:13 PM	Completed	243 hours16 mins	PROBLEM SOLVED BY LOGANATHAN-RAJAGOPAL.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1335	MA05081	SUGUNA I	02/06/2022 12:30 PM	switch board broken in microbiology department	switch board broken in microbiology department [central lab]	Elangovan	02/06/2022 02:01 PM	Selvam.S - Electrician	09/06/2022 10:53 AM	Completed	164 hours51 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1336	MA05079	SUGUNA I	02/06/2022 08:49 AM	FAN REGULATOR SWITCH BROKEN COLLETION CENTER	FAN REGULATOR SWITCH BROKEN IN COLLECTION CENTER [CENTRAL LAB]	Elangovan	02/06/2022 08:53 AM	Selvam.S - Electrician	09/06/2022 10:53 AM	Completed	170 hours0 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1337	MA05082	Muniamma.K	02/06/2022 02:42 PM	FAN NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM FAN AIR VERY SLOW	Elangovan	02/06/2022 02:48 PM	Sridharan.E - Electrical	17/06/2022 10:55 AM	Completed	356 hours6 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
1338	MA05080	K.Suganthi -DEO	02/06/2022 10:21 AM	DEPARTMENT LIBRARY ROOM FAN IS NOT WORKING	THIRD FLOOR NEAR ORTHO OFFICE - DEPARTMENT LIBRARY FAN IS NOT WORKING	Elangovan	02/06/2022 02:00 PM	Selvam.S - Electrician	09/06/2022 10:57 AM	Closed	164 hours57 mins	problem solved by sassikumar -sathyaseelan.
1339	MA05088	Rajkumar N -Care Taker	03/06/2022 11:58 AM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 Bathroom light and plug not working	Elangovan	04/06/2022 09:27 AM	Sridharan.E - Electrical	17/06/2022 10:54 AM	Completed	313 hours27 mins	PROBLEM SOLVED BY SRIDHARAN.
1340	MA05089	Rajkumar N -Care Taker	03/06/2022 12:01 PM	GENTS HOSTEL ROOM NO.517	Gents Hostel Room No.517 Tub light and bath room light not working	Elangovan	04/06/2022 09:28 AM	Sridharan.E - Electrical	17/06/2022 10:54 AM	Completed	313 hours26 mins	PROBLEM SOLVED BY SRIDHARAN.
1341	MA05091	Pushpa- DEO	03/06/2022 12:46 PM	Store Room Switch Box on & off compliant	Store Room Switch Box on & off compliant	Elangovan	04/06/2022 09:31 AM	Sridharan.E - Electrical	17/06/2022 10:55 AM	Completed	313 hours24 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1342	MA05090	Rajkumar N -Care Taker	03/06/2022 12:03 PM	GENTS HOSTEL ROOM NO.513	Gents Hostel Room No.513 Flash tank Not working.	Elangovan	04/06/2022 09:30 AM	Venkatesan.B - Plumber	06/07/2022 12:23 PM	Completed	770 hours53 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1343	MA05087	J.SASIKUMAR	03/06/2022 09:36 AM	Physiotherapy college door cheaper fixing work	Good Morning sir, Our Physiotherapy college pharmacy 6th & 7th floor as room doors not available for door cheaper so request to purchase as yesterday for emergency pushing the marital so kindly request for carpenter come and fitting the door. Thankyou sir.	Elangovan	04/06/2022 09:25 AM	JEGANATHAN	11/06/2022 02:20 PM	Completed	172 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1344	MA05085	Neelavathi.C - Lab Tech	03/06/2022 09:13 AM	AC not cooling	AC not cooling	Elangovan	04/06/2022 09:24 AM			Cancelled		MENTION THE DEPARTMENT AND LOCATION.
1345	CT1284	Gunasundari.K - Lab	03/06/2022 09:08 AM	AC water leakage	AC water leakage	Elangovan	04/06/2022 09:23 AM			Cancelled		MENTION THE DEPARTMENT AND LOCATION.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1346	MA05083	Ashokkumar.R MRD	03/06/2022 08:09 AM	Intercom connection - Reg.	MRD Office Intercom not connected. Intercom no.109.  oral instruction for OM sir Meeting last two days MRO sir told, but yesteday only told for me to be created ticket.  Thanks & Regards MRT.	Elangovan	04/06/2022 09:15 AM	Selvam.S - Electrician	09/06/2022 10:52 AM	Completed	121 hours37 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1347	MA05092	Santhi.G	03/06/2022 06:31 PM	maintenance work in premium ladies hostel	Room no.109,207,309,602,610 in Premium ladies hostel is to be paint touchup. Fan service 516.	Elangovan	04/06/2022 09:32 AM	Sridharan.E - Electrical		Assigned		
1348	MA05086	Savithri	03/06/2022 09:12 AM	SPECIAL OPD AIRPORT CHAR BROKEN	SPECIAL OPD AIRPORT CHAR BROKEN	Elangovan	04/06/2022 09:25 AM	JEGANATHAN	11/06/2022 02:20 PM	Completed	172 hours54 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1349	MA05084	Ashokkumar.R MRD	03/06/2022 08:18 AM	Painting -Regarding MRD	MRD Re-open the office, Dean sir rounds last two days back that time told for me pending for white wash, that time MRO called to be Maintaince manager informed that issues. but still now not completed. Yesterday OM Sir meeting to raised for ticket way anotherthan action immediatly.  Thanks & Regards MRT	Elangovan	04/06/2022 09:17 AM	Elangovan		Assigned		

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1350	MA05096	Parthasarathy.R-Marketing	04/06/2022 12:26 PM	plug point damaged	dear sir  casualty black zone freezer box plug point damaged.kindly do the needful sir	Elangovan	06/06/2022 08:57 AM	Selvam.S - Electrician	09/06/2022 10:51 AM	Completed	73 hours53 mins	PROBLEM SOLVED BY SATHYASEELAN-JAYAKUMAR.
1351	MA05094	K.Suganthi -DEO	04/06/2022 10:49 AM	FAN NOT WORKING	THIRD FLOOR ORTHO DEPT LIBRARY FAN IS RUNNING VERY SLOW ..PLEASE CHECK IT SOON, ALREADY THIS	Elangovan	06/06/2022 08:55 AM	Selvam.S - Electrician	09/06/2022 10:56 AM	Closed	74 hours0 mins	problem solved by sassikumar -sathyaseelan.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

TICKET WAS  
CREATED MANY  
TIME THERE IS NO  
RESPONSE FROM  
YOUR DEPT KINDLY  
DO THE NEEDFULL

1352	MA05093	Parthasarathy.R- Marketing	04/06/2022 09:44 AM	INTERCOM NOT WORKING	dear sir  4th floor male surgery annex ward intercom not working.kindly do the needful sir	Elangovan	04/06/2022 09:49 AM	Selvam.S - Electrician	09/06/2022 10:52 AM	Completed	121 hours2 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1353	MA05097	R.Veeraraghavan- Observer	04/06/2022 12:46 PM	ORTHO OPD RESTROOM LIGHT NOT WORKING	ORTHO OPD LIGHT NOT WORKING IN MALE AND FEMALE REST ROOM	Elangovan	06/06/2022 08:58 AM	Selvam.S - Electrician	09/06/2022 10:50 AM	Completed	73 hours52 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.

**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1354	MA05095	SUGUNA I	04/06/2022 12:12 PM	AC NOT WORKING IN PATHOLOGY DEPARTMENT	AC NOT WORKING IN PATHOLOGY DEPARTMENT ( CENTRAL LAB )	Elangovan	06/06/2022 08:56 AM	Ibrahim Baig.D		Assigned		

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1355	MA05098	Parthasarathy.R- Marketing	04/06/2022 01:47 PM	Psychiatry ward female side shutter need to repair	Dear sir, psychiatry ward female side back side iron shutter need to repair. one of patient escape the way. so please do the needful very emergency.	Elangovan	06/06/2022 08:58 AM	JEGANATHAN	11/06/2022 02:20 PM	Completed	125 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1356	MA05109	Sugunakumari.J	06/06/2022 02:15 PM	Fan not working Properly	Department of physiology Fan not working Properly	Elangovan	06/06/2022 02:37 PM	Sridharan.E - Electrical	17/06/2022 10:54 AM	Completed	260 hours17 mins	PROBLEM SOLVED BY SRIDHARAN.
1357	MA05103	Manochitra.S.S/N	06/06/2022 11:01 AM	FOW	in female ortho ward 2 new fan to be fix immediately in AP room.	Elangovan	06/06/2022 12:44 PM	Selvam.S - Electrician	09/06/2022 10:49 AM	Completed	70 hours5 mins	NEED COMPLAINT LETTER.
1358	MA05114	Pushpa- DEO	06/06/2022 03:21 PM	Dept. A/c Hall Amplifier New wiring switch board.	Dept. A/c Hall Amplifier New wiring switch board.	Elangovan	07/06/2022 11:54 AM	Sridharan.E - Electrical	21/06/2022 10:59 AM	Completed	335 hours5 mins	PROBLEM SOLVED BY SRIDHARAN.
1359	MA05108	SANGAR GANESH.R	06/06/2022 01:14 PM	GUEST ROOM 5TH FLOOR TV FIXING	GUEST ROOM 5TH FLOOR TV FIXING IN GUEST ROOM	Elangovan	06/06/2022 02:37 PM	JEGANATHAN	11/06/2022 02:19 PM	Completed	119 hours42 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1360	MA05105	Parthasarathy.R-Marketing	06/06/2022 12:07 PM	TUBELIGHT PROBLEM	DEAR SIR  4TH FLOOR FEMALE ORTHO WARD 3 NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	06/06/2022 12:45 PM	Selvam.S - Electrician	09/06/2022 10:47 AM	Completed	70 hours2 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1361	MA05111	R.Veeraraghavan-Observer	06/06/2022 02:19 PM	ORTHO OPD DRESSING ROOM LAMP NOT WORKING	ORTHO OPD DRESSING ROM LAMP NOT WORKING	Elangovan	06/06/2022 02:38 PM	Selvam.S - Electrician	09/06/2022 10:48 AM	Completed	68 hours9 mins	PROBLEM SOLVED B Y SATHYASEELAN-LENIN.
1362	MA05102	Manochitra.S.S/N	06/06/2022 10:54 AM	FOW	in female ortho ward 3 tube light not working.	Elangovan	06/06/2022 12:43 PM	Selvam.S - Electrician	09/06/2022 10:48 AM	Completed	70 hours5 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1363	MA05116	Parthasarathy.R-Marketing	06/06/2022 03:50 PM	INTERCOM NOT WORKING	DEAR SIR  GROUND FLOOR MRD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	07/06/2022 11:55 AM	Selvam.S - Electrician	09/06/2022 10:49 AM	Completed	46 hours53 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.

**Classification : 8**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1364	MA05112	MEERA.R	06/06/2022 02:29 PM	SURGERY OPD	MINOR OT TAP WATER IS NOT GOING THROUGH	Elangovan	06/06/2022 02:39 PM	Venkatesan.B - Plumber	11/06/2022 02:02 PM	Closed	119 hours22 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1365	MA05104	Parthasarathy.R- Marketing	06/06/2022 11:12 AM	TAP PROBLEM	SINK.WATER IS STAGNATED IN THE SINK.PLS DO THE NEEDFUL.  DEAR SIR	Elangovan	06/06/2022 12:44 PM	Venkatesan.B - Plumber	11/06/2022 02:01 PM	Completed	121 hours16 mins	PROBLEM SOLVED BY THANIGACHALAM.
1366	MA05113	MEERA.R	06/06/2022 02:31 PM	SURGERY OPD	1ST FLOOR DRINKING WATER TAP PROBLEM.KINDLY DO THE NEEDFUL  WATER IS LEAKING FROM THE TAP IN THE DREESING ROOM (SURGERY OPD).PLS DO THE NEEDFUL.	Elangovan	06/06/2022 02:39 PM	Venkatesan.B - Plumber	11/06/2022 02:02 PM	Closed	119 hours22 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1367	MA05106	Parthasarathy.R- Marketing	06/06/2022 12:09 PM	DOOR STOPER NEEDED	DEAR SIR  4TH FEMALE ORTHO WARD PATIENT BATHROOM DOOR STOPER NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	06/06/2022 12:46 PM	JEGANATHAN	23/06/2022 03:31 PM	Completed	410 hours45 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1368	MA05110	R.Veeraraghavan- Observer	06/06/2022 02:17 PM	ORTHO OPD SEMINAR ROOM AC LEAKAGE	ORTHO OPD SEMINAR ROOM AC LEAKAGE	Elangovan	06/06/2022 02:38 PM	Ibrahim Baig.D	11/06/2022 02:10 PM	Completed	119 hours32 mins	PROBLEM SOLVED BY RAMESHBABU-SUTHAKAR.
1369	MA05107	SANGAR GANESH.R	06/06/2022 01:11 PM	GUEST ROOM 5TH FLOOR TV FIXING	GUEST ROOM 5TH FLOOR TV FIXING IN GUEST ROOM	Elangovan	06/06/2022 02:36 PM	JEGANATHAN	11/06/2022 02:19 PM	Completed	119 hours42 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1370	MA05115	Gunasundari.K - Lab	06/06/2022 03:43 PM	A/C water leakage	A/C water leakage	Elangovan	07/06/2022 11:55 AM			Cancelled		MENTION THE LOCATION.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1371	MA05100	Coumarane.M Blood Bank	06/06/2022 09:33 AM	Blood Bank - two numbers of A/C not working	Blood Bank - two numbers of A/C not working	Elangovan	06/06/2022 09:39 AM	Ibrahim Baig.D	11/06/2022 02:11 PM	Completed	124 hours32 mins	PROBLEM SOLVED BY LOGANATHAN-RAJAGOPAL.
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**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1372	MA05099	Divya.T	06/06/2022 09:09 AM	Refrigerator is not working	In our department Refrigerator is not working	Elangovan	06/06/2022 09:16 AM	Ibrahim Baig.D		Assigned		
1373	MA05101	Dennis Danial Raj.U- Lab Tech	06/06/2022 10:41 AM	DOOR HANDLE BROKEN	CATH LAB CUPBOARD DOOR HANDLE WAS BROKEN NEEDS TO BE CHANGED	Elangovan	06/06/2022 12:42 PM	JEGANATHAN	11/06/2022 02:19 PM	Completed	121 hours36 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1374	MA05120	Parthasarathy.R- Marketing	07/06/2022 09:48 AM	WATER HEATER NOT WORKING	DEAR SIR  1ST FLOOR A SPECIAL WARD ROOM NO-07 WATER HEATER NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	07/06/2022 12:01 PM	Selvam.S - Electrician	09/06/2022 10:42 AM	Completed	46 hours40 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR
1375	MA05121	Parthasarathy.R- Marketing	07/06/2022 09:50 AM	FAN NOT WORKING	DEAR SIR  1ST FLOOR DINNING HALL FAN NOT WORKING,KINDLY DO THE NEEDFUL SIR	Elangovan	07/06/2022 12:02 PM	Selvam.S - Electrician	09/06/2022 10:43 AM	Completed	46 hours40 mins	PROBLEM SOLVED B Y LENIN-JAYAKUMAR.
1376	MA05122	Bhuvanewary.P- W/S	07/06/2022 09:49 AM	Psychiatry ward fan not working	Good Morning Sir, Psychiatry ward fan not working, Please check, Thankyou	Elangovan	07/06/2022 12:03 PM	Selvam.S - Electrician	09/06/2022 10:45 AM	Completed	46 hours42 mins	problem solved by sambasivam-lenin
1377	MA05125	SUGUNA I	07/06/2022 12:24 PM	PULG POINT NOT WORKING IN	PULG POINT NOT WORKING IN	Elangovan	07/06/2022 03:00 PM	Selvam.S - Electrician	09/06/2022 10:43 AM	Completed	43 hours43 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DOCTORS ROOM      DOCTORS ROOM AT  
CENTRAL LAB

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1378	MA05128	Revathy-R-Lab	07/06/2022 03:26 PM	TOILET FLUSH AND SINK TAP NOT WORKING	DEPT.OF BIOCHEMISTRY , LADIES TOILET SINK TAP NOT WORKING AND FLUSH ALSO.	Elangovan	08/06/2022 09:05 AM	Venkatesan.B - Plumber	11/06/2022 02:01 PM	Completed	76 hours56 mins	PROBLEM SOLVED BY THANIGACHALAM.
1379	MA05127	Revathy-R-Lab	07/06/2022 03:24 PM	TAP NOT WORKING	DEPT.OF BIOCHEMISTRY , STUDENTS PRACTICAL LAB TAP NOT WORKING AND LINKING	Elangovan	07/06/2022 03:35 PM	Venkatesan.B - Plumber	11/06/2022 02:01 PM	Completed	94 hours25 mins	PROBLEM SOLVED BY THANIGACHALAM.
1380	MA05131	SANGAR GANESH.R	07/06/2022 04:21 PM	JR QUARTERS ROOM NO 07 WATER TAP LEAKAGE	JR QUARTERS ROOM NO 07 WATER TAP LEAKAGE	Elangovan	08/06/2022 09:08 AM	Venkatesan.B - Plumber	06/07/2022 12:24 PM	Completed	675 hours16 mins	PROBLEM SOLVED BY THANIGACHALAM-IYYAPPAN.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1381	MA05124	Radhika.N-S/N	07/06/2022 11:55 AM	EMERGENCY WARD	NURSES STATION CUBBOARD DEMAGED	Elangovan	07/06/2022 12:04 PM	JEGANATHAN	11/06/2022 02:18 PM	Completed	98 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1382	MA05123	C.R.Sheena	07/06/2022 11:30 AM	OT OFFICE	Respected Sir ,Kindly Fix hanger to female PG room urgently	Elangovan	07/06/2022 12:03 PM	JEGANATHAN	11/06/2022 02:18 PM	Completed	98 hours15 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1383	MA05119	Parthasarathy.R-Marketing	07/06/2022 09:02 AM	AC WATER LEAKING	DEAR SIR  1ST FLOOR CENTRAL BIOCHEMISTRY	Elangovan	07/06/2022 12:00 PM	Ibrahim Baig.D	11/06/2022 02:09 PM	Completed	98 hours9 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1384	MA05118	Parthasarathy.R-Marketing	07/06/2022 09:00 AM	AC Water leaking	ROOM AC WATER LEAKING.KINDLY DO THE NEEDFUL SIR	Elangovan	07/06/2022 11:59 AM	Ibrahim Baig.D	11/06/2022 02:10 PM	Completed	98 hours10 mins	PROBLEM SOLVED BY ANAND- RAMESHBABU.
1385	MA05126	Baskaran.R.Trans. Manag.	07/06/2022 12:24 PM	122 - intercom not working	GROUND FLOOR ULTRASOUND -1 AC WATER LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	07/06/2022 03:01 PM	Selvam.S - Electrician	09/06/2022 10:44 AM	Completed	43 hours42 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1386	MA05130	SANGAR GANESH.R	07/06/2022 04:19 PM	GUEST ROOM 5TH FLOOR FALLS CEILING BROKEN	GUEST ROOM 5TH FLOOR FALLS CEILING BROKEN	Elangovan	08/06/2022 09:07 AM	Elangovan		Assigned		
1387	MA05117	Vimala P.- S/N	07/06/2022 08:55 AM	HEATER NOT WORKING	Heater not working in 1st floor gynaec ward.	Elangovan	07/06/2022 11:56 AM	Selvam.S - Electrician	09/06/2022 10:45 AM	Completed	46 hours49 mins	PROBLEM SOLVED BY LENIN-JAYAKUMAR.
1388	MA05129	SANGAR GANESH.R	07/06/2022 04:16 PM	E BLOCK ROOM NO 106 TUBE LIGHT NOT WORKING AND BOTH ROOM TILES DAMAGE	E BLOCK ROOM NO 106 TUBE LIGHT NOT WORKING AND BOTH ROOM TILES DAMAGE	Elangovan	08/06/2022 09:06 AM	Elangovan		Assigned		

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1389	MA05139	R. Anitha -DEO	08/06/2022 03:44 PM	3 pin top plug Department of Respiratory Medicine	3 pin top plug for DLCO	Elangovan	09/06/2022 09:52 AM	Selvam.S - Electrician	09/06/2022 10:45 AM	Hold	0 hours52 mins	
1390	MA05132	Vimala P.- S/N	08/06/2022 09:09 AM	TUBE LIGHT NOT WORKING	Tube not working ,frige,not working,in 1stfloor.	Elangovan	08/06/2022 09:59 AM			Cancelled		mention the deapartment and location.
1391	MA05136	C.R.Sheena	08/06/2022 12:01 PM	OT OFFICE	Respected Sir , Anesthesiology department pg female	Elangovan	08/06/2022 12:19 PM	Selvam.S - Electrician	09/06/2022 10:45 AM	Completed	22 hours26 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

room ceiling fan not working ,kindly do the need full urgently check sir

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1392	MA05138	Parthasarathy.R-Marketing	08/06/2022 12:51 PM	DOOR STOPPER AND DOOR CLOSER NEEDED	DEAR SIR 1ST FLOOR OM OFFICE ROOM DOOR STOPPER AND DOOR CLOSER NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	08/06/2022 02:18 PM	JEGANATHAN	11/06/2022 02:17 PM	Completed	71 hours59 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1393	MA05133	P.Makeswari - DEO	08/06/2022 10:44 AM	x - ray DR room - AC not working	x - ray DR room - AC not working	Elangovan	08/06/2022 11:03 AM	Ibrahim Baig.D	11/06/2022 02:09 PM	Completed	75 hours5 mins	PROBLEM SOLVED BY RAMESHBABU-SUTHAKAR.
1394	MA05134	R.Veeraraghavan-Observer	08/06/2022 11:04 AM	AC NOT WORKING IN ORTHO OPD SEMINAR ROOM	AC NOT WORKING IN ORTHO OPD SEMINAR ROOM	Elangovan	08/06/2022 12:17 PM	Ibrahim Baig.D	11/06/2022 02:08 PM	Completed	73 hours51 mins	PROBLEM SOLVED BY RAMESHBABU-SUTHAKAR. OD MOTOR OVER HEAT.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1395	MA05137	Kaviyarasu.S - Pharm	08/06/2022 12:45 PM	MAIN PHARMACY HOPITAL	INTERCOM NOT WORKING URGENT	Elangovan	08/06/2022 02:17 PM	Selvam.S - Electrician	09/06/2022 10:45 AM	Completed	20 hours28 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1396	MA05135	Baskaran.R.Trans. Manag.	08/06/2022 11:57 AM	CHAIR TO BE REPLACED	CHAIR RUSTED AND HANDLE PROBLEM	Elangovan	08/06/2022 12:17 PM	JEGANATHAN	11/06/2022 02:18 PM	Completed	74 hours0 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1397	MA05140	K KALIYARASAN	09/06/2022 08:16 AM	ORTHO OPD DRESSING ROOM LIGHT NOT WORKING	ORTHO OPD DRESSING ROOM LIGHT NOT WORKING	Elangovan	09/06/2022 09:54 AM	Selvam.S - Electrician	09/06/2022 10:45 AM	Closed	0 hours50 mins	PROBLEM SOLVED BY SAMBASIVAM-SATHYASEELAN.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1398	MA05143	K KALIYARASAN	09/06/2022 02:00 PM	ORTHO OPD DRESSING ROOM DOCTOR CONSULTATION ROOM DOOR LOCKER REPAIR	ORTHO OPD DRESSING ROOM AND DOCTOR CONSULTATION ROOM DOOR LOCK REPAIR	Elangovan	09/06/2022 03:06 PM	JEGANATHAN	23/06/2022 03:31 PM	Closed	336 hours25 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1399	MA05142	S.Chellammal - DEO	09/06/2022 01:30 PM	ECHO ROOM DOOR CLOSURE ISSUE	ECHO ROOM DOOR CLOSURE ISSUE IN SPECIAL OPD	Elangovan	09/06/2022 03:05 PM	JEGANATHAN	11/06/2022 02:17 PM	Completed	47 hours12 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1400	MA05141	Parthasarathy.R-Marketing	09/06/2022 11:02 AM	AC water leaking in 2nd floor icu unit	Dear sir,  ICU unit outdoor water leaking. pls do the needful as soon as possible sir.	Elangovan	09/06/2022 11:10 AM	Ibrahim Baig.D	23/06/2022 11:01 AM	Completed	335 hours50 mins	PROBLEM SOLVED BY RAJAGOPAL-ANAND

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1401	MA05149	Balachandran.P	10/06/2022 09:43 AM	Fan repair work	Fan repair work done in Histology Lab	Elangovan	10/06/2022 10:24 AM	Sridharan.E - Electrical	17/06/2022 10:54 AM	Completed	168 hours29 mins	PROBLEM SOLVED BY SRIDHARAN.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1402	MA05146	Celine.A-S/N	10/06/2022 09:33 AM	MMW	PATIENT SIDE 2 FAN NOT WORKING.	Elangovan	10/06/2022 10:13 AM	Selvam.S - Electrician	21/06/2022 12:10 PM	Completed	265 hours56 mins	problem solved by sambasivam-lenin.
1403	MA05147	Amudha.S.D-Staff Nurse	10/06/2022 09:37 AM	ELECTRICAL PROBLEM	4 FANS NOT WORKING IN FEMALE MEDICAL WARD	Elangovan	10/06/2022 10:20 AM	Selvam.S - Electrician	07/07/2022 04:38 PM	Completed	654 hours17 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1404	MA05145	SUGUNA I	10/06/2022 09:31 AM	FAN AND LIGHT NOT WORKING IN OM SIR ROOM	FAN AND LIGHT NOT WORKING IN OM (OPERATIONAL MANAGER) SIR ROOM AT FIRST FLOOR	Elangovan	10/06/2022 10:11 AM	Selvam.S - Electrician	11/06/2022 02:05 PM	Completed	27 hours53 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.
1405	MA05157	M.Celine -S/N	10/06/2022 10:56 AM	INSUFFICIENCY IN FAN AIR.	INSUFFICIENCY IN FAN AIR MED OPD ROOM NO.2	Elangovan	10/06/2022 03:12 PM	Selvam.S - Electrician	07/07/2022 04:38 PM	Completed	649 hours26 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1406	MA05159	Gunasundari.K - Lab	10/06/2022 12:07 PM	power cut in one side machines	power cut in one side machines	Elangovan	11/06/2022 09:04 AM	Selvam.S - Electrician	07/07/2022 04:39 PM	Completed	631 hours34 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1407	MA05150	M.Vijayalakshmi - S/N	10/06/2022 09:47 AM	Tb ward	4th floor tb ward bathroom side water blocked	Elangovan	10/06/2022 03:05 PM	Venkatesan.B - Plumber	11/06/2022 02:00 PM	Completed	22 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.
1408	MA05144	R.Veeraraghavan-Observer	10/06/2022 09:26 AM	NO WATER FLOW IN MALE ORTHO WARD HOD ROOM THIRD FLOOR	NO WATER FLOW IN MALE ORTHO WARD HOD ROOM THIRD FLOOR	Elangovan	10/06/2022 10:11 AM	Venkatesan.B - Plumber	11/06/2022 02:00 PM	Completed	27 hours49 mins	PROBLEM SOLVED BY THANIGACHALAM.
1409	MA05148	M.Vijayalakshmi - S/N	10/06/2022 09:44 AM	paediatric ward	Paediatric ward bathroom sheet cover broken	Elangovan	10/06/2022 10:21 AM	Venkatesan.B - Plumber	15/06/2022 04:01 PM	Completed	125 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM.
1410	MA05151	M.Vijayalakshmi - S/N	10/06/2022 09:49 AM	TB WARD	4TH floor tb ward isolation room sink water leakage	Elangovan	10/06/2022 03:06 PM	Venkatesan.B - Plumber	11/06/2022 02:00 PM	Completed	22 hours54 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1411	MA05158	SUGUNA I	10/06/2022 11:36 AM	TO PASTE A SIGN BOARD IN DISPATCH ROOM	TO PASTE A SIGN BOARD IN DISPATCH ROOM COLLECTION CENTER (CENTRAL LAB)	Elangovan	11/06/2022 09:01 AM	JEGANATHAN	06/07/2022 12:39 PM	Completed	603 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1412	MA05152	Parthasarathy.R-Marketing	10/06/2022 10:03 AM	WATER LEAKAGE	DEAR SIR 2ND FLOOR ICU DOCTOR ROOM AC WATER LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	10/06/2022 03:07 PM	Ibrahim Baig.D	23/06/2022 11:00 AM	Completed	307 hours53 mins	PROBLEM SOLVED BY RAJAGOPAL-RAMESHBABU-SUTHAKAR.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1413	MA05155	Savithri	10/06/2022 10:16 AM	SPECIAL OPD CTVS ROOM CHAIR REPAIR	SPECIAL OPD CTVS ROOM CHAIR REPAIR	Elangovan	10/06/2022 03:10 PM	JEGANATHAN	11/06/2022 02:17 PM	Completed	23 hours7 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1414	MA05156	Savithri	10/06/2022 10:17 AM	SPECIAL OPD CARDIOLOGY ROOM FAN REPAIR	SPECIAL OPD CARDIOLOGY ROOM FAN REPAIR	Elangovan	10/06/2022 03:10 PM	Selvam.S - Electrician	07/07/2022 04:37 PM	InProgress	649 hours27 mins	
1415	MA05154	Savithri	10/06/2022 10:14 AM	SPECIAL OPD ECHO ROOM DOOR REPAIR	SPECIAL OPD ECHO ROOM DOOR REPAIR	Elangovan	10/06/2022 03:09 PM	JEGANATHAN	11/06/2022 02:17 PM	Completed	23 hours8 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1416	MA05153	Savithri	10/06/2022 10:12 AM	SPECIAL OPD ONCOLOGY OPD TAP LEAKAGE	SPECIAL OPD ONCOLOGY OPD TAP LEAKAGE	Elangovan	10/06/2022 03:08 PM	Venkatesan.B - Plumber	11/06/2022 02:01 PM	Completed	22 hours52 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1417	MA05160	R. Anitha -DEO	11/06/2022 11:53 AM	DVL OPD intercom is not working	DVL OPD intercom is not working	Elangovan	11/06/2022 01:54 PM	Selvam.S - Electrician	15/06/2022 09:24 AM	Completed	91 hours29 mins	problem solved by sathyaseelan-sassikumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1418	MA05166	R. Anitha -DEO	11/06/2022 03:31 PM	DVL OPD Intercom is not working	DVL OPD Intercom is not working	Elangovan	14/06/2022 10:05 AM	Selvam.S - Electrician	15/06/2022 09:26 AM	Completed	23 hours21 mins	problem solved by sassikumar and sathyaseelan.
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**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1419	MA05161	R. Anitha -DEO	11/06/2022 12:02 PM	DVL OPD 3 rooms tap not working	tap needs repair in 3 rooms	Elangovan	11/06/2022 01:55 PM	Venkatesan.B - Plumber	11/06/2022 01:59 PM	Closed	0 hours4 mins	PROBLEM SOLVED BY THANIGACHALAM.
1420	MA05164	Vimala P.- S/N	11/06/2022 03:23 PM	Bathroom floor blocking	Bathroom floor blocking.flush not working.	Elangovan	14/06/2022 10:00 AM			Cancelled		please mention the department and location.
1421	MA05163	Saraniyan Sathish.S - PRO	11/06/2022 12:49 PM	PLUMBING ISSUES IN IMCU	KINDLY RECTIFY PLUMBING ISSUES IN IMCU AREA AS WATER IS NOT COMMING KINDLY DO NEEDFULL SIR.	Elangovan	11/06/2022 01:58 PM	Venkatesan.B - Plumber	11/06/2022 01:59 PM	Completed	0 hours0 mins	PROBLEM SOLVED BY THANIGACHALAM.
1422	MA05162	Radhika.N-S/N	11/06/2022 12:36 PM	EMERGENCY WARD	WATER TAP FOOT PEDAL NOT WORKING	Elangovan	11/06/2022 01:57 PM	Venkatesan.B - Plumber	14/06/2022 12:04 PM	Completed	70 hours6 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1423	MA05165	Vimala P.- S/N	11/06/2022 03:25 PM	library table screw to be disabled.	library table screw to be disabled.in gynaec ward 1st floor.	Elangovan	14/06/2022 10:04 AM	JEGANATHAN	23/06/2022 10:35 AM	Completed	216 hours31 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1424	MA05177	K KALIYARASAN	13/06/2022 03:06 PM	ORTHO OPD	light is not working in dressing room (ortho opd). pls do the needful.	Elangovan	14/06/2022 10:16 AM	Selvam.S - Electrician	07/07/2022 04:35 PM	Closed	558 hours19 mins	PROBLEM SOLVED BY SATHYASEELAN-SAMBASIVAM.
1425	MA05173	Parthasarathy.R-Marketing	13/06/2022 11:03 AM	TOP LIGHT NOT WORKING	DEAR SIR 2ND FLOOR OBG ICU	Elangovan	14/06/2022 10:13 AM	Selvam.S - Electrician	07/07/2022 04:35 PM	InProgress	558 hours21 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1426	MA05176	Parthasarathy.R-Marketing	13/06/2022 02:26 PM	SWITCH NOT WORKING	TOP LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	14/06/2022 10:15 AM	Selvam.S - Electrician	07/07/2022 04:37 PM	Completed	558 hours21 mins	PROBLEM SOLVED BY LENIN-SAMBASIVAM.
1427	MA05167	R.Veeraraghavan-Observer	13/06/2022 09:04 AM	FAN NOT WORKING IN ORTHO OPD HOD ROOM	3RD FLOOR MALE SURGERY WARD SWITCH PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	14/06/2022 10:06 AM	Selvam.S - Electrician	15/06/2022 09:25 AM	Completed	23 hours19 mins	PROBLEM SOLVED BY LENIN-SATHYASEELAN.
1428	MA05178	Agnes Sisilia Mary - SN	13/06/2022 03:24 PM	MALE ORTHO WARD WATER HEATER IS NOT WORKING PROPERLY	MALE ORTHO WARD WATER HEATER IS NOT WORKING PROPERLY	Elangovan	14/06/2022 10:17 AM	Selvam.S - Electrician	07/07/2022 04:36 PM	Completed	558 hours18 mins	PROBLEM ATTENDED BY ELECTRICAL DPT. THE WATER HEATER IS CONDEMNED.

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1429	MA05174	Parthasarathy.R-Marketing	13/06/2022 12:46 PM	FLUSH NOT WORKING	DEAR SIR 1ST FLOOR ENT OPD COMMON TOILET FLUSH NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	14/06/2022 10:14 AM	Venkatesan.B - Plumber	14/06/2022 12:03 PM	Completed	1 hours49 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1430	MA05175	Elangovan	13/06/2022 12:56 PM	PEDIATRIC OPD	HOD ROOM DOOR CLOSURE NOT WORKING.	Elangovan	14/06/2022 10:15 AM	JEGANATHAN	15/06/2022 09:21 AM	Completed	23 hours6 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1431	MA05169	Amudha.S.D-Staff Nurse	13/06/2022 09:51 AM	CARPENTER WORK	COT SCREWS TO BE FIXED IN FEMALE ORTHO WARD 4TH FLOOR	Elangovan	14/06/2022 10:08 AM	JEGANATHAN	06/07/2022 12:39 PM	Completed	530 hours31 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1432	MA05168	Radhika.N-S/N	13/06/2022 09:35 AM	PSY WARD	ENTRANCE GATE IRON ROD DEMAGED KINDLY TO BE FIXED	Elangovan	14/06/2022 10:06 AM	JEGANATHAN	15/07/2022 09:03 AM	Completed	742 hours56 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1433	MA05172	K.Suganthi -DEO	13/06/2022 10:24 AM	AC CHILLNESS IS VERY LOW	THIRD FLOOR ORTHO HOD ROOM AC CHILLNESS IS VERY LOW	Elangovan	14/06/2022 10:12 AM	Ibrahim Baig.D	23/06/2022 11:00 AM	Closed	216 hours48 mins	PROBLEM SOLVED BY VINOTHKUMAR- LOGANATHAN.
1434	MA05170	Sathiyarayanan .R	13/06/2022 10:17 AM	CHAIRMAN CHAMBER Air Conditioner problem	Good morning Sir,  I herewith bring to your kind notice that our Chairman Sir Airconditioner is not working properly, The Digital indicator AC board is got struck. It not indicating the temperature increase, decrease, switch on or switch off. But getting cool mildly. I request you to fix the problem as soon as possible. Thank you	Elangovan	14/06/2022 10:10 AM	Ibrahim Baig.D	23/06/2022 10:59 AM	Completed	216 hours49 mins	PROBLEM SOLVED BY VINOTHKUMAR- LOGANATHAN.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1435	MA05171	Sathiyarayanan .R	13/06/2022 10:24 AM	CHAIRMAN CHAMBER TELEPHONE	Good Morning Sir,  I herewith bring to your kind notice that our Chairman Chamber Intercom not working. I request you to fix the problem as soon as possible. Thank you	Elangovan	14/06/2022 10:11 AM	K.Manimaran	28/06/2022 09:23 AM	Completed	335 hours11 mins	PROBLEM SOLVED BY MANIMARAN.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1436	MA05183	Parthasarathy.R-Marketing	14/06/2022 11:40 AM	SWITCH BROKEN	DEAR SIR  2ND FLOOR ICU ENTRANCE AREA FAN AND LIGHT SWITCH BROKEN.KINDLY DO THE NEEDFUL SIR	Elangovan	14/06/2022 12:06 PM	Selvam.S - Electrician	07/07/2022 04:34 PM	Completed	556 hours28 mins	PROBLEM SOLVED BY SASSIKUMAR-SATHYASEELAN.

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1437	MA05185	K KALIYARASAN	14/06/2022 02:12 PM	ORTHO OPD HOD RESTROOM FLUSH NOT WORKING	ORTHO OPF HOD ROOM REST ROOM FLUSH NOT WORKING	Elangovan	15/06/2022 08:58 AM	Venkatesan.B - Plumber	15/06/2022 04:00 PM	Closed	7 hours1 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYAPPAN.
1438	MA05179	MEERA.R	14/06/2022 08:47 AM	SURGERY OPD	WATER IS LEAKING FROM THE SINK IN DRESSING ROOM ( SURGERY OPD).PLS DO THE NEEDFUL.	Elangovan	14/06/2022 10:21 AM	Venkatesan.B - Plumber	14/06/2022 12:03 PM	Closed	1 hours42 mins	PROBLEM SOLVED BY THANIGACHALAM.
1439	MA05184	JAYALAKSHMI.A	14/06/2022 12:57 PM	WATER LEAKAGE UNDER THE FRIDGE IN CENTRAL LAB	WATER LEAKAGE UNDER THE FRIDGE IN CENTRAL LAB AT MICROBIOLOGY DEPARTMENT	Elangovan	14/06/2022 02:02 PM	Venkatesan.B - Plumber	15/06/2022 04:01 PM	Completed	25 hours58 mins	PROBLEM SOLVED BY THANIGACHALAM.
1440	MA05182	S.Chellammal - DEO	14/06/2022 11:38 AM	WATER PIPE BROKEN IN SPECIAL OPD GENTS TOILET	WATER PIPE BROKEN IN SPECIAL OPD GENTS TOILET	Elangovan	14/06/2022 12:05 PM	Venkatesan.B - Plumber	15/06/2022 04:01 PM	Completed	27 hours56 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1441	CT1292	KAYALVIZHI.K	14/06/2022 11:14 AM	AC not cooling	AC not cooling	Elangovan	14/06/2022 12:00 PM			Cancelled		MENTION THE LOCATION (EG. HOSPITAL)
1442	CT1293	KAYALVIZHI.K	14/06/2022 11:16 AM	AC not cooling	AC not cooling	Elangovan	14/06/2022 12:00 PM			Cancelled		MENTION THE LOCATION.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1443	MA05180	Sathiyarayanan .R	14/06/2022 09:46 AM	Rat Issues - in Roof	<p>Good Morning Sir,</p> <p>This is to bring to your kind notice that Air-conditioner Machine being trouble shooting as per my previous Ticket request No.: MA05170 on 13.06.2022. Thank you.</p> <p>During the Air conditioner repairing our technicians found the way to rat to enter into Chairman chamber Airconditioner. It spoiled many wires in the AC machine.</p> <p>Hence I request you to take action against the pest entrance as soon as possible by blocking the way and catch the rats, So that the AC machine will be in free of trouble from pests. Thank you.</p>	Elangovan	14/06/2022 10:20 AM	Ibrahim Baig.D	23/06/2022 10:58 AM	Completed	216 hours38 mins	PLEASE MENTION THE DEPARTMENT AND LOCATION.
1444	MA05181	D. Pokkilai -S/N	14/06/2022 10:35 AM	BEDSIDE LOCKER TO BE PAINT IN ENT WARD	BEDSIDE LOCKER TO BE PAINT IN ENT WARD	Elangovan	14/06/2022 12:02 PM	Elangovan		Assigned		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1445	MA05191	A.Praveena - Lab Tech	15/06/2022 11:38 AM	ONE TUBELIGHT NOT WORKING IN CENTRAL LAB	ONE TUBELIGHT NOT WORKING IN ICTC ROOM AT CENTRAL LAB	Elangovan	15/06/2022 04:04 PM	Selvam.S - Electrician	07/07/2022 04:34 PM	Completed	528 hours29 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1446	MA05193	K.Suganthi -DEO	15/06/2022 12:26 PM	FAN NOT WORKING	THIRD FLOOR ORTHO LIBRARY DEPARTMENT FAN IS NOT WORKING WHEN WILL YOU SORT OUT THIS PROBLEM THERE IS NO RESPONSE FROM YOUR SIDE. HEREAFTER I NEVER RAISE TICKET FOR THIS ISSUE.	Elangovan	15/06/2022 04:05 PM	Selvam.S - Electrician	17/06/2022 10:58 AM	Closed	42 hours52 mins	problem solved by sassikumar -sathyaseelan.
1447	MA05186	Muniamma.K	15/06/2022 09:21 AM	PLUG POINT NOT WORKING	DEPT.OF BIOCHEMISTRY ASSISTANT PROFESSOR & TUTOR ROOM 4 PLUG POINT NOT WORKING	Elangovan	15/06/2022 09:44 AM	Sridharan.E - Electrical	24/06/2022 10:20 AM	Completed	216 hours36 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 3**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1448	MA05187	Muniamma.K	15/06/2022 09:22 AM	FLUSH NOT WORKING	DEPT.OF BIOCHEMISTRY LADIES TOILET FLUSH NOT WORKING AND TOP ROOF WATER LEAKING	Elangovan	15/06/2022 09:45 AM	Venkatesan.B - Plumber	15/06/2022 03:59 PM	Completed	6 hours14 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYAPPAN.
1449	MA05190	Balachandran.P	15/06/2022 10:56 AM	Faculty Gents Toilet regarding	Faculty gents toilet flush not working	Elangovan	15/06/2022 04:04 PM	Venkatesan.B - Plumber	16/06/2022 11:07 AM	Completed	19 hours3 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1450	MA05189	T.Gopalakrishnan	15/06/2022 10:14 AM	Intercom not working	Intercom not working in lost One week at Project department Location dental college - 4th floor ( infront of HRM Office)	Elangovan	15/06/2022 10:28 AM	K.Manimaran		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1451	MA05188	Nandhakumar S- Accounts	15/06/2022 10:05 AM	Telephone Instrument Not Working College Accounts	Telephone Instrument Not Working College Accounts	Elangovan	15/06/2022 10:27 AM	K.Manimaran		Assigned		
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**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1452	MA05202	Devavanaja.D.S/N	16/06/2022 02:33 PM	A SPL WARD R.NO;1 BATH ROOM LIGHT NOT WORKING.	A SPL WARD R.NO;1 BATH ROOM LIGHT NOT WORKING.	Elangovan	17/06/2022 10:32 AM	Selvam.S - Electrician	17/06/2022 10:57 AM	Completed	0 hours24 mins	problem solved by sassikumar -sathyaseelan.
1453	MA05206	R.Gajalakshmi - S/N	16/06/2022 05:10 PM	fan not working	damaged flug point ,2 fan not working ,procedure room fan slow,	Elangovan	17/06/2022 10:35 AM			Cancelled		mention the department and location.
1454	MA05201	R.Veeraraghavan- Observer	16/06/2022 12:25 PM	SWITCH BOARD NOT WORKING IN ORTHO OPD	SWUTCH BORAD NOT WORKING IN ORTHO OPD DRESSING AND PLASTER CUTTING ROOM	Elangovan	17/06/2022 10:31 AM	Selvam.S - Electrician	07/07/2022 04:31 PM	Completed	486 hours0 mins	PROBLEM ATTENDED BY SAMBASIVAM- SATHYASEELAN.
1455	MA05194	Parthasarathy.R- Marketing	16/06/2022 09:38 AM	HEATER PROBLEM	DEAR SIR  1ST FLOOR GYNAEC WARD HEATER PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	16/06/2022 09:49 AM	Selvam.S - Electrician	07/07/2022 04:33 PM	Completed	510 hours43 mins	PROBLEM SOLVED BY SASSIKUMAR- SATHYASEELAN.

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1456	MA05198	Parthasarathy.R- Marketing	16/06/2022 10:25 AM	FLUSH NOT WORKING	DEAR SIR  COMMON BATHROOM GENTS 1NO FLUSH NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	16/06/2022 10:38 AM	Venkatesan.B - Plumber	16/06/2022 11:07 AM	Completed	0 hours28 mins	PROBLEM SOLVED BY THANIGACHALAM.
1457	MA05196	Parthasarathy.R- Marketing	16/06/2022 10:04 AM	FLUSH TANK NOT WORKING	DEAR SIR  2ND FLOOR STAFF	Elangovan	16/06/2022 10:22 AM	Venkatesan.B - Plumber	16/06/2022 11:07 AM	Completed	0 hours44 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1458	MA05197	Parthasarathy.R-Marketing	16/06/2022 10:23 AM	FLUSH NOT WORKING	COMMON BATHROOM FLUSH TANK NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	16/06/2022 10:37 AM	Venkatesan.B - Plumber	16/06/2022 11:07 AM	Completed	0 hours29 mins	PROBLEM SOLVED BY THANIGACHALAM.
1459	MA05200	Parthasarathy.R-Marketing	16/06/2022 10:29 AM	WASHBASIN BLOCKAGE	GROUND FLOOR COMMON BATHROOM LADIES 2NO 'S FLUSH NOT WORKING.	Elangovan	16/06/2022 10:40 AM	Venkatesan.B - Plumber	16/06/2022 11:06 AM	Completed	0 hours26 mins	PROBLEM SOLVED BY THANIGACHALAM.
1460	MA05199	Parthasarathy.R-Marketing	16/06/2022 10:27 AM	WASH BASIN BLOCKAGE	GROUND FLOOR CASUALTY DOCTOR ROOM WASHBASIN BLOCKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	16/06/2022 10:39 AM	Venkatesan.B - Plumber	16/06/2022 11:07 AM	Completed	0 hours27 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1461	MA05195	Parthasarathy.R-Marketing	16/06/2022 09:40 AM	U TABLE WORK NEEDED	DEAR SIR 1ST FLOOR GYNAEC WARD U TABLE WORK NEEDED.KINDLY DO THE NEEDFUL SIR.	Elangovan	16/06/2022 09:50 AM	JEGANATHAN	23/06/2022 04:04 PM	Completed	174 hours13 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1462	CT1294	Kanaka.P -Lab tech	16/06/2022 11:29 AM	bathroom door handle	Central lab bathroom door handle is cundom	Elangovan	17/06/2022 10:30 AM	JEGANATHAN	06/07/2022 12:49 PM	Completed	458 hours18 mins	MENTION THE PROBLEM CLEARLY

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1463	MA05205	Sugunakumari.J	16/06/2022 04:17 PM	Ac Not working	Department of Physiology DEMO Hall I Ac Not working	Elangovan	17/06/2022 10:35 AM	Ibrahim Baig.D	23/06/2022 10:57 AM	Completed	144 hours22 mins	ELECTRICAL PROBLEM. PROBLEM ATTNED BY AC TEAM.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1464	MA05203	Divya.T	16/06/2022 02:53 PM	HOD mam Intercom is not working	HOD mam Intercom is not working	Elangovan	17/06/2022 10:33 AM	Sridharan.E - Electrical	24/06/2022 10:20 AM	Completed	167 hours47 mins	PROBLEM SOLVED BY SRIDHARAN.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1465	MA05204	Savithri	16/06/2022 03:04 PM	SPECIAL OPD SURGICAL ONCOLOGY ROOM AC NOT WORKING	SPECIAL OPD SURGICAL ONCOLOGY ROOM AC NOT WORKING	Elangovan	17/06/2022 10:34 AM	Ibrahim Baig.D	23/06/2022 10:57 AM	Completed	144 hours22 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND-SUTHAKAR.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1466	MA05215	P.Makeswari - DEO	17/06/2022 10:56 AM	radiology hod room - switch board broken	radiology hod room - switch board broken	Elangovan	17/06/2022 11:09 AM	Selvam.S - Electrician	07/07/2022 11:59 AM	InProgress	480 hours49 mins	
1467	MA05207	Gounabady.R - DEO	17/06/2022 09:34 AM	Need extra plug point	Need extra plug point for computer in ophthal office room, first floor, hospital	Elangovan	17/06/2022 10:36 AM	Selvam.S - Electrician	07/07/2022 04:27 PM	Completed	485 hours50 mins	PROBLEM SOLVED BY SAMBASIVAM-SATHYASEELAN.
1468	MA05213	P.Makeswari - DEO	17/06/2022 10:55 AM	usg deo room - need plug point.	usg deo room - need plug point.	Elangovan	17/06/2022 11:07 AM	Selvam.S - Electrician	07/07/2022 12:00 PM	InProgress	480 hours52 mins	

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1469	MA05209	Parthasarathy.R-Marketing	17/06/2022 10:02 AM	AC Water leaking	DEAR SIR 2ND FLOOR NICU AC WATER LEAKAGE.KINDLY DO THE NEEDFUL	Elangovan	17/06/2022 10:38 AM	Ibrahim Baig.D	23/06/2022 10:56 AM	Completed	144 hours17 mins	PROBLEM SOLVED BY VINOTHKUMAR.
1470	MA05210	Parthasarathy.R-Marketing	17/06/2022 10:08 AM	WATER BLOCKAGE	DEAR SIR GROUND FLOOR CASUALTY ISOLATION ROOM TOILET WATER BLOCKAGE	Elangovan	17/06/2022 10:39 AM	Venkatesan.B - Plumber	17/06/2022 10:56 AM	Completed	0 hours17 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1471	MA05214	P.Makeswari - DEO	17/06/2022 10:55 AM	usg entrance - ac pipe line - water leakage	usg entrance - ac pipe line - water leakage	Elangovan	17/06/2022 11:09 AM	Ibrahim Baig.D	23/06/2022 10:55 AM	Completed	143 hours46 mins	PROBLEM SOLVED BY LOGANATHAN-ANAND-SUTHAKAR.
1472	MA05218	P.Makeswari - DEO	17/06/2022 11:32 AM	x-ray CR room - Water leakage in AC	x-ray CR room - Water leakage in AC	Elangovan	17/06/2022 02:22 PM	Ibrahim Baig.D	23/06/2022 10:53 AM	Completed	140 hours30 mins	PROBLEM SOLVED BY VINOTHKUMAR-SUTHAKAR
1473	MA05208	Sugunakumari.J	17/06/2022 09:44 AM	Ac Not working	Department of Physiology Demo hall I Ac not working	Elangovan	17/06/2022 10:37 AM	Ibrahim Baig.D	23/06/2022 10:54 AM	Completed	144 hours16 mins	PROBLEM ATTENDED AND IT IS ELECTRICAL PROBLEM.
1474	MA05216	P.Makeswari - DEO	17/06/2022 10:58 AM	USG scan 2 - ac water leakage	USG scan 2 - ac more water leakage during night time	Elangovan	17/06/2022 11:10 AM	Ibrahim Baig.D	23/06/2022 10:55 AM	Completed	143 hours44 mins	PROBLEM SPOLVED BY LOGANATHAN-ANAND-SUTHAKAR.

**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1475	MA05217	P.Makeswari - DEO	17/06/2022 11:00 AM	CT and MRI common rest room	CT and MRI common rest room - door not locked.	Elangovan	17/06/2022 11:10 AM	JEGANATHAN	06/07/2022 12:48 PM	Completed	457 hours38 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1476	MA05219	Vimala P.- S/N	17/06/2022 02:24 PM	FRIDGE NOT WORKING	Gynac ward - 1st floor fridge not working, light not working - 02(ward side)	Elangovan	18/06/2022 09:20 AM	Selvam.S - Electrician	07/07/2022 04:31 PM	Completed	463 hours10 mins	PROBLEM SOLVED BY SASSIKUMAR-JAYAKUMAR.
1477	MA05211	P.Makeswari - DEO	17/06/2022 10:53 AM	x - ray male rest room - flush not working	x - ray male rest room - flush not working	Elangovan	17/06/2022 11:04 AM	Venkatesan.B - Plumber	24/06/2022 10:35 AM	Completed	167 hours31 mins	PROBLEM SOLVED BY THANIGACHALAM.
1478	MA05212	P.Makeswari - DEO	17/06/2022 10:54 AM	usg waiting area - need fan	usg waiting area - need fan	Elangovan	17/06/2022 11:05 AM	Selvam.S - Electrician	21/06/2022 12:06 PM	Completed	97 hours1 mins	NEED COMPLAINT LETTER

**Classification : 4**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1479	MA05222	Thiruvengada Perumal	18/06/2022 11:31 AM	Kindly attend the Electrical work in Pharmacy College sir	Sir In our pharmacy college so many ceiling fans are in problem please take necessary action & rectify the problem sir	Elangovan	18/06/2022 12:08 PM	Sridharan.E - Electrical		Assigned		
1480	MA05234	R. Karthick	18/06/2022 03:05 PM	NABH OFFICE	Switch Point to be fixed properly	Elangovan	21/06/2022 09:00 AM	Selvam.S - Electrician	07/07/2022 04:26 PM	Completed	391 hours26 mins	PROBLEM SOLVED BY LENIN-SASSIKUMAR.
1481	MA05224	Parthasarathy.R- Marketing	18/06/2022 11:38 AM	FAN NEEDED	DEAR SIR  GROUND FLOOR EMERGENCY OT 2NOS FAN NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	18/06/2022 12:10 PM	Selvam.S - Electrician	21/06/2022 12:05 PM	Completed	71 hours54 mins	NEED COMPLAINT LETTER
1482	MA05229	SANGAR GANESH.R	18/06/2022 02:29 PM	JR QUARTERS ROOM NO 522 SWITCH AND TUBE LIGHT PROBLEM	JR QUARTERS ROOM NO 522 SWITCH AND TUBE LIGHT PROBLEM	Elangovan	21/06/2022 08:55 AM	Sridharan.E - Electrical		Assigned		

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1483	MA05231	SANGAR GANESH.R	18/06/2022 02:34 PM	JR QUARTERS ROOM NO 316 WASH BASIN TAP PROBLEM	JR QUARTERS ROOM NO 316 WASH BASIN TAP PROBLEM	Elangovan	21/06/2022 08:56 AM	Venkatesan.B - Plumber	06/07/2022 12:27 PM	Completed	363 hours30 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1484	MA05227	S.Chellammal - DEO	18/06/2022 11:56 AM	NO WATER SUPPLY IN WASHBASIN IN PLASTIC SURGERY, DIABETOLOGY, AND MHC DEPT	NO WATER SUPPLY IN WASHBASIN IN PLASTIC SURGERY, DIABETOLOGY AND MHC DEPT	Elangovan	18/06/2022 12:12 PM	Venkatesan.B - Plumber	24/06/2022 10:36 AM	Completed	142 hours24 mins	PROBLEM SOLVED BY THANIGACHALAM.
1485	MA05228	SANGAR GANESH.R	18/06/2022 02:27 PM	JR QUARTERS 4th time reminder this compliant ROOM NO 07 WATER TAP LEAKAGE	JR QUARTERS 4th time reminder this compliant ROOM NO 07 WATER TAP LEAKAGE	Elangovan	21/06/2022 08:54 AM	Venkatesan.B - Plumber	06/07/2022 12:29 PM	Completed	363 hours34 mins	PROBLEM SOLVED BY THANIGACHALAM.
1486	MA05221	Thiruvengada Perumal	18/06/2022 11:30 AM	Kindly attend the plumbing work in Pharmacy College sir	Sir In Our Pharmacy College Ground Floor In Ladies toilet RO Water waste water is flowing in duct area, RO waste water line is connected in Rain water Line & also rain water pipe line not connected properly, so please rectify the problem sir	Elangovan	18/06/2022 12:04 PM	Venkatesan.B - Plumber		Assigned		

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1487	MA05223	Parthasarathy.R-Marketing	18/06/2022 11:37 AM	DOOR PROBLEM	DEAR SIR  GROUND FLOOR EMERGENCY OT DOOR PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	18/06/2022 12:09 PM	JEGANATHAN	06/07/2022 12:40 PM	Completed	432 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1488	MA05232	R. Karthick	18/06/2022 02:57 PM	NABH OFFICE	Door Stopper required Lock and Key need for window grill Table locker lock needs to be repaired	Elangovan	21/06/2022 08:57 AM	JEGANATHAN	23/06/2022 10:34 AM	Completed	49 hours37 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1489	MA05230	SANGAR GANESH.R	18/06/2022 02:31 PM	JR QUARTERS 4th time reminder this compliant ROOM NO 401 DOOR LOCK NOT WORKING	JR QUARTERS 4th time reminder this compliant ROOM NO 401 DOOR LOCK NOT WORKING	Elangovan	21/06/2022 08:56 AM	JEGANATHAN	23/06/2022 10:35 AM	Completed	49 hours39 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1490	MA05220	R.Gajalakshmi - S/N	18/06/2022 09:08 AM	ELECTRICAL PROBLEM	In forth floor FMW, seeling fan 4 not working ,damaged plug point 3, tube light 3,	Elangovan	18/06/2022 09:21 AM	Selvam.S - Electrician	21/06/2022 12:03 PM	Completed	74 hours42 mins	problem solved by sambasivam-lenin.

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1491	MA05233	R. Karthick	18/06/2022 03:00 PM	NABH OFFICE	Intercom Telephone conection required	Elangovan	21/06/2022 08:59 AM	Selvam.S - Electrician	07/07/2022 11:51 AM	Completed	386 hours52 mins	problem solved by lenin-sassikumar.
1492	MA05225	Thiruvengada Perumal	18/06/2022 11:38 AM	Kindly attend the Land line phone problem sir	Sir In our Pharmacy College Land line Phone is not working for past 3 months, already complaint raised but still now problem not rectify sir, so please take necessary action & rectify the problem sir	Elangovan	18/06/2022 12:10 PM	Sridharan.E - Electrical	21/06/2022 10:59 AM	Completed	70 hours48 mins	PROBLEM SOLVED BY SRIDHARAN.
1493	MA05226	JAYALAKSHMI.A	18/06/2022 11:51 AM	INTERCOM NOT WORKING IN REPORT DISPATCH AREA	INTERCOM NOT WORKING IN REPORT DISPATCH AREA AT CENTRAL LAB	Elangovan	18/06/2022 12:11 PM	Selvam.S - Electrician	07/07/2022 11:58 AM	Completed	455 hours46 mins	problem solved by lenin-sassikumar.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1494	MA05256	Malini K	20/06/2022 02:32 PM	Power not working	Power not working Department of pathology	Elangovan	21/06/2022 09:35 AM	Sridharan.E - Electrical	21/06/2022 10:58 AM	Completed	1 hours22 mins	PROBLEM SOLVED BY SRIDHARAN-PALANIVEL.
1495	MA05247	Parthasarathy.R-Marketing	20/06/2022 12:08 PM	TUBELIGHT NOT WORKING	DEAR SIR 3RD FLOOR	Elangovan	21/06/2022 09:25 AM	Selvam.S - Electrician	07/07/2022 11:49 AM	InProgress	386 hours24 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1496	MA05249	Parthasarathy.R-Marketing	20/06/2022 12:15 PM	TOP LED LIGHT NOT WORKING	OPHTHAL WARD 2NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL	DEAR SIR	Elangovan	21/06/2022 09:27 AM	Selvam.S - Electrician	07/07/2022 11:47 AM	Hold	386 hours20 mins	waiting for material.
1497	MA05237	Rajkumar N -Care Taker	20/06/2022 10:18 AM	GENTS HOSTEL ROOM NO.513	4TH FLOOR RESPIRATORY MALE MEDICINE WARD 6NO`S TOP LED LIGHT NOT WORKING.KINDLY DO THE NEEDUL SIR	Gents Hostel Room No. 513 Bathroom Light Not worked	Elangovan	21/06/2022 09:05 AM	Sridharan.E - Electrical		Assigned		
1498	MA05238	Rajkumar N -Care Taker	20/06/2022 10:20 AM	GENTS HOSTEL ROOM NO.404	Gents Hostel Room No..404 Bathroom Light Not worked	Gents Hostel Room No..404 Bathroom Light Not worked	Elangovan	21/06/2022 09:05 AM	Sridharan.E - Electrical		Assigned		
1499	MA05248	Parthasarathy.R-Marketing	20/06/2022 12:10 PM	REGULATOR PROBLEM	3RD FLOOR MALE ORTHO WARD NURSING STATION FAN REGULATOR PROBLEM.KINDLY DO THE NEEDFUL SIR	DEAR SIR	Elangovan	21/06/2022 09:26 AM	Selvam.S - Electrician	07/07/2022 11:46 AM	Completed	386 hours20 mins	problem solved by lenin-sassikumar.
1500	MA05239	NANTHESHWARI. N	20/06/2022 10:23 AM	PREMIUM GIRLS HOSTEL BATHROOM LIGHT PROBLEM	PREMIUM GIRLS HOSTEL LIGHT PROBLEM 106 114 204	PREMIUM GIRLS HOSTEL LIGHT PROBLEM 106 114 204	Elangovan	21/06/2022 09:06 AM	Sridharan.E - Electrical		Assigned		
1501	MA05240	Rajkumar N -Care Taker	20/06/2022 10:23 AM	GENTS HOSTEL ROOM NO.403	Gents Hostel Room No. 403 Tap leak	Gents Hostel Room No. 403 Tap leak	Elangovan	21/06/2022 09:07 AM	Venkatesan.B - Plumber	06/07/2022 12:30 PM	Completed	363 hours23 mins	PROBLEM SOLVED BY THANIGACHALAM.
1502	MA05255	NANTHESHWARI. N	20/06/2022 02:38 PM	DENTAL HOSTEL HOSTEL BOTH ROOM LIGHT NOT WORKING	DENTAL HOSTEL HOSTEL ROOM NO 502 602 BOTH ROOM LIGHT NOT WORKING REGULATOR 602 ROOM LIGHT NOT WORKING 08 302 FAN SLOW 406 FAN SLOW FIFTH FLOOR VARANDU	DENTAL HOSTEL HOSTEL ROOM NO 502 602 BOTH ROOM LIGHT NOT WORKING REGULATOR 602 ROOM LIGHT NOT WORKING 08 302 FAN SLOW 406 FAN SLOW FIFTH FLOOR VARANDU	Elangovan	21/06/2022 09:34 AM	K.Manimaran		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1503	MA05254	Parthasarathy.R-Marketing	20/06/2022 02:12 PM	INTERCOM NOT WORKING	TUBELIGHT NOT WORKING 304 PLUG POINT DEAR SIR	Elangovan	21/06/2022 09:33 AM	Selvam.S - Electrician	07/07/2022 11:50 AM	Completed	386 hours16 mins	problem solved by lenin-sassikumar.
1504	MA05252	Parthasarathy.R-Marketing	20/06/2022 01:57 PM	FAN NOT WORKING	4TH FLOOR TB WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL DEAR SIR	Elangovan	21/06/2022 09:31 AM	Selvam.S - Electrician	07/07/2022 11:49 AM	Completed	386 hours17 mins	problem solved by sambasivam-jayakumar.
1505	MA05246	Parthasarathy.R-Marketing	20/06/2022 12:07 PM	INTERCOM NOT WORKING	MALE MEDICAL WARD -2NO`S FEMALE MEDICAL WARD - 3NO`S + 1 NO WORK SLOWLY KINDLY DO THE NEEDFUL SIR DEAR SIR	Elangovan	21/06/2022 09:24 AM	Selvam.S - Electrician	07/07/2022 11:50 AM	Completed	386 hours25 mins	problem solved by lenin-sassikumar.
					3RD FLOOR MALE ORTHO WARD INTERCOM NOT WORKING PROPERLY.KINDLY DO THE NEEDFUL SIR							

**Classification : 12**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1506	MA05242	NANTHESHWARI N	20/06/2022 10:24 AM	PREMIUM GIRLS HOSTEL HAND SHOWER PROBLEM	PREMIUM GIRLS HOSTEL HAND SHOWER PROBLEM R NO 115 104 110 605 617 515 601 606 216 15 215 513 612 505 504 411 210 217 117 313 105 517 111 113 119 202 10	Elangovan	21/06/2022 09:10 AM	Venkatesan.B - Plumber	06/07/2022 12:29 PM	Completed	363 hours18 mins	PROBLEM SOLVED BY THANIGACHALAM.
1507	MA05241	Rajkumar N -Care Taker	20/06/2022 10:25 AM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 Toilet flash not work.	Elangovan	21/06/2022 09:10 AM	Venkatesan.B - Plumber	06/07/2022 12:28 PM	Completed	363 hours17 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1508	MA05257	Radhika.N-S/N	20/06/2022 03:01 PM	emg ward	HEIGHT SCALE TO BE FIXED	Elangovan	21/06/2022 09:36 AM	JEGANATHAN	06/07/2022 12:47 PM	Completed	363 hours11 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1509	MA05258	Radhika.N-S/N	20/06/2022 03:04 PM	PSY WARD	HEIGHT SCALE TO BE FIXED	Elangovan	21/06/2022 09:37 AM	JEGANATHAN	06/07/2022 12:48 PM	Completed	363 hours11 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1510	MA05259	Radhika.N-S/N	20/06/2022 03:05 PM	CASUALITY OPD	HEIGHT SCALE TO BE FIXED	Elangovan	21/06/2022 09:38 AM	JEGANATHAN	06/07/2022 12:48 PM	Completed	363 hours10 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1511	MA05251	M.Celine -S/N	20/06/2022 01:25 PM	DOOR NOT OPEN.	DOOR NOT OPEN MEDICINE OPD ROOM NO.1	Elangovan	21/06/2022 09:29 AM	JEGANATHAN	06/07/2022 12:48 PM	Completed	363 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1512	MA05245	Parthasarathy.R-Marketing	20/06/2022 12:02 PM	COAT PROBLEM	DEAR SIR  4TH FLOOR FEMALE ORTHO WARD 1 NO COAT PROBLEM.KINDLY DO THE NEEDFUL	Elangovan	21/06/2022 09:24 AM	JEGANATHAN	23/06/2022 10:40 AM	Completed	49 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1513	MA05263	V.Anjalatcy-S/N	20/06/2022 06:59 PM	FOR HEIGHT SScale fixing purpose	FOR HEIGHT Scale fixing purpose	Elangovan	21/06/2022 09:41 AM			Cancelled		mention the department and location.
1514	MA05260	Parthasarathy.R-Marketing	20/06/2022 03:07 PM	DOOR PROBLEM	DEAR SIR  1ST FLOOR MICROBIOLOGY DOOR NOT WORKING PROPERLY.KINDLY DO THE NEEDFUL SIR	Elangovan	21/06/2022 09:38 AM	JEGANATHAN	23/06/2022 10:39 AM	Completed	49 hours0 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1515	MA05235	NANTHESHWARI.N	20/06/2022 10:14 AM	PREMIUM GIRLS HOSTEL DOOR PROBLEM	PREMIUM GIRLS HOSTEL DOOR PROBLEM R NO111 207 305 106 506	Elangovan	21/06/2022 09:00 AM	JEGANATHAN	23/06/2022 10:33 AM	Completed	49 hours33 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1516	MA05261	Parthasarathy.R-Marketing	20/06/2022 03:53 PM	FIBER GLASS DAMAGE	DEAR SIR  GROUND FLOOR BLACK ZONE FREEZER BOX FIBER GLASS DAMAGE.KINDLY DO	Elangovan	21/06/2022 09:39 AM	JEGANATHAN	06/07/2022 12:47 PM	Completed	363 hours8 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

THE NEEDFUL SIR

**Classification : 9**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1517	MA05244	Subhashini.N S/N	20/06/2022 11:35 AM	AC Water leaking	IN EMERGENCY OPD(GROUND FLOOR) DAP ROOM AC WATER	Elangovan	21/06/2022 09:16 AM	Ibrahim Baig.D		Assigned		
1518	MA05262	Parthasarathy.R-Marketing	20/06/2022 03:55 PM	AC NOT WORKING	DEAR SIR 2ND FLOOR NICU AC NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	21/06/2022 09:40 AM	Ibrahim Baig.D	23/06/2022 10:52 AM	Completed	49 hours12 mins	PROBLEM SOLVED BY VINOTHKUMAR.
1519	MA05250	Radhika.N-S/N	20/06/2022 12:53 PM	CASUALITY OPD	A/C WATER LEAKING IN STAY DUTY DOCTORS ROOM.KINDLY DO THE REPAIR	Elangovan	21/06/2022 09:28 AM	Ibrahim Baig.D	23/06/2022 10:44 AM	Completed	49 hours15 mins	PROBLEM SOLVED BY ANAND-RAMESHBABU.
1520	CT1297	Anthony Ezhilarasi.A	20/06/2022 10:24 AM	AC not working	AC not working	Elangovan	21/06/2022 09:08 AM			Cancelled		mention the department and location.
1521	MA05243	Malini K	20/06/2022 11:03 AM	Auro water which we using is dusty . Kindly taken action.	Auro water which we using is dusty . Kindly taken action. Department of pathology.	Elangovan	21/06/2022 09:12 AM	Elangovan	21/06/2022 12:32 PM	Completed	3 hours19 mins	problem solved by arun.

**Classification : 5**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1522	MA05253	Malini K	20/06/2022 02:11 PM	Auro water which we using is dusty . Kindly taken action.	Auro water which we using is dusty . Kindly taken action.	Elangovan	21/06/2022 09:32 AM	Elangovan	21/06/2022 12:30 PM	Completed	2 hours57 mins	problem solved by arun. membrane chemical wah, product flowmeter , reject flowmeter cleaning work and product tank cleaned work done.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1523	MA05236	Gunasundari.K - Lab	20/06/2022 10:16 AM	Auro water plant is high	TDS Auro water plant is high so kindly check the plant	Elangovan	21/06/2022 09:02 AM	Elangovan	02/07/2022 10:21 AM	Completed	265 hours19 mins	

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1524	MA05265	Sathiyarayanan .R	21/06/2022 09:46 AM	Chairman Chamber Roof Lamp	Good morning Sir,  I herewith bring to your kind notice that our Chairman Sir office exactly above Chairman seat roof lamp get fused. I request you to replace the new one as soon as possible.	Elangovan	21/06/2022 10:49 AM	K.Manimaran	28/06/2022 09:23 AM	Completed	166 hours34 mins	PROBLEM SOLVED BY MANIMARAN.
1525	MA05266	R.Gajalakshmi - S/N	21/06/2022 10:52 AM	electrical problem	in fourth floor female medical ward step down i c u electric supply not in properly	Elangovan	21/06/2022 11:01 AM	Selvam.S - Electrician		Assigned		
1526	MA05272	Rajkumar N -Care Taker	21/06/2022 02:54 PM	GENTS HOSTEL ROOM NO.408	Gents hostel Room No. 408 Fan not working Tub light not working	Elangovan	21/06/2022 03:59 PM	Sridharan.E - Electrical		Assigned		
1527	MA05273	Rajkumar N -Care Taker	21/06/2022 02:56 PM	GENTS HOSTEL ROOM NO.120	Gents Hostel Room No. 120 Fan slow movement and switch board repair.	Elangovan	21/06/2022 03:59 PM	Sridharan.E - Electrical		Assigned		
1528	MA05264	Vanaja.N-DEO	21/06/2022 08:46 AM	SURGERY DEPARTMENT , PG DEMO ROOM PROJECTOR NOT WORKING	SURGERY DEPARTMENT , PG DEMO ROOM PROJECTOR NOT WORKING (HOSPITAL 3RD FLOOR)	Elangovan	21/06/2022 09:42 AM	Selvam.S - Electrician	09/07/2022 09:58 AM	Completed	432 hours15 mins	inform to projector operator.

**Classification : 5**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1529	MA05274	Rajkumar N -Care Taker	21/06/2022 03:02 PM	GENTS HOSTEL	Gents Hostel outside water line 3/4` valu leak	Elangovan	21/06/2022 04:00 PM	Venkatesan.B - Plumber	06/07/2022 12:31 PM	Completed	356 hours30 mins	PROBLEM SOLVED BY THANIGACHALAM.
1530	MA05268	Agnes Sisilia Mary - SN	21/06/2022 12:19 PM	male ortho ward ,ward lab tap is not working and water leakage is there	male ortho ward ,ward lab room tap is not working and water leakage is there	Elangovan	21/06/2022 12:28 PM	Venkatesan.B - Plumber	24/06/2022 10:35 AM	Completed	70 hours6 mins	PROBLEM SOLVED BY THANIGACHALAM.
1531	MA05269	J.SASIKUMAR	21/06/2022 12:31 PM	Ladies staff room water will be not functioning	Good Afternoon sir, Now physiotherapy college at pharmacy building as yesterday onwards ladies` staff room wash passion tap and bathroom tap water will be not functioning please and service for plumber do needful sir.	Elangovan	21/06/2022 02:32 PM	Venkatesan.B - Plumber	08/07/2022 12:13 PM	Completed	405 hours40 mins	PROBLEM SOLVED BY THANIGACHALAM.
1532	MA05271	Rajkumar N -Care Taker	21/06/2022 02:52 PM	GENTS HOSTEL ROOM NO.510	Gents Hostel Room No.510 Flash tank washer change	Elangovan	21/06/2022 03:58 PM	Venkatesan.B - Plumber	06/07/2022 12:28 PM	Completed	356 hours30 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1533	MA05267	S.pavithra	21/06/2022 10:56 AM	berow not closing	berow not closing	Elangovan	21/06/2022 11:43 AM	JEGANATHAN	23/06/2022 03:19 PM	Completed	51 hours35 mins	MENTION THE LOCATION.
1534	MA05270	S.Sharmila -HR Asst.	21/06/2022 02:09 PM	KEYBOARD TABLE BROKEN	KEYBOARD TABLE BROKEN	Elangovan	22/06/2022 09:33 AM	JEGANATHAN	06/07/2022 12:47 PM	Completed	339 hours13 mins	Job completed by Jeganathan

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1535	MA05279	SANGAR GANESH.R	22/06/2022 09:25 AM	A BLOCK ROOM NO 204 FAN PROBLEM AND SWITCH NOT WORKING	A BLOCK ROOM NO 204 FAN PROBLEM AND SWITCH NOT WORKING	Elangovan	22/06/2022 09:42 AM	Sridharan.E - Electrical	24/06/2022 10:21 AM	Completed	48 hours38 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1536	MA05282	Sharmiladevi.V.S/N	22/06/2022 09:41 AM	ELECTRICAL.	TUBE LIGHT - 3 NOT WORKING.	Elangovan	22/06/2022 09:45 AM			Cancelled		mention the department and location.
1537	MA05284	Sivasundari..G.S/N	22/06/2022 09:47 AM	ELECTRICAL.	PATIENT BATHROOM 2 TUBE LIGHT NOT WORKING. WARD SIDE 2 FAN NOT WORKING.	Elangovan	22/06/2022 09:56 AM			Cancelled		mention the department and location
1538	MA05291	Kaviselvi.P.S/N	22/06/2022 05:08 PM	Dialysis unit	DIALYSIS UNIT NEGATIVE ROOM TUBE LIGHT NOT FIXING PROPER POSITION ARRANGED.	Elangovan	23/06/2022 09:18 AM	Selvam.S - Electrician		Assigned		
1539	MA05289	B.Devi S/N	22/06/2022 12:18 PM	ELECTRICAL.	TUBE LIGHT 2 NOT WORKING.	Elangovan	23/06/2022 09:16 AM			Cancelled		mention the department and location.
1540	MA05285	Deivathamizh Kudimagal-S/N	22/06/2022 10:23 AM	electrical problem	IN FOURTH FLOOR FEMALE MEDICAL WARD SWITCH BORD NOT WORKING PROPERLY 3 NOS ,TUBE LIGHT 2 NOS, SEALIN FAN 2NOS,	Elangovan	22/06/2022 10:28 AM	Selvam.S - Electrician	07/07/2022 11:40 AM	Completed	361 hours11 mins	problem solved by sassikumar -jayakumar.

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1541	MA05277	Agnes Sisilia Mary - SN	22/06/2022 09:17 AM	MALE ORTHO WARD WATER LEAKAGE IN WARD LAB ROOM	MALE ORTHO WARD WATER LEAKAGE IN THE WARD LAB ROOM	Elangovan	22/06/2022 09:38 AM	Venkatesan.B - Plumber	24/06/2022 10:33 AM	Completed	48 hours55 mins	PROBLEM SOLVED BY THANIGACHALAM.
1542	MA05278	SANGAR GANESH.R	22/06/2022 09:24 AM	JR 522 WASH BASIN TAP PROBLEM	JR 522 WASH BASIN TAP PROBLEM	Elangovan	22/06/2022 09:41 AM	Venkatesan.B - Plumber	06/07/2022 12:28 PM	Completed	338 hours46 mins	PROBLEM SOLVED BY THANIGACHALAM.
1543	MA05283	Saravanapriya.P.S /N	22/06/2022 09:45 AM	PLUMBING	WATER LEAKAGE IN WARD SIDE LAB.	Elangovan	22/06/2022 09:46 AM			Cancelled		mention the department and location.

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1544	MA05281	SANGAR GANESH.R	22/06/2022 09:28 AM	JR ROOM NO 10 TUBE LIGHT AND BATH ROOM LIGHT NOT WORKING	JR ROOM NO 10 TUBE LIGHT AND BATH ROOM LIGHT NOT WORKING	Elangovan	22/06/2022 09:44 AM	Sridharan.E - Electrical	24/06/2022 10:20 AM	Completed	48 hours36 mins	PROBLEM SOLVED BY SRIDHARAN.
1545	MA05276	SANGAR GANESH.R	22/06/2022 09:23 AM	JR ROOM NO 107 DOOR PROBLEM	JR ROOM NO 107 DOOR PROBLEM	Elangovan	22/06/2022 09:38 AM	JEGANATHAN	23/06/2022 03:18 PM	Completed	29 hours40 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1546	MA05280	SANGAR GANESH.R	22/06/2022 09:26 AM	JR ROOM NO 301 DOOR CLOSER FIXING	JR ROOM NO 301 DOOR CLOSER FIXING	Elangovan	22/06/2022 09:43 AM	JEGANATHAN	23/06/2022 03:18 PM	Completed	29 hours35 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1547	MA05290	Kaviselvi.P.S/N	22/06/2022 04:35 PM	Dialysis unit	DIALYSIS UNIT POSITIVE AND NEGATIVE ROOM DOOR NOT CLOSING .PLEASE CHECK THIS PROBLEM.	Elangovan	23/06/2022 09:16 AM	JEGANATHAN	06/07/2022 12:47 PM	Completed	315 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1548	MA05287	B.Devi S/N	22/06/2022 12:14 PM	CARPENTER.	HEIGHT SCALE TO BE FIXED.	Elangovan	23/06/2022 09:13 AM			Cancelled		mention the department and location.
1549	MA05286	M.Celine -S/N	22/06/2022 10:50 AM	INSUFFICIENCY IN FAN AIR.	INSUFFICIENCY IN FAN AIR MEDICINE OPD ROOM NO.2	Elangovan	23/06/2022 09:11 AM	Selvam.S - Electrician	07/07/2022 11:40 AM	Completed	338 hours29 mins	problem solved by lenin-sassikumar.

**Classification : 6**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1550	MA05288	B.Devi S/N	22/06/2022 12:16 PM	TELEPHONE	INTERCOM NOT WORKING.	Elangovan	23/06/2022 09:15 AM			Cancelled		mention the department and location.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1551	MA05275	SANGAR GANESH.R	22/06/2022 09:20 AM	E BLOCK ROOM NO 206 FAN AND SWITCH PROBLEM HEALTH FOXES PROBLEM	E BLOCK ROOM NO 206 FAN AND SWITCH PROBLEM HEALTH FOXES PROBLEM	Elangovan	22/06/2022 09:37 AM	Sridharan.E - Electrical	24/06/2022 10:21 AM	Completed	48 hours43 mins	PROBLEM SOLVED BY SRIDHARAN.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1552	MA05295	Reshma	23/06/2022 12:26 PM	2 AC SWITCHES NOT WORKING	2 AC SWITCHES NOT WORKING	Elangovan	24/06/2022 10:23 AM			Cancelled		please mention the department and location.
1553	MA05298	R. Anitha -DEO	23/06/2022 03:15 PM	DVL OPD Intercom is not working	DVL OPD intercom is not working	Elangovan	24/06/2022 10:29 AM	Selvam.S - Electrician	07/07/2022 11:39 AM	Completed	313 hours9 mins	instrument fault. problem attended by lenin-sasikumar.
1554	MA05294	Parthasarathy.R-Marketing	23/06/2022 11:40 AM	SWITCH BOX DAMAGE	DEAR SIR 3RD FLOOR FEMALE SURGERY WARD PATIENT SIDE SWITCH BOX DAMAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	24/06/2022 10:22 AM	Selvam.S - Electrician	07/07/2022 11:38 AM	Completed	313 hours15 mins	problem solved by sambasivam-sathyaseelan.
1555	MA05300	Rajkumar N -Care Taker	23/06/2022 03:54 PM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No. 502 Bath room light not worked	Elangovan	24/06/2022 10:31 AM	Sridharan.E - Electrical		Assigned		
1556	MA05297	Muniamma.K	23/06/2022 03:04 PM	INTERCOME NOT WORKING	DEPT.OF BIOCHEMISTRY, OFFICE ROOM INTERCOM NOT WORKING PLEASE CHECK	Elangovan	24/06/2022 10:25 AM	Sridharan.E - Electrical		Assigned		

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1557	MA05296	Thiruvengada Perumal	23/06/2022 01:30 PM	Kindly attend the plumbing work in Pharmacy College sir	Sir In our Pharmacy College 2nd floor Pharmaceutics lab -2 Lab sink -3nos is in problem & water leakage, so kindly rectify the problem sir	Elangovan	24/06/2022 10:24 AM	Venkatesan.B - Plumber	06/07/2022 12:35 PM	Completed	290 hours11 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYANNAR.
1558	MA05299	Rajkumar N -Care Taker	23/06/2022 03:49 PM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 Toilet Flash not worked	Elangovan	24/06/2022 10:30 AM	Venkatesan.B - Plumber	06/07/2022 12:31 PM	Completed	290 hours1 mins	problem solved by thanigachalam-iyappan.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1559	MA05293	Mathangi.M	23/06/2022 09:28 AM	ENT OPD	ENT OPD DEMO ROOM tap is not working properly	Elangovan	23/06/2022 10:42 AM	Venkatesan.B - Plumber	06/07/2022 12:25 PM	Completed	313 hours43 mins	PROBLEM SOLVED BY THANIGACHALAM.
1560	MA05292	Balachandran.P	23/06/2022 09:17 AM	AC in Demo hall not working	AC in Demo Hall not working since 2 months. Reported many times but no response	Elangovan	23/06/2022 10:41 AM	Ibrahim Baig.D		Assigned		

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1561	MA05302	Mettilda Mary.A- Staff Nurse	24/06/2022 02:43 PM	A SPL WARD; COMMON BATH ROOM FLOW TROP BLOCKAGE.	First floor; a spl ward common bath room flow trop blockage.	Elangovan	27/06/2022 09:08 AM	Venkatesan.B - Plumber	06/07/2022 12:35 PM	Completed	219 hours26 mins	PROBLEM SOLVED BY THANIGACHALAM.
1562	MA05301	R. Anitha -DEO	24/06/2022 09:22 AM	tap water leakage, DVL OPD	tap water leakage	Elangovan	24/06/2022 10:32 AM	Venkatesan.B - Plumber	06/07/2022 12:34 PM	Completed	290 hours2 mins	PROBLEM SOLVED BY THANIGACHALAM.

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1563	MA05305	SUGUNA I	24/06/2022 04:03 PM	NEED TO PASTE THE SIGN BOARD IN CENTRAL LAB	IN CENTRAL LAB , NEED TO PASTE THE SIGN BOARD IN REPORT DISPATCH AREA	Elangovan	27/06/2022 09:10 AM	JEGANATHAN	06/07/2022 12:46 PM	Completed	219 hours35 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1564	MA05303	Pushpa.K-DEO	24/06/2022 02:48 PM	CR Room- AC water leakage	CR Room -AC water leakage	Elangovan	27/06/2022 09:09 AM			Cancelled		mention the department and location.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1565	MA05304	SUGUNA I	24/06/2022 03:58 PM	INTERCOM NOT WORKING IN CENTRAL LAB	INTERCOM NOT WORKING IN CENTRAL LAB AT REPORT DISPATCH AREA	Elangovan	27/06/2022 09:09 AM	Selvam.S - Electrician	07/07/2022 11:36 AM	Completed	242 hours26 mins	problem solved by lenin-sassikumar.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1566	MA05321	Parthasarathy.R-Marketing	25/06/2022 11:04 AM	INTERCOM NOT WORKING	DEAR SIR 4TH FLOOR TB WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	27/06/2022 09:28 AM	Selvam.S - Electrician	07/07/2022 11:05 AM	Completed	241 hours37 mins	problem solved by lenin-sassikumar.
1567	MA05312	Parthasarathy.R-Marketing	25/06/2022 10:44 AM	SWITCH NOT WORKING PROPERLY	3RD FLOOR DIALYSIS ENTRANCE AREA SWITCH NOT WORKING PROPERLY.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:21 AM	Selvam.S - Electrician	07/07/2022 10:59 AM	InProgress	241 hours38 mins	
1568	MA05313	Parthasarathy.R-Marketing	25/06/2022 10:45 AM	FAN REGULATOR PROBLEM	DEAR SIR 4TH FLOOR FEMALE ORTHO WARD 3NO`S FAN REGULATOR PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:22 AM	Selvam.S - Electrician	07/07/2022 11:01 AM	Completed	241 hours39 mins	problem solved by lenin-sassikumar.
1569	MA05314	Parthasarathy.R-Marketing	25/06/2022 10:47 AM	TUBELIGHT NOT WORKING	DEAR SIR 4TH FLOOR FEMALE MEDICAL WARD 3NO`S TUBELIGHT NOT WORKING.KINDLY	Elangovan	27/06/2022 09:22 AM	Selvam.S - Electrician	07/07/2022 11:04 AM	Completed	241 hours41 mins	problem solved by sassikumar-jayakumar.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

2NO`S TUBELIGHT  
NOT  
WORKING.KINDLY  
DO THE NEEDFUL

**Classification : 11**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1577	MA05326	Kaviselvi.P.S/N	25/06/2022 03:58 PM	Dialysis unit	TOMORROW (26/06/2022) DIALYSIS UNIT RO PLANT PIPE LINE WASHING PLEASE GIVE A TWO STAFF FROM PLUMPING DEPARTMENT. THANKYOU.	Elangovan	27/06/2022 09:34 AM	Venkatesan.B - Plumber	06/07/2022 12:33 PM	Completed	218 hours58 mins	PROBLEM SOLVED BY PRAVEEN-SELVARASU.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1578	MA05322	Parthasarathy.R- Marketing	25/06/2022 11:06 AM	HEIGHT SCALE FIXING WORK NEEDED	DEAR SIR  CASUALTY OPD HEIGHT SCALE FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:29 AM	JEGANATHAN	06/07/2022 12:46 PM	Completed	219 hours16 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1579	MA05318	Parthasarathy.R- Marketing	25/06/2022 10:58 AM	BOARD FIXING WORK NEEDED	DEAR SIR  1ST FLOOR CENTRAL LAB REPORT COLLECTION AREA BOARD FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:26 AM	JEGANATHAN	06/07/2022 12:45 PM	Completed	219 hours19 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1580	MA05320	Parthasarathy.R- Marketing	25/06/2022 11:02 AM	COAT PLYWOOD DAMAGE	DEAR SIR  4TH FLOOR FEMALE ORTHO WARD 1NO COAT PLYWOOD DAMAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:27 AM	JEGANATHAN	06/07/2022 12:45 PM	Completed	219 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1581	MA05310	Parthasarathy.R-Marketing	25/06/2022 10:42 AM	BATHROOM LOCK PROBLEM	DEAR SIR 2ND FLOOR PICU BATHROOM LOCK PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:19 AM	JEGANATHAN	06/07/2022 12:46 PM	Completed	219 hours26 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1582	MA05319	Parthasarathy.R-Marketing	25/06/2022 11:00 AM	BOARD FIXING WORK NEEDED	DEAR SIR 4TH FLOOR FEMALE MEDICAL WARD BOARD FIXING WORK NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	27/06/2022 09:26 AM	JEGANATHAN	06/07/2022 12:45 PM	Completed	219 hours18 mins	JOB DONE BY JAGANATHAN(CARPENTRY
1583	MA05306	Pokkilai.J-Lab Tech	25/06/2022 10:27 AM	BATH ROOM DOOR HANDLE	WE DONT HAVE THE BATHROOM DOOR HANDLE IN COLLECTION CENTRE	Elangovan	27/06/2022 09:12 AM	JEGANATHAN	06/07/2022 12:46 PM	Completed	219 hours34 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 6**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1584	MA05324	Saranya.R.M S/n	25/06/2022 01:47 PM	AC IS NOT WORKING	AC IS NOT WORKNG IN OG ICU,,2AC	Elangovan	27/06/2022 09:32 AM	Ibrahim Baig.D		Assigned		
1585	MA05308	Parthasarathy.R-Marketing	25/06/2022 10:39 AM	AC NOT WORKING	DEAR SIR 2ND FLOOR OBG ICU AC NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	27/06/2022 09:16 AM	Ibrahim Baig.D		Assigned		

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1586	MA05323	Banumathy.S.DE0	25/06/2022 12:46 PM	The space between OBG & Ophthal OPD is having water stagnated and foul smelling	The space between OBG & Ophthal OPD is having water stagnated and foul smelling. All the rooms in OG OPD are stinking. It is difficult	Elangovan	27/06/2022 09:30 AM	Venkatesan.B - Plumber		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

to see patients in OPD  
& patients are  
complaining.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1587	MA05327	Kasilingam.U - Insurance	27/06/2022 08:44 AM	Fan	Fan not working	Elangovan	27/06/2022 09:35 AM	Selvam.S - Electrician	07/07/2022 10:58 AM	Completed	241 hours22 mins	problem solved by lenin-sassikumar.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1588	MA05328	M.Celine -S/N	27/06/2022 03:21 PM	INSUFFICIENCY FAN AIR	INSUFFICIENCY FAN AIR IN MEDICINE OPD ROOM NO.2	Elangovan	27/06/2022 04:35 PM	Selvam.S - Electrician	07/07/2022 10:51 AM	Completed	234 hours16 mins	problem solved by lenin-sassikumar.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1589	MA05342	Nirosha.V-Lab	28/06/2022 02:51 PM	SWITCH BOARD NOT WORKING IN CENTRAL LAB	SWITCH BOARD NOT WORKING IN CENTRAL LAB AT MICROBIOLOGY DEPARTMENT	Elangovan	29/06/2022 09:11 AM	Selvam.S - Electrician	07/07/2022 10:43 AM	Completed	193 hours32 mins	problem solved by lenin-sassikumar.
1590	MA05334	Periassamy	28/06/2022 11:29 AM	Regarding MS Office Electrical Wire to be fix properly.	Respected Sir, In connection with the above Short Description, This is to inform you that, I request you to kindly do the wire management.(coming to the computer and printer in the MS office) Kindly fix the wire in wall without laying in ground, because staffs are fall down of this issue. Please do the needful sir.	Elangovan	28/06/2022 11:58 AM	Selvam.S - Electrician	07/07/2022 10:40 AM	InProgress	214 hours41 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Thanking you Sir,  
Regards,  
MS-PA

1591	MA05337	R.Usha -S/N	28/06/2022 11:58 AM	MSW PLUG POINT NEED TO BE REPAIRED	MSW 3RD FLOOR SEPTIC ROOM PLUG POINT NEED TO BE REPAIRED	Elangovan	28/06/2022 12:03 PM	Selvam.S - Electrician	07/07/2022 10:41 AM	Completed	214 hours37 mins	problem solved by lenin-sassikumar.
1592	MA05329	R.Gajalakshmi - S/N	28/06/2022 08:30 AM	electric problem	in fourth floor female medical ward tubelight 3nos fan 1no not working	Elangovan	28/06/2022 09:05 AM	Selvam.S - Electrician	07/07/2022 10:50 AM	Completed	217 hours44 mins	problem solved by sassikumar -jayakumar.
1593	MA05335	R.Usha -S/N	28/06/2022 11:50 AM	MSW	WATER HEATER NEED TO BE REPAIRED THE OLD ONE TO BE REMOVED	Elangovan	28/06/2022 12:00 PM	Selvam.S - Electrician	07/07/2022 10:49 AM	Completed	214 hours48 mins	water heater is condemned.
1594	MA05336	R.Usha -S/N	28/06/2022 11:53 AM	MS ANX WARD TUBE LIGHT TO BE CHANGED	MSW ANX WARD TUBE LIGHTS NEED TO BE CHANGED PROFESSOR ROOM ,NURSES STATION AND DEMO ROOM ,PG ROOM BURNS ROOM AND BED SIDE ,TOTAL 10	Elangovan	28/06/2022 12:01 PM	Selvam.S - Electrician	07/07/2022 10:44 AM	Completed	214 hours43 mins	problem solved by sassikumar -jayakumar.
1595	MA05343	Reshma	28/06/2022 04:38 PM	Autoclave switch booard not working in LAB	Autoclave switch booard not working in LAB	Elangovan	29/06/2022 09:11 AM	Selvam.S - Electrician	07/07/2022 10:44 AM	Completed	193 hours32 mins	problem solved by lenin-sassikumar.
1596	MA05340	Agnes Sisilia Mary - SN	28/06/2022 12:54 PM	MALE ORTHO WARD ,PATIENTS SIDE ONE FAN IS GETTING HEAVY NOISE AND SEMINAR ROOM LIGHT IS NOT WORKING PROPERLY	MALE ORTHO WARD ,PATIENTS SIDE ONE FAN IS GETTING HEAVY NOISE AND SEMINAR ROOM LIGHT IS NOT WORKING PROPERLY	Elangovan	29/06/2022 09:09 AM	Selvam.S - Electrician	07/07/2022 10:42 AM	Completed	193 hours32 mins	problem solved by lenin-sassikumar.
1597	MA05338	Sivasundari..G.S/N	28/06/2022 12:01 PM	ELECTRICAL.	TUBE LIGHT NOT WORKING. TUBE LIGHT- 6	Elangovan	28/06/2022 12:06 PM			Cancelled		mention the department and location.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1598	MA05341	M.Celine -S/N	28/06/2022 01:22 PM	MALE PATIENT TOILET HANDLE DAMAGE	MALE PATIENT TOILET HANDLE DAMAGE IN MEDICINE OPD.	Elangovan	29/06/2022 09:10 AM	Venkatesan.B - Plumber		Assigned		
1599	MA05333	Devavanaja.D.S/N	28/06/2022 10:38 AM	A SPL WARD; WATER NOT GOING IN COMMON BATH ROOM.	WATER NOT GOING IN COMMON BATH ROOM.	Elangovan	28/06/2022 11:43 AM	Venkatesan.B - Plumber	06/07/2022 12:32 PM	Completed	192 hours49 mins	PROBLEM SOLVED BY RAMAMOORTHY-IYYAPPAN.
1600	MA05344	Reshma	28/06/2022 04:40 PM	sink pipe leakage problem	sink pipe leakage problem	Elangovan	29/06/2022 09:12 AM	Venkatesan.B - Plumber	06/07/2022 12:37 PM	Completed	171 hours24 mins	MENTION THE DEPARTMENT AND LOCATION.

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1601	MA05330	Nirosha.V-Lab	28/06/2022 08:57 AM	microbiology hospital	Switch board painting not been working for the 12 hours ,I request you to kindly services the switch board painting..	Elangovan	28/06/2022 09:07 AM			Cancelled		Clearly mention the problem.
1602	MA05331	Nirosha.V-Lab	28/06/2022 09:27 AM	microbiology hospital	Air conditioner not working properly, I request you to kindly services the Air conditioner..	Elangovan	28/06/2022 09:50 AM	Ibrahim Baig.D		Assigned		

**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1603	MA05332	I.Sumangali. Lab Tech	28/06/2022 09:37 AM	INTERCOM NOT WORKING IN CENTRAL LAB	INTERCOM NOT WORKING IN CENTRAL LAB AT REPORT DISPATCH AREA	Elangovan	28/06/2022 09:52 AM	Selvam.S - Electrician	07/07/2022 10:48 AM	Completed	216 hours56 mins	problem solved by lenin-sassikumar.

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1604	MA05339	Divya.T	28/06/2022 12:03 PM	A/c Demo Window closeing problem	Dept. A/c Demo II Window closeing problem	Elangovan	28/06/2022 12:18 PM	JEGANATHAN	15/07/2022 09:04 AM	Completed	404 hours46 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1605	MA05345	Sivasundari..G.S/N	29/06/2022 09:54 AM	ELECTRICAL.	TUBE LIGHT NOT WORKING. TUBE LIGHT - 6. FAN NOT WORKING. 2 FAN.	Elangovan	29/06/2022 10:46 AM			Cancelled		PLEASE MENTION THE DEPARTMENT.
1606	MA05352	Kaviselvi.P.S/N	29/06/2022 04:05 PM	Dialysis unit	SWITCH BOX NOT WORKING .	Elangovan	04/07/2022 11:07 AM	Selvam.S - Electrician	07/07/2022 10:38 AM	Hold	71 hours31 mins	stock not available in store.
1607	MA05350	S.pavithra	29/06/2022 02:13 PM	project repair in demonstration Hall	project repair in demonstration Hall	Elangovan	04/07/2022 11:05 AM			Cancelled		inform to project operator.
1608	MA05346	Mathangi.M	29/06/2022 10:40 AM	ENT OPD I/O PLATE WANT TO BE FIX IN THE SYSTEM (URGENT)	ENT OPD I/O PLATE WANT TO BE FIX IN THE SYSTEM	Elangovan	04/07/2022 11:01 AM	Selvam.S - Electrician	07/07/2022 10:40 AM	Hold	71 hours38 mins	stock not available in store.

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1609	MA05348	Parthasarathy.R-Marketing	29/06/2022 12:54 PM	freezer box top fiber glass broken	DEAR SIR  1ST FLOOR CASUALTY freezer box top fiber glass broken.KINDLY DO THE NEEDFUL SIR	Elangovan	04/07/2022 11:03 AM	JEGANATHAN	06/07/2022 12:45 PM	Completed	49 hours41 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1610	MA05347	Pushpa.K-DEO	29/06/2022 11:24 AM	CT 6 slice - Ac bad smell coming and water leakage ( Console room)	CT 6 slice - Ac bad smell coming and water leakage ( Console room)	Elangovan	04/07/2022 11:02 AM	Ibrahim Baig,D		Assigned		
1611	MA05351	Santhi.G	29/06/2022 02:42 PM	maintenance - electrical work regarding	tube light, fan not working in dental girls hostel room no.502,602,8,406,308, 5,304. kindly take necessary action pls.	Elangovan	04/07/2022 11:06 AM	K.Manimaran		Assigned		
1612	MA05349	R.Gajalakshmi - S/N	29/06/2022 01:07 PM	ELECTRIC PROBLEM	IN FOURTH FLOOR FEMALE MEDICAL WARD TUBELIGHT 3 NOS FAN 2NOS NOT WORKING PROPERLY	Elangovan	04/07/2022 11:04 AM	Selvam.S - Electrician	07/07/2022 10:38 AM	Completed	71 hours33 mins	problem solved by sassikumar -jayakumar.

**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1613	MA05370	Parthasarathy.R-Marketing	30/06/2022 03:04 PM	FAN NOT WORKING	DEAR SIR  2ND FLOOR POW 1NO FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	04/07/2022 11:22 AM	Selvam.S - Electrician	07/07/2022 10:29 AM	Completed	71 hours7 mins	problem solved by sassikumar -jayakumar.
1614	MA05358	Sugunakumari.J	30/06/2022 01:56 PM	power issue	Department of physiology Assistant professor of physiology room power issue	Elangovan	04/07/2022 11:13 AM	Sridharan.E - Electrical		Assigned		
1615	MA05359	Nandhini.R.S/N	30/06/2022 02:15 PM	TB WARD	4th floor tb ward isolation room 1 fan not working	Elangovan	04/07/2022 11:14 AM	Selvam.S - Electrician	07/07/2022 10:34 AM	Completed	71 hours20 mins	problem solved by lenin-sassikumar.
1616	MA05363	Parthasarathy.R-Marketing	30/06/2022 02:49 PM	FAN NOT WORKING	4TH FLOOR TB WARD ISOLATION ROOM FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	04/07/2022 11:17 AM	Selvam.S - Electrician	07/07/2022 10:34 AM	Completed	71 hours17 mins	problem solved by lenin-sassikumar.
1617	MA05372	Parthasarathy.R-Marketing	30/06/2022 03:06 PM	EXHAUST FAN NOT WORKING	DEAR SIR	Elangovan	04/07/2022 11:23 AM	Selvam.S - Electrician	07/07/2022 10:35 AM	Completed	71 hours12 mins	Give requisition letter to purchase dpt for new exhaust

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

					2ND FLOOR CSSD ETO EXHAUST FAN NOT WORKING.KINDLY DO THE NEEDFUL							fan.
1618	MA05364	Parthasarathy.R- Marketing	30/06/2022 02:52 PM	TUBELIGHT NOT WORKING	DEAR SIR	Elangovan	04/07/2022 11:17 AM	Selvam.S - Electrician	07/07/2022 10:36 AM	Completed	71 hours18 mins	problem solved by lenin- sassikumar.
					4TH FLOOR MALE MEDICAL WARD 6NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL							
1619	MA05354	R.Gajalakshmi - S/N	30/06/2022 08:53 AM	ELECTRIC PROBLEM	IN FOURTH FLOOR FEMALE MEDICAL WARD TUBE LIGHT3 NOS FAN 2 NOS NOT WORKING PROPERLY	Elangovan	04/07/2022 11:09 AM	Selvam.S - Electrician	07/07/2022 10:37 AM	Completed	71 hours28 mins	problem solved by sassikumar -jayakumar.
1620	MA05365	Parthasarathy.R- Marketing	30/06/2022 02:54 PM	FAN PROBLEM	DEAR SIR	Elangovan	04/07/2022 11:18 AM	Selvam.S - Electrician	07/07/2022 10:22 AM	Completed	71 hours3 mins	problem solved by lenin- sassikumar.
					3RD FLOOR MALE ORTHO WARD 1NO FAN HEAVY NOISE.KINDLY DO THE NEEDFUL SIR							
1621	MA05366	Parthasarathy.R- Marketing	30/06/2022 02:55 PM	TUBELIGHT NOT WORKING	DEAR SIR	Elangovan	04/07/2022 11:19 AM	Selvam.S - Electrician	07/07/2022 10:23 AM	Completed	71 hours3 mins	problem solved by lenin- sassikumar.
					3RD FLOOR VAREANDA AREA 3NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL							
1622	MA05367	Parthasarathy.R- Marketing	30/06/2022 02:59 PM	FAN & TUBELIGHT NOT WORKING	DEAR SIR	Elangovan	04/07/2022 11:20 AM	Selvam.S - Electrician	07/07/2022 10:23 AM	Completed	71 hours3 mins	problem solved by lenin- sassikumar.
					4TH FLOOR FEMALE MEDICAL WARD 3NO`S FAN NOT WORKING AND 4 NOS TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL							
1623	MA05368	Parthasarathy.R- Marketing	30/06/2022 03:01 PM	PLUG POINT NOT WORKING	DEAR SIR	Elangovan	04/07/2022 11:20 AM	Selvam.S - Electrician	07/07/2022 10:24 AM	Completed	71 hours3 mins	problem solved by sassikumar -lenin.
					FEMALE SURGERY							

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1624	MA05362	Parthasarathy.R-Marketing	30/06/2022 02:48 PM	INTERCOM NOT WORKING	WARD SYSTEM PLUG POINT NOT WORKING.KINDLY DO THE NEEDFUL SIR	DEAR SIR	Elangovan	04/07/2022 11:16 AM	Selvam.S - Electrician	07/07/2022 10:38 AM	Completed	71 hours21 mins	problem solved by lenin-sassikumar.
1625	MA05369	Parthasarathy.R-Marketing	30/06/2022 03:03 PM	TUBELIGHT NOT WORKING	4TH FLOOR TB WARD INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL	DEAR SIR	Elangovan	04/07/2022 11:21 AM	Selvam.S - Electrician	07/07/2022 10:27 AM	Completed	71 hours6 mins	problem solved by sassikumar-lenin.
					4TH FLOOR MALE SURGERY ANEX WARD 6NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR								

**Classification : 13**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1626	MA05357	Agnes Sisilia Mary - SN	30/06/2022 11:28 AM	MALE ORTHO WARD ,BATH ROOM IS WATER BLOCKAGE THERE,PLEASE DO THE NEEDFUL	MALE ORTHO WARD ,BATH ROOM WATER BLOCKAGE IS THERE, PLEASE DO THE NEEDFUL	Elangovan	04/07/2022 11:12 AM	Venkatesan.B - Plumber	06/07/2022 12:04 PM	Completed	48 hours51 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYANNAR

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1627	MA05371	Parthasarathy.R-Marketing	30/06/2022 03:05 PM	PLYWOOD DAMAGE	DEAR SIR	Elangovan	04/07/2022 11:22 AM	JEGANATHAN	06/07/2022 12:44 PM	Completed	49 hours21 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
					4TH FLOOR FEMALE ORTHO WARD 1NO COAT PLYWOOD DAMAGE.KINDLY DO THE NEEDFUL SIR							
1628	MA05356	Divya.T	30/06/2022 09:20 AM	Banner fixing	Dept. museum, practical lab, 13 banner fixing work for	Elangovan	04/07/2022 11:11 AM	JEGANATHAN	14/07/2022 09:26 AM	Completed	238 hours14 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

inspection purpose.

1629	MA05361	Parthasarathy.R-Marketing	30/06/2022 02:46 PM	INTERCOM NOT WORKING	DEAR SIR 2ND FLOOR INTERCOM NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	04/07/2022 11:15 AM			Cancelled		mention the department and location.
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**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1630	MA05373	MEERA.R	30/06/2022 03:59 PM	endoscopy	WATER IS LEAKING FROM THE AC IN ENDOSCOPY ROOM.PLS DO THE NEEDFUL.	Elangovan	04/07/2022 11:23 AM	Ibrahim Baig.D		Assigned		
1631	MA05360	Dr Vinod -AP	30/06/2022 02:36 PM	Covid lab A/C not working	Covid lab A/C not working	Elangovan	04/07/2022 11:15 AM	Ibrahim Baig.D		Assigned		
1632	MA05353	Coumarane.M Blood Bank	30/06/2022 08:53 AM	Blood Centre - two numbers of A/C not working	Blood Centre - two numbers of A/C not working	Elangovan	04/07/2022 11:08 AM	Ibrahim Baig.D		Assigned		

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1633	MA05355	Savithri	30/06/2022 09:21 AM	SPECIAL OPD SURGICAL ONCOLOGY ROOM AC NOT WORKING	SPECIAL OPD SURGICAL ONCOLOGY ROOM AC NOT WORKING	Elangovan	04/07/2022 11:10 AM	Ibrahim Baig.D		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1634	MA05400	Kamaraj.K Pur.Officer.	01/07/2022 01:09 PM	PURCHASE MANAGER	ELECTRICAL POINT BOARD NOT FIXED PROPERLY. IT IS TO BE RE FIX.	Elangovan	04/07/2022 03:45 PM	K.Manimaran		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1635	MA05384	SANGAR GANESH.R	01/07/2022 09:59 AM	JR 2ND FLOOR AND 4 TH FLOOR CORRIDOR TUBE LIGHT NOT WORKING	JR 2ND FLOOR AND 4 TH FLOOR CORRIDOR TUBE LIGHT NOT WORKING	Elangovan	04/07/2022 12:26 PM	Sridharan.E - Electrical		Assigned			
1636	MA05382	SANGAR GANESH.R	01/07/2022 09:59 AM	E BLOCK ROOM NO 106 FAN PROBLEM	E BLOCK ROOM NO 106 FAN PROBLEM	Elangovan	04/07/2022 12:23 PM	Sridharan.E - Electrical		Assigned			
1637	MA05398	Malini K	01/07/2022 12:04 PM	Light not working	Department of pathology	Elangovan	04/07/2022 03:44 PM	Sridharan.E - Electrical		Assigned			
1638	MA05379	Sivasundari..G.S/ N	01/07/2022 09:36 AM	ELECTRICAL.	TUBE LIGHT - 6 NOT WORKING. FAN - 3 NOT WORKING.	Elangovan	04/07/2022 12:20 PM			Cancelled			mention the department and location.
1639	MA05393	Rajkumar N -Care Taker	01/07/2022 11:26 AM	GENTS HOSTEL ROOM NO.120	Gents Hostel Room No.120 Tublight not working	Elangovan	04/07/2022 03:40 PM	Sridharan.E - Electrical		Assigned			
1640	MA05389	SANGAR GANESH.R	01/07/2022 10:06 AM	ROOM NO 07 BATH ROOM LIGHT NOT WORKING	ROOM NO 07 BATH ROOM LIGHT NOT WORKING	Elangovan	04/07/2022 12:43 PM	Sridharan.E - Electrical		Assigned			
1641	MA05381	SANGAR GANESH.R	01/07/2022 09:58 AM	A BLOCK ROOM NO 205 FAN NOT WORKING	A BLOCK ROOM NO 205 FAN NOT WORKING	Elangovan	04/07/2022 12:22 PM	Sridharan.E - Electrical		Assigned			
1642	MA05388	SANGAR GANESH.R	01/07/2022 10:05 AM	JR ROOM NO 306 BATH ROOM LIGHT NOT WORKING	JR ROOM NO 306 BATH ROOM LIGHT NOT WORKING	Elangovan	04/07/2022 12:42 PM	Sridharan.E - Electrical		Assigned			
1643	MA05392	Amudha.S.D-Staff Nurse	01/07/2022 10:28 AM	ELECTRICAL WORK	ONE FAN TO BE FIXED NEAR TREATMENT ROOM IN FEMALE ORTHO WARD 4TH FLOOR	Elangovan	04/07/2022 12:49 PM	Selvam.S - Electrician	06/07/2022 02:32 PM	Completed	49 hours42 mins		NEED COMPLAINT LETTER.
1644	MA05401	Kavitha.T S/N	01/07/2022 02:36 PM	Paediatrics OPD	PLAY ROOM TUBELIGHT&FAN TO BE FIT EARLIER AS MUCH AS POSSIBLE	Elangovan	04/07/2022 03:47 PM	Selvam.S - Electrician	07/07/2022 10:21 AM	Completed	66 hours34 mins		NEED COMPLAINT LETTER
1645	MA05374	Kumaravel.K	01/07/2022 08:50 AM	Fan not Working	Premium Canteen 1st Floor Dinning Hall Fan not working.	Elangovan	04/07/2022 11:24 AM	Selvam.S - Electrician	07/07/2022 10:21 AM	Completed	70 hours56 mins		problem solved by sassikumar -jayakumar.
1646	MA05383	R.Gajalakshmi - S/N	01/07/2022 09:58 AM	ELECTRICAL PROBLEM	IN FOURTH FLOOR FEMALE MEDICAL WARD TUBE LIGHT 3 NOS FAN 2 NOS NOT	Elangovan	04/07/2022 12:24 PM	Selvam.S - Electrician	07/07/2022 10:20 AM	Completed	69 hours56 mins		problem solved by sassikumar -jayakumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING  
PROPERLY

**Classification : 13**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1647	MA05375	Kumaravel.K	01/07/2022 08:53 AM	Water Leaking in Kitchen Area	Premium Canteen Kitchen Area Boiler Side Normal water line leaked in walve, please change the walve.	Elangovan	04/07/2022 12:15 PM	Venkatesan.B - Plumber		Assigned		
1648	MA05387	SANGAR GANESH.R	01/07/2022 10:03 AM	A BLOCK ROOM NO 04 WASH BASIN WATER OVER FLOW	A BLOCK ROOM NO 04 WASH BASIN WATER OVER FLOW	Elangovan	04/07/2022 12:30 PM	Venkatesan.B - Plumber	14/07/2022 03:15 PM	Completed	242 hours45 mins	Problem solved by thanigachalam.
1649	MA05390	SANGAR GANESH.R	01/07/2022 10:09 AM	GUEST ROOM 407 HEALTH FOXES STAND FIXING	GUEST ROOM 407 HEALTH FOXES STAND FIXING	Elangovan	04/07/2022 12:44 PM	Venkatesan.B - Plumber		Assigned		
1650	MA05395	Pushpa.K-DEO	01/07/2022 11:54 AM	Western toilet- closing cover need to change ( Location-USG)	Western toilet- closing cover need to change ( Location-USG)	Elangovan	04/07/2022 12:50 PM	Venkatesan.B - Plumber	14/07/2022 04:02 PM	Completed	243 hours11 mins	PROBLEM SOLVED BY THANIGACHALAM AND IYYAPPAN.
1651	MA05399	Malini K	01/07/2022 12:07 PM	tap not working	Department of pathology	Elangovan	04/07/2022 03:45 PM	Venkatesan.B - Plumber	14/07/2022 04:01 PM	Completed	240 hours16 mins	PROBLEM SOLVED BY IYYANNAR.

**Classification : 5**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1652	MA05380	SANGAR GANESH.R	01/07/2022 09:56 AM	A BLOCK 2 ND ROOM NO 205 FLOOR WINDOW DOOR PROBLEM	A BLOCK 2 ND FLOOR WINDOW DOOR PROBLEM ROOM NO 205	Elangovan	04/07/2022 12:20 PM	JEGANATHAN	06/07/2022 12:43 PM	Completed	48 hours22 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1653	MA05391	Amudha.S.D-Staff Nurse	01/07/2022 10:26 AM	CARPENTER WORK	COT HEAD SIDE BOARD BROKEN IN FEMALE ORTHO WARD 4TH FLOOR	Elangovan	04/07/2022 12:47 PM	JEGANATHAN	06/07/2022 12:43 PM	Completed	47 hours55 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1654	MA05378	D. Pokkilai -S/N	01/07/2022 09:32 AM	BOARD TO BE FIX IN ENT WARD MUSEUM ROOM(URGENT)	BOARD TO BE FIX IN ENT WARD MUSEUM ROOM(URGENT)	Elangovan	04/07/2022 12:19 PM	JEGANATHAN		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1655	MA05394	Rajkumar N -Care Taker	01/07/2022 11:28 AM	GENTS HOSTEL ROOM NO.316	Gents Hostel Room No.316 Main door lock not worked and Bathroom door not closed.	Elangovan	04/07/2022 03:41 PM	JEGANATHAN	06/07/2022 12:43 PM	Completed	45 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
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**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1656	MA05377	Sudhakar.M.Pharm	01/07/2022 09:28 AM	OT PHARMACY STORE AC NOT COOLING	OT PHARMACY STORE AC NOT COOLING	Elangovan	04/07/2022 12:18 PM	Ibrahim Baig.D		Assigned		

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1657	MA05397	Pushpa.K-DEO	01/07/2022 11:59 AM	Need to arrange glass to cover window - Back side of x-ray waiting area (Location)	Need to arrange glass to cover window - Back side of x-ray waiting area (Location)	Elangovan	04/07/2022 03:43 PM	JEGANATHAN		Assigned		
1658	MA05386	SANGAR GANESH.R	01/07/2022 10:02 AM	JR ROOM NO 224 BATH ROOM LIGHT AND WASH BASIN TAP PROBLEM	JR ROOM NO 224 BATH ROOM LIGHT AND WASH BASIN TAP PROBLEM	Elangovan	04/07/2022 12:29 PM	Venkatesan.B - Plumber	06/07/2022 12:30 PM	Completed	48 hours0 mins	PROBLEM SOLVED BY THANIGACHALAM.
1659	MA05396	Pushpa.K-DEO	01/07/2022 11:58 AM	Need to arrange exhaust fan inside the CR room	Need to arrange exhaust fan inside the CR room	Elangovan	04/07/2022 03:42 PM			Cancelled		mention the department and location.
1660	MA05376	Kumaravel.K	01/07/2022 08:59 AM	Stand for Coconut Grinding Machine	New Stand for coconut grinding machine (Already inform to Mr.Pandiyan,	Elangovan	04/07/2022 12:17 PM	JEGANATHAN		Assigned		
1661	MA05385	SANGAR GANESH.R	01/07/2022 10:01 AM	E BLOCK ROOM NO 403 TAP AND TUBE LIGHT PROBLEM	E BLOCK ROOM NO 403 TAP AND TUBE LIGHT PROBLEM	Elangovan	04/07/2022 12:28 PM	Sridharan.E - Electrical		Assigned		

**Classification : 5**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1662	MA05404	Malarvizhi.S.OS nursing college	02/07/2022 10:55 AM	ELECTRICAL WORK	LIGHT NOT WORKING IN VICE PRINCIPAL MAM AND DR. RATHIDEVI - HOD COMMUNITY HEALTH NURSING	Elangovan	04/07/2022 03:55 PM	Sridharan.E - Electrical		Assigned		
1663	MA05402	Celine.A-S/N	02/07/2022 08:40 AM	MMW	TUBE LIGHT -6, FAN - 3 NOT WORKING IN MMW.	Elangovan	04/07/2022 03:50 PM	Selvam.S - Electrician	07/07/2022 10:19 AM	Completed	66 hours29 mins	problem solved by sassikumar -lenin.
1664	MA05405	D. Pokkilai -S/N	02/07/2022 11:57 AM	ENT WARD STORE ROOM TUBELIGHT NOT WORKING	ENT WARD STORE ROOM TUBELIGHT NOT WORKING	Elangovan	04/07/2022 04:35 PM	Selvam.S - Electrician	07/07/2022 10:18 AM	Completed	65 hours43 mins	problem solved by sassikumar -jayakumar.
1665	MA05408	C.R.Sheena	02/07/2022 12:06 PM	OT OFFICE	Respected Sir, OG OT11 top light plug point is burn ,kindly do the needful urgently	Elangovan	04/07/2022 04:40 PM	Selvam.S - Electrician	07/07/2022 10:18 AM	Completed	65 hours37 mins	problem solved by lenin-sassikumar.

**Classification : 4**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1666	MA05403	R. Gandhimathi	02/07/2022 09:20 AM	Dialysis unit	RO PLANT 5 MICRON FILTER FULL DUST PARTICLES ACCUMALATE PLEASE REPLACE NEW 5 MICRON FILTER (20)INCHES . THANKYOU.	Elangovan	04/07/2022 03:50 PM	Elangovan	04/07/2022 03:51 PM	Completed	0 hours0 mins	PROBLEM SOLVED BY ARUN.

**Classification : 1**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1667	MA05409	C.R.Sheena	02/07/2022 12:09 PM	OT OFFICE	Respected Sir. Water leakage from OT Entrance ceiling ,kindly rectify as early as possible.	Elangovan	05/07/2022 09:02 AM	Venkatesan.B - Plumber	14/07/2022 04:00 PM	Completed	222 hours57 mins	problem solved by chandiran.
1668	MA05406	C.R.Sheena	02/07/2022 12:01 PM	OT OFFICE	Respected Sir, Ophthalmic OT water geyser is not working ,please kindly do the needful urgently	Elangovan	04/07/2022 04:36 PM	Elangovan		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1669	MA05407	C.R.Sheena	02/07/2022 12:01 PM	OT OFFICE	Respected Sir, 04 OT veranda tiles is broken &OT -08 outside ceiling also broken ,kindly do the needful urgently	Elangovan	04/07/2022 04:37 PM	Elangovan		Assigned		
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**Classification : 3**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1670	MA05410	R.Gajalakshmi - S/N	03/07/2022 06:27 PM	light not working	FMW, fourth floor,6 tube light notworking properly.	Elangovan	05/07/2022 09:03 AM	Selvam.S - Electrician	07/07/2022 10:17 AM	Completed	49 hours13 mins	problem solved by sassikumar -jayakumar.
1671	MA05418	Devavanaja.D.S/N	04/07/2022 10:34 AM	PLUMBING , ELECTRIC WORK.	1.CONDITIONS OF TWO FANS NOT WORKING.2. NO PLUG POINT CONNECTION FOR WATER DISPENSER MACHINE.3.ROOM SIDES SWITCH BOXES NOT IN PROPER POSITION. 4.ROOM NO;8; REST ROOM CLOSET FLUSH TANK NOT WORKING. 5. ROOM NO;7;WATER HEATER BOTTOM NOT AVAILABLE.	Elangovan	05/07/2022 09:09 AM			Cancelled		please mention the department and location.
1672	MA05423	S.Sowmiya	04/07/2022 03:27 PM	dialysis	DIALYSIS SWITCH BOX ONE IS BROKEN AND ANOTHER ONE IS NOT WORKING	Elangovan	05/07/2022 09:13 AM	Selvam.S - Electrician	07/07/2022 10:17 AM	InProgress	49 hours4 mins	
1673	MA05416	Parthasarathy.R-Marketing	04/07/2022 10:24 AM	FAN PROBLEM	DEAR SIR  1ST FLOOR Q SPECIAL WARD 1NO FAN NOT WORKING AND 1NO FAN NEEDED.KINDLY DO THE NEEDFUL SIR	Elangovan	05/07/2022 09:08 AM	Selvam.S - Electrician	07/07/2022 10:16 AM	Completed	49 hours7 mins	problem solved by sassikumar -jayakumar.
1674	MA05415	Parthasarathy.R-Marketing	04/07/2022 10:23 AM	PLUG POINT NEEDED	DEAR SIR  1ST FLOOR Q	Elangovan	05/07/2022 09:07 AM	Selvam.S - Electrician	07/07/2022 10:15 AM	Completed	49 hours7 mins	problem solved by lenin-sassikumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

SPECIAL WARD  
WATER PURIFIER  
PLUG POINT  
NEEDED.KINDLY DO  
THE NEEDFUL SIR

1675	MA05411	R.Gajalakshmi - S/N	04/07/2022 09:05 AM	electrical problem	in fourth floor female medical ward tube light 3nos fan2nos notwork&#299;ng properly	Elangovan	05/07/2022 09:04 AM	Selvam.S - Electrician	07/07/2022 10:14 AM	Completed	49 hours9 mins	problem solved by sassikumar -lenin.
1676	MA05426	Pushpa.K-DEO	04/07/2022 04:15 PM	USG scan room 1- AC not working	USG scan room 1- AC not working	Elangovan	05/07/2022 09:15 AM	Ibrahim Baig.D	09/07/2022 10:25 AM	Completed	97 hours10 mins	problem solved by vinothkumar-rajagopal.

**Classification : 7**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1677	MA05419	Saranya.R.M S/n	04/07/2022 11:23 AM	WASH BASIN	IN OG CU ,NEED TO FIX WASH BASIN	Elangovan	05/07/2022 09:10 AM	Venkatesan.B - Plumber	14/07/2022 04:00 PM	Completed	222 hours49 mins	PROBLEM SOLVED BY THAMIZHARASAN-IYYAPPAN.
1678	MA05413	R.Gajalakshmi - S/N	04/07/2022 10:11 AM	PLUMPING	IN FOURTH FLOOR FEMALE MEDICAL WARD BATH ROOM TAP WATER NOT COMMING PROPERLY	Elangovan	05/07/2022 09:06 AM	Venkatesan.B - Plumber	14/07/2022 03:57 PM	InProgress	222 hours51 mins	
1679	MA05420	M.Vijayalakshmi - S/N	04/07/2022 12:49 PM	PLUMBING	PAEDIATRIC WARD - BATHROOM WESTERN FLUSH LEAKING OUT AND WASHBASIN TAPE WATER LEAKED OUT SO PLEASE DO REPAIRING	Elangovan	05/07/2022 09:11 AM	Venkatesan.B - Plumber	14/07/2022 03:14 PM	Completed	222 hours3 mins	problem solved by senthamizh -ramamoorthy.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1680	MA05421	Celine.A-S/N	04/07/2022 02:44 PM	MMW	DOOR STOPPER-8 WANTED IN MMW.	Elangovan	05/07/2022 09:12 AM	JEGANATHAN		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1681	MA05425	Pushpa.K-DEO	04/07/2022 04:14 PM	USG scan room 1- AC not working	USG scan room 1- AC not working	Elangovan	05/07/2022 09:14 AM	Ibrahim Baig.D	09/07/2022 10:24 AM	Completed	97 hours9 mins	problem solved by vinothkumar-rajagopal.
1682	MA05417	P.Makeswari - DEO	04/07/2022 10:34 AM	library room - AC problem	library room - one AC not working, another AC not get cooling.	Elangovan	05/07/2022 09:09 AM			Cancelled		please mention the department and location.
1683	MA05412	P.Makeswari - DEO	04/07/2022 09:42 AM	xray DR room - AC not get cooling	xray DR room - AC not get cooling	Elangovan	05/07/2022 09:05 AM	Ibrahim Baig.D	09/07/2022 10:25 AM	Completed	97 hours20 mins	problem solved by loganathan-rajagopal-vinothkumar.
1684	MA05414	Parthasarathy.R-Marketing	04/07/2022 10:21 AM	AC NOT COOLING	DEAR SIR  GROUND FLOOR DIGITAL RADIOGRAPHY AC NOT COOLING.KINDLY DO THE NEEDFUL	Elangovan	05/07/2022 09:06 AM	Ibrahim Baig.D	09/07/2022 10:22 AM	Completed	97 hours15 mins	problem solved by loganathan-rajagopal-vinothkumar.

**Classification : 4**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1685	MA05424	P.Makeswari - DEO	04/07/2022 03:45 PM	Xray - window near the rest room need to be paint.	Xray - window near the rest room need to be paint.	Elangovan	05/07/2022 09:13 AM	Elangovan		Assigned		
1686	MA05422	S.Sowmiya	04/07/2022 03:24 PM	dialysis	DIALYSIS MAIN DOOR STOPPER IS BROKEN	Elangovan	05/07/2022 09:12 AM	JEGANATHAN		Assigned		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1687	MA05435	Kiruthiga.K Lab Tech	05/07/2022 04:04 PM	TUBE LIGHT NOT WORKING AT CENTRAL LAB	TUBE LIGHT(2 NO's) NOT WORKING IN CENTRAL LAB AT ICTC ROOM	Elangovan	06/07/2022 09:33 AM	Selvam.S - Electrician	07/07/2022 10:12 AM	Completed	24 hours38 mins	problem solved by lenin-sassikumar.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1688	MA05430	R. Anitha -DEO	05/07/2022 12:38 PM	DVL OPD tube light is not working	DVL OPD tube light is not working	Elangovan	06/07/2022 09:17 AM	Selvam.S - Electrician	07/07/2022 10:13 AM	Completed	24 hours55 mins	problem solved by lenin-sassikumar
1689	MA05434	Aruna.G-S/N	05/07/2022 03:43 PM	OPHTHAL WARD	FEMALE OPHTHAL WARD 4 TUBE LIGHT NOT WORKING. AP ROOM ONE TUBE LIGHT NOT WORKING	Elangovan	06/07/2022 09:32 AM	Selvam.S - Electrician	07/07/2022 10:14 AM	InProgress	24 hours41 mins	
1690	MA05429	Vimala P.- S/N	05/07/2022 11:23 AM	HODSIR ROOM LIGHT NOT WORKING	HOD sir room light not working in ffirst floor gynaec ward.	Elangovan	05/07/2022 11:53 AM	Selvam.S - Electrician	07/07/2022 10:11 AM	InProgress	46 hours18 mins	

**Classification : 4**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1691	MA05432	S.pavithra	05/07/2022 02:45 PM	hod room flush pipe not working	hod room flush pipe not working	Elangovan	06/07/2022 09:32 AM	Venkatesan.B - Plumber	14/07/2022 03:10 PM	Completed	197 hours38 mins	problem solved by thamizharasan-ramesh.

**Classification : 1**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1692	MA05427	Parthasarathy.R-Marketing	05/07/2022 10:57 AM	MRI ENTRANCE AREA DOOR BROKEN	DEAR SIR GROUND FLOOR MRI ENTRANCE AREA DOOR BROKEN.KINDLY DO THE NEEDFUL SIR	Elangovan	05/07/2022 11:03 AM	JEGANATHAN	15/07/2022 09:05 AM	Completed	238 hours1 mins	JOB DONE BY JAGANATHAN(CARPENTRY

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1693	MA05428	Parthasarathy.R-Marketing	05/07/2022 11:03 AM	AC WATER LEAKAGE	DEAR SIR 2ND FLOOR NICU ROOM AC WATER LEAKAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	05/07/2022 11:04 AM	Ibrahim Baig.D	09/07/2022 10:20 AM	Completed	95 hours16 mins	problem solved by loganathan-rameshbabu.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1694	MA05433	K.Suganthi -DEO	05/07/2022 02:35 PM	TELEPHONE LINE WIRE HAS BEEN CUT	THIRD FLOOR ORTHO HOD(DR. R. BALASUBRAMANIAM ) ROOM TELEPHONE LINE WIRE HAS BEEN CUT . KINDLY CONNECT THE WIRE EARLY AS POSSIBLE. ITS VERY URGENT.	Elangovan	06/07/2022 09:18 AM	Selvam.S - Electrician	07/07/2022 10:11 AM	Closed	24 hours52 mins	problem solved by lenin-sassikumar.
1695	MA05431	Periassamy	05/07/2022 01:32 PM	Hospital Block Dean Office Intercom is not working	Respected Sir, In connection with the above short description, It is informed that Hospital Block Dean office intercom is not working. I request you to fix the problem as soon as possible. thanking you, regards, MS-PA	Elangovan	06/07/2022 09:17 AM	Selvam.S - Electrician	07/07/2022 10:12 AM	Completed	24 hours54 mins	problem solved by lenin-sassikumar.

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1696	MA05447	Thiruvengada Perumal	06/07/2022 02:33 PM	Kindly attend the Electrical work in Pharmacy College sir	Sir In our pharmacy College some Ceiling fans are in problem, so please send the electrician to rectify the problem sir	Elangovan	07/07/2022 09:18 AM	Sridharan.E - Electrical		Assigned		
1697	MA05449	Pushpa.K-DEO	06/07/2022 02:59 PM	X-ray 300 MA room tube light not working	X-ray 300 MA room tube light not working	Elangovan	07/07/2022 09:20 AM	Selvam.S - Electrician		Assigned		
1698	MA05438	R.Gajalakshmi - S/N	06/07/2022 09:50 AM	FAN NOT WORKING	IN FOURTH FLOOR FEMALE MEDICAL WARD FAN 2 NOS NOT WORKING	Elangovan	06/07/2022 11:58 AM	Selvam.S - Electrician	07/07/2022 10:10 AM	Completed	22 hours11 mins	problem solved by sassikumar -jayakumar

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1699	MA05441	K.Suganthi -DEO	06/07/2022 10:17 AM	TUBE LIGHT NOT WORKING	THIRD FLOOR NEAR ORTHO OFFICE	Elangovan	06/07/2022 02:22 PM	Selvam.S - Electrician	07/07/2022 10:09 AM	Closed	19 hours47 mins	problem solved by lenin-sassikumar.
1700	MA05439	Suresh.R	06/07/2022 09:52 AM	class room switch board broken	ICON fourth floor paramedical class room switchboard broken	Elangovan	06/07/2022 12:02 PM	Sridharan.E - Electrical		Assigned		

**Classification : 5**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1701	MA05442	Pushpa.K-DEO	06/07/2022 11:44 AM	x ray dept. Assistant professor rest room flash not working	x ray dept. Assistant professor rest room flash not working	Elangovan	06/07/2022 02:24 PM	Venkatesan.B - Plumber	14/07/2022 02:37 PM	Completed	192 hours13 mins	problem solved by ramamoorthy.
1702	MA05440	Devavanaja.D.S/N	06/07/2022 09:59 AM	BATHROOM TANK FLUSH NOT WORKING	.A SPL WARD ; R.NO; 8 TANK FLUSH NOT WORKING.	Elangovan	06/07/2022 02:18 PM	Venkatesan.B - Plumber	14/07/2022 02:37 PM	Completed	192 hours19 mins	problem solved by iyyappan,ramamoorthy.
1703	MA05444	Pushpa.K-DEO	06/07/2022 01:01 PM	USG, CT & MRI - Female rest room flash not working	USG, CT & MRI - Female rest room flash not working	Elangovan	06/07/2022 02:26 PM	Venkatesan.B - Plumber	14/07/2022 02:36 PM	Completed	192 hours10 mins	problem solved by ramamoorthi.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1704	MA05436	Pushpa.K-DEO	06/07/2022 09:16 AM	CT & MRI main entrance door broken	CT & MRI main entrance door broken	Elangovan	06/07/2022 09:34 AM	JEGANATHAN	15/07/2022 09:04 AM	Completed	215 hours30 mins	JOB DONE BY JAGANATHAN(CARPENTRY)
1705	MA05437	Suresh.R	06/07/2022 09:51 AM	Classroom board fitting	class rooms board and wall photos fitting	Elangovan	06/07/2022 11:57 AM	JEGANATHAN		Assigned		
1706	MA05446	Thiruvengada Perumal	06/07/2022 02:29 PM	KINDLY SEND THE CARPENTER TO FIX BOARD	Sir In our pharmacy College department boards want to fix in all floors, so please send the carpenter to fix the boards.	Elangovan	07/07/2022 09:17 AM	JEGANATHAN	14/07/2022 09:26 AM	Completed	168 hours9 mins	JOB DONE BY JAGANATHAN(CARPENTRY)

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1707	MA05445	Pushpa- DEO	06/07/2022 02:10 PM	Dept. A/c Hall Two Ac swing not Working	Dept. of forensic medicine demo Hall 2 A/c Hall two AC swing not working.	Elangovan	06/07/2022 02:28 PM	Ibrahim Baig.D	09/07/2022 10:04 AM	Completed	67 hours35 mins	problem solved by suthakar-rameshbabu. swinging motor cut by rat and rectified.
1708	CT1303	Anthony Ezhilarasi.A	06/07/2022 10:41 AM	A/C WATER LEAKAGE IN PATHOLOGY DEPARTMENT AT CENTRAL LAB	A/C WATER LEAKAGE IN PATHOLOGY DEPARTMENT(DOCTORS ROOM) AT CENTRAL LAB	Elangovan	06/07/2022 02:22 PM	Ibrahim Baig.D	09/07/2022 10:20 AM	Completed	67 hours57 mins	problem solved by loganathan-rajagopal-vinothkumar.

**Classification : 2**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1709	MA05443	Savithri	06/07/2022 12:56 PM	SPECIAL OPD ROOM ONCOLOGY ROOM AC NOT WORKING	SPECIAL OPD ROOM ONCOLOGY ROOM AC NOT WORKING	Elangovan	06/07/2022 02:25 PM	Ibrahim Baig.D	09/07/2022 10:18 AM	Completed	67 hours53 mins	problem solved by loganathan-rameshbabu-vinothkumar.
1710	MA05448	Lilly Pushpam - S/N	06/07/2022 02:45 PM	MSW MOBILE SCREEN REPAIR	MSW MOBILE SCREEN ONE SIDE WHEEL NEED TO BE REPAIRED URGENTLY	Elangovan	07/07/2022 09:19 AM	Elangovan		Assigned		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1711	MA05467	Rajkumar N -Care Taker	07/07/2022 06:04 PM	GENTS HOSTEL ROOM NO.408	Gents Hostel Room No.408 tublight and bathroom light not worked	Elangovan	08/07/2022 10:10 AM	Sridharan.E - Electrical		Assigned		
1712	MA05461	Parthasarathy.R- Marketing	07/07/2022 12:13 PM	intercom not working	dear sir  2nd floor cssd intercom not working.kindly do the needful sir	Elangovan	08/07/2022 10:04 AM	Selvam.S - Electrician		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1713	MA05463	Parthasarathy.R-Marketing	07/07/2022 12:16 PM	intercom not working	dear sir  4th floor tb ward intercom not working.kindly do the needful sir.	Elangovan	08/07/2022 10:05 AM	Selvam.S - Electrician		Assigned		
1714	MA05458	Parthasarathy.R-Marketing	07/07/2022 11:49 AM	tubelight not working	dear sir  radiology x-ray 300 ma room -1no central lab ictc room - 1no	Elangovan	08/07/2022 10:01 AM	Selvam.S - Electrician		Assigned		
1715	MA05457	Parthasarathy.R-Marketing	07/07/2022 11:47 AM	plug point not working	dear sir  ground floor ortho opd fome light plug point not working.kindly do the needful sir	Elangovan	08/07/2022 10:00 AM	Selvam.S - Electrician		Assigned		
1716	MA05459	Parthasarathy.R-Marketing	07/07/2022 11:51 AM	fan not working	female medical ward - 3no`s male ortho ward - 1no male ortho ward - 1no heavy noise ortho opd -1no slowly working kindly do the needful sir.	Elangovan	08/07/2022 10:02 AM	Selvam.S - Electrician		Assigned		
1717	MA05460	Parthasarathy.R-Marketing	07/07/2022 11:54 AM	reception area LED light needed	dear sir  main entrance area reception area LED light needed and 2no`s fan needed.kindly do the needful sir	Elangovan	08/07/2022 10:03 AM	Selvam.S - Electrician	09/07/2022 09:54 AM	Completed	23 hours51 mins	NEED COMPLAINT LETTER
1718	MA05462	Parthasarathy.R-Marketing	07/07/2022 12:15 PM	exhaust fan not working	dear sir  2nd floor cssd exhaust fan not working.kindly do the needful sir	Elangovan	08/07/2022 10:05 AM	Selvam.S - Electrician	09/07/2022 09:55 AM	Completed	23 hours50 mins	Given requisition letter to purchase dprt for new exhaust fan.
1719	MA05468	Rajkumar N -Care Taker	07/07/2022 06:06 PM	GENTS HOSTEL ROOM NO.408	Gents hostel Room No.408 fan not worked	Elangovan	08/07/2022 10:11 AM	Sridharan.E - Electrical		Assigned		
1720	MA05466	Rajkumar N -Care Taker	07/07/2022 06:03 PM	GENTS HOSTEL ROOM NO517	Gents Hostel Room No.517 varanda light not workedd	Elangovan	08/07/2022 10:08 AM	Sridharan.E - Electrical		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 10**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1721	MA05454	Parthasarathy.R-Marketing	07/07/2022 11:42 AM	flush top and bottom not available	dear sir  ground floor male common toilet flush top and bottom not available.kindly do the needful sir	Elangovan	08/07/2022 09:55 AM	Venkatesan.B - Plumber	14/07/2022 02:34 PM	Completed	148 hours39 mins	problem solved by iyyannar.
1722	MA05464	Neelavathi K	07/07/2022 01:41 PM	Lab wash basin not working	Lab wash basin not working, Department of physiology.	Elangovan	08/07/2022 10:06 AM	Venkatesan.B - Plumber	14/07/2022 02:35 PM	Completed	148 hours28 mins	problem solved by iyyannar.
1723	MA05452	R.Usha -S/N	07/07/2022 11:34 AM	MSW	Doctors room toilet sink water pip not working and store room water pip not working.	Elangovan	07/07/2022 12:31 PM	Venkatesan.B - Plumber	14/07/2022 02:36 PM	Completed	170 hours4 mins	problem solved by iyyappan.

**Classification : 3**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1724	MA05453	Parthasarathy.R-Marketing	07/07/2022 11:41 AM	door handle broken	dear sir  ground floor male common toilet door handle broken.kindly do the needful sir	Elangovan	08/07/2022 09:54 AM	JEGANATHAN		Assigned		
1725	MA05465	Shankaralingam	07/07/2022 02:44 PM	Housekeeping Department	Hospital Block III Floor MSW Doctor room tap water leaking, Nursing station wash basin tap also leaking kindly please rectify as soon as earlier	Elangovan	08/07/2022 10:07 AM	Venkatesan.B - Plumber	14/07/2022 02:35 PM	Completed	148 hours28 mins	problem solved by iyyappan.
1726	MA05455	Parthasarathy.R-Marketing	07/07/2022 11:44 AM	window screen rod needed	dear sir  ground floor medicine opd window screen rod needed for all windows.kindly do the needful sir	Elangovan	08/07/2022 09:58 AM	JEGANATHAN		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1727	MA05456	Parthasarathy.R-Marketing	07/07/2022 11:45 AM	door inner lock not available in top side	dear sir ground floor ortho opd door inner lock not available in top side.kindly do the needful sir	Elangovan	08/07/2022 09:59 AM	JEGANATHAN		Assigned		
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**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1728	MA05451	Pushpa.K-DEO	07/07/2022 11:09 AM	USG room- 1 Ac not working	USG room- 1 Ac not working	Elangovan	07/07/2022 11:31 AM	Ibrahim Baig.D		Cancelled		false complaints. dont repeated.
1729	MA05450	Pushpa.K-DEO	07/07/2022 11:08 AM	MRI general AC not working	MRI general AC not workin	Elangovan	07/07/2022 11:31 AM			Cancelled		please mention the department .

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1730	MA05473	Amudha.S.D-Staff Nurse	08/07/2022 10:05 AM	ELECTRICAL WORK	ONE FAN TO BE FIXED IN DVL ISOLATION WARD 4TH FLOOR NEAR COVID LIFT AREA FOR INSPECTION PURPOSE	Elangovan	08/07/2022 10:22 AM	Selvam.S - Electrician	09/07/2022 09:53 AM	Completed	23 hours31 mins	Need complaint letter.
1731	MA05474	Parthasarathy.R-Marketing	08/07/2022 10:23 AM	PLUG POINT NOT WORKING	DEAR SIR 1ST FLOOR ENT HOD ROOM PLUG POINT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	09/07/2022 08:59 AM	Selvam.S - Electrician	09/07/2022 09:52 AM	Completed	0 hours52 mins	problem solved by lenin-sassikumar.

**Classification : 2**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1732	MA05475	Parthasarathy.R-Marketing	08/07/2022 10:24 AM	DRIANGE PROBLEM	DEAR SIR 1ST FLOOR GYNAEC	Elangovan	09/07/2022 09:01 AM	Venkatesan.B - Plumber	14/07/2022 02:34 PM	InProgress	125 hours32 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WARD DRIANGE  
PROBLEM.KINDLY  
DO THE NEEDFUL  
SIR

1733	MA05469	Vimala P.- S/N	08/07/2022 08:37 AM	BATHROOM FILTER NOT AVAILABLE	Bathroom filter not available in 1st floor GYNAEC ward.tube light not working.	Elangovan	08/07/2022 10:12 AM	Selvam.S - Electrician		Assigned		
1734	MA05477	Agnes Sisilia Mary - SN	08/07/2022 02:28 PM	MALE ORHTO WARD RESTROOM BLOCK	MALE ORHTO WARD RESTROOM BLOCK	Elangovan	09/07/2022 09:02 AM	Venkatesan.B - Plumber	14/07/2022 02:33 PM	Completed	125 hours30 mins	problem solved by senthamizh -ramamoorthy.

**Classification : 3**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1735	MA05470	Srinivasan.A- Librarian	08/07/2022 09:26 AM	A/C MACHINE NOT RETURN CENTRAL LIBRARY	A/C MACHINE NOT RETUN CENTRAL LIBRARY	Elangovan	08/07/2022 10:18 AM			Cancelled		please mention the complain clearly.
1736	MA05472	P.Anitha	08/07/2022 09:39 AM	AC in Demo Hall Not working	Anatomy Department AC (3 pts) in Demo Hall 1 not working since 1 week. Very urgent Students have to sit for lecture classes	Elangovan	08/07/2022 10:21 AM	Ibrahim Baig.D		Assigned		
1737	MA05478	S.Chellammal - DEO	08/07/2022 04:36 PM	DR.BASKARAN SIR ROOM AC INDOOR UNIT WATER LEAKAGE	DR.BASKARAN SIR ROOM AC INDOOR UNIT WATER LEAKAGE	Elangovan	09/07/2022 09:03 AM	Ibrahim Baig.D		Assigned		

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1738	MA05476	Aruna.G-S/N	08/07/2022 11:48 AM	OPHTHAL WARD	3rd floor ophthal ward main door stopper to be fixed. emergency.	Elangovan	09/07/2022 09:02 AM	JEGANATHAN		Assigned		
1739	MA05471	Srinivasan.A- Librarian	08/07/2022 09:30 AM	WATER COOLER - SWITCH BOARD BROKEN	WATER COOLER - SWITCH BOARD BROKEN	Elangovan	08/07/2022 10:19 AM	Selvam.S - Electrician		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1740	MA05479	R.Gajalakshmi - S/N	09/07/2022 08:33 AM	FAN NOT WORKING	in fourth floor female medical ward fan 2 nos not working	Elangovan	09/07/2022 09:06 AM	Selvam.S - Electrician		Assigned		
1741	MA05481	Parthasarathy.R-Marketing	09/07/2022 03:13 PM	TUBE LIGHT NOT WORKING	FIRST FLOOR GYNAC WARD TUBELIGHT NOT WORKING. KINDLY DO THE NEEDFUL	Elangovan	11/07/2022 10:40 AM	Selvam.S - Electrician		Assigned		

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1742	MA05480	Parthasarathy.R-Marketing	09/07/2022 03:11 PM	FRIDGE NOT WORKING	FIRST FLOOR GYNAC WARD FRIDGE NOT WORKING. KINDLY DO THE NEEDFUL.	Elangovan	11/07/2022 10:39 AM	Ibrahim Baig.D		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1743	MA05482	LOGESWARI.R	11/07/2022 10:20 AM	Power supply is not properly	SRC & IEC Committee (Power supply is not properly)	Elangovan	11/07/2022 10:34 AM			Cancelled		please mention the department and location.
1744	MA05496	SANGAR GANESH.R	12/07/2022 11:58 AM	JR ROOM NO 415 BATH ROOM LIGHT NOT WORKING	JR ROOM NO 415 BATH ROOM LIGHT NOT WORKING	Elangovan	13/07/2022 09:34 AM	Sridharan.E - Electrical		Assigned		
1745	MA05493	SANGAR GANESH.R	12/07/2022 11:53 AM	E BLOCK ENTRANCE STREET LIGHTS NOT WORKING	E BLOCK ENTRANCE STREET LIGHTS NOT WORKING	Elangovan	13/07/2022 09:29 AM	Sridharan.E - Electrical		Assigned		
1746	MA05486	Parthasarathy.R-Marketing	12/07/2022 11:24 AM	PLUG POINT AND SWITCH NEEDED	DEAR SIR 2ND FLOOR OBG ICU WATER HEATER PLUG POINT AND	Elangovan	13/07/2022 09:20 AM	Selvam.S - Electrician		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1747	MA05485	Parthasarathy.R- Marketing	12/07/2022 11:23 AM	TOP LIGHT NOT WORKING	SWITCH NEEDED.KINDLY DO THE NEEDFUL SIR  DEAR SIR	Elangovan	13/07/2022 09:20 AM	Selvam.S - Electrician		Assigned	
1748	MA05483	Coumarane.M Blood Bank	12/07/2022 11:05 AM	3 SWITCH PLUG BURNED AND SWITCH BOARD LOOSE	2ND FLOOR NICU TOP LIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR  SIR	Elangovan	13/07/2022 09:18 AM	Selvam.S - Electrician		Assigned	
1749	MA05500	Muniamma.K	12/07/2022 03:51 PM	LCD PROJECTOR PIN NOT WORKING	3 SWITCH PLUG BURNED AND SWITCH BOARD LOOSE  DEPT.OF BIOCHEMISTRY DEMO HALL- I LCD PROJECTOR PIN NOT WORKING	Elangovan	13/07/2022 09:37 AM	Sridharan.E - Electrical		Assigned	
1750	MA05490	SANGAR GANESH.R	12/07/2022 11:50 AM	ROOM NO 306 BATH ROOM LIGHT NOT WORKING	ROOM NO 306 BATH ROOM LIGHT NOT WORKING	Elangovan	13/07/2022 09:27 AM	Sridharan.E - Electrical		Assigned	
1751	MA05501	Muniamma.K	12/07/2022 03:52 PM	TUBE LIGHT NOT WORKING	STUDENTS PRACTICAL LAB ONE TUBE LIGHT NOT WORKING	Elangovan	13/07/2022 09:38 AM	Sridharan.E - Electrical		Assigned	

**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1752	MA05491	P.Anitha	12/07/2022 11:52 AM	Faculty Gents Toilet regarding	Department Faculty gents Toilet flusher is not working since 10 days. Need to repair immediately	Elangovan	13/07/2022 09:28 AM	Venkatesan.B - Plumber		Assigned		
1753	MA05488	SANGAR GANESH.R	12/07/2022 11:49 AM	JR ROOM NO 414 FAN NOT WORKING	JR ROOM NO 414 FAN NOT WORKING	Elangovan	13/07/2022 09:24 AM	Sridharan.E - Electrical		Assigned		
1754	MA05484	Parthasarathy.R- Marketing	12/07/2022 11:21 AM	TAP WATER LEAKAGE	DEAR SIR  2ND FLOOR NICU WASHBASIN TAP	Elangovan	13/07/2022 09:19 AM	Venkatesan.B - Plumber	14/07/2022 02:33 PM	InProgress	29 hours13 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WATER  
LEAKAGE.KINDLY  
DO THE NEEDFUL

1755	MA05497	R. Gandhimathi	12/07/2022 12:20 PM	Dialysis unit	RO PLANT BOOSTER PUMP LEAKAGE .PLEASE CHECK AND CORRECTED THE BOOSTER	Elangovan	13/07/2022 09:35 AM	Venkatesan.B - Plumber	14/07/2022 02:31 PM	InProgress	28 hours55 mins	
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**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1756	MA05495	SANGAR GANESH.R	12/07/2022 11:57 AM	ROOM NO 514 NAIL FIXING IN WALL	ROOM NO 514 NAIL FIXING IN WALL	Elangovan	13/07/2022 09:31 AM	JEGANATHAN		Assigned		
1757	MA05487	SANGAR GANESH.R	12/07/2022 11:47 AM	A BLOCK ROOM NO 05 DOOR PROBLEM	A BLOCK ROOM NO 05 DOOR PROBLEM	Elangovan	13/07/2022 09:24 AM	JEGANATHAN		Assigned		
1758	MA05494	SANGAR GANESH.R	12/07/2022 11:55 AM	JR ROOM 401 MAIN DOOR LOCK NOT LOCK	JR ROOM 401 MAIN DOOR LOCK NOT LOCK	Elangovan	13/07/2022 09:30 AM	JEGANATHAN		Assigned		
1759	MA05498	R. Gandhimathi	12/07/2022 12:26 PM	Dialysis unit	DIALYSIS UNIT FRONT DOOR STAPPER HAD BROKEN TO REPLACE THE STAPPER.	Elangovan	13/07/2022 09:36 AM	JEGANATHAN		Assigned		

**Classification : 4**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1760	MA05499	Jagadheeswari N	12/07/2022 03:24 PM	Ac cleaning	Ac cleaning	Elangovan	13/07/2022 09:37 AM			Cancelled		mention the location .
1761	MA05489	P.Anitha	12/07/2022 11:49 AM	Faculty Gents Toilet regarding	Department Faculty Gents Toilet flusher is not working since 10 days. Need to repair immediately.	Elangovan	13/07/2022 09:26 AM	Venkatesan.B - Plumber		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1762	MA05492	SANGAR GANESH.R	12/07/2022 11:51 AM	JR ROOM NO 310 WINDOW AND TAP PROBLEM	JR ROOM NO 310 WINDOW AND TAP DAMAGE	Elangovan	13/07/2022 09:29 AM	JEGANATHAN		Assigned		

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1763	MA05502	Kumaravel.K	13/07/2022 08:34 AM	Electrical Stream not working	Premium Canteen Electrical Stream (Rice Boiler) not working, kindly do the needful. Very urgent.	Elangovan	13/07/2022 09:39 AM	Sridharan.E - Electrical		Assigned		

**Classification : 1**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1764	MA05507	A.Kumaresan - Store	13/07/2022 04:26 PM	wasten Toilet water can damage,	Dear sir, Kindly for information, yesterday morning Central store wasten Toilet water can damage . Please chick u maintenance person. by A.kumaresan store inchage, svmc. cell 9843638505.	Elangovan	14/07/2022 09:18 AM	Venkatesan.B - Plumber	14/07/2022 02:27 PM	Completed	5 hours8 mins	problem solved by iyyannar-chandiran.
1765	MA05505	Banumathy.S.DE0	13/07/2022 09:52 AM	OG Scan room toilet flush not working	OG Scan room toilet flush not working	Elangovan	13/07/2022 11:54 AM	Venkatesan.B - Plumber	14/07/2022 02:25 PM	Completed	26 hours30 mins	problem solved by thanigachalam-ramesh.

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1766	MA05504	Banumathy.S.DE0	13/07/2022 09:49 AM	Blood bank AC Water is leaking	Blood bank AC Water is leaking (OG OPD entrance)	Elangovan	13/07/2022 11:53 AM	Ibrahim Baig.D		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1767	MA05506	Kanaka.P -Lab tech	13/07/2022 11:01 AM	Biochemistry lab	Water leakage in A/C	Elangovan	13/07/2022 11:55 AM	Ibrahim Baig,D		Assigned		
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**Classification : 2**

**RO PLANT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1768	MA05503	Malarvizhi.S.OS nursing college	13/07/2022 09:31 AM	R.O. PLANT	ICON - Third floor R.O. Water Plant leakage	Elangovan	13/07/2022 09:48 AM	Venkatesan.B - Plumber	14/07/2022 02:27 PM	Completed	28 hours39 mins	problem solved by iyyappan-ramamoorthy.

**Classification : 1**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1769	MA05512	Parthasarathy.R-Marketing	14/07/2022 11:50 AM	TUBELIGHT NOT WORKING	DEAR SIR 3RD FLOOR FEMALE SURGERY WARD 1NO TUBELIGHT NOT WORKING AND 1NO FAN REGUALTOR PROBLEM.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:53 AM	Selvam.S - Electrician		Assigned		
1770	MA05517	Parthasarathy.R-Marketing	14/07/2022 12:13 PM	EXHAUST FAN NOT WORKING	DEAR SIR 2ND FLOOR CSSD ETO EXHAUST FAN NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	15/07/2022 08:57 AM	Selvam.S - Electrician		Assigned		
1771	MA05522	K KALIYARASAN	14/07/2022 02:38 PM	ORTHO OPD DRESSING ROOM LIGHT NOT WORKING	ORTHO OPD DRESSING ROOM LIGHT IS NOT WORKING PLS DO THE NEED FUL	Elangovan	15/07/2022 09:21 AM	Selvam.S - Electrician		Assigned		
1772	MA05518	Parthasarathy.R-Marketing	14/07/2022 12:15 PM	TUBELIGHT NOT WORKING	DEAR SIR GROUND FLOOR MEDICINE OPD 3NOS TUBELIGHT NOT WORKING PROPERLY.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:58 AM	Selvam.S - Electrician		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1773	MA05516	Parthasarathy.R-Marketing	14/07/2022 12:12 PM	TUBELIGHT NOT WORKING	DEAR SIR 4TH FLOOR DVL WARD 4NO`S TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:56 AM	Selvam.S - Electrician	Assigned
1774	MA05514	Parthasarathy.R-Marketing	14/07/2022 12:07 PM	FAN NOT WORKING	DEAR SIR 4TH FLOOR FEMALE MEDICALE WARD 3NO`S FAN NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:55 AM	Selvam.S - Electrician	Assigned
1775	MA05515	Parthasarathy.R-Marketing	14/07/2022 12:09 PM	FAN AND TUBELIGHT NOT WORKING	DEAR SIR 4TH FLOOR MALE MEDICAL WARD 1.2NO`SFAN REGULATOR 2.2NO`SFAN 3.1NO TUBELIGHT FAN AND TUBELIGHT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:55 AM	Selvam.S - Electrician	Assigned
1776	MA05510	Parthasarathy.R-Marketing	14/07/2022 11:47 AM	FAN NOT WORKING	DEAR SIR 3RD FLOOR MALE ORTHO WARD 1NO FAN NOT WORKING.KINDLY DO THE NEEDFUL	Elangovan	15/07/2022 08:52 AM	Selvam.S - Electrician	Assigned
1777	MA05511	Parthasarathy.R-Marketing	14/07/2022 11:48 AM	PLUG POINT NOT WORKING	DEAR SIR 3RD FLOOR MALE SURGERY WARD SYSTEM PLUG POINT NOT WORKING.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:52 AM	Selvam.S - Electrician	Assigned

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 9**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1778	MA05524	Manochitra.S/S/N	14/07/2022 04:16 PM	FOW	SINK TAP WATER LEAKAGE IN STAFF ROOM.	Elangovan	15/07/2022 09:23 AM	Venkatesan.B - Plumber		Assigned		
1779	MA05520	Aruna.G-S/N	14/07/2022 12:28 PM	OPHTHAL WARD	WATER LEAKAGE IN STAFF TOILET.	Elangovan	15/07/2022 09:10 AM	Venkatesan.B - Plumber		Assigned		

**Classification : 2**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1780	MA05513	Parthasarathy.R-Marketing	14/07/2022 11:52 AM	COAT PLYWOOD DAMAGE	DEAR SIR  4TH FLOOR FEMALE ORTHO WARD 1NO COAT PLYWOOD DAMAGE.KINDLY DO THE NEEDFUL SIR	Elangovan	15/07/2022 08:54 AM	JEGANATHAN		Assigned		

**Classification : 1**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1781	MA05519	Mathangi.M	14/07/2022 12:24 PM	ENT OPD demo room name board want to be fix	ENT OPD demo room name board want to be fix , The name board is not fixed properly in the demo class room, please make the arrangements as soon as possible	Elangovan	15/07/2022 08:59 AM	JEGANATHAN		Assigned		
1782	MA05508	Pushpa.K-DEO	14/07/2022 09:40 AM	X-ray 600 mA water leakage	X-ray 600 mA water leakage	Elangovan	14/07/2022 09:42 AM	Ibrahim Baig.D		Assigned		
1783	MA05523	Manochitra.S/S/N	14/07/2022 04:14 PM	FOW	FAN AND TUBELIGHT NOT WOKING IN FEMALE ORTHO WARD PG ROOM .	Elangovan	15/07/2022 09:22 AM	Selvam.S - Electrician		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**MAINTANANCE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1784	MA05521	Mathangi.M	14/07/2022 12:28 PM	ENT OPD X-RAY LOBBY WANT TO BE FIX IN HOD ROOM (URGENT )	ENT OPD X-RAY LOBBY WANT TO BE FIX PROPERLY IN HOD ROOM (URGENT )	Elangovan	15/07/2022 09:11 AM	JEGANATHAN		Assigned		
1785	MA05509	Nirosha.V-Lab	14/07/2022 10:46 AM	microbiology hospital	Bacteriology AC room door complaint, not close properly.	Elangovan	15/07/2022 08:51 AM	JEGANATHAN		Assigned		

**Classification : 2**

**ELECTRICAL**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1786	MA05535	Rajkumar N -Care Taker	15/07/2022 12:01 PM	GENTS HOSTEL ROOM NO.502	Gents Hostel Room No.502 varanda tublight not worked.	Elangovan	15/07/2022 12:45 PM	Sridharan.E - Electrical		Assigned		
1787	MA05536	M.Celine -S/N	15/07/2022 12:45 PM	LIGHT NOT WORKING.	LIGHT NOT WORKING IN MEDICINE OPD.	Elangovan				Created		
1788	MA05537	R. Gandhimathi	15/07/2022 02:12 PM	Dialysis unit	RO PLANT BOOSTER PUMP NO 02,BARREL NOT FUNCTIONING PROPERLY. PLEASE TO REPAIR BOOSTER PUMP.	Elangovan				Created		
1789	MA05528	Sugunakumari.J	15/07/2022 10:57 AM	Power issue	Department of physiology Power issue one of the faculty room	Elangovan	15/07/2022 11:01 AM	Sridharan.E - Electrical		Assigned		
1790	MA05526	R.Gajalakshmi - S/N	15/07/2022 09:00 AM	Electrical problem	in fourth floor female medical ward fan 2 nos not working	Elangovan	15/07/2022 09:25 AM	Selvam.S - Electrician		Assigned		
1791	MA05534	Rajkumar N -Care Taker	15/07/2022 11:55 AM	GENTS HOSTEL ROOM NO.413	Gents Hostel Room No.413 varanda tublight not working room Bathroom light not worked.	Elangovan	15/07/2022 12:44 PM	Sridharan.E - Electrical		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**PLUMPING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1792	MA05525	Celine.A-S/N	15/07/2022 09:00 AM	MALE MEDICAL WARD	PATIENT BATHROOM DRAINAGE PIPELINE BROKEN IN MALE MEDICAL WARD.	Elangovan	15/07/2022 09:24 AM	Venkatesan.B - Plumber		Assigned		
1793	MA05533	Rajkumar N -Care Taker	15/07/2022 11:51 AM	GENTS HOSTEL ROOM NO.511	Gents Hostel Room No.511 Bath room water not goes outside.	Elangovan	15/07/2022 12:43 PM	Venkatesan.B - Plumber		Assigned		
1794	MA05531	M.Vinothini -S/n	15/07/2022 11:19 AM	flush tank not working	4th floor respiratory medicine ward (TB WARD) staff bathroom flush tank not working	Elangovan	15/07/2022 12:41 PM	Venkatesan.B - Plumber		Assigned		
1795	MA05527	Kavitha.T S/N	15/07/2022 09:37 AM	Paediatrics OPD	PAEDIATRIC OPD DRAINAGE LEAKAGE SMELL PRESENT ..KINDLY NOTIFY AND DO NEEDFULL	Elangovan	15/07/2022 09:45 AM	Venkatesan.B - Plumber		Assigned		

**Classification : 4**

**CARPENTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1796	MA05532	Rajkumar N -Care Taker	15/07/2022 11:48 AM	GENTS HOSTEL ROOM NO.316	Gents Hostel Room No.316 Main door lock complaint	Elangovan	15/07/2022 12:42 PM	JEGANATHAN		Assigned		
1797	MA05530	M.Vinothini -S/n	15/07/2022 11:15 AM	PAD LOCK	4th floor respiratory medicine ward 4no`s pad lock tto be fix	Elangovan	15/07/2022 12:40 PM	JEGANATHAN		Assigned		

**Classification : 2**

**AIR CONDITIONER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1798	CT1307	YUVARANI S	15/07/2022 09:20 AM	AC not cooling	AC not cooling	Elangovan	15/07/2022 09:26 AM			Cancelled		please mention the location.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1799	MA05538	S.Balaraman, Fire Officer	15/07/2022 03:43 PM	AC is not working properly and Cooling is very Low	AC is not working properly and Cooling is very Low.	Elangovan					Created
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**Classification : 2**

**TELEPHONE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1800	MA05529	M.Vinothini -S/n	15/07/2022 11:12 AM	INTERCOM PROBLEM	4th floor respiratory medicine ward(TB WARD) INTERCOM PROBLEM	Elangovan	15/07/2022 11:17 AM	Selvam.S - Electrician		Assigned		

**Classification : 1**

<b>Category : 1800</b>	<b>Total Classification : 1800</b>
<b>Category Grand Total: 1800</b>	<b>classification Grand Total: 1800</b>

# SRI VENKATESHWARAA MEDICAL COLLEGE HOSPITAL & RESEARCH CENTRE

13-A,PONDY-VILLUPURAM MAIN ROAD,ARIYUR,PUDUCHERRY-605 102

## Ticket Category Wise Details From 01/01/2022 To 31/12/2022

### IT HARDWARE

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1	IT02495	S.Chellammal - DEO	01/01/2022 12:27 PM	UPS BATTERY REPLACEMENT IN NEUROSURGERY	DR. VIJAYESWARAN, Manikandan.K-IT NEUROSURGERY DEPARTMENT, SPECIAL OPD UPS BATTERY NEEDS TO BE REPLACED	Manikandan.K-IT	03/01/2022 02:22 PM	Arunkumar.M-IT	03/01/2022 04:57 PM	Completed	2 hours35 mins	Battery replaced and checked working fine

### Classification : 1

### SOFTWARE

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
2	IT02496	S.Chellammal - DEO	01/01/2022 12:29 PM	HOLTER MONITOR SYSTEM OS PROBLEM	HOLTER MONITOR OLD SYSTEM OS PROBLEM	Manikandan.K-IT	03/01/2022 02:23 PM	R.Pandian-IT	04/01/2022 09:07 AM	Completed	18 hours43 mins	Holter machine software can not support win 10 operation system so we decide the install win 7 operating system win7 pro installed and basic software also installed successfully its working well
3	CT1080	Punithavally D	01/01/2022 10:52 AM	POPULATE SYSTEM	In biochemistry department populate system is working	Manikandan.K-IT	03/01/2022 01:46 PM	R.Pandian-IT	03/01/2022 04:52 PM	Completed	3 hours6 mins	I checked all error finding steps problem found in sql server option error send to concern person they reconfigured the settings its working well

### Classification : 2

### PRINTER

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
4	IT02493	S.DEVI -S/N	01/01/2022 09:22 AM	EMERGENCY WARD	PRINTER ERROR	Manikandan.K-IT	03/01/2022 01:46 PM	P.Vignesh-IT	03/01/2022 01:50 PM	Completed	0 hours3 mins	checked and found that USB cable un plugged by someone , now plugged and working fine.

### Classification : 1

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
5	IT02497	Ashokkumar.R MRD	01/01/2022 03:19 PM	Academic generated cases not working for OPD cases	Sir, Academic cases generated opd cases fully not covered. this issus for last three days as following in HMS software. please check and solve this problems immediatly. Thank you  MRD-TEAM	Manikandan.K-IT	03/01/2022 02:23 PM	Deenathayalan. V(IT)	03/01/2022 02:50 PM	Completed	0 hours26 mins	issue resolved
6	IT02498	Nagarathinam.V (Stores)	01/01/2022 04:47 PM	Rectify the TAX and Invoice Amount	Rectify the TAX and Invoice Amount Cash Purchase GRN NO; CPUR/CS/21-22/0299 dt 31/12/2021 Details already sent through mail	Manikandan.K-IT	03/01/2022 02:27 PM	Deenathayalan. V(IT)	03/01/2022 02:50 PM	Closed	0 hours23 mins	issue resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
7	IT02494	Lakshmi.P- HR Office	01/01/2022 11:18 AM	Installation of HMS software in Mr. Venkat computer	Installation of HMS software in Mr. Venkat computer	Manikandan.K-IT	03/01/2022 01:45 PM	Deenathayalan. V(IT)	05/01/2022 04:45 PM	Closed	51 hours0 mins	HR MANAGER TOMCAT URL GIVEN

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
8	IT02499	Lakshmi.P- HR Office	02/01/2022 04:12 PM	Dental biometric unable to download	Dental biometric unable to download ... urgent ... for attendance work	Manikandan.K-IT	03/01/2022 02:22 PM	Arunkumar.M- IT	04/01/2022 05:17 PM	Completed	26 hours55 mins	network cable to be check, Network Cable reinserted and checked working fine

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

9	IT02512	Pukazenti N.R. DGM	03/01/2022 11:39 AM	DGM office - Creation of Package	Steril-Gene Contract Employee Checkup 2022 - Rs.175/-  This package is already available in our software. Tests are the same, Pls change the year from 2020 to 2022 in the package.	Manikandan.K-IT	03/01/2022 02:19 PM	Deenathayalan. V(IT)	03/01/2022 02:51 PM	Closed	0 hours32 mins	package created in HMS
10	IT02513	Kamashi @ Asha	03/01/2022 11:55 AM	account hospital	Sir, software not open in Mr. Durai (Cashier) system	Manikandan.K-IT	03/01/2022 02:19 PM	Deenathayalan. V(IT)	03/01/2022 02:57 PM	Completed	0 hours38 mins	Mr.mani sir system hms url given

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
11	IT02501	Tamizhselvi S	03/01/2022 09:58 AM	Change of Email ID password new	Change of Email ID password new by S. Tamilselvi	Manikandan.K-IT	03/01/2022 01:45 PM	Deenathayalan. V(IT)	03/01/2022 02:52 PM	Completed	1 hours7 mins	already academic email id given for your dept sister

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
12	IT02510	Celine.A-S/N	03/01/2022 11:09 AM	mmw	PRINTER NOT WORKING	Manikandan.K-IT	03/01/2022 02:19 PM	R.Pandian-IT	03/01/2022 04:50 PM	Completed	2 hours31 mins	I checked all basic diagnostic steps problem found in printer que cleared the que its working well
13	IT02517	S.DEVI -S/N	03/01/2022 03:22 PM	EMERGENCY WARD	PRINTER ERROR	Manikandan.K-IT	03/01/2022 05:03 PM	P.Vignesh-IT	05/01/2022 04:59 PM	Completed	47 hours55 mins	
14	IT02509	NANTHESHWARI	03/01/2022 11:06 AM	GIRLS PREMIUM HOSTEL PRINTER PROBLEM	GIRLS PREMIUM HOSTEL PRINTER PROBLEM	Manikandan.K-IT	03/01/2022 02:19 PM	Arunkumar.M-IT	03/01/2022 04:54 PM	Completed	2 hours35 mins	Printer Pressure roller and Teflon sheet to be replace, material request given to replace spares.
15	IT02515	R. Anitha -DEO	03/01/2022 03:03 PM	In Multifunction printer, scanner not working	In Multifunction printer, scanner not working	Manikandan.K-IT	03/01/2022 05:04 PM	Arunkumar.M-IT	03/01/2022 05:09 PM	Closed	0 hours4 mins	E8 Error found in printer, scanner unit problem we need to replace it with new one. Waiting for materials

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
16	IT02505	Amudha.A.Billing	03/01/2022 10:43 AM	MAIN BILLING	PLE. CHANGE RATE & DISCOUNT OF CBC AND TEST	Manikandan.K-IT	03/01/2022 02:20 PM	Deenathayalan. V(IT)	03/01/2022 02:58 PM	Completed	0 hours37 mins	UPDATED IN HMS
17	IT02504	K.Vijayalakshmi - Billing	03/01/2022 10:38 AM	MAIN BILLING	IMCU,ICCU,IRCU,SIC U INTER SUB TYPE NOT SHOWED	Manikandan.K-IT	03/01/2022 01:43 PM	Deenathayalan. V(IT)	03/01/2022 02:52 PM	Completed	1 hours8 mins	UPDATED IN HMS
18	IT02507	Amudha.A.Billing	03/01/2022 10:53 AM	MAIN BILLING	PLE. CHANGE THE RATE OF ESR, DISC. OF CBC TEST	Manikandan.K-IT	03/01/2022 02:20 PM	Deenathayalan. V(IT)	03/01/2022 02:57 PM	Completed	0 hours37 mins	updated in hms
19	IT02508	S.Elavazhagi - DEO	03/01/2022 10:53 AM	ANEX ROOM PEAD	I NEED STORE INDENT MODULE RIGHTS NAME:S.ELAVAZHAG I - S4144 (DEO) MRD (DISCHARGE SUMMERY) CONTACT NO 9514776144	Manikandan.K-IT	03/01/2022 02:20 PM	R.Pandian-IT	10/01/2022 02:58 PM	Completed	168 hours37 mins	Indent rights given department people
20	IT02518	Kaviselvi.P.S/N	03/01/2022 03:45 PM	DIALYSIS	WE NEED HMS TICKET MODULE TRAINING HOW TO CREATE TICKET ect ...	Manikandan.K-IT	03/01/2022 05:03 PM	R.Pandian-IT	04/01/2022 09:06 AM	Completed	16 hours2 mins	I explained HMS creation module how to login and how to raise the ticket every thing are explained
21	IT02514	N.Suresh -S/N	03/01/2022 02:35 PM	DR. JOJIN JOSE SIR ID NOT WORKING	IN ORTHOPAEDIC DEPARTMENT DR. JOJIN JOSE SIR ID NOT WORKING	Manikandan.K-IT	03/01/2022 05:05 PM	Deenathayalan. V(IT)	04/01/2022 04:44 PM	Completed	23 hours39 mins	User id changed S3174
22	IT02516	Vishnupriya.R	03/01/2022 03:07 PM	OBS-ANX	HMS Login ID is not working.(G.Saranya-S3667,K.Agalya-S4078,D.Saranya-S2146,R.Gyathri-S2925.	Manikandan.K-IT	03/01/2022 05:04 PM	Deenathayalan. V(IT)	04/01/2022 04:51 PM	Completed	23 hours47 mins	site allocated in hms s/w

**Classification : 7**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

23	IT02506	S.Elavazhagi - DEO	03/01/2022 10:51 AM	ANEX ROOM PEAD	SYSTEM SLOW	Manikandan.K-IT	03/01/2022 02:20 PM	R.Pandian-IT	03/01/2022 04:48 PM	Completed	2 hours27 mins	I checked all basic diagnostic steps problem found in system temp file cleared the temp files its working well
24	IT02511	VIGNESH .M	03/01/2022 11:08 AM	SHARING	Need to Enable Sharing for ( DIGITAL System to Admission System )	Manikandan.K-IT	03/01/2022 02:19 PM	R.Pandian-IT	05/01/2022 01:45 PM	Completed	47 hours25 mins	System folder sharing completed successfully its working well
25	IT02502	Srinivasan.A- Librarian	03/01/2022 10:27 AM	IIBRARY	System internet notworking	Manikandan.K-IT	03/01/2022 02:21 PM	R.Pandian-IT	03/01/2022 04:49 PM	Completed	2 hours28 mins	I checked all error finding steps problem found in internet ip setting reconfigure the ip settings its working well
26	IT02519	Banumathy.S.DEO	03/01/2022 04:21 PM	OG OFFICE	Og office system main download document not open	Manikandan.K-IT	03/01/2022 05:03 PM	R.Pandian-IT	04/01/2022 09:06 AM	Completed	16 hours2 mins	I checked all basic error finding steps problem found in the antivirus app reconfigure the app its working well

**Classification : 4**

**TALLY ERP9**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
27	IT02503	Jayachitra.K Accounts	03/01/2022 10:34 AM	Audit Department	In IPD No:IPD-21-00198 dt 31.12.2021 Rs.1100/- not reflex in Tally.	Manikandan.K-IT	03/01/2022 02:27 PM	Manikandan.K-IT	05/01/2022 09:03 AM	Completed	42 hours36 mins	issue resolved

**Classification : 1**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
28	IT02522	Thanikaivel.S- Accounts	03/01/2022 04:47 PM	Accounts dept. (H)	Due System board installation purpose	Manikandan.K-IT	03/01/2022 05:03 PM	R.Pandian-IT	04/01/2022 09:04 AM	Completed	16 hours1 mins	New gigabyte board and zebronics cabinet with smps installed successfully its working well

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
29	IT02500	Kasilingam.U - Insurance	03/01/2022 09:35 AM	system not working	system not working	Manikandan.K-IT	03/01/2022 02:23 PM	P.Vignesh-IT	05/01/2022 04:57 PM	Completed	50 hours33 mins	monitor issue , call log to customer service , new monitor replaced

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

30	IT02521	Muniamma.K	03/01/2022 04:36 PM	CPU NOT WORKING	BIOCHEMISTRY DEMO HALL-I, SYSTEM CPU NOT WORKING	Manikandan.K-IT	03/01/2022 05:03 PM	P.Boopalan-IT	04/01/2022 04:43 PM	Closed	23 hours40 mins	SMPS power plug out and plug in and check connectivity now working
31	IT02520	Muniamma.K	03/01/2022 04:35 PM	MONITOR NOT WORKING	BIOCHEMISTRY OFFICE ROOM MONITOR NOT WORKING	Manikandan.K-IT	03/01/2022 05:03 PM	P.Boopalan-IT	04/01/2022 04:43 PM	Closed	23 hours40 mins	

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
32	IT02540	Gowri.S-DEO	04/01/2022 03:40 PM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	Manikandan.K-IT	04/01/2022 03:47 PM	P.Vignesh-IT	05/01/2022 04:57 PM	Completed	25 hours9 mins	checked and uninstalled the security update in windows , now working fine

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
33	IT02536	S.Chellammal - DEO	04/01/2022 02:28 PM	INTERNET NOT WORKING IN NEUROSURGERY	INTERNET NOT WORKING IN NEUROSURGERY, SPECIAL OPD	Manikandan.K-IT	04/01/2022 03:15 PM	P.Vignesh-IT	05/01/2022 04:56 PM	Completed	25 hours41 mins	checked and found it has cable connectivity issue

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
34	IT02537	Gounabady.R - DEO	04/01/2022 02:30 PM	create mail id for faculty	need t create mail for our faculty Dr. Lipika Pand ( Associated. Prof), Dr. S. Swathi (Assit. Prof), Dr. V.S. Janani (SR), Dr. Kaviyapriya (SR), Dr. Mary Stephen (SR), Dr. B. Mullai (SR).	Manikandan.K-IT	04/01/2022 02:58 PM	Deenathayalan. V(IT)	04/01/2022 04:58 PM	Completed	1 hours59 mins	i need dept. for example ortho ,ent ,opthal
35	IT02529	Manikandan.K-IT	04/01/2022 12:15 PM	EMAIL ID CREATE	Respected Sir,  We request you to create a new domain mail id for newly joined	Manikandan.K-IT	04/01/2022 12:16 PM	Deenathayalan. V(IT)	04/01/2022 04:53 PM	Completed	4 hours36 mins	user email id created in svcet.ac.in domain

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Mr.S. Sivachandran as mentioned below,

1. Mr. S. Sivachandran, Lab Assistant (CSE Department) - Email ID: sivachandran@svcet.ac.in

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
36	IT02524	Pushpa.K-DEO	04/01/2022 09:48 AM	ultrasound room	ultrasound office room - printer not working	Manikandan.K-IT	04/01/2022 01:13 PM	P.Vignesh-IT	05/01/2022 04:56 PM	Completed	27 hours42 mins	checked and found paper inside the printer now working fine
37	IT02538	Nandhakumar S-Accounts	04/01/2022 02:37 PM	PDF File Not Open	PDF Not Open Accounts College	Manikandan.K-IT	04/01/2022 04:08 PM	P.Boopalan-IT	04/01/2022 04:45 PM	Completed	0 hours36 mins	PDF update and instal now working properly
38	IT02539	Parthasarathy.R-Marketing	04/01/2022 03:33 PM	Emergency medicine department need to fix printer	Dear sir, Now we receive new printer in EM Department. Kindly need to install the printer ASAP.	Manikandan.K-IT	04/01/2022 03:32 PM	M.Ramesh kumar - Systems Engineer	04/01/2022 04:49 PM	Completed	1 hours16 mins	New Canon LBP2900B Laserjet printer installed successfully at Emergency Medicine (Casualty MRD). Now working well.
39	IT02542	Manikandan.K-IT	04/01/2022 03:48 PM	Medical college AO office colour printer issue	Medical college AO office colour printer issue	Manikandan.K-IT	04/01/2022 03:49 PM	R.Pandian-IT	10/01/2022 02:59 PM	Completed	143 hours9 mins	I checked all basic diagnostic steps problem found in printer communication and drive problem reconfigure the printer its working well

**Classification : 4**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
40	IT02531	Manikandan.K-IT	04/01/2022 12:42 PM	Tickete Module installation in civil department	Tickete Module installation in civil department	Manikandan.K-IT	04/01/2022 12:44 PM	Arunkumar.M-IT		Assigned		
41	IT02528	Ashokkumar.R-MRD	04/01/2022 11:52 AM	Bed strength - Regarding	Dear Sir, Updating for a new beds. NMC norms- file attached for mail id.	Manikandan.K-IT	04/01/2022 12:14 PM	Manikandan.K-IT	05/01/2022 09:02 AM	Completed	20 hours48 mins	Updated in HMS software

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

thank you

Thanks & Regarding  
MRD-TEAM

**Classification : 2**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
42	IT02526	Shalini.S-HR-Dept.	04/01/2022 10:42 AM	HRD	RF- Biometric Card Registration for SVCP	Manikandan.K-IT	04/01/2022 11:38 AM	Arunkumar.M-IT	04/01/2022 05:15 PM	Completed	5 hours36 mins	Card registration Demo given to Mr. Venkat, Mrs.Lakshmi & Shalini

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
43	IT02541	Manikandan.K-IT	04/01/2022 03:35 PM	System to be shift to hospital telephone room	System to be shift to hospital telephone room	Manikandan.K-IT	04/01/2022 03:47 PM	R.Pandian-IT	10/01/2022 03:00 PM	Completed	143 hours12 mins	System transfer successfully its working well
44	IT02544	Vimalathithan.K.R	04/01/2022 03:59 PM	COMPUTER NOT SHUTDOWN	COMPUTER NOT SHUTDOWN .	Manikandan.K-IT	04/01/2022 04:09 PM	M.Ramesh kumar - Systems Engineer	04/01/2022 04:58 PM	Closed	0 hours48 mins	System given error for there are no power option available. Problem rectified now working fine.
45	IT02530	Vennila.J Lab Tech	04/01/2022 12:42 PM	MICRO LAB HOSPITAL SIDE	SYSTEM NOT WORKING	Manikandan.K-IT	04/01/2022 01:13 PM	R.Pandian-IT	05/01/2022 01:39 PM	Completed	24 hours26 mins	I checked all basic diagnostic steps problem found in system found in system power cable refix the power cable its working well
46	IT02525	Pushpa- DEO	04/01/2022 09:53 AM	Moodle Login create for HOD & Professors	Moodle Login create for HOD & Professors	Manikandan.K-IT	04/01/2022 12:14 PM	Deenathayalan. V(IT)	04/01/2022 04:52 PM	Completed	4 hours37 mins	send email id details

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
47	IT02546	Sugunakumari.J	04/01/2022 04:26 PM	need internet connection	MEU -BLS/ACLS Workshop in II nd floor need internet connection 05.01.2022	Manikandan.K-IT	05/01/2022 09:02 AM	P.Boopalan-IT	05/01/2022 09:11 AM	Completed	0 hours8 mins	Ennable internet coonection automatic ip address provide

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

-07.01.2022

**Classification : 1**

**BULK SMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
48	IT02545	Manikandan.K-IT	04/01/2022 04:11 PM	Bulk SMS training	Bulk SMS training to Mr.pandian and Mr.Vignesh	Manikandan.K-IT	04/01/2022 04:12 PM	M.Ramesh kumar - Systems Engineer	04/01/2022 05:00 PM	Completed	0 hours47 mins	Bulk SMS training given for Mr.Pandian, IT. and Mr.Vignesh, IT
49	IT02543	Bouvanesvary.S	04/01/2022 03:56 PM	absent list	absent list final part I & part II	Manikandan.K-IT	04/01/2022 04:08 PM	M.Ramesh kumar - Systems Engineer	04/01/2022 04:59 PM	Completed	0 hours51 mins	Prepared absent list and sent Bulk SMS successfully for Medical College ( Three sessions - Three SMS)

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
50	IT02527	A.Kumaresan - Store	04/01/2022 11:33 AM	materials checking ( It dept related)	Dear sir, kindly for information, yesterday Account dept H SMPS and GIGABYTE 81m one number received for Central store.so please chick the it person. Thank you sir, A.kumaresan, store incharge, svmc,	Manikandan.K-IT	04/01/2022 11:38 AM	M.Ramesh kumar - Systems Engineer	04/01/2022 04:51 PM	Completed	5 hours13 mins	IT Related material verification and warranty checking completed for (Canon Printer - Emergency Medicine, Gigabyte motherboard and Gigabyte cabin with SMPS - Hospital Accounts (Mr.Tamilmurugan), Microtek UPS 02 Nos. - Hospital

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
51	IT02523	Suba	04/01/2022 09:23 AM	MRD DENTAL	HMS SOFTWARE OVER SLOW	Manikandan.K-IT	04/01/2022 12:13 PM	Manikandan.K-IT	05/01/2022 09:02 AM	Closed	20 hours49 mins	issue resolved
52	IT02534	Muniamma.K	04/01/2022 01:19 PM	SYSTEM NOT WORKING	BIOCHEMISTRY DEMO HALL-i SYSTEM NOT WORKING	Manikandan.K-IT	04/01/2022 01:28 PM	P.Boopalan-IT	04/01/2022 04:45 PM	Closed	3 hours17 mins	SMPS power plug out and plug in and check connectivity now working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

53	IT02535	Malarvizhi.S.OS nursing college	04/01/2022 02:21 PM	ICON OFFICE	NEED HELP TO UPLOAD DOCUMENTS FOR TNNMC	Manikandan.K-IT	04/01/2022 02:59 PM	Deenathayalan. V(IT)	04/01/2022 04:51 PM	Completed	1 hours52 mins	pdf size changed to upload the document in govt. website
54	IT02532	Manikandan.K-IT	04/01/2022 01:11 PM	Telephone room material shifting	Telephone room material shifting	Manikandan.K-IT	04/01/2022 01:12 PM	Arunkumar.M-IT	04/01/2022 05:14 PM	Completed	4 hours1 mins	Material shifted and room cleaned by House keeping and rack dressing work completed
55	IT02533	Manikandan.K-IT	04/01/2022 01:12 PM	Telephone room material shifting	Telephone room material shifting	Manikandan.K-IT	04/01/2022 01:13 PM	M.Ramesh kumar - Systems Engineer	04/01/2022 04:54 PM	Completed	3 hours41 mins	Telephone room (Old IT Dept.) material shifting work. Coordinate with Mr.Arunkumar, IT

**Classification : 5**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
56	IT02554	Santhi.G	05/01/2022 11:44 AM	CCTV of hostel and quarters connection in AAO cabin	Repeated information given to the IT dept. the CCTV is not connected till date for your kind information	Manikandan.K-IT	05/01/2022 11:55 AM	Arunkumar.M-IT	19/01/2022 01:02 PM	Completed	337 hours6 mins	
57	IT02551	K.Sundaramoorthy (Purchase)	05/01/2022 11:03 AM	DENTAL PURCHASE	Our system net work not working	Manikandan.K-IT	05/01/2022 11:56 AM	Manikandan.K-IT	05/01/2022 12:00 PM	Completed	0 hours3 mins	issue resolved

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
58	IT02550	Jagadheeswari N	05/01/2022 10:06 AM	google contact details new upadate correction	google contact details new upadate correction for naac purpose and sss link send for students	Manikandan.K-IT	05/01/2022 10:23 AM	P.Boopalan-IT	06/01/2022 08:51 AM	Completed	22 hours27 mins	updated gmail google contacts
59	IT02559	Gounabady.R - DEO	05/01/2022 04:28 PM	create mail id for faculty	please create mail ID for my department faculties. the names are mentioned in the last ticket	Manikandan.K-IT	05/01/2022 04:51 PM	Deenathayalan. V(IT)	05/01/2022 04:52 PM	Closed	0 hours1 mins	COMPLETED
60	IT02555	R. Anitha -DEO	05/01/2022 11:43 AM	we need id for our dept DVL & Respiratory Medicine	we need id for our dept DVL Dr. Roshni Menon - Prof Dr. Brinda G Davidv -	Manikandan.K-IT	05/01/2022 11:56 AM	Deenathayalan. V(IT)	05/01/2022 04:46 PM	Cancelled	4 hours50 mins	EMAIL ID AND PASSWORD CREATED



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Prof  
Dr. Harsha Vardhan -  
Prof  
Dr. Trishna Vaishali -  
AP  
Dr.S.Stalin Sathya  
Sunder - SR

we need id for our dept  
Respiratory Medicine  
Dr.K. Kalaiyaran -  
AP  
Dr.N. Kirthiga Lakshmi  
- SR  
Dr.Arun Pandiyan - JR  
Dr.Anbarasi - JR

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
61	CT1082	Malini K	05/01/2022 10:00 AM	printer not working	printer not working	Manikandan.K-IT	05/01/2022 10:05 AM	P.Boopalan-IT	06/01/2022 08:52 AM	Completed	22 hours47 mins	delete all spool and queues and select set as default now it is properly working
62	IT02549	A.Kumaresan - Store	05/01/2022 09:31 AM	Tonner refilling today	Dear sir, Kindly for information It incharge, Today morning tonner refill person Mr; Barath, come to store dept., tonner refilling work process. So please come to It person. thank you sir. by A.kumaresan, store incharge, svmc.	Manikandan.K-IT	05/01/2022 09:45 AM	M.Ramesh kumar - Systems Engineer	05/01/2022 04:00 PM	Completed	6 hours15 mins	Printer toner refilling work completed for 88A - 9 Nos. and 12A - 18 Nos. Total - 27 Nos. . Coordinate with service person Mr.Bharath, M/s. OHM Printer service.
63	IT02556	A.Sushmidha-S/N	05/01/2022 01:26 PM	PRINTER IS NOT WORKING	PRIINTER IS NOT WORKING	Manikandan.K-IT	05/01/2022 04:51 PM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:13 PM	Completed	20 hours22 mins	Printer problem rectified now working fine

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

64	IT02563	Manikandan.K-IT	05/01/2022 05:03 PM	HMS OPD AND WARD ROUNDS	HMS OPD AND WARD ROUNDS	Manikandan.K-IT	05/01/2022 05:03 PM	P.Vignesh-IT	06/01/2022 09:34 AM	Completed	16 hours30 mins	checked all the OPD and wards , HMS working condition , all are working fine
65	IT02547	Ashokkumar.R MRD	05/01/2022 08:41 AM	OPD Academic cases -Regarding	Dear sir, Yesterday night duty staff OPD cases created for the Time of 9 to 10.30 AM on 5.01.2022. That time 700 cases created but 1032 cases creating in HMS. Please check and solve this problem.	Manikandan.K-IT	05/01/2022 09:02 AM	Manikandan.K-IT	05/01/2022 11:59 AM	Completed	2 hours56 mins	issue resolved.User given 1016 cases and generated 1015 cases
66	IT02562	Manikandan.K-IT	05/01/2022 05:01 PM	MRD HMS second shift checking	MRD HMS second shift checking	Manikandan.K-IT	05/01/2022 05:04 PM	Deenathayalan.V(IT)	06/01/2022 01:05 PM	Completed	20 hours1 mins	issue resolved
67	IT02553	K.Suganthi -DEO	05/01/2022 11:35 AM	SOME OF THE DOCTORS ID HAS NO WORKING AND ORTHO DOCTORS DIGITAL SIGNATURE IS NOT PRESENT	SOME OF THE DOCTORS ID HAS NO WORKING AND ORTHO DOCTORS DIGITAL SIGNATURE IS NOT PRESENT	Manikandan.K-IT	05/01/2022 11:56 AM	Manikandan.K-IT	05/01/2022 11:59 AM	Closed	0 hours3 mins	issue resolved

**Classification : 4**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
68	CT1081	Malini K	05/01/2022 09:59 AM	CPU not power on	CPU not power on, not working	Manikandan.K-IT	05/01/2022 10:05 AM	P.Boopalan-IT	06/01/2022 08:51 AM	Completed	22 hours46 mins	Remove and clean RAM, Hardrive, and Graphics card, and check power supply from SMPS.Onboard VJA cable port is not working, I connect with Graphis VGA port. Now CPU is properly working,problem solved
69	IT02557	Kamaraj.K Pur.Officer.	05/01/2022 04:20 PM	PURCHASE	SYSTEM RESTART PROBLEM	Manikandan.K-IT	05/01/2022 04:51 PM	P.Vignesh-IT	05/01/2022 04:55 PM	Completed	0 hours4 mins	checked and installed OS and done the data backup
70	IT02558	Kamaraj.K Pur.Officer.	05/01/2022 04:21 PM	PURCHASE	PRINTER SHARING AND SYSTEM CONNECTION	Manikandan.K-IT	05/01/2022 04:50 PM	R.Pandian-IT	10/01/2022 02:37 PM	Completed	117 hours46 mins	I checked all basic error finding steps problem found in system windows security system and windows operation system so i removed old os reinstalled the os then share the printer its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

71	IT02548	K.Suganthi -DEO	05/01/2022 09:14 AM	SYSTEM IS IN PROBLEM WHILE USE	SYSTEM IS AUTOMATICLLY SHUT DOWN REPEATED	Manikandan.K-IT	05/01/2022 09:45 AM	M.Ramesh kumar - Systems Engineer	05/01/2022 12:57 PM	Closed	3 hours11 mins	System RAM cleaned and CPU fan cleaned. Now working fine.
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**Classification : 4**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
72	IT02552	Srinivasan.A-Librarian	05/01/2022 11:04 AM	Delnet on line Journals Block - K7 Security	Delnet on line Journals Block - K7 Security	Manikandan.K-IT	05/01/2022 11:56 AM	Deenathayalan. V(IT)	05/01/2022 04:53 PM	Completed	4 hours56 mins	We need system name and IP address

**Classification : 1**

**BULK SMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
73	IT02561	Bouvanesvary.S	05/01/2022 04:52 PM	absent list	absent list final part I & part II	Manikandan.K-IT	05/01/2022 05:01 PM	M.Ramesh kumar - Systems Engineer	05/01/2022 05:15 PM	Completed	0 hours14 mins	Prepared absent list and sent Bulk SMS successfully for Medical College ( Four sessions - Four sms)

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
74	IT02560	Manikandan.K-IT	05/01/2022 04:49 PM	Google meet ID creation for HR dept	Respected Sir,  Kindly provide the zoom meeting id for SVC PMS faculty interview.  Date:06.01.2022 Time:02.00pm to 04.00pm Panel Member :5 No.of Candidate : 06	Manikandan.K-IT	05/01/2022 04:52 PM	Deenathayalan. V(IT)	24/01/2022 04:36 PM	Completed	455 hours44 mins	google meet id created

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

75	IT02595	Deenathayalan.V(I T)	06/01/2022 04:42 PM	Central lab	Biochemistry LSI integration new cable joined and connected	Manikandan.K-IT	06/01/2022 04:43 PM	Deenathayalan.V(IT)	08/01/2022 09:51 AM	Closed	41 hours7 mins	connected to LIS machine
76	IT02587	Nandhakumar S-Accounts	06/01/2022 02:27 PM	Excel File Not Open	Excel File Not Open	Manikandan.K-IT	06/01/2022 05:18 PM	P.Boopalan-IT	07/01/2022 02:06 PM	Completed	20 hours48 mins	
77	IT02585	Pukazenti N.R. DGM	06/01/2022 12:09 PM	DGM office - Correction in available Package	KK Nag Annual Health Checkup - 2021 - Rs.826/- The above package is already available in the software, kindly do the below mentioned corrections in the package. 1. Change the year 2021 to 2022. 2. Add the Registration Fee in the package.	Manikandan.K-IT	06/01/2022 01:19 PM	Manikandan.K-IT	10/01/2022 02:32 PM	Closed	97 hours13 mins	issue resolved

**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
78	IT02578	S.DEVI -S/N	06/01/2022 10:52 AM	EMERGENCY WARD	SYSTEM NOT WORKING	Manikandan.K-IT	06/01/2022 01:20 PM	P.Vignesh-IT	08/01/2022 02:35 PM	Completed	49 hours14 mins	checked and resolved now working fine.

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
79	IT02568	K.Suganthi -DEO	06/01/2022 09:25 AM	GOOGLE PAGE IS NOT WORKING AND GMAIL MEDISTRE STORE INTEND IS NOT OPEN	GOOGLE PAGE IS NOT WORKING AND GMAIL MEDISTRE STORE INTEND IS NOT OPEN	Manikandan.K-IT	06/01/2022 10:00 AM	M.Ramesh kumar - Systems Engineer	07/02/2022 02:32 PM	Closed	772 hours32 mins	System mother board issue. New motherboard installed now working fine.
80	IT02592	Divya.T	06/01/2022 03:25 PM	Dr. Bhuvanewari reset the password	Dr. Bhuvanewari bhuvanewari@svmchrc.ac.in reset the password	Manikandan.K-IT	06/01/2022 04:27 PM	Deenathayalan.V(IT)	06/01/2022 04:41 PM	Completed	0 hours13 mins	PASSWORD RESET IN SVMCHRC.AC.IN DOMAIN Temp.password:svmchrc@789
81	IT02593	Divya.T	06/01/2022 04:16 PM	Change the mail ID	Change the mail ID bhuvanewari@svmhrc.ac.in (old mail ID) this is correct spelling (bhuvanewar@svmch	Manikandan.K-IT	06/01/2022 04:27 PM	Deenathayalan.V(IT)	06/01/2022 04:38 PM	Completed	0 hours11 mins	Updated in G-suit bhuvanewar@svmchrc.ac.in

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

rc.ac.in)

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
82	IT02576	YEWARANI.S	06/01/2022 10:38 AM	Block line -- printing	Printer .... block line issue kindly rectify the same	Manikandan.K-IT	06/01/2022 10:51 AM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:16 PM	Completed	2 hours25 mins	Toner issue. Toner to be replaced. Informed to User

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
83	IT02581	Pukazenti N.R. DGM	06/01/2022 11:20 AM	DGM office - UPS not working	UPS not working . Kindly verify and rectify the problem.	Manikandan.K-IT	06/01/2022 01:19 PM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:22 PM	Closed	0 hours2 mins	UPS board issue. Informed to Mr.Arun, IT

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
84	IT02588	Anandh.D	06/01/2022 02:40 PM	Dental accounts	HMS Software Not Working in Accounts Manager...	Manikandan.K-IT	06/01/2022 03:06 PM	Deenathayalan. V(IT)	06/01/2022 04:38 PM	Completed	1 hours31 mins	issue resolved
85	IT02569	Manikandan.K-IT	06/01/2022 09:54 AM	HMS OPD AND WARD ROUNDS	HMS OPD AND WARD ROUNDS	Manikandan.K-IT	06/01/2022 09:59 AM	Manikandan.K-IT	10/01/2022 02:32 PM	Completed	100 hours32 mins	issue resolved
86	IT02571	Manikandan.K-IT	06/01/2022 09:56 AM	NABL Lab Test Master Mapping	NABL Lab Test Master Mapping in HMS Software	Manikandan.K-IT	06/01/2022 09:59 AM	Manikandan.K-IT	12/01/2022 02:20 PM	Completed	148 hours20 mins	NABL Test Mapped and new report format updated in Central Lab and training given to Lab Technicians
87	IT02577	Manikandan.K-IT	06/01/2022 10:51 AM	Medcity HMS MRD Report issue	Medcity HMS MRD Report issue	Manikandan.K-IT	06/01/2022 10:52 AM	Manikandan.K-IT	10/01/2022 02:32 PM	Completed	99 hours39 mins	issue resolved
88	IT02564	Vignesh. S.D Billing	06/01/2022 08:47 AM	HMS NOT WORKING	HMS NOT WORKING	Manikandan.K-IT	06/01/2022 10:03 AM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:17 PM	Completed	3 hours13 mins	Network issue rectified now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

89	IT02589	Manikandan.K-IT	06/01/2022 03:16 PM	Discussion with Ponraj sir for ip final bill report	Discussion with Ponraj sir for ip final bill report	Manikandan.K-IT	06/01/2022 04:28 PM	Manikandan.K-IT	10/01/2022 02:31 PM	Completed	94 hours3 mins	discussed
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**Classification : 6**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
90	IT02584	Sugunakumari.J	06/01/2022 11:45 AM	CPU fan over speed	Department of physiology HOD CPU Fan sound over speed	Manikandan.K-IT	06/01/2022 12:37 PM	P.Boopalan-IT	07/01/2022 02:13 PM	Completed	25 hours35 mins	Processor fan is failure so wrote new dell 110 chipset model fan
91	IT02579	Saranya.A	06/01/2022 11:15 AM	PAEDIATRIC WARD	3 rd floor Paediatrics Ward system not working please check sir urgent	Manikandan.K-IT	06/01/2022 01:20 PM	P.Vignesh-IT	08/01/2022 02:33 PM	Completed	49 hours13 mins	checked and found it has login issue rectified now working fine
92	IT02565	Pushpa.K-DEO	06/01/2022 08:59 AM	USG room	USG office room system not working	Manikandan.K-IT	06/01/2022 10:02 AM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:16 PM	Completed	3 hours14 mins	Ultrasound 2 system power cable issue rectified. Now working fine.
93	IT02567	K.Suganthi -DEO	06/01/2022 09:22 AM	ORTHO OFFICE SYSTEM IS NOT OPEN (THIRD FLOOR)	ORTHO OFFICE SYSTEM IS NOT OPEN (THIRD FLOOR)	Manikandan.K-IT	06/01/2022 10:02 AM	M.Ramesh kumar - Systems Engineer	24/01/2022 04:36 PM	Closed	438 hours34 mins	New Motherboard replaced now working fine.

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
94	IT02570	Parthasarathy.R-Marketing	06/01/2022 09:53 AM	Internet not working in Emergency medicine dept	Dear sir, Internet not working in Emergency medicine department sir. kindly do the needful ASAP	Manikandan.K-IT	06/01/2022 09:59 AM	P.Vignesh-IT	06/01/2022 12:59 PM	Completed	2 hours59 mins	checked and rectified working fine now
95	IT02572	Srikrishnan .N	06/01/2022 10:10 AM	Network problem - Gmail not working	Network problem - Gmail not working	Manikandan.K-IT	06/01/2022 10:50 AM	P.Boopalan-IT	07/01/2022 02:07 PM	Completed	27 hours17 mins	internet cable not properly connected
96	IT02596	Srinivasan.A-Librarian	06/01/2022 04:45 PM	Internet issue	Internet issue K7 blocked delnet website	Manikandan.K-IT	06/01/2022 05:18 PM	M.Ramesh kumar - Systems Engineer	06/01/2022 05:18 PM	Completed	0 hours0 mins	K7 Antivirus uninstalled and reinstalled successfully. K7 group changed now working fine.
97	IT02580	Balamurugan.J.DE O	06/01/2022 11:19 AM	Dental meeting room	Dental Meeting Room Internet Problem	Manikandan.K-IT	06/01/2022 01:19 PM	Arunkumar.M-IT	08/01/2022 11:06 AM	Completed	45 hours47 mins	cable reconnected working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
98	IT02582	Pukazenti N.R. DGM	06/01/2022 11:21 AM	DGM office - Request for New key board	In my system key board, some keys are not working properly. Pls replace the keyboard with new one.	Manikandan.K-IT	06/01/2022 01:19 PM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:21 PM	Closed	0 hours1 mins	Keyboard not working properly. Some keys not working. Given purchase requirement.

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
99	IT02566	Rajeshwari B-Office Asst.	06/01/2022 09:16 AM	Mouse not working	Mouse not working	Manikandan.K-IT	06/01/2022 10:02 AM	P.Boopalan-IT	08/01/2022 03:51 PM	Completed	53 hours49 mins	wrote hp m10 wired mouse requirement

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
100	IT02574	Pushpa.K-DEO	06/01/2022 10:24 AM	USG room	USG office room system (2) lots of notification showing	Manikandan.K-IT	06/01/2022 10:49 AM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:14 PM	Completed	2 hours24 mins	USG 2 systems notification option blocked. Now working fine

**Classification : 1**

**BULK SMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
101	IT02594	Bouvanesvary.S	06/01/2022 04:27 PM	absent list	absent list Final Part I& Part II	Manikandan.K-IT	06/01/2022 04:44 PM	M.Ramesh kumar - Systems Engineer	06/01/2022 05:17 PM	Completed	0 hours33 mins	Prepared absent list and sent Bulk SMS successfully for Medical College (Three sessions - Three sms)

**Classification : 1**

**SERVER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

102	IT02575	YEWARANI.S	06/01/2022 10:34 AM	AISHE portal web page server unavailable	AISHE Portal webpage not opened... server unavailable web DCF portal server unavailable. kindly rectify the same	Manikandan.K-IT	06/01/2022 10:51 AM	M.Ramesh kumar - Systems Engineer	06/01/2022 01:18 PM	Completed	2 hours27 mins	Problem completed by Mr.Dheenadayalan, IT
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**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
103	IT02583	Shalini.S-HR-Dept.	06/01/2022 11:29 AM	HRD	Kindly arrange the projector connection for today online interview (SVC PMS) at 02.00pm in 4th floor SVDC	Manikandan.K-IT	06/01/2022 12:37 PM	R.Pandian-IT	25/01/2022 08:55 AM	Completed	452 hours18 mins	Meeting started successfully laptop and projector connected its working well

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
104	IT02590	Manikandan.K-IT	06/01/2022 03:17 PM	HR dept laptop webcam issue	HR dept laptop webcam issue	Manikandan.K-IT	06/01/2022 04:27 PM	Manikandan.K-IT	10/01/2022 02:31 PM	Completed	94 hours3 mins	issue resolved

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
105	IT02573	Muniamma.K	06/01/2022 10:18 AM	FACULTY MAIL ID INVALID LOGIN	DR. ANGEL MERCY SYLUS , ASST. PROF FACULTY MAIL ID INVALID LOGIN PLEASE VERIFY	Manikandan.K-IT	06/01/2022 10:50 AM	Deenathayalan. V(IT)	06/01/2022 01:05 PM	Closed	2 hours15 mins	already rest this password ask boobalan sister Active Last sign in: About 2 hours ago
106	IT02591	Manikandan.K-IT	06/01/2022 03:18 PM	CAMU Meeting with COO and Ponraj sir	CAMU Meeting with COO and Ponraj sir	Manikandan.K-IT	06/01/2022 04:27 PM	Manikandan.K-IT	10/01/2022 02:31 PM	Completed	94 hours3 mins	Meeting attended

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

107	IT02611	S.Chellammal - DEO	07/01/2022 03:19 PM	HOLTER MONITOR SYSTEM INSTALLATION	HOLTER MONITOR SYSTEM INSTALLATION IN SPECIAL OPD	Manikandan.K-IT	07/01/2022 05:15 PM	R.Pandian-IT	10/01/2022 02:35 PM	Completed	69 hours19 mins	Windows 7 OS installed and fixed its working well holter software installation waiting for biomedical department
108	IT02598	S.Chellammal - DEO	07/01/2022 10:10 AM	PLASTIC SURGERY DOCTOR COMPUTER SHIFTING	PLASTIC SURGERY DEPARTMENT DOCTOR SHIFTING PERMANENTLY TO NEXT ROOM, COMPUTER NEED TO BE SHIFTED FROM ROOM NO.13 TO 12 DUE TO CENTRALISED AC WORK GOING ON	Manikandan.K-IT	07/01/2022 11:30 AM	M.Ramesh kumar - Systems Engineer	08/01/2022 04:26 PM	Completed	28 hours56 mins	System shifted from Plastic Surgery doctor room 1 to room 2. Now working fine.
109	IT02603	Malarvizhi.S.OS nursing college	07/01/2022 11:39 AM	ICON OFFICE	LENOVA LAPTOP MOUSE PAD IS NOT WORKING	Manikandan.K-IT	07/01/2022 05:17 PM	R.Pandian-IT	10/01/2022 02:34 PM	Completed	69 hours16 mins	I checked all basic diagnostic steps problem found in mouse pad dust clean and restart the laptop its working well

**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
110	IT02614	Sugunakumari.J	07/01/2022 03:30 PM	network issues	Department of physiology internet issues	Manikandan.K-IT	07/01/2022 05:15 PM	P.Boopalan-IT	10/01/2022 12:48 PM	Completed	67 hours33 mins	clear internet issue
111	CT1093	Anthony Ezhilarasi.A	07/01/2022 11:08 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	07/01/2022 11:26 AM	Deenathayalan. V(IT)	08/01/2022 09:52 AM	Completed	22 hours26 mins	restart server system issue resolved
112	IT02601	Manikandan.K-IT	07/01/2022 11:31 AM	ICON principal folder to be share	ICON principal folder to be share	Manikandan.K-IT	07/01/2022 11:32 AM	M.Ramesh kumar - Systems Engineer	08/01/2022 10:17 AM	Completed	22 hours45 mins	Problem completed by Mr. Pandiyan, IT

**Classification : 3**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
113	IT02606	K.Karthika devi - HR Asst.	07/01/2022 11:46 AM	DENTAL COLLEGE BIOMETRIC	Dental College Biometric not connencting	Manikandan.K-IT	07/01/2022 05:17 PM	Arunkumar.M-IT	08/01/2022 12:14 PM	Completed	18 hours57 mins	Network Cable reinserted and checked working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
114	IT02600	Madhavi.E.Lab.Tech.	07/01/2022 11:20 AM	Date and Time issue	Date and Time issue	Manikandan.K-IT	07/01/2022 11:30 AM	M.Ramesh kumar - Systems Engineer	07/01/2022 03:16 PM	Completed	3 hours46 mins	Date and time issue rectified. Now working fine.
115	IT02607	Vimala P.- S/N	07/01/2022 11:59 AM	patient name changing	220105116This IPnumber create another name.	Manikandan.K-IT	07/01/2022 05:16 PM	Deenathayalan. V(IT)	08/01/2022 09:52 AM	Completed	16 hours35 mins	issue resolved patient name changed
116	IT02608	Sugunakumari.J	07/01/2022 12:05 PM	processor fan is not working	Department of physiology Processor fan is not working in HOD system. Please kindly replace it.	Manikandan.K-IT	07/01/2022 05:16 PM	P.Boopalan-IT	10/01/2022 12:49 PM	Completed	67 hours33 mins	New fan is wrote requisition is given to purchase
117	IT02599	Malini K	07/01/2022 10:18 AM	CPU not power on	CPU not power on	Manikandan.K-IT	07/01/2022 11:30 AM	P.Boopalan-IT	07/01/2022 02:11 PM	Completed	2 hours40 mins	Processor fan is failure so wrote new dell 110 chipset model fan

**Classification : 4**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
118	IT02605	Srinivasan.A-Librarian	07/01/2022 11:51 AM	DELNET ON LINE JOURNALS WEBSITE NOT OPEN	DELNET ON LINE JOURNALS WEBSITE NOT OPEN	Manikandan.K-IT	07/01/2022 05:16 PM	M.Ramesh kumar - Systems Engineer	08/01/2022 10:17 AM	Completed	17 hours0 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
119	IT02612	Jagadheeswari N	07/01/2022 03:26 PM	moodle login process	login moodle create and login process	Manikandan.K-IT	07/01/2022 05:15 PM	P.Boopalan-IT	10/01/2022 12:49 PM	Completed	67 hours33 mins	
120	IT02613	Sugunakumari.J	07/01/2022 03:28 PM	internet issues	Department of physiology internet issues	Manikandan.K-IT	07/01/2022 05:15 PM	P.Boopalan-IT	10/01/2022 12:48 PM	Completed	67 hours33 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

121	IT02604	Malarvizhi.S.OS nursing college	07/01/2022 11:40 AM	ICON OFFICE	KINDLY CHECK THE LCD IN ALL THE FLOORS CLASS ROOM AND GIVE REQUIREMENT FOR LCD PROBLEM	Manikandan.K-IT	07/01/2022 05:17 PM	R.Pandian-IT	10/01/2022 02:30 PM	Completed	69 hours13 mins	I Checked all all class room LCD working status class1 and class2 VGA cable damage information passed concern people request also given
122	IT02597	Suba	07/01/2022 09:22 AM	MRD DENTAL	MRD SYSTEM HMS SOFTWARE NOT WORKING , VERY URGENT PLZZ	Manikandan.K-IT	07/01/2022 11:26 AM	Deenathayalan.V(IT)	08/01/2022 09:53 AM	Closed	22 hours26 mins	issue resolved

**Classification : 4**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
123	IT02636	S.Chellammal - DEO	08/01/2022 04:36 PM	CTVS DVD DRIVE ISSUE	CTVS OPD SYSTEM DVD DRIVE NOT WORKING, UNABLE TO VIEW ANGIO CD	Manikandan.K-IT	10/01/2022 10:29 AM	P.Vignesh-IT	10/01/2022 03:05 PM	Completed	4 hours36 mins	informed to my in charge reg the issue he told that spoke to concerned person
124	IT02635	S.Chellammal - DEO	08/01/2022 04:35 PM	PLASTIC SURGEON SYSTEM FAN NOT WORKING	IN PLASTIC SURGERY OPD SYSTEM FAN NOT WORKING, SPECIAL OPD	Manikandan.K-IT	10/01/2022 02:12 PM	M.Ramesh kumar - Systems Engineer	10/01/2022 04:06 PM	Completed	1 hours53 mins	System CPU fan running slow and given error. System under warranty. Informed to Mr.Mani sir.

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
125	IT02632	Nandhakumar S-Accounts	08/01/2022 02:31 PM	MS Word Activation	to remove MS Word Activation Dialog box 3 -systems accounts College	Manikandan.K-IT	08/01/2022 04:04 PM	P.Boopalan-IT	10/01/2022 12:42 PM	Completed	44 hours38 mins	MS office is pyrighted format so asking activation all to open word and other excel so i run KMSpico in user system now nothing ask for activation for MS office problem solved

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
126	IT02626	Lakshmi.P- HR Office	08/01/2022 11:19 AM	Mail statement not opening	Mail statement not opening... URGENT	Manikandan.K-IT	08/01/2022 12:04 PM	Arunkumar.M-IT	10/01/2022 02:13 PM	Completed	50 hours8 mins	K7 group changed and checked working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
127	IT02637	Tamizhselvi.K	08/01/2022 04:47 PM	My printer is not working	My printer is not working	Manikandan.K-IT	10/01/2022 10:24 AM	P.Boopalan-IT	10/01/2022 12:39 PM	Completed	2 hours14 mins	
128	IT02633	S.Chellammal - DEO	08/01/2022 04:32 PM	SPECIAL OPD BILLING PRINTER NOT WORKING	SPECIAL OPD BILLING PRINTER NOT WORKING	Manikandan.K-IT	10/01/2022 10:28 AM	R.Pandian-IT	10/01/2022 03:07 PM	Completed	4 hours39 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
129	IT02618	K.Sundaramoorthy (Purchase)	08/01/2022 10:27 AM	DENTAL PURCHASE	Refer the GRN No.PIVU/SD/21-22/0212 Jayam Off set Printers Pl. open the	Manikandan.K-IT	08/01/2022 01:12 PM	Deenathayalan. V(IT)	08/01/2022 04:37 PM	Completed	3 hours25 mins	UPDATED IN HMS software pls check
130	IT02619	Vanaja.N-DEO	08/01/2022 10:19 AM	SURGERY OFFICE	SURGERY OFFICE SYSTEM , HMS NOT WORKING DATE& TIME CHANGED	Manikandan.K-IT	08/01/2022 01:12 PM	R.Pandian-IT	10/01/2022 03:23 PM	Completed	50 hours11 mins	Complaint diverted to deenadayalan
131	IT02617	Manikandan.K-IT	08/01/2022 09:52 AM	Hospital Accounts incentive issue	Hospital Accounts incentive issue	Manikandan.K-IT	08/01/2022 10:13 AM	Manikandan.K-IT	10/01/2022 02:30 PM	Completed	52 hours17 mins	files replaced.issue resolved

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
132	IT02627	Bouvanesvary.S	08/01/2022 12:03 PM	convert word to pdf and pdf to word offline	convert word to pdf and pdf to word, K7 is block So please conversion in offline mode installation and kindly rectify it	Manikandan.K-IT	08/01/2022 12:11 PM	P.Boopalan-IT	10/01/2022 12:47 PM	Completed	48 hours35 mins	Instal pdf add to MS word and teach how to take pdf to word for DEO
133	IT02628	K.Suseela - Paramedical	08/01/2022 12:18 PM	System not working	System not working	Manikandan.K-IT	08/01/2022 12:33 PM	M.Ramesh kumar - Systems	08/01/2022 04:06 PM	Completed	3 hours32 mins	Neurology HOD system monitor display blinking continuously. OS to be

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

								Engineer				reinstalled. Windows 10 Pro installed and driver software installed. Now working fine.
134	IT02629	K.Suseela - Paramedical	08/01/2022 12:20 PM	System connection	System connection after service	Manikandan.K-IT	08/01/2022 12:33 PM	M.Ramesh kumar - Systems Engineer	08/01/2022 04:11 PM	Completed	3 hours38 mins	Neurology_HOD system reconnected after Windows 10 Pro OS installed.
135	IT02634	S.Chellammal - DEO	08/01/2022 04:34 PM	SPECIAL OPD BILLING SYSTEM BLUE SCREEN ERROR	SPECIAL OPD BILLING SYSTEM BLUE SCREEN ERROR, SYSTEM RESTARTED FREQUENTLY	Manikandan.K-IT	10/01/2022 10:28 AM	R.Pandian-IT	10/01/2022 03:01 PM	Completed	4 hours33 mins	I checked all basic error finding steps problem found in the Ram , RAM dust clean refix the RAM its working well
136	IT02621	Bouvanesvary.S	08/01/2022 10:39 AM	microsoft activation problem	microsoft activation problem	Manikandan.K-IT	08/01/2022 01:11 PM	P.Boopalan-IT	10/01/2022 12:46 PM	Completed	47 hours34 mins	MS office is pyrighted format so asking activation all to open word and other excel so i run KMSpico in user system now nothing ask for activation for MS office problem solved
137	IT02623	Mathangi.M	08/01/2022 10:42 AM	ENT OPD SPEECH THERAPIST SYSTEM WANT TO BE UPDATED	ENT OPD SPEECH THERAPIST system was to be updated and data should be recollected from the old database for inspection purposes.	Manikandan.K-IT	08/01/2022 01:11 PM	M.Ramesh kumar - Systems Engineer	08/01/2022 04:20 PM	Completed	3 hours8 mins	User need previous date and time modification for inspection purpose. Given admin password and training how to change date and time.
138	IT02622	Mathangi.M	08/01/2022 10:38 AM	ENT PROCEDURE ROOM SYSTEM INSTALLATION	System want to be Install in Procedure Room and OT Room.	Manikandan.K-IT	08/01/2022 01:11 PM	M.Ramesh kumar - Systems Engineer	08/01/2022 04:22 PM	Completed	3 hours10 mins	New Dell Optiplex 5080 system full set, Microtek Legend 650 UPS and Epson L3110 colour printer installed successfully.
139	IT02620	Bouvanesvary.S	08/01/2022 10:22 AM	absent list	absent list (7.1.2022) Medical College	Manikandan.K-IT	08/01/2022 12:37 PM	M.Ramesh kumar - Systems Engineer	08/01/2022 04:12 PM	Completed	3 hours35 mins	Prepared absent list and sent Bulk SMS successfully for Medical College ( Two sessions - Two sms)

**Classification : 8**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
140	IT02630	K.Suseela - Paramedical	08/01/2022 12:21 PM	System sharing and Printer installation	System sharing and Printer installation	Manikandan.K-IT	08/01/2022 12:31 PM	P.Vignesh-IT	08/01/2022 04:23 PM	Completed	3 hours51 mins	PRINTER INSTALLATION AND SYSTEM SHARING DONE

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
141	IT02615	Balachandran.P	08/01/2022 09:00 AM	K7 Install and Updation	In the Department of Anatomy, A/C Demo hall need to be install K7	Manikandan.K-IT	08/01/2022 09:51 AM	P.Boopalan-IT	10/01/2022 12:45 PM	Completed	50 hours54 mins	Instal K7 and update k7 IN DEMO ROOM system

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
142	IT02631	Kasilingam.U - Insurance	08/01/2022 01:04 PM	New monitor replaced	New monitor replaced . Thank you sir	Manikandan.K-IT	08/01/2022 01:11 PM	P.Vignesh-IT	08/01/2022 02:35 PM	Completed	1 hours24 mins	new monitor replaced and working fine

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
143	IT02616	MEERA.R	08/01/2022 10:07 AM	ENDOSCOPY- PRINTER IS NOT WORKING	PRINTER IS NOT WORKING PROPERLY IN ENDOSCOPY. PLS DO THE NEEDFUL .	Manikandan.K-IT	08/01/2022 10:13 AM	P.Vignesh-IT	08/01/2022 04:24 PM	Closed	6 hours11 mins	DONE THE BASIC TROUBLESHOOT AND FOUND YELLOW COLOUR IS NOT PRINTING AND BLACK COLOUR IS LOW SO NEED TO LOAD BLACK COLOUR AND CHECK AGAIN
144	IT02625	Bhuvaneshwary.P- W/S	08/01/2022 11:05 AM	Psychiatry dep. Staff Nurse create Email ID & password	Morning sir, psychiatry dep. Staff nurse Arthi create email ID Thankyou sir	Manikandan.K-IT	08/01/2022 12:11 PM	Manikandan.K- IT	10/01/2022 02:31 PM	Completed	50 hours19 mins	issue resolved
145	IT02624	Bhuvaneshwary.P- W/S	08/01/2022 10:57 AM	EMAIL ID RESET FOR FACULTY	Morning sir, Department of psychiatry Email ID & Password reset for Faculty Dr. Rabindranath HOD Dr. Asok Kumar Professor Dr. Sri Sai Priya Asst.Prof. Dr. Meldoy S.R Thankyou sir	Manikandan.K-IT	08/01/2022 12:33 PM	Deenathayalan. V(IT)	11/01/2022 03:22 PM	Completed	74 hours48 mins	Email id's rabindranath@svmchrc.ac.in ,asokkumar@svmchrc.ac.in, srisaipriya@svmchrc.ac.in, meldoy@svmchrc.ac.in Temp.password:svmchrc@78

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
146	IT02660	Lakshmi.P- HR Office	10/01/2022 05:24 PM	Create new mail id	Create new mail id request - traineehrd@svmchrc.ac.in	Manikandan.K-IT	11/01/2022 10:04 AM	Deenathayalan. V(IT)	11/01/2022 03:41 PM	Completed	5 hours36 mins	traineehrd@svmchrc.ac.in Temp.password:svmchrc@789
147	IT02648	Divya.T	10/01/2022 10:47 AM	bhuaneswaeri@svmc hrc.ac.in	Reset the passward Dr.Bhuaneswari bhuaneswaeri@svmc hrc.ac.in	Manikandan.K-IT	10/01/2022 10:53 AM	Deenathayalan. V(IT)	10/01/2022 02:41 PM	Completed	3 hours47 mins	PASSWORD RESET Temp.Password:svmchrc@78

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
148	IT02646	Shemila.D (Paramedical Tech)	10/01/2022 10:30 AM	SPL OPD LAB	PRINTER NOT WORKING	Manikandan.K-IT	10/01/2022 10:54 AM	R.Pandian-IT	10/01/2022 04:27 PM	Completed	5 hours33 mins	I Checked all basic diagnostic steps problem found in the printer que setting clear the que its work well
149	IT02638	Kamaraj.K Pur.Officer.	10/01/2022 08:52 AM	PRINTER	SHARING PRINTER NOT WORKING	Manikandan.K-IT	10/01/2022 02:13 PM	R.Pandian-IT	10/01/2022 04:26 PM	Completed	2 hours12 mins	I checked all basic error finding steps problem found in the windows security update , uninstalled the update its working well
150	IT02640	Kasilingam.U - Insurance	10/01/2022 10:02 AM	Printer not working	Printer not working	Manikandan.K-IT	10/01/2022 10:29 AM	R.Pandian-IT	10/01/2022 03:41 PM	Completed	5 hours12 mins	I checked all basic error finding steps problem found printer que setting clear the setting its working well
151	IT02659	Kanniyammal.S - Lab Tech	10/01/2022 05:02 PM	printer not working sharing problem	printer not working sharing problem	Manikandan.K-IT	11/01/2022 10:12 AM	P.Boopalan-IT	12/01/2022 12:47 PM	Completed	26 hours34 mins	printer sharing problem delete spool file and select printer set as default now it is properly working
152	IT02657	Periassamy	10/01/2022 04:36 PM	MS Office Printer not working	Dear Sir, In connection with the above Short Description, this is to inform you that, the printer is not working properly in the MS office. I request you to fix the problem early	Manikandan.K-IT	11/01/2022 10:12 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 05:12 PM	Completed	7 hours0 mins	Printer paper path problem rectified. Toner to be replaced.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

as possible.  
 thanking you,  
 Regards,  
 MS-PA

**Classification : 5**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
153	IT02642	Anbarasan K Bio-Med.	10/01/2022 10:09 AM	Biomedical Department - Need HMS software ID	In our department staff Mr. S.Karthikayan needs HMS software ID to use ticket module. Hence kindly do the needful.	Manikandan.K-IT	10/01/2022 10:24 AM	Deenathayalan. V(IT)	11/01/2022 03:49 PM	Completed	29 hours25 mins	USER ID & Password :S4373
154	IT02654	Suresh.R	10/01/2022 03:22 PM	NEED HMS USER ID AND PASSWORD	NEED HMS USER ID AND PASSWORD	Manikandan.K-IT	11/01/2022 10:13 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 10:16 AM	Completed	0 hours2 mins	HMS Ticket module training given to MLT Office users.
155	IT02639	Jayachitra.K Accounts	10/01/2022 09:07 AM	Audit Department	In IP final bill IP20220103169 ,OTP/CR/21-22/1222 bill charity not shown. Kindly check and revert back bcuz patient waiting for discharge today	Manikandan.K-IT	10/01/2022 10:54 AM	Manikandan.K-IT	10/01/2022 02:28 PM	Completed	3 hours34 mins	issue resolved

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
156	IT02652	S.Poonguzhali - S/N	10/01/2022 03:17 PM	FWO	system not connect its shows network error	Manikandan.K-IT	11/01/2022 10:14 AM	Arunkumar.M-IT	01/02/2022 02:27 PM	Completed	508 hours13 mins	
157	IT02658	Kanniyammal.S - Lab Tech	10/01/2022 05:01 PM	Demo Room system is not power on	Demo Room system is not power on, not working	Manikandan.K-IT	11/01/2022 10:13 AM	P.Boopalan-IT	12/01/2022 12:44 PM	Completed	26 hours31 mins	power cable not properly connected and check the power smpc connectivity not it is properly working
158	IT02650	Vanaja.N-DEO	10/01/2022 01:01 PM	SURGERY OFFICE	SURGERY OFFICE ROOM , SYSTEM MAIL NOT WORKING , ( DATE & TIME CHANGED )	Manikandan.K-IT	10/01/2022 02:17 PM	Deenathayalan. V(IT)	10/01/2022 02:40 PM	Completed	0 hours22 mins	CMOS battery need to installed pls put indent for CMOS battery



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

159	IT02641	S.Poonguzhali - S/N	10/01/2022 10:02 AM	ENT WARD	(ENT OFFICE ) SYSTEM NOT WORKING	Manikandan.K-IT	10/01/2022 10:29 AM	R.Pandian-IT	10/01/2022 03:39 PM	Completed	5 hours10 mins	I checked all basic diagnostic steps problem found in the system power cable refix the power cable its working well
160	IT02655	N.Naresh kumar - Lab Tech	10/01/2022 04:10 PM	collection centre	sYSTEM NOT WORKING	Manikandan.K-IT	11/01/2022 10:13 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 05:14 PM	Completed	7 hours1 mins	System problem solved now working fine. System give the HMS error when the power cut time. Main network rack UPS to be checked.
161	IT02644	Rajeshwari B-Office Asst.	10/01/2022 10:22 AM	Special Officer system CPU is not working	Special Officer system CPU is not working - Inform to Mr. Boobalan	Manikandan.K-IT	10/01/2022 10:25 AM	P.Boopalan-IT	10/01/2022 12:29 PM	Completed	2 hours3 mins	Motherboard G31 Chipset usb and vga port not working so new HP 400 g7 cpu requisition is given

**Classification : 6**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
162	IT02643	S.Chellammal - DEO	10/01/2022 10:21 AM	SPL OPD BILLING BARCODE PRINTER ISSUE	SPECIAL OPD BILLING BARCODE PRINTER ISSUE	Manikandan.K-IT	10/01/2022 10:28 AM	R.Pandian-IT	10/01/2022 03:41 PM	Completed	5 hours13 mins	Reconfigured the printer its working well

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
163	IT02653	Suresh.R	10/01/2022 03:21 PM	KEY BOARD & MOUSE NOT WORKING	KEY BOARD & MOUSE NOT WORKING	Manikandan.K-IT	11/01/2022 10:13 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 10:17 AM	Completed	0 hours3 mins	Keyboard and mouse not working properly. Given purchase request.

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
164	IT02651	Suresh.R	10/01/2022 03:18 PM	NEW MONITOR	NEW MONITOR INSTALLATION	Manikandan.K-IT	11/01/2022 10:13 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 10:15 AM	Completed	0 hours1 mins	New Dell 18.5`` monitor installed successfully at MLT Principal office. Now working fine.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**BULK SMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
165	IT02656	Bouvanesvary.S	10/01/2022 04:26 PM	absent list	absent list Final Part I & Part II	Manikandan.K-IT	11/01/2022 10:13 AM	M.Ramesh kumar - Systems Engineer	11/01/2022 10:14 AM	Completed	0 hours1 mins	Prepared absent list and sent Bulk SMS successfully for Medical College ( Four sessions - Four sms)

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
166	IT02649	K.Karthika devi - HR Asst.	10/01/2022 12:53 PM	ID CARD CONNECTION	To connect ID Card Network Connection	Manikandan.K-IT	10/01/2022 02:13 PM	Deenathayalan. V(IT)	11/01/2022 03:40 PM	Completed	25 hours26 mins	TRAINNING GIVEN installation completed
167	IT02647	Anbarasan K Bio-Med.	10/01/2022 10:27 AM	Biomedical Department - HMS software	Ticket Detail Report unable to access.	Manikandan.K-IT	10/01/2022 10:54 AM	Manikandan.K-IT	10/01/2022 02:29 PM	Completed	3 hours34 mins	access given

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
168	IT02674	S.Chellammal - DEO	11/01/2022 02:18 PM	SPECIAL OPD DEO SYSTEM MONITOR ISSUE	SPECIAL OPD DEO SYSTEM MONITOR ISSUE, ONE VERTICAL BLUE LINE IN RIGHT SIDE	Manikandan.K-IT	12/01/2022 10:12 AM	Deenathayalan. V(IT)	12/01/2022 11:47 AM	Completed	1 hours35 mins	issue resolved in special opd

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
169	IT02664	Pukazenti N.R. DGM	11/01/2022 11:19 AM	DGM office - Creation of Package	Kindly create the new package in the software for corporate company.  Daeiou Pharma - Health Checkup - 2022 - Rs.750/-	Manikandan.K-IT	12/01/2022 10:02 AM	Manikandan.K-IT	12/01/2022 02:19 PM	Closed	4 hours17 mins	created in HMS
170	IT02665	Pukazenti N.R. DGM	11/01/2022 11:41 AM	DGM office - update the covid 19 new rates	Kindly update the new rates for covid 19 for the year 2022 in the	Manikandan.K-IT	12/01/2022 10:03 AM	Manikandan.K-IT	12/01/2022 02:20 PM	Closed	4 hours17 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

software.

171	IT02667	Pukazenti N.R. DGM	11/01/2022 12:11 PM	DGM office - Creation of Package	Kindly create a new package for HUL company in the software.  HUL - Pre employment health checkup - 2022 - Rs.1232/-	Manikandan.K-IT	12/01/2022 10:02 AM	Manikandan.K-IT	12/01/2022 02:19 PM	Closed	4 hours17 mins	created in HMS
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**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
172	IT02682	Kumaravel.K	11/01/2022 04:40 PM	NETWORK PROBLEM	NETWORK PROBLEM	Manikandan.K-IT	12/01/2022 10:57 AM	M.Ramesh kumar - Systems Engineer	12/01/2022 05:11 PM	Completed	6 hours14 mins	Network issue rectified now working fine. System IP number picked up automatically . given manual IP.

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
173	IT02670	Tamizhselvi S	11/01/2022 01:57 PM	copy word from gmail to excel and download doubt.	copy word from gmail to excel and download doubt.	Manikandan.K-IT	12/01/2022 10:04 AM	P.Boopalan-IT	12/01/2022 01:00 PM	Completed	2 hours56 mins	doughts are created in gmail

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
174	IT02668	Rajan.R	11/01/2022 01:08 PM	PRINTER NEED TO BE CONNECTED	PRINTER SHARING NOT WORKING	Manikandan.K-IT	12/01/2022 10:04 AM	Deenathayalan. V(IT)	12/01/2022 11:51 AM	Completed	1 hours47 mins	issue resolved
175	IT02671	Rajeshwari B-Office Asst.	11/01/2022 02:08 PM	AO sir HP printer problem	AO sir HP printer problem	Manikandan.K-IT	12/01/2022 10:03 AM	P.Boopalan-IT	12/01/2022 01:04 PM	Completed	3 hours1 mins	printer is not properly working and scanner also so instal driver again and now it is properly working
176	IT02679	Deenathayalan.V(I T)	11/01/2022 04:07 PM	HR DEPT.	ID card printer software installed and demo given	Manikandan.K-IT	12/01/2022 10:00 AM	Deenathayalan. V(IT)	12/01/2022 11:46 AM	Closed	1 hours46 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
177	IT02675	Parthasarathy.R-Marketing	11/01/2022 02:14 PM	UPS BACKUP FAILURE IN EM DEPARTMENT	Dear sir, Emergency medicine department System UPS backup failure while during power-off time. Kindly do the needful as soon as possible	Manikandan.K-IT	12/01/2022 11:00 AM	M.Ramesh kumar - Systems Engineer	12/01/2022 05:20 PM	Completed	6 hours19 mins	UPS Battery status checked no backup. So, given purchase requirement.
178	IT02685	Janaki.T-Aca Asst	11/01/2022 05:10 PM	To replace the New UPS (2)	1. To replace the New UPS for M.Santhiya (Academic Manager) & T.Janaki (Academic Assistant) 2. D-Link new switch	Manikandan.K-IT	12/01/2022 10:10 AM	R.Pandian-IT	12/01/2022 02:16 PM	Completed	4 hours5 mins	New UPS installed successfully and 8 port data switch also installed successfully its working well

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
179	IT02661	Manikandan.K-IT	11/01/2022 10:14 AM	HMS OPD AND WARD ROUNDS	HMS OPD AND WARD ROUNDS	Manikandan.K-IT	11/01/2022 10:15 AM	R.Pandian-IT	12/01/2022 02:16 PM	Completed	28 hours1 mins	I Checked all opd, ward, lab Vmatrix and HMS working condition checked every thing perfect its working well.
180	IT02677	Nagarathinam.V (Stores)	11/01/2022 03:11 PM	Item Transfer Status ReOpen	Item Transfer Status ReOpen Doc No IT/CS/21-22/4944 dt: 11/01/2022	Manikandan.K-IT	12/01/2022 10:05 AM	Deenathayalan. V(IT)	12/01/2022 11:48 AM	Closed	1 hours42 mins	update in hms pls check sir
181	IT02666	Nirosha.V-Lab	11/01/2022 12:04 PM	microbiology hospital	ticket and store intend training and access	Manikandan.K-IT	12/01/2022 10:02 AM	Manikandan.K-IT	12/01/2022 02:19 PM	Completed	4 hours17 mins	issue resolved

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
182	IT02662	Mathangi.M	11/01/2022 10:23 AM	ENT OPD WARD SYSTEM IS NOT WORKING	ENT Opd system is not working properly . HIMS software want to be updated in the	Manikandan.K-IT	12/01/2022 10:59 AM	R.Pandian-IT	12/01/2022 02:14 PM	Completed	3 hours15 mins	I Checked All basic diagnostic steps problem found in N Computing server restart the system its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

system.

183	IT02676	Pushpa.K-DEO	11/01/2022 02:47 PM	Moodle E- learn clarification	E mail ID login - Moodle E- learn clarification	Manikandan.K-IT	12/01/2022 10:04 AM	P.Boopalan-IT	12/01/2022 01:03 PM	Completed	2 hours59 mins	Elearn dought is cleared
184	IT02684	Malini K	11/01/2022 04:54 PM	system not working	Office room system not working Pathology department	Manikandan.K-IT	12/01/2022 10:57 AM	P.Boopalan-IT	12/01/2022 01:02 PM	Completed	2 hours5 mins	SMPS problem demo room smps change to office room now it is working properly
185	IT02683	Sugunakumari.J	11/01/2022 04:48 PM	computer not working	department of physiology Research lab system is not working kindly do the needful	Manikandan.K-IT	12/01/2022 10:57 AM	P.Boopalan-IT	12/01/2022 01:01 PM	Completed	2 hours3 mins	instal new windows xp is completed
186	IT02672	Rajeshwari B-Office Asst.	11/01/2022 02:09 PM	ME - 1 session - printing screen word documents doubt	E - 1 session - printing screen word documents doubt	Manikandan.K-IT	12/01/2022 10:03 AM	P.Boopalan-IT	12/01/2022 12:59 PM	Completed	2 hours55 mins	printing doughts are cleared

**Classification : 5**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
187	IT02673	S.Chellammal - DEO	11/01/2022 02:17 PM	BARCODE PRINTER ISSUE	SPECIAL OPD BILLING BARCODE PRINTER ISSUE	Manikandan.K-IT	12/01/2022 10:12 AM	Deenathayalan. V(IT)	12/01/2022 11:47 AM	Completed	1 hours34 mins	issue resolved
188	CT1102	Punithavally D	11/01/2022 04:12 PM	barcode	In biochemistry department Barcode is not working	Manikandan.K-IT	12/01/2022 10:59 AM	R.Pandian-IT	12/01/2022 02:18 PM	Completed	3 hours18 mins	I checked all basic diagnostic steps problem found printer que setting clear the que its working well

**Classification : 2**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
189	IT02678	Deenathayalan.V(IT)	11/01/2022 03:58 PM	Special opd billing	Bar code printer problem and network sharing issue	Manikandan.K-IT	12/01/2022 10:00 AM	Deenathayalan. V(IT)	12/01/2022 11:51 AM	Closed	1 hours51 mins	issue resolved
190	IT02680	Deenathayalan.V(IT)	11/01/2022 04:08 PM	HR DEPT.	Printer sharing problem and ms office word problem	Manikandan.K-IT	12/01/2022 10:01 AM	Deenathayalan. V(IT)	12/01/2022 11:46 AM	Closed	1 hours45 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
191	IT02663	Sathiyarayanan .R	11/01/2022 09:58 AM	New Monitor Installed	Good morning Sir,  As my old monitor not in working condition (already raised ticket regarding this) new monitor installed was today(11.01.2022) at 10.00am by Mr. Pandian, IT Department.  Thank you for Chairman, Purchase Dept. Accounts, IT Dept.	Manikandan.K-IT	12/01/2022 10:01 AM	R.Pandian-IT	12/01/2022 02:12 PM	Completed	4 hours11 mins	New Dell 18.5 inch monitor installed successfully its working well

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
192	IT02669	Rajan.R	11/01/2022 01:10 PM	NEED GOOGLE MEET ID	NEED GOOGLE MEET ID FOR INTERVIEW  DATE : 11.01.2022 TIME : 2.30 TO 4PM	Manikandan.K-IT	12/01/2022 10:03 AM	Deenathayalan. V(IT)	24/01/2022 04:36 PM	Completed	294 hours33 mins	issue resolved

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
193	IT02687	S.Chellammal - DEO	12/01/2022 09:30 AM	SPECIAL OPD DEO SYSTEM PRINTER SHARING ISSUE	SPECIAL OPD DEO SYSTEM PRINTER SHARING ISSUE	Manikandan.K-IT	12/01/2022 10:13 AM	Deenathayalan. V(IT)	13/01/2022 10:23 AM	Completed	24 hours10 mins	completed by Mr.Vignesh
194	IT02701	Mohamad ibrahim .J	12/01/2022 01:07 PM	Microsoft activation asking every word and excel open time period	Microsoft office activation asking every word and excel open time period	Manikandan.K-IT	12/01/2022 02:29 PM	P.Boopalan-IT	13/01/2022 12:01 PM	Completed	21 hours32 mins	dot net framework error code 1935, and it is older system version so i instal microsoft 2007 problem solved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

195	IT02706	Saranya.A	12/01/2022 04:41 PM	PAEDIATRICS OFFICE	E learn course teach training given by Mr.Boobalan. Thank you	Manikandan.K-IT	12/01/2022 04:48 PM	P.Boopalan-IT	13/01/2022 12:04 PM	Completed	19 hours16 mins	training will be given how to upload word in elearn software
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**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
196	CT1103	Neelavathi.C - Lab Tech	12/01/2022 11:18 AM	Cell counter (5 part ) machine value is not populating in the system	Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	12/01/2022 11:57 AM	P.Vignesh-IT	12/01/2022 03:56 PM	Completed	3 hours58 mins	checked and found it has network connectivity issue resolved working fine now

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
197	IT02700	Divya.T	12/01/2022 12:58 PM	Moodle training program is given in our department	Moodle training program is given in our department yesterday	Manikandan.K-IT	12/01/2022 02:29 PM	P.Boopalan-IT	12/01/2022 02:46 PM	Completed	0 hours16 mins	moodle training is given how to login and how to upload ppt file

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
198	IT02690	R.Veeraraghavan-Observer	12/01/2022 10:06 AM	PRINTER NOT WORKING IN MOW	PRINTER NOT WORKING	Manikandan.K-IT	12/01/2022 10:53 AM	R.Pandian-IT	18/01/2022 12:51 PM	Completed	145 hours58 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
199	IT02704	Bhuvaneshwary.P-W/S	12/01/2022 02:28 PM	PSYCHIATRY DEP. PRINTER NOT WORKING	sir Psychiatry dep. printer not working please rectify sir	Manikandan.K-IT	12/01/2022 03:17 PM	M.Ramesh kumar - Systems Engineer	12/01/2022 05:23 PM	Completed	2 hours5 mins	Printer problem rectified now working fine
200	IT02688	DOCTORREPOR	12/01/2022 09:51 AM	Printer is not working sharing problem	Printer is not working sharing problem	Manikandan.K-IT	12/01/2022 10:59 AM	R.Pandian-IT	12/01/2022 02:22 PM	Completed	3 hours22 mins	System restarted its wo

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
201	IT02686	Jayachitra.K Accounts	12/01/2022 09:09 AM	Audit Department	Kindly create test name in HMS`` Covid-19- Critical Severe(Ventilator)-	Manikandan.K-IT	12/01/2022 10:56 AM	Manikandan.K-IT	12/01/2022 12:42 PM	Completed	1 hours45 mins	created in HMS
202	IT02689	Jayachitra.K Accounts	12/01/2022 10:00 AM	Audit Department	New Covid traiff create in HMS as per chairman sir instruction	Manikandan.K-IT	12/01/2022 10:53 AM	Manikandan.K-IT	12/01/2022 02:19 PM	Completed	3 hours25 mins	created in HMS
203	IT02695	Manikandan.K-IT	12/01/2022 11:06 AM	HMS installation in dental hostel	As per chairman instruction HMS installation in dental hostel system,barcode and laserjet printer installed	Manikandan.K-IT	12/01/2022 11:10 AM	Manikandan.K-IT	12/01/2022 02:19 PM	Completed	3 hours8 mins	HMS Installed and configured

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
204	IT02691	Malini K	12/01/2022 10:38 AM	SMPS exchange	Demo room SMPS (switched-mode power supply ) exchange in office room CPU Department of pathology	Manikandan.K-IT	12/01/2022 10:52 AM	P.Boopalan-IT	13/01/2022 12:06 PM	Completed	25 hours14 mins	
205	IT02693	Manikandan.K-IT	12/01/2022 11:04 AM	System and printer installation in dental hostel	System and printer installation in dental hostel for covid purpose transferred from spl.opd and central library	Manikandan.K-IT	12/01/2022 11:10 AM	R.Pandian-IT	12/01/2022 02:19 PM	Completed	3 hours8 mins	Printers installed successfully its working condition also checked its working well
206	IT02697	Sugunakumari.J	12/01/2022 11:51 AM	system is not working	department of physiology Research lab system is not working	Manikandan.K-IT	12/01/2022 11:57 AM	P.Boopalan-IT	12/01/2022 01:06 PM	Completed	1 hours9 mins	instal new windows xp is completed
207	IT02692	Manikandan.K-IT	12/01/2022 11:00 AM	System transfer from spl.opd to dental hostel	System transfer from spl.opd to dental hostel for the covid purpose as per instruction from Mr.Ponraj	Manikandan.K-IT	12/01/2022 11:10 AM	M.Ramesh kumar - Systems Engineer	12/01/2022 05:20 PM	Completed	6 hours10 mins	System shifted from Special OPD (MHC) to Dental Hostel (Covid Ward). As per instruction from Mr. Ponraj sir. System & printer installed successfully.



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
208	IT02694	Vanaja.N-DEO	12/01/2022 11:07 AM	SURGERY OFFICE	GMAIL NOT WORKING IN SURGERY DEPARTMENT OFFICE ROOM, 3RD FLOOR , HOSPITAL	Manikandan.K-IT	12/01/2022 11:09 AM	R.Pandian-IT	12/01/2022 02:21 PM	Completed	3 hours11 mins	I checked all basic error finding steps problem found in the system date and time setting reconfigured the time setting its working well

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
209	IT02698	Divya.T	12/01/2022 12:55 PM	keyboard not working	some keys are not working in department office keyboard	Manikandan.K-IT	12/01/2022 02:30 PM	P.Boopalan-IT	18/01/2022 01:57 PM	Completed	143 hours27 mins	

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
210	IT02699	Divya.T	12/01/2022 12:57 PM	Mouse is not working	office mouse is not working	Manikandan.K-IT	12/01/2022 02:30 PM	P.Boopalan-IT	18/01/2022 01:58 PM	Completed	143 hours28 mins	

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
211	IT02705	K.Sathya	12/01/2022 03:17 PM	SURGERY OP	SYSTEM NO POWER ON , HOD OP1	Manikandan.K-IT	12/01/2022 04:38 PM	P.Vignesh-IT	12/01/2022 05:10 PM	Completed	0 hours32 mins	checked and found cable connectivity issue , rectified working fine now

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
212	IT02696	Bhuvaneshwary.P-W/S	12/01/2022 11:00 AM	EMAIL ID PASSWORD RESET PADAMA PRIYA	EMAIL ID PASSWORD RESET PADAMA PRIYA	Manikandan.K-IT	12/01/2022 11:10 AM	Deenathayalan.V(IT)	12/01/2022 11:52 AM	Completed	0 hours41 mins	Temp. password reset :svmchrc@789

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

(CLINICAL  
PSYCHOLOGIST)

(CLINICAL  
PSYCHOLOGIST)  
I forget my password  
and please help me to  
reset my password.

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
213	IT02711	Balachandran.P	13/01/2022 11:37 AM	Upgrade microsoft office 2010 to 2013	Upgrade microsoft office 2010 to 2013, do the needful	Manikandan.K-IT	17/01/2022 02:27 PM	P.Boopalan-IT	18/01/2022 02:02 PM	Completed	23 hours35 mins	to upgrade 2010 to 2013 microsoft office in office room system
214	IT02709	Maragatham.T	13/01/2022 10:40 AM	Microsoft Office activation needed always show dialog box every word file open	Microsoft Office activation needed always show dialog box every word file open	Manikandan.K-IT	17/01/2022 02:27 PM	P.Boopalan-IT	18/01/2022 01:58 PM	Completed	23 hours30 mins	Run Kmispico tool and problem is solved
215	IT02712	R. Anitha -DEO	13/01/2022 12:47 PM	Elearn training on uploading PPT	Elearn training given by Mr.Boopalan on uploading PPT	Manikandan.K-IT	17/01/2022 02:27 PM	P.Boopalan-IT	18/01/2022 02:04 PM	Closed	23 hours37 mins	training is given for uploading ppt in elearn website

**Classification : 3**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
216	IT02708	I.Ilakiya -DEO	13/01/2022 09:16 AM	Create mail ID for nursing educator	we need official mail ID to sharing the information . so create one mail ID for nursing educator.	Manikandan.K-IT	17/01/2022 02:27 PM	Deenathayalan. V(IT)	17/01/2022 03:18 PM	Closed	0 hours50 mins	Type your email id and send i will create in domain

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
217	IT02710	N.Suresh -S/N	13/01/2022 10:55 AM	system not working	in ortho opd 2 the word not opening, ground floor ortho opd	Manikandan.K-IT	17/01/2022 02:27 PM	P.Vignesh-IT	17/01/2022 04:48 PM	Completed	2 hours20 mins	checked and rectified working fine now
218	IT02707	K.Sathya	13/01/2022 08:40 AM	SURGERY OPD-COMPUTER GOT WET	COMPUTER GOT WET IN SURGERY OPD AND WONT TURN ON.PLS DO	Manikandan.K-IT	17/01/2022 02:28 PM	P.Vignesh-IT	17/01/2022 04:48 PM	Completed	2 hours20 mins	checked the system working fine now

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

THE NEEDFUL

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
219	IT02727	Deenathayalan.V(IT)	17/01/2022 04:37 PM	head office chennai	data recovery software installed and recovery data from hardisk	Manikandan.K-IT	18/01/2022 09:41 AM	Deenathayalan.V(IT)	19/01/2022 04:26 PM	Closed	30 hours45 mins	software installed and data backup done
220	IT02726	Deenathayalan.V(IT)	17/01/2022 04:37 PM	HR DEPT.	Ms excel not open	Manikandan.K-IT	18/01/2022 09:41 AM	Deenathayalan.V(IT)	19/01/2022 04:27 PM	Closed	30 hours46 mins	issue resolved

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
221	IT02723	Manikandan.K-IT	17/01/2022 02:37 PM	Dental Hostel COVID ward Network issue	Dental Hostel COVID ward Network issue	Manikandan.K-IT	17/01/2022 02:38 PM	M.Ramesh kumar - Systems Engineer	17/01/2022 02:44 PM	Completed	0 hours5 mins	Media convertor LAN cable issue rectified at JR Quarters network rack. Now working fine.
222	IT02753	Manikandan.K-IT	17/01/2022 03:04 PM	Engg college OFC issue	Engg college OFC issue	Manikandan.K-IT	17/01/2022 03:13 AM	M.Ramesh kumar - Systems Engineer	20/01/2022 01:07 PM	Completed	81 hours54 mins	Engineering college OFC issue rectified. OFC Line checking and patch panel port changed both side. Now working fine. Coordinate with Mr. Arunkumar, IT through mobile and Mr. Kanniyaprabu, Eng. IT person.
223	IT02717	Durai Murugan.P	17/01/2022 10:35 AM	DENTAL COVID WARD- HMS NOT WORKING	DENTAL COVID WARD- HMS NOT WORKING	Manikandan.K-IT	17/01/2022 02:25 PM	P.Vignesh-IT	17/01/2022 03:39 PM	Completed	1 hours13 mins	checked and found it has network connectivity issue resolved working fine now

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
224	IT02725	Lakshmi.P- HR Office	17/01/2022 04:29 PM	Compliant not rectified	Several technical complaint raised from hr department, but yet solved a single complaint... we cant work... all works are	Manikandan.K-IT	18/01/2022 09:41 AM	Manikandan.K-IT	18/01/2022 01:58 PM	Completed	4 hours17 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

keep doing for this.

225	IT02716	S.Chellammal - DEO	17/01/2022 10:35 AM	SPECIAL OPD UROLOGY PRINTER ISSUE	SPECIAL OPD UROLOGY PRINTER NOT WORKING	Manikandan.K-IT	17/01/2022 02:25 PM	P.Vignesh-IT	18/01/2022 09:25 AM	Completed	19 hours0 mins	CALL LOGGED FOR usb ISSUE, rectified
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**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
226	IT02718	Kaviselvi.P.S/N	17/01/2022 12:25 PM	dialysis	hms not opening	Manikandan.K-IT	17/01/2022 02:25 PM	M.Ramesh kumar - Systems Engineer	17/01/2022 02:35 PM	Completed	0 hours10 mins	New Canon LBP2900B Laser jet printer installed successfully. Now working well.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
227	IT02721	Santhi.K Admin	17/01/2022 01:10 PM	Computer not working	Computer not working, monitor not on	Manikandan.K-IT	17/01/2022 02:24 PM	M.Ramesh kumar - Systems Engineer	17/01/2022 02:34 PM	Completed	0 hours9 mins	RAM cleaned and refixed now working fine
228	IT02719	Sugunakumari.J	17/01/2022 12:37 PM	system not working	Department of physiology Research lab system is not working please do the needful	Manikandan.K-IT	17/01/2022 02:25 PM	P.Boopalan-IT	28/01/2022 04:40 PM	Completed	266 hours15 mins	
229	IT02713	Lakshmi.P- HR Office	17/01/2022 09:44 AM	HRD Mr. Antoy computer hanging problem	HRD Mr. Antoy computer hanging problem.. check immediately	Manikandan.K-IT	17/01/2022 02:26 PM	P.Vignesh-IT	17/01/2022 03:43 PM	Completed	1 hours16 mins	excel opening issue , animation images are used in excel informed user to delete the animation.

**Classification : 3**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
230	IT02715	S.Chellammal - DEO	17/01/2022 10:16 AM	SPECIAL OPD LAB MONITOR ISSUE	SPECIAL OPD LAB MONITOR DID NOT ON, VERY VERY URGENT. SAMPLE COLLECTION PENDING	Manikandan.K-IT	17/01/2022 02:25 PM	P.Vignesh-IT	17/01/2022 03:11 PM	Completed	0 hours45 mins	checked and rectified , cleaned the ram now system working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

231	IT02714	AMARTHIYASEN. S	17/01/2022 09:49 AM	pathology lab	NO ICONS IN DESKTOP ALL ARE HIDDEN PLS RECTIFY THE ISSUE	Manikandan.K-IT	17/01/2022 02:26 PM	P.Vignesh-IT	17/01/2022 03:41 PM	Completed	1 hours15 mins	checked created another user account and created shortcut for HMS , now working fine
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**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
232	IT02724	A.Kumaresan - Store	17/01/2022 04:23 PM	materials checking ( It dept related)	Dear sir, IT related materials 2 bill pending, Epson printed bill and DS square..So please come to IT person, thank you sir	Manikandan.K-IT	18/01/2022 10:34 AM	Arunkumar.M-IT	19/01/2022 01:00 PM	Completed	26 hours25 mins	material checked with mani sir

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
233	IT02720	Muniamma.K	17/01/2022 12:50 PM	NEW SMPS- ASSEMBLE TO SYSTEM	DEPT.OF BIOCHEMISTRY . HOD ROOM SYSTEM NEW SMPS -FIXING	Manikandan.K-IT	17/01/2022 02:24 PM	P.Boopalan-IT	18/01/2022 02:00 PM	Closed	23 hours35 mins	New zebronic SMPS is installed and connect the full setup now system is properly working
234	IT02722	Kumaravel.K	17/01/2022 02:29 PM	Internet & HMS not working	Canteen HMS & Internet not working, Kindly do the needful	Manikandan.K-IT	17/01/2022 02:38 PM	M.Ramesh kumar - Systems Engineer	17/01/2022 02:41 PM	Completed	0 hours3 mins	Media convertor LAN cable issue rectified at JR Quarters network rack. Now working fine.

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
235	IT02728	Coumarane.M Blood Bank	18/01/2022 08:24 AM	Indent report not view	indent created but not open view windows and not able to take print.	Manikandan.K-IT	18/01/2022 09:36 AM	Manikandan.K-IT	18/01/2022 01:55 PM	Completed	4 hours19 mins	issue resolved

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
236	IT02730	Saranya.A	18/01/2022 09:40 AM	PAEDIATRIC OPD	PAEDIATRIC HOD room LAN connection not working please check sir.	Manikandan.K-IT	18/01/2022 10:34 AM	Arunkumar.M-IT	07/02/2022 02:31 PM	Completed	483 hours56 mins	Patch Cable changed and checked working fine
237	IT02740	Malarvizhi.S.OS nursing college	18/01/2022 02:59 PM	ICON LIBRARY	NETWORK IS NOT CONNECTING IN COMPUTER LAB	Manikandan.K-IT	19/01/2022 12:24 PM	M.Ramesh kumar - Systems Engineer	19/01/2022 05:04 PM	Completed	4 hours39 mins	Internet issue rectified now working fine. Now 8 Ncomputing working at netcentre.

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
238	IT02737	Thiruvengada Perumal	18/01/2022 01:20 PM	Kindly Attend the problem in Dean Sir System	In Pharmacy College Dean Sir System CCTV network page not open So kindly attend the problem as early as possible sir	Manikandan.K-IT	19/01/2022 12:25 PM	Arunkumar.M-IT	01/02/2022 02:26 PM	Completed	314 hours1 mins	Problem Found in OS requested to change OS after Conference OVER

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
239	IT02731	Saranya.A	18/01/2022 10:35 AM	PAEDIATRIC DEPARTMENT	Dr.Anand Kumar (Asst.Prof) department of paediatrics moodle id not supported , login not working sir. Please create new official mail id and temporary password. Thank you sir	Manikandan.K-IT	18/01/2022 01:20 PM	Manikandan.K-IT	18/01/2022 01:56 PM	Completed	0 hours35 mins	password reset

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
240	IT02736	Santhi.K Admin	18/01/2022 01:04 PM	printer sharing problem printer not working	printer sharing problem printer not working	Manikandan.K-IT	18/01/2022 01:09 PM	R.Pandian-IT	19/01/2022 12:11 PM	Completed	23 hours1 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam ,

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

que setting and paper jam also cleared its working well

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
241	IT02754	Manikandan.K-IT	18/01/2022 03:04 PM	HMS OPD AND WARD ROUNDS	HMS OPD AND WARD ROUNDS	Manikandan.K-IT	20/01/2022 11:07 AM	Manikandan.K-IT	25/01/2022 03:20 PM	Completed	124 hours13 mins	issue resolved

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
242	IT02729	Lakshmi.P- HR Office	18/01/2022 09:21 AM	Dental biometric unable to download	Dental biometric unable to download	Manikandan.K-IT	18/01/2022 09:36 AM	Arunkumar.M-IT	19/01/2022 12:59 PM	Completed	27 hours22 mins	checked no issue, instruction given to user how to download datas.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
243	IT02741	Sugunakumari.J	18/01/2022 04:29 PM	data recover	Department of physiology Research lab system os problem hard disk data is recovered	Manikandan.K-IT	19/01/2022 12:08 PM	P.Boopalan-IT	21/01/2022 01:11 PM	Completed	49 hours2 mins	Data is recovered and save the file to deo office room system
244	IT02735	Pushpa- DEO	18/01/2022 12:33 PM	Dr. Prasanth (Asst. Prof) laptop is working very slow and windows update problem	Dr. Prasanth (Asst. Prof) laptop is working very slow and windows update problem	Manikandan.K-IT	18/01/2022 12:45 PM	P.Boopalan-IT	18/01/2022 02:04 PM	Completed	1 hours19 mins	clear all temp data and windows update is disable in professor laptop
245	IT02733	Sugunakumari.J	18/01/2022 11:55 AM	New Intel processor cooler fan installed to HOD system	Department of Physiology New Intel processor cooler fan installed to HOD system	Manikandan.K-IT	18/01/2022 12:45 PM	P.Boopalan-IT	18/01/2022 02:01 PM	Completed	1 hours16 mins	Intel processor cooler fan is installed in hod system problem solved and system is properly working
246	IT02739	Malarvizhi.S.OS nursing college	18/01/2022 02:57 PM	ICON OFFICE	Received accessories for N-Computing from purchase department. kindly arrange to install	Manikandan.K-IT	19/01/2022 12:24 PM	M.Ramesh kumar - Systems Engineer	21/01/2022 09:19 AM	Completed	44 hours55 mins	VCloud device 10 installed successfully. Now working fine. Remaining 10 Nos device not installed due to Server issue. Informed to ICON Principal. New Server

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

system to be purchased.

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
247	IT02738	Malini K	18/01/2022 02:40 PM	Internet not working	Internet not working	Manikandan.K-IT	19/01/2022 12:25 PM	P.Boopalan-IT	21/01/2022 01:04 PM	Completed	48 hours39 mins	

**Classification : 1**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
248	CT1108	Sankari.D-Lab-Tech	18/01/2022 09:50 AM	MACINE VALUE IS NOT POPULATING IN THE SYSTEM	MACINE VALUE IS NOT POPULATING IN THE SYSTEM	Manikandan.K-IT	18/01/2022 10:34 AM	Manikandan.K-IT	19/01/2022 01:36 PM	Completed	27 hours2 mins	issue resolved

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
249	IT02732	Pukazenti N.R. DGM	18/01/2022 11:43 AM	DGM office - installation of new key board	Kindly install my new key board.	Manikandan.K-IT	18/01/2022 01:20 PM	R.Pandian-IT	19/01/2022 12:18 PM	Closed	22 hours57 mins	New Dell usb keyboard changed successfully its working well

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
250	IT02734	Muniamma.K	18/01/2022 12:03 PM	NEW SMPS IT FIX TO HOD SYSTEM	NEW SMPS FIX TO HOD SYSTEM DEPT.OF	Manikandan.K-IT	18/01/2022 12:45 PM	P.Boopalan-IT	18/01/2022 02:07 PM	Closed	1 hours22 mins	

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
251	IT02756	Ashokkumar.R MRD	19/01/2022 04:18 PM	need to unit wise report	Dear Sir, Case sheets status report available but unit wise	Manikandan.K-IT	20/01/2022 11:06 AM	Manikandan.K-IT		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

report not available.  
Please updated for  
UNIT WISE REPORT.  
Thanks & Regards  
MRD-TEAM

252	CT1109	Punithavally D	19/01/2022 08:55 AM	mrd share	In biochemistry department mrd share software is not opening	Manikandan.K-IT	19/01/2022 12:26 PM	P.Boopalan-IT	21/01/2022 01:12 PM	Completed	48 hours46 mins	
253	IT02751	Malarvizhi.S.OS nursing college	19/01/2022 12:44 PM	ICON OFFICE	WE ARE NOT ABLE TO UPLOAD THE DETAILS IN AISHE PORTAL. KINDLY VERIFY WHETHER ANY LATEST VERSION OF WINDOWS IS NEEDED	Manikandan.K-IT	19/01/2022 01:36 PM	R.Pandian-IT	20/01/2022 12:07 PM	Completed	22 hours30 mins	I Checked all basic error finding steps problem found in browser setting clear the history its working well user feel website slow fact is user use site is slow other wise its working well

**Classification : 3**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
254	IT02752	Manikandan.K-IT	19/01/2022 01:50 PM	Official Email ID for Dr.Surendar EMD	Official Email ID for Dr.Surendar EMD as per COO madam instruction	Manikandan.K-IT	19/01/2022 01:51 PM	Manikandan.K-IT	19/01/2022 01:51 PM	Completed	0 hours0 mins	Email ID created and given to concern person drsurendar@svmchrc.ac.in
255	IT02755	Deenathayalan.V(I T)	19/01/2022 04:26 PM	NABH office	Email ID : Nursingeducator@svmchrc.ac.in Temp.password:svmc hrc@789	Manikandan.K-IT	20/01/2022 11:06 AM	Deenathayalan.V(IT)	21/01/2022 09:06 AM	Closed	22 hours0 mins	COMPLETED

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
256	IT02743	Bouvanesvary.S	19/01/2022 09:01 AM	printer not working	printer not working	Manikandan.K-IT	19/01/2022 12:26 PM	P.Boopalan-IT	21/01/2022 01:14 PM	Completed	48 hours48 mins	delete all spool file and select set as default now priter is properly working
257	IT02746	Ashokkumar.R MRD	19/01/2022 09:37 AM	Printer installation	Dear Sir, Happy monrning, PRINTER -	Manikandan.K-IT	19/01/2022 12:28 PM	P.Vignesh-IT	19/01/2022 03:07 PM	Completed	2 hours38 mins	NEW PRINTER INSTALLED IN MRD AND GIVEN SHARING FOR TWO SYSTEMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

HP LASER JET PRO  
MFP M128fn--  
Installation.  
Thanks & Regards  
MRD-TEAM.

258	IT02749	Shalini.S-HR-Dept.	19/01/2022 11:39 AM	HRD	Kindly connect the HP laser jet printer to Payroll team ( 3 system)	Manikandan.K-IT	19/01/2022 12:28 PM	Manikandan.K-IT	19/01/2022 01:36 PM	Completed	1 hours7 mins	issue resolved
259	CT1112	Gunasundari.K - Lab	19/01/2022 12:31 PM	printer	In collection centre printer is not working	Manikandan.K-IT	19/01/2022 01:37 PM	R.Pandian-IT	19/01/2022 02:29 PM	Completed	0 hours52 mins	I Checked all basic diagnostic steps problem found in printer que setting clear the setting its working well
260	IT02744	Shalini.S-HR-Dept.	19/01/2022 09:22 AM	HRD	Kindly connect the HR printer for ID card system	Manikandan.K-IT	19/01/2022 12:26 PM	M.Ramesh kumar - Systems Engineer	19/01/2022 05:06 PM	Completed	4 hours39 mins	First we have changed system HDD under warranty and Microsoft recovery tool installed but did not solved problem. So, again warranty call booked. Motherboard changed under dell warranty. Now system working fine.

**Classification : 5**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
261	IT02748	Santhi.K Admin	19/01/2022 11:08 AM	scanner problem	scanner problem from HR faculty medical college MR. Sri Krishnan	Manikandan.K-IT	19/01/2022 12:28 PM	P.Boopalan-IT	21/01/2022 01:15 PM	Completed	48 hours47 mins	scanner usb not properly fixed now it is properly working problem solved
262	CT1113	Punithavally D	19/01/2022 03:00 PM	populate system	In biochemistry department populate system is not working	Manikandan.K-IT	19/01/2022 03:08 PM	Deenathayalan. V(IT)	19/01/2022 04:27 PM	Completed	1 hours18 mins	issue resolved monitor power cable disconnected

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
263	IT02742	Kamaraj.K Pur.Officer.	19/01/2022 08:46 AM	PURCHASE	INTERNET AND SHARING PRINTER NOT WORKING	Manikandan.K-IT	19/01/2022 12:25 PM	M.Ramesh kumar - Systems Engineer	19/01/2022 05:05 PM	Completed	4 hours39 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
264	IT02745	Shalini.S-HR-Dept.	19/01/2022 09:28 AM	HRD	SVCPMS online interview - google meet link optometry - 10.00 am - 11.00 am MLT - 11.00 am - 12.00pm Radiology - 02.00pm - 03.00pm Dialysis - 03.00pm - 04.00pm	Manikandan.K-IT	19/01/2022 12:28 PM	Deenathayalan. V(IT)	24/01/2022 04:36 PM	Completed	124 hours7 mins	google meeting id given

**Classification : 1**

**Vmatrix**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
265	IT02747	Vimala P.- S/N	19/01/2022 10:46 AM	GYNAEC WARD	SYSTEM LOGIN ISSUE	Manikandan.K-IT	19/01/2022 12:24 PM	P.Vignesh-IT		Assigned		

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
266	IT02750	Suba	19/01/2022 12:24 PM	MRD DENTAL	MRD 2 SYSTEM HMS NOT WORKING	Manikandan.K-IT	19/01/2022 01:52 PM	P.Vignesh-IT	19/01/2022 05:04 PM	Completed	3 hours12 mins	checked and rectified working fine now

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
267	IT02761	Tamizhselvi.K	20/01/2022 09:55 AM	system security update and stop unwanted notification and adds	system security update and stop unwanted notification and adds	Manikandan.K-IT	20/01/2022 10:58 AM	P.Boopalan-IT	21/01/2022 01:18 PM	Completed	26 hours20 mins	uninstal security update and notification is stoped staop add bloker problem solved
268	IT02759	DOCTORREPOR	20/01/2022 09:43 AM	system security update and stop unwanted notification and adds	system security update and stop unwanted notification and adds	Manikandan.K-IT	20/01/2022 11:04 AM			Cancelled		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

269	IT02760	DOCTORREPOR	20/01/2022 09:46 AM	system security update and stop unwanted notification and adds	system security update and stop unwanted notification and adds - Dean Office	Manikandan.K-IT	20/01/2022 10:58 AM	P.Boopalan-IT		Cancelled
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**Classification : 3**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
270	IT02766	Deenathayalan.V(I T)	20/01/2022 03:13 PM	Engineering college	19TD1401 ABIRAMY.K abiramy.19TD1401@svcet.ac.in Need to change Password 19TD1406 KEERTHANA.C keerthana.19TD1406@svcet.ac.in Need to change Password 19TD1205 MOHAMMED FAYAS.H mohammedfiyas.19TD1205@svcet.ac.in Need to change Password 19TB0901 PRAVEEN P praveen.19tb0901@svcet.ac.in Need to change Password 19TD1407 LOGESHWARAN.S logeshwaran.19TD1407@svcet.ac.in Need to change Password	Manikandan.K-IT	21/01/2022 03:10 PM	Deenathayalan.V(IT)	24/01/2022 04:35 PM	Closed	73 hours25 mins	email id password reset

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
271	IT02763	Kaviyarasu.S - Pharm	20/01/2022 12:27 PM	SHARING PRINTER NOT WORKING	SHARING PRINTER NOT WORKING	Manikandan.K-IT	20/01/2022 12:46 PM	M.Ramesh kumar - Systems Engineer	20/01/2022 01:07 PM	Completed	0 hours20 mins	Sharing printer problem rectified now working fine
272	IT02764	S.Balaraman	20/01/2022 02:05 PM	FIRE AND SAFETY	REPLACEMENT OF MRD DEPARTMENT LASERJET M1136	Manikandan.K-IT	20/01/2022 02:42 PM	R.Pandian-IT	21/01/2022 11:59 AM	Completed	21 hours16 mins	IASER JET M1136 MFP Printer installed successfully its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

MFP PRINTER TO  
FIRE SAFETY  
DEPARTMENT

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
273	IT02767	K.Sundaramoorthy (Purchase)	20/01/2022 03:36 PM	DENTAL PURCHASE	HMS NOT WORKING	Manikandan.K-IT	21/01/2022 03:10 PM	Deenathayalan. V(IT)	24/01/2022 04:36 PM	Completed	73 hours25 mins	COMPLETED
274	IT02768	Kamashi @ Asha	20/01/2022 04:23 PM	account hospital	Patient final statement added pharmacy amount new file updation	Manikandan.K-IT	21/01/2022 03:10 PM	Manikandan.K-IT	25/01/2022 03:20 PM	Completed	96 hours9 mins	files replaced.issue resolved

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
275	IT02757	Coumarane.M Blood Bank	20/01/2022 08:58 AM	Central Govt.Stock not support	Central Govt.Stock not support	Manikandan.K-IT	20/01/2022 11:05 AM	Deenathayalan. V(IT)	21/01/2022 09:06 AM	Completed	22 hours1 mins	issue resolved

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
276	IT02762	Bouvanesvary.S	20/01/2022 11:18 AM	install K7	install K7 upgrade ms office 2013 for Dr. sowmiya Laptop And uninstall Unwanted Software	Manikandan.K-IT	20/01/2022 12:46 PM	P.Boopalan-IT	21/01/2022 01:18 PM	Completed	24 hours31 mins	instal k7 and upgrade 2013 ms office

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
277	IT02765	Manikandan.K-IT	20/01/2022 02:45 PM	Boys hostel system asset work	Boys hostel system asset work	Manikandan.K-IT	20/01/2022 02:46 PM	P.Boopalan-IT	21/01/2022 01:16 PM	Completed	22 hours30 mins	Asset is taken in boys girls hostel and canteen system also taken asset count list

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

278	IT02758	P.Ashokkumar - S/N	20/01/2022 09:25 AM	printer issue	printer not working from male surgery ward ( 3rd floor), kindly do the needful	Manikandan.K-IT	20/01/2022 11:04 AM	P.Vignesh-IT	22/01/2022 12:42 PM	Completed	49 hours38 mins	CHECKED AND FOUND IT HAS POWER PORT ISSUE, CHANGED THE PORT NOW WORKING FINE
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**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
279	IT02769	Deenathayalan.V(I T)	21/01/2022 09:05 AM	ICON office	Email id password reset Sir, Please reset the password for the below mail id. M.Sc(N) 1.mohanapriya.j20@icon.ac.in 2.keerthana.k20@icon.ac.in - community health nursing	Manikandan.K-IT	21/01/2022 03:09 PM	Deenathayalan.V(IT)	24/01/2022 04:35 PM	Closed	73 hours25 mins	email id password reset

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
280	IT02775	Malini K	21/01/2022 03:23 PM	Printer not working	Printer not working	Manikandan.K-IT	21/01/2022 04:46 PM	P.Boopalan-IT	28/01/2022 04:40 PM	Completed	167 hours54 mins	

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
281	IT02772	Pukazenti N.R. DGM	21/01/2022 12:31 PM	DGM Office - Store intend	Store intend not able to create in the software. Pls rectify the problem soon.	Manikandan.K-IT	21/01/2022 03:09 PM	R.Pandian-IT	21/01/2022 05:53 PM	Closed	2 hours44 mins	I Checked all error finding steps problem found in hms settings reconfigure the setting its working well
282	IT02771	K.Sundaramoorthy (Purchase)	21/01/2022 11:54 AM	DENTAL PURCHASE	our software not working for past two days(already informed) i.e unable to connect to date base. Pl. rectify the same immediately. Head office required details	Manikandan.K-IT	21/01/2022 03:09 PM	Deenathayalan.V(IT)	24/01/2022 04:35 PM	Completed	73 hours26 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

last day that one not  
yet send. urgent

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
283	IT02776	K.Suganthi -DEO	21/01/2022 03:35 PM	Need old data	Old system hard drive installation	Manikandan.K-IT	21/01/2022 04:46 PM	M.Ramesh kumar - Systems Engineer	21/01/2022 04:59 PM	Closed	0 hours12 mins	Existing Hard disk installed for old data access purpose. Motherboard issue given requirement. Standby system given.
284	IT02770	Sugunakumari.J	21/01/2022 09:59 AM	OS problem	Department of physiology Research lab system OS Problem try to install research software in windows 7 OS	Manikandan.K-IT	21/01/2022 03:09 PM	P.Boopalan-IT	28/01/2022 04:39 PM	Completed	169 hours30 mins	

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
285	IT02774	Kumaravel.K	21/01/2022 03:05 PM	NETWORK PROBLEM	Internet & HMS not working, Kindly do the needful.	Manikandan.K-IT	21/01/2022 03:08 PM	M.Ramesh kumar - Systems Engineer	21/01/2022 04:59 PM	Completed	1 hours50 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
286	IT02773	Arunpandian.A	21/01/2022 02:39 PM	Pharmacy Accounts	can not access tally (from dental accounts to pharmacy accounts)	Manikandan.K-IT	21/01/2022 03:08 PM	M.Ramesh kumar - Systems Engineer	21/01/2022 04:57 PM	Completed	1 hours48 mins	New pendrive sharing given tally path issue rectified. Now working fine.

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

287	IT02778	S.Chellammal - DEO	22/01/2022 09:14 AM	DVD DRIVE INSTALLATION	DVD DRIVE NEED TO BE INSTALLED IN SURGICAL ONCOLOGY IN SPECIAL OPD	Manikandan.K-IT	22/01/2022 01:40 PM	M.Ramesh kumar - Systems Engineer	22/01/2022 03:53 PM	Completed	2 hours12 mins	DVD Drive installed by department doctor.
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**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
288	IT02783	Mohamad ibrahim .J	22/01/2022 02:01 PM	convert picture to pdf file and convert editable word file	convert picture to pdf file and convert editable word file Add in pdf in microsoft 2007 word document - By Ibrahim Academic-4	Manikandan.K-IT	22/01/2022 03:33 PM	P.Boopalan-IT	28/01/2022 04:41 PM	Completed	145 hours8 mins	

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
289	IT02781	K.Suganthi -DEO	22/01/2022 11:42 AM	Internet and HMS not working	Internet and HMS not working	Manikandan.K-IT	22/01/2022 12:39 PM	M.Ramesh kumar - Systems Engineer	22/01/2022 01:03 PM	Closed	0 hours24 mins	IP Number issue rectified now working fine.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
290	CT1115	E.Chitra	22/01/2022 08:41 AM	APPROVED SYSTEM	In biochemistry department approved system is not opening	Manikandan.K-IT	22/01/2022 01:15 PM	Deenathayalan. V(IT)	24/01/2022 04:34 PM	Completed	51 hours18 mins	issue resolved
291	IT02780	I.Ilakiya -DEO	22/01/2022 11:32 AM	shifting of computer system	kindly interchange the system for qauity manager (temporarily)	Manikandan.K-IT	22/01/2022 01:40 PM	M.Ramesh kumar - Systems Engineer	22/01/2022 03:49 PM	Closed	2 hours9 mins	System did not shifted because of user only need for file sharing. Given sharing folder for both user working purpose.

**Classification : 2**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
292	IT02779	Shalini.S-HR-Dept.	22/01/2022 09:23 AM	HRD	Kindly provide the Google Meet id for SVCP faculty interview. Date:25.01.2022 Time: 10.00am - 04.30pm Panel member : 4 No. of Candidates: Update you shortly	Manikandan.K-IT	22/01/2022 12:40 PM	Deenathayalan. V(IT)	24/01/2022 04:34 PM	Completed	51 hours54 mins	google meet id created
293	IT02782	Shalini.S-HR-Dept.	22/01/2022 12:46 PM	HRD	Kindly provide the google meet ID for Purchase interview Date : 22.01.2022 Timing:02.00pm-03.30pm Panel member - 4 No. of Candidate - 2	Manikandan.K-IT	22/01/2022 01:14 PM	Deenathayalan. V(IT)	24/01/2022 04:34 PM	Completed	51 hours19 mins	COMPLETED

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
294	IT02784	Nagarathinam.V (Stores)	22/01/2022 03:59 PM	Material Checking Purpose	Material Checking Purpose: 1. Compatible Toner 12A - 15 nos 2. Compatible Toner 8A - 15 nos 3. Ups Battery 12v 7AH - 2 nos 4. HIKVISION 8+1 POE SWITCH - 4 nos 5. TVS Key Board - 1 nos 6. Mouse HP M10 - 2 nos	Manikandan.K-IT	24/01/2022 11:57 AM	M.Ramesh kumar - Systems Engineer	24/01/2022 04:35 PM	Closed	4 hours37 mins	IT Related material verification and singing work completed

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
295	IT02777	Pukazenti N.R. DGM	22/01/2022 09:05 AM	Inclusion of test name in software - DGM	Kindly include the below mentioned test	Manikandan.K-IT	22/01/2022 01:15 PM	Manikandan.K-IT	25/01/2022 03:19 PM	Closed	74 hours4 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Office  
name in the software.  
Anti HEV Igm - Rs.900  
- Microbiology

296	IT02785	NANTHESHWARI. N	22/01/2022 04:07 PM	PREMIUM HOSTEL COMPUTER UPS PROBLEM	PREMIUM HOSTEL UPS PROBLEM	Manikandan.K-IT	24/01/2022 11:57 AM	M.Ramesh kumar - Systems Engineer	24/01/2022 05:02 PM	Completed	5 hours5 mins	UPS Battery no backup (Distilled water flow in outside of battery). UPS Battery under warranty. Battery given to purchase for warranty claiming.
297	IT02786	KAYALVIZHI.K	22/01/2022 04:22 PM	PATHOLOGY LAB	SYSTEM NOT WORKING	Manikandan.K-IT	24/01/2022 11:57 AM	R.Pandian-IT	27/01/2022 08:57 AM	Completed	69 hours0 mins	I checked all basic diagnostic steps problem found in system power point i informed concern person electrical team resolve the complaint its working well

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
298	IT02793	S.Chellammal - DEO	24/01/2022 11:33 AM	DVD DRIVE INSTALLATION	DVD DRIVE INSTALLATION IN SURGICAL ONCOLOGY, SPECIAL OPD	Manikandan.K-IT	24/01/2022 11:50 AM	R.Pandian-IT	27/01/2022 08:59 AM	Completed	69 hours9 mins	driver installed successfully

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
299	IT02787	S.Chellammal - DEO	24/01/2022 09:15 AM	HMS SOFTWARE ID CREATION FOR DEO SAVITHRI	HMS SOFTWARE ID CREATION FOR DEO SAVITHRI (UNABLE TO CREATE STORE INDEND FOR UROLOGY, SURGICAL ONCOLOGY, NEUROSURGERY, NEUROLOGY, SPECIAL OPD, AND PLASTIC SURGERY AS THESE ARE ONLY AVAILABLE IN DEO GOWRI ID)	Manikandan.K-IT	24/01/2022 09:31 AM	Deenathayalan. V(IT)	24/01/2022 04:32 PM	Completed	7 hours0 mins	COMPLETED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

300	IT02804	Savithri	24/01/2022 04:42 PM	FOR PREPARING STORE INTEND, ADDING SPECIAL OPD DEPARTMENT UNDER MY NAME	FOR PREPARING STORE INTEND, ADDING SPECIAL OPD DEPARTMENT (OR MASTER HEALTH CHECKUP DEPARTMENT) UNDER MY NAME	Manikandan.K-IT	25/01/2022 10:12 AM	Deenathayalan. V(IT)	31/01/2022 04:05 PM	Completed	149 hours53 mins	COMPLETED
301	IT02794	S.Chellammal - DEO	24/01/2022 11:59 AM	DR.THELENGANA, NEUROLOGIST NEEDS DISCHARGE SUMMARY VIEWING FACILITY IN HMS SOFTWARE	DR.THELENGANA, NEUROLOGIST NEEDS DISCHARGE SUMMARY VIEWING FACILITY IN HER SYSTEM	Manikandan.K-IT	24/01/2022 03:00 PM	Manikandan.K-IT		Assigned		
302	IT02790	R.Veeraraghavan- Observer	24/01/2022 10:06 AM	SOFTWARE NOT RESPONDING IN MOW	THIRD FLOOR MOW SYSTEM PRINTER NOT RESPONDING	Manikandan.K-IT	24/01/2022 11:56 AM	Manikandan.K-IT	25/01/2022 03:19 PM	Completed	27 hours23 mins	issue resolved

**Classification : 4**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
303	IT02796	Malarvizhi.S.OS nursing college	24/01/2022 12:41 PM	ICON OFFICE	SYSTEM VERY SLOW FOR UPDATING THE AISHE PORTAL AS IT IS URGENTLY NEEDED FOR NAAC PURPOSE TO DOWNLOAD AISHE PORTAL	Manikandan.K-IT	24/01/2022 02:59 PM	Deenathayalan. V(IT)	24/01/2022 04:32 PM	Completed	1 hours32 mins	govt. website issue under maintenance in website not our inter issue

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
304	IT02798	YEWARANI.S	24/01/2022 10:45 AM	forgot password	2020 batch student email id Shivasri reset password requested.	Manikandan.K-IT	24/01/2022 03:00 PM	Deenathayalan. V(IT)	24/01/2022 04:33 PM	Completed	1 hours33 mins	PASSWORD RESET IN Svdcpndy.AC.IN DOMAIN

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

305	IT02799	Sudhakar.M.Pharm	24/01/2022 01:15 PM	LOOSE OF BACKUP	When do the billing at the time of power cut while the back up of net work cut	Manikandan.K-IT	24/01/2022 02:59 PM	P.Vignesh-IT	24/01/2022 04:03 PM	Completed	1 hours3 mins	checked the switch rack ups power supply, backup is good.
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**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
306	IT02800	Jayachitra.K Accounts	24/01/2022 02:46 PM	Audit Department	ICU Charges - EMD Doctors Visiting Fees- EMD Monitoring Charges- EMD	Manikandan.K-IT	24/01/2022 02:58 PM	Manikandan.K-IT	25/01/2022 03:19 PM	Completed	24 hours20 mins	created in HMS

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
307	IT02797	V.Anbazagan -Lab Tech	24/01/2022 12:55 PM	RTPC LAB	INTERNET NOTWOK	Manikandan.K-IT	24/01/2022 02:59 PM	P.Vignesh-IT	24/01/2022 04:02 PM	Completed	1 hours2 mins	checked and rectified working fine now co-ordinated with mr pandian
308	IT02791	P. Saranya	24/01/2022 11:06 AM	OT OFFICE	Respected sir, anesthesiology department hod system internet connection not working Sir . please kindly check sir	Manikandan.K-IT	24/01/2022 11:51 AM	M.Ramesh kumar - Systems Engineer	24/01/2022 04:34 PM	Completed	4 hours42 mins	Network cable problem solved now working well.

**Classification : 2**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
309	IT02802	Mathangi.M	24/01/2022 03:15 PM	ENT ward	N - computing HMS loading	Manikandan.K-IT	24/01/2022 04:38 PM	P.Vignesh-IT	27/01/2022 11:13 AM	Completed	66 hours34 mins	checked and rectified the Lan cable now working fine

**Classification : 1**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

310	IT02803	Santhi.G	24/01/2022 03:48 PM	new asus mother board fixation in my system	new asus mother board fixation in my system	Manikandan.K-IT	24/01/2022 04:38 PM	P.Boopalan-IT	28/01/2022 04:41 PM	Completed	96 hours3 mins	
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**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
311	IT02789	A.Kumaresan - Store	24/01/2022 09:35 AM	materials checking ( It dept related)	Dear sir,, kindly for information, It related 4bill materials Received form store, So please come to store IT dept person. Thank you sir,	Manikandan.K-IT	24/01/2022 11:56 AM	M.Ramesh kumar - Systems Engineer	27/01/2022 05:05 PM	Completed	77 hours8 mins	IT Related material verification and singing work completed

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
312	IT02795	Jayachitra.K Accounts	24/01/2022 12:36 PM	Audit Department	As Per chairman instruction in investigation report we need Bill No and Date. Its very emergency	Manikandan.K-IT	24/01/2022 02:59 PM	Manikandan.K-IT	25/01/2022 03:19 PM	Completed	24 hours20 mins	files replaced.issue resolved
313	IT02792	R.Kala -S/N	24/01/2022 11:24 AM	EMERGENCY WARD	PRINTER NOT WORKING	Manikandan.K-IT	24/01/2022 11:56 AM	Deenathayalan. V(IT)	24/01/2022 04:32 PM	Completed	4 hours36 mins	issue resolved
314	IT02788	K.Suganthi -DEO	24/01/2022 09:36 AM	PRINTER INSTALLATION	PRINTER INSTALLATION	Manikandan.K-IT	24/01/2022 11:56 AM	P.Vignesh-IT	24/01/2022 12:57 PM	Closed	1 hours0 mins	internet and printer issue resolved m for internet ip and connectivity checked and for printer driver downloaded and installed working fine both
315	IT02801	Kamaraj.K Pur.Officer.	24/01/2022 02:48 PM	MONITOR	MONITOR NOT WORKING	Manikandan.K-IT	24/01/2022 03:00 PM	P.Vignesh-IT	24/01/2022 04:04 PM	Completed	1 hours3 mins	checked and done the basic troubleshoot , cleaned the ram now working fine

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

316	CT1116	Punithavally D	25/01/2022 08:36 AM	public shortcut	In biochemistry department public shortcut is not opening	Manikandan.K-IT	25/01/2022 10:12 AM	P.Boopalan-IT	25/01/2022 04:44 PM	Completed	6 hours32 mins	
317	IT02812	Maragatham.T	25/01/2022 02:38 PM	Uninstalling wps office	Uninstalling wps office	Manikandan.K-IT	25/01/2022 03:11 PM	P.Boopalan-IT	31/01/2022 09:25 AM	Completed	138 hours13 mins	uninstal wps office problem can be solved

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
318	IT02815	Manikandan.K-IT	25/01/2022 03:13 PM	Dental Students Email ID password reset	Dental Students Email ID password reset	Manikandan.K-IT	25/01/2022 03:13 PM	R.Pandian-IT	27/01/2022 08:56 AM	Completed	41 hours42 mins	Dental students 20nos mail id password reset completed successfully
319	IT02813	Malini K	25/01/2022 03:02 PM	Mail id reset	Dr. Kalla Ravi Teja Reset the mail id Department of pathology	Manikandan.K-IT	25/01/2022 03:11 PM	M.Ramesh kumar - Systems Engineer	27/01/2022 10:12 AM	Completed	43 hours0 mins	Pathology Dr.Kalla Ravi Teja Email id password reset completed. Now working fine.
320	IT02814	Manikandan.K-IT	25/01/2022 03:12 PM	Dental Students Email ID password reset	Dental Students Email ID password reset 35 numbers	Manikandan.K-IT	25/01/2022 03:13 PM	M.Ramesh kumar - Systems Engineer	27/01/2022 10:10 AM	Completed	42 hours57 mins	Dental students E-mail IDs password reset for 35 numbers with Mr.Pandiyan, IT

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
321	IT02817	Manikandan.K-IT	25/01/2022 03:56 PM	Prosthodontics dept printer issue	Prosthodontics dept printer issue	Manikandan.K-IT	25/01/2022 03:58 PM	M.Ramesh kumar - Systems Engineer	27/01/2022 10:16 AM	Completed	42 hours17 mins	Dental Prosthodontics department printer problem rectified now working fine
322	CT1117	Punithavally D	25/01/2022 10:04 AM	printer	In biochemistry department printer is not working	Manikandan.K-IT	25/01/2022 10:11 AM	P.Boopalan-IT	25/01/2022 05:04 PM	Completed	6 hours52 mins	

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
323	IT02809	Thamizhselvi.A	25/01/2022 12:55 PM	department name for store indent	department name for store indent	Manikandan.K-IT	25/01/2022 01:00 PM	Manikandan.K-IT	25/01/2022 03:18 PM	Completed	2 hours18 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

324	IT02805	Angelice Pereira.A -DEO	25/01/2022 08:40 AM	HMS credit	Dr. S. Kasipandian - Porfessor Dr. Praveen Kumar - Resident	Manikandan.K-IT	25/01/2022 10:11 AM	Deenathayalan. V(IT)	31/01/2022 04:08 PM	Completed	149 hours56 mins	Dr. S. Kasipandian (S3550), Dr. Praveen Kumar(S4375)
325	IT02807	Bharanitharan	25/01/2022 10:43 AM	PHARMACY COLLEGE STORE	Dear Manikandan sir,  I finished one grn for the supplier of royal furniture student desk bench material on 18.01.2022. In that grn rate is wrongly printed. But i finished grn this is purely my mistake. So kindly cancel the grn as soon possible. Grn number: 0062 date.18.01.2022. Hereafter this mistake is not happened.	Manikandan.K-IT	25/01/2022 01:01 PM	Manikandan.K-IT	25/01/2022 03:18 PM	Completed	2 hours16 mins	issue resolved
326	IT02810	Thamizhselvi.A	25/01/2022 12:56 PM	store intend training	store intend training	Manikandan.K-IT	25/01/2022 12:59 PM	Manikandan.K-IT	25/01/2022 03:19 PM	Completed	2 hours19 mins	training and login id given to user
327	IT02818	A.Kumaresan - Store	25/01/2022 03:56 PM	HMS APP NOT WORKING,	Dear sir, Kindly for information, today store incharge system HMS app not working, please chick, GRN work pending, Urgent sir. thank you sir, by a.kumaresan, store incharge, cell 9843638505.	Manikandan.K-IT	25/01/2022 05:03 PM	M.Ramesh kumar - Systems Engineer	27/01/2022 10:12 AM	Completed	41 hours8 mins	Problem rectified now working fine

**Classification : 5**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
328	IT02811	Malini K	25/01/2022 02:10 PM	internet is not working	internet is not working	Manikandan.K-IT	25/01/2022 03:12 PM	P.Boopalan-IT	28/01/2022 04:42 PM	Completed	73 hours30 mins	

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
329	IT02806	Malarvizhi.S.OS nursing college	25/01/2022 10:39 AM	ICON LIBRARY	BARCODE PRINTER NOT WORKING IN LIBRARY	Manikandan.K-IT	25/01/2022 01:03 PM	M.Ramesh kumar - Systems Engineer	28/01/2022 02:20 PM	Completed	73 hours16 mins	Barcode printer need software license. Windows 10 pro OS installed now problem solved. Now working fine.

**Classification : 1**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
330	IT02808	Santhi.G	25/01/2022 12:28 PM	Instal new motherboard asus	Instal new motherboard asus and instal basic softaware, HP laserjet printer	Manikandan.K-IT	25/01/2022 01:00 PM	P.Boopalan-IT	31/01/2022 09:26 AM	Completed	140 hours26 mins	instal hp laserjet printer and asus motherboard

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
331	IT02816	A.Kumaresan - Store	25/01/2022 03:51 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, 25.1.2022 today evening one computer received from store, system very urgent issue the SO sir. so please come to store. thank you. by a.kumaresan, store incharge. cell 9843638505.	Manikandan.K-IT	25/01/2022 03:57 PM	M.Ramesh kumar - Systems Engineer	27/01/2022 05:04 PM	Completed	49 hours7 mins	IT Related material verification and singing work completed. 04 Invoice checked.
332	IT02819	A.Kumaresan - Store	26/01/2022 03:51 PM	It related materials received, checking the It dept	Dear sir, kindly for information, today afternoon Ortho office one number mother board received from store. so please chick the it person. thank you.	Manikandan.K-IT	28/01/2022 10:43 AM	M.Ramesh kumar - Systems Engineer	28/01/2022 02:15 PM	Completed	3 hours32 mins	IT Related material verification and singing work completed



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
333	IT02831	Deenathayalan.V(IT)	27/01/2022 04:47 PM	ICON PRINCIPAL ROOM	MS ADD ON FOR PDF CONVERTER INSTALLED	Manikandan.K-IT	28/01/2022 10:37 AM	Deenathayalan.V(IT)	28/01/2022 11:14 AM	Closed	0 hours36 mins	issue resolved

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
334	IT02823	Mathangi.M	27/01/2022 10:12 AM	ENT WARD	ENT office need to connect network cable	Manikandan.K-IT	28/01/2022 10:41 AM	R.Pandian-IT	28/01/2022 02:30 PM	Completed	3 hours49 mins	ENT HOD ROOM NEW NETWORK CABLE CHGND SUCCESSFULLY ITS WORKING WELL

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
335	IT02829	YEWARANI.S	27/01/2022 12:06 PM	2020 batch BDS - password requested	1. monikamonikadevi.20ds0652@svdcpondy.ac.in 2. sanchana.20ds0673@svdcpondy.ac.in 3. roshini21602@gmail.com 4. roshini.20ds0671@svdcpondy.ac.in 5. priyanshi.20ds0665@svdcpondy.ac.in 6. sivasudha.20ds0683@svdcpondy.ac.in 7. asmaa.20ds0609@svdcpondy.ac.in 8. giselesakthivijayarasi.20ds0622@svdcpondy.ac.in	Manikandan.K-IT	28/01/2022 10:38 AM	R.Pandian-IT	28/01/2022 02:32 PM	Completed	3 hours54 mins	Mail id password reset completed successfully

## Ticket Category Wise Details From 01/01/2022 To 31/12/2022

20ds0694@svdcpondy  
.ac.in

10.

swarnamugi.20ds0691  
@svdcpondy.ac.in

11.

blessiyabeauty.20ds06  
14@svdcpondy.ac.in

12.

senthamizhpoorani.20  
ds0674@svdcpondy.a  
c.in

13.

mahalakshmi.20ds064  
8@svdcpondy.ac.in

14.

preethi.20ds0663@sv  
dcpondy.ac.in

15.

hasafathima.20ds0627  
@svdcpondy.ac.in

16.

swasthika.20ds0692@  
svdcpondy.ac.in

17.

sharmila.20ds0676@s  
vdcpondy.ac.in

18.

bhavani.20ds0613@sv  
dcpondy.ac.in

19.

nivedha.20ds0654@sv  
dcpondy.ac.in

20.

poovizhy.20ds0660@s  
vdcpondy.ac.in

21.

snega.20ds0684@svd  
cpondy.ac.in

22.

gokulakrishnaa.20ds0  
623@svdcpondy.ac.in

23.

Sinega.20ds0680@sv  
dcpondy.ac.in

24.

Kaviyanjalibai.20ds064  
1@svdcpondy.ac.in

25.

molisha.20ds0651@g  
mail.com

26.

jayavarshika.20ds0633  
@svdcpondy.ac.in

27.

yogalakshmi.20ds0700

## Ticket Category Wise Details From 01/01/2022 To 31/12/2022

28.  
arish.20ds0607@svdc  
pondy.ac.in  
29.  
suraj.20ds0689@svdc  
pondy.ac.in  
30.  
karthikeyan.20ds0638  
@svdcpondy.ac.in  
31.  
vivekkumar.20ds0699  
@svdcpondy.ac.in  
32.  
nivedhithaa.20ds0655  
@svdcpondy.ac.in  
33.  
rasikafathima.20ds066  
8@svdcpondy.ac.in  
34.  
harimathi.20ds0624@  
svdcpondy.ac.in  
35.  
divya.20ds0617@svdc  
pondy.ac.in  
36.  
vijayakumar.20ds0697  
@svdcpondy.ac.in  
37.  
niranjhanaa.20ds0653  
@svdcpondy.ac.in  
38.  
humirabegum.20ds062  
9@svdcpondy.ac.in  
39.  
karthikraja.20ds0639  
@svdcpondy.ac.in  
40.  
madhevhadhani.20ds06  
46@svdcpondy.ac.in  
41.  
rashmiga.20ds0667@  
svdcpondy.ac.in  
42.  
francinafeby.20ds061  
8@svdcpondy.ac.in  
43.  
sharmintaj.20ds0677  
@svdcpondy.ac.in  
44.  
sivachandran.20ds068  
1@svdcpondy.ac  
45.  
mega.20ds0650@svdc  
pondy.ac.in  
46.  
robinbose.20ds0669@

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

.ac.in  
47.  
geetha.20ds0621@sv  
dcpondy.ac.in  
48.  
rohith.20ds0670@svdc  
pondy.ac.in  
49.  
sabarish.20ds0672@s  
vdcpondy.ac.in  
50.  
tamizhselvan.20ds069  
3@svdcpondy.ac.in

336	IT02826	YEWARANI.S	27/01/2022 10:23 AM	Email id Creation	S.Nithyaselvan - 15DS0646 kindly create email id .....	Manikandan.K-IT	28/01/2022 10:40 AM	Deenathayalan. V(IT)	28/01/2022 11:13 AM	Completed	0 hours33 mins	created in Svdcpndy.ac.in domain
337	IT02822	YEWARANI.S	27/01/2022 09:19 AM	Requested Email ID and Password	The following students requested to create Email and Password for Online class.  1 MUKESH KUMAR P 16DS0649 mukesh.16ds0649@svdcpondy.ac.in 2 PRETHEPA K 16DS0662 prethepa.16ds0662@svdcpondy.ac.in 3 PRAVEENA P 16DS0660 praveena.16ds0660@svdcpondy.ac.in 4 PAVITHRA.P 15DS0649	Manikandan.K-IT	28/01/2022 10:41 AM	R.Pandian-IT	28/01/2022 02:32 PM	Completed	3 hours51 mins	Mail id password reset completed successfully
338	IT02827	YEWARANI.S	27/01/2022 10:54 AM	Student Email Id Creation	2014 batch not yet created email id. so kindly create id NITHESH A 14DS0647	Manikandan.K-IT	28/01/2022 10:39 AM	Deenathayalan. V(IT)	28/01/2022 11:14 AM	Completed	0 hours34 mins	completed
339	IT02828	YEWARANI.S	27/01/2022 11:17 AM	PASSWORD REQUESTED	mugeshwari.16ds0648@svdcpondy.ac.in PASSWORD REQUESTED	Manikandan.K-IT	28/01/2022 10:39 AM	R.Pandian-IT	28/01/2022 02:35 PM	Completed	3 hours56 mins	Password reset completed successfully

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
340	IT02835	Deenathayalan.V(I T)	27/01/2022 04:51 PM	CIVIL DEPT	CIVIL DEPT.MR.KANDHAS WAMY PRINTER FUSER UNIT PROBLEM SERVICE	Manikandan.K-IT	28/01/2022 10:36 AM	Deenathayalan.V(IT)	28/01/2022 11:14 AM	Closed	0 hours37 mins	requirement given
341	IT02821	I.IIakiya -DEO	27/01/2022 09:09 AM	Printer connection required	Kindly add printer connection in one more computer in NABH Office.	Manikandan.K-IT	28/01/2022 10:41 AM	R.Pandian-IT	28/01/2022 02:33 PM	Closed	3 hours51 mins	Printer installed successfully and its working condition also checked its working well
342	IT02832	Deenathayalan.V(I T)	27/01/2022 04:48 PM	ICON LIBRARY	BARCODE STICKER PRINTER SOFTWARE PROBLEM INFORM TO KHOA	Manikandan.K-IT	28/01/2022 10:37 AM	Deenathayalan.V(IT)	28/01/2022 11:15 AM	Closed	0 hours38 mins	work pending s/w licensed asking
343	IT02825	Mathangi.M	27/01/2022 10:16 AM	ENT office	Need to check color printer paper setting	Manikandan.K-IT	28/01/2022 10:40 AM	P.Vignesh-IT	28/01/2022 10:46 AM	Completed	0 hours6 mins	checked and clarified the doubt .

**Classification : 4**

**VMATRIX SERVER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
344	IT02833	Deenathayalan.V(I T)	27/01/2022 04:49 PM	ICON NET CENTER	VMATRIX SOFTWARE UPATED 2.7 VERSION FOR VMATRIX SERVER	Manikandan.K-IT	28/01/2022 10:37 AM	Deenathayalan.V(IT)	28/01/2022 11:15 AM	Closed	0 hours37 mins	vmatrix updated mr.ramesh and me

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
345	IT02830	Pushpa.K-DEO	27/01/2022 02:28 PM	CT scan room	CT scan room mouse not working	Manikandan.K-IT	28/01/2022 10:37 AM	P.Vignesh-IT	29/01/2022 09:34 AM	Completed	22 hours56 mins	checked and the mouse right and left click button , scroll are working fine. its a console connected system for further issue informed them to contact Bio med

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
346	IT02820	Savithri	27/01/2022 08:33 AM	SPECIAL OPD ONCOLOGY MONITOR ISSUE	SPECIAL OPD ONCOLOGY MONITOR NOT WORKING	Manikandan.K-IT	28/01/2022 10:41 AM	P.Vignesh-IT	29/01/2022 09:33 AM	Completed	22 hours51 mins	checked and call log with vendor for warranty replacement of monitor
347	IT02824	Mathangi.M	27/01/2022 10:16 AM	ENT WARD	ent endoscopy machine need to check monitor projection setting	Manikandan.K-IT	28/01/2022 10:40 AM	P.Vignesh-IT	28/01/2022 10:47 AM	Completed	0 hours6 mins	checked and given requisition form for HDMI connector

**Classification : 2**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
348	IT02834	Deenathayalan.V(I T)	27/01/2022 04:50 PM	Dental office academic	STUDENT EMAIL ID PASSWORD RESET IN SVDCPONDY.AC.IN	Manikandan.K-IT	28/01/2022 10:37 AM	Deenathayalan.V(IT)	28/01/2022 11:14 AM	Closed	0 hours37 mins	password reset

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
349	IT02839	S.Chellammal - DEO	28/01/2022 09:48 AM	DR.RAVISANKAR, ONCOLOGIST MONITOR ISSUE	DR.RAVISANKAR, SURGICAL ONCOLOGIST SYSTEM MONITOR ISSUE	Manikandan.K-IT	28/01/2022 10:36 AM	P.Vignesh-IT	28/01/2022 03:38 PM	Completed	5 hours2 mins	call loged with vendor and monitor replaced

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
350	IT02840	S.Chellammal - DEO	28/01/2022 09:50 AM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	Manikandan.K-IT	28/01/2022 10:35 AM	P.Vignesh-IT	29/01/2022 09:32 AM	Completed	22 hours56 mins	checked and uninstalled the security update in windows , now working fine
351	IT02860	Rajeshwari B- Office Asst.	28/01/2022 03:58 PM	SO Sir new HP CPU assembly	SO Sir new HP CPU assembly and installed basic software setup.	Manikandan.K-IT	31/01/2022 12:03 PM	P.Boopalan-IT	16/02/2022 04:03 PM	Completed	388 hours0 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
352	IT02849	K.Suganthi -DEO	28/01/2022 10:52 AM	NETWORK I/O PORT & PLATE FIX	NETWORK I/O PORT & PLATE FIX	Manikandan.K-IT	28/01/2022 01:03 PM	Arunkumar.M-IT	01/02/2022 02:25 PM	Closed	97 hours22 mins	

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
353	IT02856	Manikandan.K-IT	28/01/2022 12:59 PM	CCTV camera issue in engineering college	CCTV camera issue in engineering college	Manikandan.K-IT	28/01/2022 01:01 PM	Arunkumar.M-IT	01/02/2022 02:26 PM	Completed	97 hours25 mins	Reconfiguration done working fine

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
354	IT02838	Shalini.S-HR-Dept.	28/01/2022 09:21 AM	HRD	Kindly provide new mail ID with ICON domain.  hr-head@icon.ac.in	Manikandan.K-IT	28/01/2022 10:36 AM	Deenathayalan.V(IT)	31/01/2022 04:11 PM	Completed	77 hours35 mins	EMAIL ID CREATED IN OUR ICON DOMAIN
355	IT02841	YEWARANI.S	28/01/2022 09:54 AM	Email ID	Dear Sir, Create Email id for the following students. 1 NITESH A 14DS0647 2 NITHYASELVAN 15DS0646 3 PAVITHRA.P 15DS0649	Manikandan.K-IT	28/01/2022 10:35 AM	Deenathayalan.V(IT)	28/01/2022 11:12 AM	Completed	0 hours37 mins	created in Svdcpndy.ac.in domain
356	IT02854	YEWARANI.S	28/01/2022 12:31 PM	Password requested	Sonali.19ds0679@svdcpndy.ac.in - password requested...	Manikandan.K-IT	28/01/2022 01:01 PM	Deenathayalan.V(IT)	31/01/2022 04:10 PM	Completed	75 hours9 mins	COMPLETED
357	IT02858	YEWARANI.S	28/01/2022 02:35 PM	Password requested	logheswari.18ds0616@svdcpndy.ac.in password requested, kindly send password at the earliest	Manikandan.K-IT	31/01/2022 12:03 PM	Deenathayalan.V(IT)	31/01/2022 04:10 PM	Completed	4 hours6 mins	COMPLETED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

358	IT02850	Deenathayalan.V(I T)	28/01/2022 11:03 AM	Dental office academic	niithesh14DS0647@svdcpondy.ac.in nithyaselvan15DS0646@svdcpondy.ac.in pavithra.p15DS0649@svdcpondy.ac.in  Temp.password:svdc@123	Manikandan.K-IT	28/01/2022 01:02 PM	Deenathayalan.V(IT)	31/01/2022 04:11 PM	Closed	75 hours8 mins	email id password reset
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**Classification : 5**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
359	IT02851	Mathangi.M	28/01/2022 11:13 AM	ENT WARD	Need to change toner	Manikandan.K-IT	28/01/2022 01:02 PM	R.Pandian-IT	28/01/2022 02:22 PM	Completed	1 hours20 mins	Toner changed successfully
360	IT02861	Rajeshwari B-Office Asst.	28/01/2022 04:00 PM	Printer and scanner not working for SO Office	Printer and scanner not working for SO Office	Manikandan.K-IT	31/01/2022 12:03 PM	P.Boopalan-IT	16/02/2022 04:03 PM	Completed	388 hours0 mins	
361	IT02846	P.Usha -DEO	28/01/2022 10:25 AM	eye bank	printer not working.	Manikandan.K-IT	28/01/2022 10:33 AM	M.Ramesh kumar - Systems Engineer	28/01/2022 02:18 PM	Closed	3 hours44 mins	Printer problem rectified now working fine
362	IT02844	P.Usha -DEO	28/01/2022 10:15 AM	eye bank	our computer blue error screen promlem.	Manikandan.K-IT	28/01/2022 10:34 AM	M.Ramesh kumar - Systems Engineer	28/01/2022 02:15 PM	Closed	3 hours41 mins	System checked, cccleaner, disk cleaned and disk defragmentation applied. Now working fine.

**Classification : 4**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
363	IT02847	I.IIakiya -DEO	28/01/2022 10:33 AM	HMS Software installation	Kindly install HMS Software to NABH OFFICE SYSTEM. Please kindly do the needful.	Manikandan.K-IT	28/01/2022 10:35 AM	R.Pandian-IT	28/01/2022 02:29 PM	Closed	3 hours54 mins	HMS ticket module configured successfully and how to create ticket also explained
364	IT02843	Saranya.A	28/01/2022 10:11 AM	PAEDIATRIC WARD	Paediatric Ward Staff Nurses list for Creating User id and Password. 1. A. Baskal Pushparani (Staff Nurse / Supervisor) 2. T. Sivasakthi (Staff	Manikandan.K-IT	28/01/2022 10:34 AM	Manikandan.K-IT	15/02/2022 10:49 AM	Completed	432 hours14 mins	S3652,S3081,S4148,S1161 created in HMS



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Nurese)  
3. M. Anitamarry  
(Staff Nurse)  
4. I.Poornima (Staff  
Nurse)  
Thank you .

365	IT02859	Bharanitharan	28/01/2022 03:12 PM	PHARMACY COLLEGE STORE	Dear manikandan sir,  Today i finished one cash grn for zebronic headphone with mic material. In that grn i wrongly enter supplier name. So kindly cancel the grn as soon possible. GRN details CPUR/PS/21-22/0027 dt. 28.01.2022. Kindly do needful.	Manikandan.K-IT	31/01/2022 12:04 PM	Manikandan.K-IT	31/01/2022 01:16 PM	Completed	1 hours12 mins	issue resolved
366	IT02845	R.Pandian-IT	28/01/2022 10:24 AM	NABH OFFICE	HMS NEED TO INSTALL IN ANOTHER SYSTEM	Manikandan.K-IT	28/01/2022 10:34 AM	R.Pandian-IT	28/01/2022 02:30 PM	Completed	3 hours56 mins	HMS ticket module configured successfully and how to create ticket also explained
367	IT02862	S.Chellammal - DEO	28/01/2022 05:11 PM	CHARACTER SPACE NEED TO BE INCREASED IN PAST HISTORY/FAMILY HISTORY IN DISCHARGE SUMMARY	CHARACTER SPACE NEED TO BE INCREASED IN PAST HISTORY / FAMILY HISTORY IN DISCHARGE SUMMARY (APPROXIMATELY 8 TO 10 LINES NEEDED).	Manikandan.K-IT	31/01/2022 12:04 PM	Manikandan.K-IT	15/02/2022 11:40 AM	Completed	359 hours35 mins	issue resolved

**Classification : 5**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
368	IT02836	Balachandran.P	28/01/2022 09:17 AM	internet not working	internet not working	Manikandan.K-IT	28/01/2022 10:36 AM	P.Boopalan-IT	28/01/2022 04:47 PM	Completed	6 hours10 mins	internet cable not properly connected

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

369	IT02848	Kamashi @ Asha	28/01/2022 10:35 AM	account hospital	Hai, Mani sir keyboard not working	Manikandan.K-IT	28/01/2022 10:36 AM	P.Vignesh-IT	28/01/2022 03:39 PM	Completed	5 hours2 mins	checked and rectified by Mr Deena sir
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**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
370	IT02857	Manikandan.K-IT	28/01/2022 01:03 PM	Wifi AP material verification	Wifi AP material verification	Manikandan.K-IT	28/01/2022 01:04 PM	Arunkumar.M-IT	01/02/2022 02:25 PM	Completed	97 hours21 mins	Verified with Mani Sir to completed it

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
371	IT02842	Suba	28/01/2022 10:03 AM	MRD DENTAL	HMS SOFTWARE NOT WORKING ...	Manikandan.K-IT	28/01/2022 10:34 AM	Manikandan.K-IT	15/02/2022 11:40 AM	Completed	433 hours5 mins	issue resolved
372	IT02837	Balachandran.P	28/01/2022 09:19 AM	Mail ID password reset	Dr. D. Malar's official mail id password to be reset	Manikandan.K-IT	28/01/2022 10:36 AM	Deenathayalan.V(IT)	28/01/2022 11:10 AM	Completed	0 hours33 mins	Temp .password :svmchrc@789
373	IT02852	Balachandran.P	28/01/2022 11:19 AM	Printer Problem	In the Department of Anatomy, Printer problem kindly rectify at the earliest	Manikandan.K-IT	28/01/2022 01:02 PM	P.Boopalan-IT	31/01/2022 09:24 AM	Completed	68 hours21 mins	delete all spool file and select set as default now priter is properly working
374	IT02853	Mohamad ibrahim J	28/01/2022 11:49 AM	User academic me-4 account password is forgotten	User academic me-4 account password is forgotten. Kindly to recover password	Manikandan.K-IT	28/01/2022 01:02 PM	P.Boopalan-IT	31/01/2022 09:23 AM	Completed	68 hours21 mins	pasword is reset and problem is solved

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
375	IT02871	Jagadheeswari N	29/01/2022 02:30 PM	ZOOM Meeting Support network	Zoom Meeting Network Issue	Manikandan.K-IT	31/01/2022 10:38 AM	P.Boopalan-IT	16/02/2022 03:42 PM	Completed	389 hours4 mins	zoom meeting coordinate and support

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
376	IT02864	Malarvizhi.S.OS nursing college	29/01/2022 10:22 AM	ICON PRINCIPAL MAM ROOM	CCTV IS NOT WORKING IN PRINCIPAL MADAM OFFICE	Manikandan.K-IT	31/01/2022 12:06 PM	Arunkumar.M- IT	07/02/2022 02:29 PM	Completed	170 hours23 mins	again ip changed automatically now assigned manually and said again ip changed we nweed to service the NVR

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
377	IT02866	YEWARANI.S	29/01/2022 10:49 AM	Password requested	sonali.19ds0679@svd cpondy.ac.in indhumathi.19ds0630 @svdcpondy.ac.in dorai.19ds0622@svdc pondy.ac.in gokulapriya .19ds0626@svdcpond y.ac.in kamali.19ds0635@svd cpondy.ac.in karthik.19ds0637@svd cpondy.ac.in blessy.19ds0614@svd cpondy.ac.in wasifkhan.19ds0700@ svdcpondy.ac.in kamalenderan.19ds06 33@svdcpondy.ac.in  password requested for the following students.	Manikandan.K-IT	31/01/2022 12:06 PM	Deenathayalan. V(IT)	31/01/2022 04:12 PM	Completed	4 hours5 mins	email id password reset
378	IT02865	YEWARANI.S	29/01/2022 10:28 AM	Password requested	nagajothi.19ds0651@s vdcpondy.ac.in password requested .... kindly do the needful	Manikandan.K-IT	31/01/2022 12:06 PM	Deenathayalan. V(IT)	31/01/2022 04:12 PM	Completed	4 hours6 mins	email id password reset

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
379	IT02863	Rajeshwari B-Office Asst.	29/01/2022 09:04 AM	SO sir system not working in scanner and copies	SO sir system not working in scanner and copies	Manikandan.K-IT	31/01/2022 12:03 PM	P.Boopalan-IT	16/02/2022 03:50 PM	Completed	387 hours46 mins	
380	IT02869	K.Suganthi -DEO	29/01/2022 11:08 AM	Printer installation	Printer installation	Manikandan.K-IT	31/01/2022 12:07 PM	M.Ramesh kumar - Systems Engineer	31/01/2022 04:03 PM	Closed	3 hours55 mins	HP Laserjet 1020 plus printer driver installed after new motherboard installation.

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
381	IT02868	Pukazenti N.R. DGM	29/01/2022 11:03 AM	DGM office - UPS	We request you to reconnect the UPS in the O/o DGM system	Manikandan.K-IT	31/01/2022 12:07 PM	P.Vignesh-IT	02/02/2022 10:24 AM	Closed	46 hours16 mins	ups connected successfully

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
382	IT02870	Bharanitharan	29/01/2022 11:37 AM	PHARMACY COLLEGE STORE	Dear manikandan sir, Yesterday i finished one grn for cash bill for water can set material. But i wrongly enter the material name water can stand. So kindly cancel the grn as soon as possible. Grn details. CPUR/PS/21-22/0025. Kindly do needful.	Manikandan.K-IT	31/01/2022 10:38 AM	Manikandan.K-IT	31/01/2022 01:14 PM	Completed	2 hours36 mins	issue resolved

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

383	IT02867	Saranya.A	29/01/2022 10:53 AM	PAEDIATRIC OPD	Paediatrics HOD Room LAN connection not working Please check sir Urgent. Thank you	Manikandan.K-IT	31/01/2022 12:04 PM	Arunkumar.M-IT	07/02/2022 02:25 PM	Completed	170 hours21 mins	Patch Cable replaced and checked now working fine
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**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
384	IT02872	Sugunakumari.J	29/01/2022 02:32 PM	OS installation	Department of physiology Research lab system OS installation	Manikandan.K-IT	31/01/2022 10:37 AM	P.Boopalan-IT	16/02/2022 03:49 PM	Completed	389 hours11 mins	

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
385	IT02873	Kasilingam.U - Insurance	31/01/2022 10:07 AM	HMS Software	HMS Pharmacy bill copy not shown	Manikandan.K-IT	31/01/2022 10:37 AM	Manikandan.K-IT	15/02/2022 10:48 AM	Completed	360 hours11 mins	issue resolved

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
386	IT02875	Malarvizhi.S.OS nursing college	31/01/2022 02:04 PM	ICON PRINCIPAL MAM ROOM	CCTV IS NOT WORKING FROM SATURDAY. ALREADY CREATED TICKET FOR CCTV. MOST URGENT	Manikandan.K-IT	01/02/2022 10:23 AM	Arunkumar.M-IT	07/02/2022 02:25 PM	Completed	148 hours2 mins	IP Changing automatically so we assigned it and checked working fine

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
387	IT02876	Nagarathinam.V (Stores)	31/01/2022 02:29 PM	Rectify Change the Invoice Number	Credit purchase GRN No : PINV/CS/21-22/2723 DT: 25/01/2022 Invoice No: 03802701	Manikandan.K-IT	01/02/2022 10:27 AM	Deenathayalan.V(IT)	02/02/2022 04:47 PM	Closed	30 hours19 mins	UPDATED IN HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Change to 03 / 02701

Supplier Name: Sri  
Ganesh Electricals

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
388	IT02877	P.Makeswari - DEO	31/01/2022 03:04 PM	CT 6 slice - mouse not working	CT 6 slice - mouse not working	Manikandan.K-IT	01/02/2022 10:27 AM	P.Vignesh-IT	02/02/2022 03:58 PM	Completed	29 hours31 mins	please let us know the department and location to attend the issue

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
389	IT02878	A.Kumaresan - Store	31/01/2022 03:37 PM	It related materials received, checking the It dept	Dear sir,, kindly for information, today evening Digital marketing dep`t, Computer HP desktop received from store, so please chick the IT person. thank you sir..	Manikandan.K-IT	01/02/2022 10:20 AM	M.Ramesh kumar - Systems Engineer	01/02/2022 05:06 PM	Completed	6 hours46 mins	IT Related material verification and singing work completed for Digital Marketing (System without monitor)

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
390	IT02880	Pushpa- DEO	31/01/2022 04:03 PM	internet not working	internet not working	Manikandan.K-IT	01/02/2022 10:17 AM	P.Boopalan-IT	16/02/2022 03:42 PM	Completed	365 hours24 mins	
391	IT02879	Bouvanesvary.S	31/01/2022 04:00 PM	front USB port is not working	front USB port is not working	Manikandan.K-IT	01/02/2022 10:20 AM	P.Boopalan-IT	16/02/2022 03:42 PM	Completed	365 hours21 mins	
392	IT02874	A.Kumaresan - Store	31/01/2022 12:20 PM	It related materials received, checking the It dept	Dear sir,, Kindly for information, today digital marketing dept 1 nos monitor and ups eatch one number received form store, please chick the It person. today Month	Manikandan.K-IT	31/01/2022 12:32 PM	M.Ramesh kumar - Systems Engineer	31/01/2022 04:04 PM	Completed	3 hours31 mins	IT Related material verification and singing work completed for Microtek UPS and IPS monitor (Digital Marketing dept)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

end. Urgent.  
thank you sir,,

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
393	IT02884	Muniamma.K	01/02/2022 11:37 AM	COMPUTER NOT ON	DEPT.OF BIOCHEMISTRY DEMO HALL-I COMPUTER NOT ON	Manikandan.K-IT	02/02/2022 09:57 AM	P.Boopalan-IT	16/02/2022 03:41 PM	Closed	341 hours43 mins	
394	IT02888	Malarvizhi.S.OS nursing college	01/02/2022 02:51 PM	ICON OFFICE	FILES TO BE COMPRESSED FOR UPLOADING INC DOCUMENTS - VERY URGENT	Manikandan.K-IT	02/02/2022 09:57 AM	Deenathayalan. V(IT)	02/02/2022 04:48 PM	Completed	6 hours51 mins	file compress and updated in website

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
395	IT02881	Tamizhselvi S	01/02/2022 08:50 AM	Printer PDF file	Printer PDF file	Manikandan.K-IT	01/02/2022 10:12 AM	P.Boopalan-IT	16/02/2022 03:41 PM	Completed	365 hours29 mins	
396	IT02889	Pushpa- DEO	01/02/2022 02:59 PM	PRINTER TONNER PROBLEM	PRINTER TONNER PROBLEM	Manikandan.K-IT	02/02/2022 09:56 AM	P.Boopalan-IT	16/02/2022 03:40 PM	Completed	341 hours43 mins	
397	IT02890	Srikrishnan .N	01/02/2022 04:42 PM	printer problem and rectify it	printer problem and rectify it	Manikandan.K-IT	02/02/2022 09:56 AM	P.Boopalan-IT	16/02/2022 03:41 PM	Completed	341 hours44 mins	

**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
398	IT02883	Angelice Pereira.A -DEO	01/02/2022 11:06 AM	UPS not working	UPS not working	Manikandan.K-IT	02/02/2022 10:02 AM	R.Pandian-IT	07/02/2022 11:49 AM	Completed	121 hours47 mins	Battery request given

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

399	IT02882	Nagarathinam.V (Stores)	01/02/2022 11:01 AM	Rectify the Invoice Date	Cash purchase GRN No : CPUR/CS/21- 22/0308 08/01/2022 Invoice Date : 06/01/2022 Change to 05/01/2022 Supplier Name : Medi Globe Systems	Manikandan.K-IT	02/02/2022 09:57 AM	Deenathayalan. V(IT)	02/02/2022 04:46 PM	Closed	6 hours48 mins	UPDATED IN HMS database
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**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
400	IT02886	Kanniyammal.S - Lab Tech	01/02/2022 11:48 AM	internet connection problem	internet connection problem	Manikandan.K-IT	02/02/2022 09:57 AM	R.Pandian-IT	02/02/2022 03:59 PM	Completed	6 hours2 mins	I Checked all basic diagnostic steps problem found in network cable refix the cable its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
401	IT02887	A.Kumaresan - Store	01/02/2022 12:39 PM	It related materials received, checking the It dept	Dear sir,, Kindly for information, today afternoon r one number printer received form store (collation center) hospital. please chick the IT person. Thank you sir,,	Manikandan.K-IT	02/02/2022 09:57 AM	M.Ramesh kumar - Systems Engineer	03/02/2022 03:28 PM	Completed	29 hours31 mins	IT Related material verification and singing work completed

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
402	CT1123	Punithavally D	02/02/2022 12:38 PM	screen shot in system	In biochemistry department how to screen shot in system	Manikandan.K-IT	02/02/2022 12:48 PM	P.Boopalan-IT	16/02/2022 03:35 PM	Completed	338 hours46 mins	doubt is cleared
403	IT02891	Malarvizhi.S.OS nursing college	02/02/2022 08:57 AM	ICON OFFICE	NEED A STAFF TO COMPRESS THE PDF FILES TO BE COMPRESSED FOR	Manikandan.K-IT	02/02/2022 09:55 AM	Deenathayalan. V(IT)	02/02/2022 04:52 PM	Completed	6 hours57 mins	COMPLETED



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

UPLOADING THE DOCUMENTS FOR INDIAN NURSING COUNCIL - AFFILIATION - MOST URGENT

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
404	IT02901	Mathangi.M	02/02/2022 12:18 PM	ENT HOD room LAN capable and board connection problem	ENT HOD room LAN cable and board is not working properly	Manikandan.K-IT	02/02/2022 12:28 PM	R.Pandian-IT	02/02/2022 03:57 PM	Completed	3 hours29 mins	New network IO and and face plate installed successfully

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
405	IT02907	Manikandan.K-IT	02/02/2022 03:26 PM	email ID password reset	Respected Sir, The following students requested to create Email ID & Password for Online class. 1. 27/2020 Hasa Fathima. M 2.34/2020 Jaya Varshica. R 3. 14/2020 Blessiya Beauty. T 4. 55/2017 Pavithraa. A 5. 46/2019 Merlien Francina M. J	Manikandan.K-IT	02/02/2022 03:27 PM	Deenathayalan. V(IT)	02/02/2022 04:49 PM	Completed	1 hours22 mins	we need email id to reset password

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
406	IT02902	Janaki.T-Aca Asst	02/02/2022 12:42 PM	canon printer installation ,canon Rental Printer installation	canon printer installation ,canon Rental Printer installation	Manikandan.K-IT	02/02/2022 12:48 PM	P.Vignesh-IT	02/02/2022 03:56 PM	Completed	3 hours8 mins	printer installation done and working fine now
407	IT02900	Baskaran M-Bio - Medical	02/02/2022 11:42 AM	Bio medical dept printer not working	Printer not working properly	Manikandan.K-IT	02/02/2022 12:28 PM	P.Vignesh-IT	02/02/2022 03:56 PM	Completed	3 hours27 mins	as per our conversation in call we closing the ticket

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
408	IT02894	Saranya.A	02/02/2022 09:45 AM	PAEDIATRIC ANNEX WARD	Paediatric Ward Staff User name password created. Baskal Pushbarani. A (Staff Nurse) Sivasakthi.T (Staff Nurse) Anitamary.M (Staff Nurse) Poornima.I (Staff Nurse) Thank you.	Manikandan.K-IT	02/02/2022 09:55 AM	Deenathayalan. V(IT)	02/02/2022 04:52 PM	Completed	6 hours56 mins	ask HR dept to create user id and password
409	IT02906	Manikandan.K-IT	02/02/2022 03:25 PM	HMS file update in Lab	HMS file update in Lab	Manikandan.K-IT	02/02/2022 03:27 PM	Deenathayalan. V(IT)	02/02/2022 04:48 PM	Completed	1 hours21 mins	hms file replaced in central lab system
410	IT02910	Manikandan.K-IT	02/02/2022 03:54 PM	Purchase canteen HMS issue	Purchase canteen HMS issue	Manikandan.K-IT	02/02/2022 03:56 PM	P.Vignesh-IT	02/02/2022 03:57 PM	Completed	0 hours0 mins	issue resolved now working fine.
411	IT02896	Manikandan.K-IT	02/02/2022 10:01 AM	HMS Second Shift files update in MRD	HMS Second Shift files update in MRD	Manikandan.K-IT	02/02/2022 10:02 AM	Deenathayalan. V(IT)	02/02/2022 04:50 PM	Completed	6 hours48 mins	file replaced in all mrd system

**Classification : 4**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
412	IT02908	Vimalathithan.K.R	02/02/2022 03:34 PM	Install Biometric software in Library	Install Biometric software in Library.	Manikandan.K-IT	02/02/2022 03:47 PM	Arunkumar.M-IT		Assigned		
413	IT02892	Kasilingam.U - Insurance	02/02/2022 09:04 AM	Biometric device not working	Biometric device not working	Manikandan.K-IT	02/02/2022 09:56 AM	Deenathayalan. V(IT)	02/02/2022 04:51 PM	Completed	6 hours55 mins	issue resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
414	IT02904	MANIBALAN.S	02/02/2022 01:01 PM	Need to Assemble New System	We've Received our New system at our department ( Digital ). Kindly Do Needful thank you.	Manikandan.K-IT	02/02/2022 02:01 PM	P.Vignesh-IT	04/02/2022 03:16 PM	Completed	49 hours15 mins	system installed successfully and working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
415	IT02912	Divya.T	02/02/2022 04:52 PM	Internet is not working	Asso. Professor room is not working in internet	Manikandan.K-IT	03/02/2022 04:02 PM	P.Boopalan-IT	16/02/2022 03:38 PM	Completed	311 hours36 mins	internet cable not propperrly connected
416	IT02913	Divya.T	02/02/2022 04:54 PM	In our HOD mam system is not opening the webinar link is not connected	In our HOD mam system is not opening the webinar link is not connected	Manikandan.K-IT	03/02/2022 04:02 PM	P.Boopalan-IT	16/02/2022 03:37 PM	Completed	311 hours34 mins	
417	IT02898	Malini K	02/02/2022 11:21 AM	chrome is not working	chrome is not working not to search any date in chrome	Manikandan.K-IT	02/02/2022 12:29 PM	P.Boopalan-IT	16/02/2022 03:40 PM	Completed	339 hours11 mins	

**Classification : 3**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
418	IT02897	S.Udhaya -MRD	02/02/2022 10:10 AM	PAED ANX - DISCHARGE SUMMARY	N COMPUMTING SERVER SYSTEM NOT WORKING	Manikandan.K-IT	02/02/2022 11:04 AM	P.Vignesh-IT	02/02/2022 12:04 PM	Closed	1 hours0 mins	checked and reset all history and internet not working checked 8 port switch and network rack found loose connection in rack resolved now working fine

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
419	IT02893	Saranya.A	02/02/2022 09:13 AM	PAEDIATRIC OPD	Paediatric Office System Mouse not working sir please check sir. Thank you.	Manikandan.K-IT	02/02/2022 11:04 AM	P.Vignesh-IT	03/02/2022 11:29 AM	Completed	24 hours25 mins	checked and given requisition for service , need to replace pickup roller

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

420	IT02905	Manikandan.K-IT	02/02/2022 03:22 PM	SRC Meeting Google ID	SRC Meeting Google ID 4th Feb 10.00AM to 1.30 PM for Dean Research	Manikandan.K-IT	02/02/2022 03:27 PM	Deenathayalan. V(IT)	03/02/2022 05:16 PM	Completed	25 hours48 mins	id created in hms
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**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
421	IT02903	Maragatham.T	02/02/2022 12:48 PM	Printer sharing problem & toner replacement	Printer sharing problem & toner replacement	Manikandan.K-IT	02/02/2022 01:00 PM	P.Boopalan-IT	16/02/2022 03:35 PM	Completed	338 hours34 mins	printer sharing problem solved and troubleshoot
422	IT02895	Kamaraj.K Pur.Officer.	02/02/2022 09:58 AM	PURCHASE	DESKTOP NOT WORKING	Manikandan.K-IT	02/02/2022 10:02 AM	R.Pandian-IT	02/02/2022 03:56 PM	Completed	5 hours54 mins	System RAM dust clean and refixed its working well
423	IT02909	Anbarasan K Bio-Med.	02/02/2022 03:37 PM	Biomedical Department - System not switching ON	System not switching ON	Manikandan.K-IT	02/02/2022 03:48 PM	Deenathayalan. V(IT)	02/02/2022 04:51 PM	Completed	1 hours3 mins	issue resolved
424	IT02911	Pukazenti N.R. DGM	02/02/2022 04:51 PM	DGM office - Creation of Packages	Kindly create packages for HUL company as below mentioned name. 1. Annual Health Checkup 2022 - Rs.1232/- 2. Annual Health Checkup for Driver 2022 - Rs.1232/-	Manikandan.K-IT	03/02/2022 04:02 PM	Deenathayalan. V(IT)	03/02/2022 05:15 PM	Closed	1 hours12 mins	package created in HMS
425	IT02899	Pushpa- DEO	02/02/2022 11:31 AM	printer problem a4 paper block jam	printer problem a4 paper block	Manikandan.K-IT	02/02/2022 12:28 PM	P.Boopalan-IT	16/02/2022 03:39 PM	Completed	339 hours10 mins	

**Classification : 5**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
426	IT02921	Savithri	03/02/2022 11:12 AM	SPECIAL OPD ECHO MACHINE ISSUE	SPECIAL OPD ECHO MACHINE NOT WORKING	Manikandan.K-IT	03/02/2022 03:52 PM	M.Ramesh kumar - Systems Engineer	10/02/2022 10:02 AM	Completed	162 hours10 mins	RAM cleaned and refixed now working fine

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Routine work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
427	IT02930	Manikandan.K-IT	03/02/2022 04:02 PM	NABL REPORT WORK	NABL REPORT WORK	Manikandan.K-IT	03/02/2022 04:07 PM	M.Ramesh kumar - Systems Engineer	03/02/2022 05:17 PM	Completed	1 hours9 mins	Preventive maintenance report and System daily calls report prepared for NABL inspection purpose.

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
428	IT02917	PARAMESHWARI .A	03/02/2022 10:22 AM	PRINTER CONNECTION	LASER PRINTER CONNECTION COLLECTION DEPT IN CENTRAL LAB	Manikandan.K-IT	03/02/2022 04:00 PM	P.Vignesh-IT	04/02/2022 03:15 PM	Completed	23 hours14 mins	new printer installed and working fine now
429	IT02932	Bouvanesvary.S	03/02/2022 04:07 PM	printer not working	printer not working	Manikandan.K-IT	07/02/2022 12:38 PM	P.Boopalan-IT	16/02/2022 03:32 PM	Completed	218 hours54 mins	
430	IT02925	Ashokkumar.R MRD	03/02/2022 12:00 PM	new printer training	Dear Sir, MRD department instalation of new printer laser jet pro MFP M128fn. Thanks & Regards MRD_TEAM	Manikandan.K-IT	03/02/2022 03:52 PM	Deenathayalan. V(IT)	03/02/2022 05:18 PM	Completed	1 hours26 mins	COMPLETED

**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
431	IT02920	Sugunakumari.J	03/02/2022 11:00 AM	UPS not working	Department of physiology Demo hall UPS not working	Manikandan.K-IT	03/02/2022 04:00 PM	P.Boopalan-IT	16/02/2022 03:24 PM	Completed	311 hours24 mins	

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
432	IT02929	Nagarathinam.V (Stores)	03/02/2022 04:01 PM	Rectify the TAX and Invoice Amount	Rectify the TAX and Invoice Amount Credit Purchase GRN NO; PINV/CS/21-22/2584	Manikandan.K-IT	03/02/2022 04:08 PM	Deenathayalan. V(IT)	03/02/2022 05:16 PM	Closed	1 hours8 mins	UPDATED IN HMS database

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

dt: 08/01/2022  
Details already sent to  
through mail

433	IT02916	R. Anitha -DEO	03/02/2022 10:05 AM	HMS (Store indent) not working	HMS (Store indent) not working	Manikandan.K-IT	03/02/2022 04:00 PM	M.Ramesh kumar - Systems Engineer	03/02/2022 05:16 PM	Closed	1 hours15 mins	HMS Problem rectified now working fine.
434	IT02915	Kumaravel.K	03/02/2022 09:52 AM	NETWORK PROBLEM	Network and HMS not working	Manikandan.K-IT	03/02/2022 04:01 PM	M.Ramesh kumar - Systems Engineer	03/02/2022 05:16 PM	Completed	1 hours14 mins	System IP number conflict error. Given automatic IP and manual IP. Now working fine.
435	IT02923	Jagadheeswari N	03/02/2022 11:21 AM	store indent not working	store indent not working	Manikandan.K-IT	03/02/2022 03:52 PM	P.Boopalan-IT	16/02/2022 02:30 PM	Completed	310 hours37 mins	

**Classification : 4**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
436	IT02922	Jagadheeswari N	03/02/2022 11:20 AM	os problem laptop	os problem laptop	Manikandan.K-IT	03/02/2022 03:52 PM	P.Boopalan-IT	16/02/2022 02:30 PM	Completed	310 hours38 mins	speed up laptop and clear temp data disk clean up
437	IT02918	Kanniyammal.S - Lab Tech	03/02/2022 10:35 AM	Internet not working in DEMO room	Internet not working in DEMO room	Manikandan.K-IT	03/02/2022 04:00 PM	P.Boopalan-IT	16/02/2022 03:33 PM	Completed	311 hours32 mins	internet cable not properly connected
438	IT02933	Sugunakumari.J	03/02/2022 04:21 PM	OS problem	Department of physiology HOD system OS Problem	Manikandan.K-IT	07/02/2022 12:38 PM	P.Boopalan-IT	16/02/2022 03:26 PM	Completed	218 hours47 mins	
439	IT02919	Kanniyammal.S - Lab Tech	03/02/2022 10:36 AM	internet connection problem	internet connection problem	Manikandan.K-IT	03/02/2022 04:00 PM	Deenathayalan. V(IT)	03/02/2022 05:18 PM	Completed	1 hours18 mins	issue resolved

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
440	IT02928	Balachandran.P	03/02/2022 03:40 PM	internet not working	In Anatomy Department office computer	Manikandan.K-IT	03/02/2022 03:51 PM	P.Boopalan-IT	16/02/2022 03:24 PM	Completed	311 hours33 mins	
441	IT02926	Mohamad ibrahim .J	03/02/2022 01:03 PM	internet & system is very slow clear browsing data	internet & system is very slow clear browsing data,	Manikandan.K-IT	03/02/2022 03:51 PM	P.Boopalan-IT	16/02/2022 02:29 PM	Completed	310 hours37 mins	internet cable not properly connected clear browsing data

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
442	IT02927	Rajeshwari B-Office Asst.	03/02/2022 02:17 PM	SO sir K7 updation problem	SO sir K7 updation problem	Manikandan.K-IT	03/02/2022 03:51 PM	P.Boopalan-IT	16/02/2022 03:33 PM	Completed	311 hours41 mins	

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
443	IT02914	Coumarane.M Blood Bank	03/02/2022 09:05 AM	Despatch report not able to view	Despatch report not able to view	Manikandan.K-IT	03/02/2022 04:02 PM	Deenathayalan. V(IT)	03/02/2022 05:19 PM	Completed	1 hours17 mins	issue resolved
444	IT02931	Manikandan.K-IT	03/02/2022 04:03 PM	NABL REPORT WORK	NABL REPORT WORK	Manikandan.K-IT	03/02/2022 04:07 PM	Deenathayalan. V(IT)	03/02/2022 05:16 PM	Completed	1 hours8 mins	COMPLETED
445	IT02924	Pukazenti N.R. DGM	03/02/2022 11:33 AM	DGM office - Creation of Package	Kindly create the health package for M/s Rane Madras company.  Rane Madras - Pre Employment Health Checkup 2022 - Rs. 1352/-	Manikandan.K-IT	03/02/2022 03:52 PM	Deenathayalan. V(IT)	03/02/2022 05:17 PM	Closed	1 hours24 mins	COMPLETED

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
446	IT02937	Anandh.D	04/02/2022 11:33 AM	Dental accounts	Accounts Manager MRD Bill Cancel Option Not Working...	Manikandan.K-IT	07/02/2022 12:36 PM	Deenathayalan. V(IT)	07/02/2022 12:58 PM	Completed	0 hours21 mins	Dental mrd URL given in accounts manager system

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
447	IT02936	Muniamma.K	04/02/2022 11:24 AM	KEYBOARD NOT WORKING	DEMO HALL-I KEYBOARD NOT WORKING	Manikandan.K-IT	07/02/2022 12:36 PM	P.Boopalan-IT	16/02/2022 02:28 PM	Closed	217 hours52 mins	solve keyboard problem

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
448	IT02935	Muniamma.K	04/02/2022 11:23 AM	MOUSE NOT WORKING	HOD SIR MOUSE NOT WORKING	Manikandan.K-IT	07/02/2022 12:36 PM	P.Boopalan-IT	16/02/2022 02:29 PM	Closed	217 hours52 mins	

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
449	IT02938	Muniamma.K	04/02/2022 04:30 PM	SRC ONLINE MEETING , ID CREATE	SRC MEETING , ID CREATE	Manikandan.K-IT	07/02/2022 12:36 PM	Deenathayalan. V(IT)	07/02/2022 12:50 PM	Closed	0 hours14 mins	google meet id created

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
450	IT02934	Vinoth kumar.A - S/N	04/02/2022 10:11 AM	MALE ORTHO WARD	SYSTEM IS NOT WORKING	Manikandan.K-IT	07/02/2022 12:38 PM	P.Vignesh-IT	07/02/2022 02:14 PM	Completed	1 hours35 mins	checked and found it has network connectivity issue resolved working fine now

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
451	IT02960	Manikandan.K-IT	04/02/2022 08:46 AM	AP installation FOR NABL INSPECTION	AP installation FOR NABL INSPECTION IN CENTRAL LAB,BLOOD BANK AND COLLEGE MICROBIOLOGY	Manikandan.K-IT	07/02/2022 04:45 PM	M.Ramesh kumar - Systems Engineer	08/02/2022 08:53 AM	Completed	16 hours8 mins	Internet Access Point (AP) installed at Central Lab (Biochemistry and Pathology), Blood Bank and Medical college Microbiology department office for NABL inspection purpose. Coordinate with Mr.Arunkumar, IT.
452	IT02959	Manikandan.K-IT	04/02/2022 08:45 AM	AP installation FOR NABL INSPECTION	AP Installation FOR NABL INSPECTION in CENTRAL LAB,BLOOD BANK AND COLLEGE MICROBIOLOGY	Manikandan.K-IT	07/02/2022 04:45 PM	Arunkumar.M-IT	15/02/2022 10:31 AM	Completed	185 hours45 mins	AP installed and checked working fine



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
453	IT02941	R. Anitha -DEO	05/02/2022 10:29 AM	forgot password - DVL	Forgot password - trishnavaishali@svmchrc.ac.in  roshnimenon@svmchrc.ac.in	Manikandan.K-IT	07/02/2022 12:35 PM	Deenathayalan. V(IT)	07/02/2022 12:47 PM	Closed	0 hours11 mins	TEmp.Password:svmchrc@123
454	IT02942	R. Anitha -DEO	05/02/2022 10:35 AM	Forgot password - DVL	Forgot password - brinda@svmchrc.ac.in	Manikandan.K-IT	07/02/2022 12:35 PM	Deenathayalan. V(IT)	07/02/2022 12:36 PM	Closed	0 hours0 mins	Temp.password:svmchrc@123

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
455	IT02939	Kamaraj.K Pur.Officer.	05/02/2022 08:44 AM	PURCHASE	Sharing Printer Not Working	Manikandan.K-IT	07/02/2022 12:36 PM	R.Pandian-IT	08/02/2022 09:09 AM	Completed	20 hours33 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
456	IT02940	Savithri	05/02/2022 10:05 AM	SPECIAL OPD PRITER ISSUE	SPECIAL OPD DEO ROOM PRINTER NOT WORKING	Manikandan.K-IT	07/02/2022 12:38 PM	P.Vignesh-IT	07/02/2022 02:13 PM	Completed	1 hours35 mins	checked and uninstalled the security update in windows , now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
457	IT02943	K.Sundaramoorthy (Purchase)	05/02/2022 04:17 PM	DENTAL PURCHASE	Refer Engg College PO NO.Es/PO/21-22/0031. pl. open the same.	Manikandan.K-IT	07/02/2022 12:34 PM	Deenathayalan. V(IT)	09/02/2022 11:29 AM	Completed	46 hours54 mins	status open in database

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
458	IT02964	Manikandan.K-IT	05/02/2022 08:47 AM	NABL INSPECTION	NABL INSPECTION	Manikandan.K-IT	07/02/2022 04:44 PM	Deenathayalan. V(IT)	09/02/2022 11:26 AM	Completed	42 hours42 mins	google meet id created and inspection done

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

459	IT02965	Manikandan.K-IT	05/02/2022 08:48 AM	NABL INSPECTION	NABL INSPECTION	Manikandan.K-IT	07/02/2022 04:44 PM	P.Boopalan-IT	16/02/2022 02:28 PM	Completed	213 hours43 mins	organise with IT dept team
460	IT02962	Manikandan.K-IT	05/02/2022 08:45 AM	NABL INSPECTION	NABL INSPECTION	Manikandan.K-IT	07/02/2022 04:45 PM	P.Vignesh-IT	08/02/2022 11:51 AM	Completed	19 hours6 mins	coordinated with IT Team on NABL inspection
461	IT02963	Manikandan.K-IT	05/02/2022 08:46 AM	NABL INSPECTION	NABL INSPECTION	Manikandan.K-IT	07/02/2022 04:45 PM	R.Pandian-IT	09/02/2022 10:58 AM	Completed	42 hours13 mins	NABL inspection it support given inspection completed successfully

**Classification : 4**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
462	IT02966	Manikandan.K-IT	05/02/2022 03:47 PM	COLLEGE MICROBIOLOGY AP ISSUE	COLLEGE MICROBIOLOGY AP ISSUE	Manikandan.K-IT	07/02/2022 04:44 PM	Arunkumar.M-IT	15/02/2022 10:31 AM	Completed	185 hours46 mins	Connection checked
463	IT02967	Manikandan.K-IT	05/02/2022 03:49 PM	COLLEGE MICROBIOLOGY AP ISSUE	COLLEGE MICROBIOLOGY AP ISSUE	Manikandan.K-IT	07/02/2022 04:43 PM	M.Ramesh kumar - Systems Engineer	08/02/2022 08:55 AM	Completed	16 hours12 mins	Medical College Microbiology internet AP not working properly. AP reconfigured and lan cable replaced now working fine. Coordinate with Mr.Arunkumar, IT
464	IT02961	Manikandan.K-IT	05/02/2022 03:42 PM	Google meet ID creation for NABL INSPECTION	Google meet ID creation for NABL INSPECTION	Manikandan.K-IT	07/02/2022 04:44 PM	Deenathayalan. V(IT)	09/02/2022 11:27 AM	Completed	42 hours42 mins	google meet id created and send to Dr.Suresh sir

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
465	IT02954	Deenathayalan.V(IT)	07/02/2022 12:31 PM	mrd hospital	Mrd Manager system not power on display issue	Manikandan.K-IT	07/02/2022 12:33 PM	Deenathayalan. V(IT)	07/02/2022 12:50 PM	Closed	0 hours17 mins	issue resolved

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
466	IT02949	Rajeshwari B-Office Asst.	07/02/2022 09:55 AM	clear doubt about organise pdf in online website	clear doubt about organise pdf in online website merge, split, and organise	Manikandan.K-IT	07/02/2022 12:33 PM	P.Boopalan-IT	16/02/2022 02:27 PM	Completed	217 hours54 mins	doubt is cleared

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

467	CT1127	Punithavally D	07/02/2022 12:15 PM	software	In biochemistry department system is not working	Manikandan.K-IT	07/02/2022 12:32 PM	R.Pandian-IT	08/02/2022 09:02 AM	Completed	20 hours29 mins	I Checked all basic diagnostic steps problem found in hms tomcat reconfigure the tamcat its working well
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**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
468	IT02968	Manikandan.K-IT	07/02/2022 03:50 PM	Dental surgery printer issue	Dental surgery printer issue	Manikandan.K-IT	07/02/2022 03:54 PM	R.Pandian-IT	09/02/2022 10:57 AM	Completed	43 hours2 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
469	IT02944	Kamaraj.K Pur.Officer.	07/02/2022 08:39 AM	PURCHASE	SHARING PRINTER NOT WORKING	Manikandan.K-IT	07/02/2022 12:34 PM	R.Pandian-IT	08/02/2022 09:03 AM	Completed	20 hours28 mins	I checked all basic diagnostic steps problem found in printer sharing setting reconfigure the setting its working well
470	IT02948	S.Chellammal - DEO	07/02/2022 09:39 AM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	PRINTER SHARING ISSUE IN SPECIAL OPD DEO ROOM	Manikandan.K-IT	07/02/2022 12:38 PM	P.Vignesh-IT	07/02/2022 02:13 PM	Completed	1 hours35 mins	checked and uninstalled the security update in windows , now working fine

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
471	IT02957	Manikandan.K-IT	07/02/2022 12:43 PM	New Email ID for Engg domain	Respected Sir/Madam, We have planned to apply for NAAC , so we request you to create New Domain Mail ID as listed below,  1. naac.c1@svcet.ac.in 2. naac.c2@svcet.ac.in 3. naac.c3@svcet.ac.in 4. naac.c4@svcet.ac.in 5. naac.c5@svcet.ac.in 6. naac.c6@svcet.ac.in 7. naac.c7a@svcet.ac.	Manikandan.K-IT	07/02/2022 12:44 PM	Deenathayalan. V(IT)	09/02/2022 11:30 AM	Completed	46 hours45 mins	created temp .password:svcet@123

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

in  
8.  
naac.c7b@svcet.ac.in

472	IT02945	Nagarathinam.V (Stores)	07/02/2022 09:20 AM	TONER CHECKING PURPOSE	Material Checking Purpose Toner 12A & 88A	Manikandan.K-IT	07/02/2022 12:34 PM	M.Ramesh kumar - Systems Engineer	08/02/2022 08:57 AM	Closed	20 hours23 mins	Central Stores - Toner refilling work coordinate with Mr.Bharath, OHM Service Engineer. Toner refilled for 88A - 08 Nos. and 12A - 18 Nos. Total - 26 Nos.
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
473	IT02956	Reshma	07/02/2022 12:39 PM	office room desktop not working	office room desktop not working	Manikandan.K-IT	07/02/2022 12:44 PM	P.Boopalan-IT	16/02/2022 02:25 PM	Completed	217 hours41 mins	
474	IT02947	Sivasubramanian. K MRD	07/02/2022 09:33 AM	system not working	MRD MANAGER SYSTEM NOT WORKING	Manikandan.K-IT	07/02/2022 12:33 PM	Deenathayalan. V(IT)	07/02/2022 12:46 PM	Completed	0 hours12 mins	issue resolved clean the ram and reinstalled

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
475	IT02955	Reshma	07/02/2022 12:38 PM	internet connection problem	internet connection problem room no:8 fpr professor room	Manikandan.K-IT	07/02/2022 12:44 PM	P.Boopalan-IT	16/02/2022 02:26 PM	Completed	217 hours41 mins	cable issue and check network connection now inter is properly working

**Classification : 1**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
476	IT02946	Sivasubramanian. K MRD	07/02/2022 09:31 AM	bar code printer	bar code printer not properly working	Manikandan.K-IT	07/02/2022 12:34 PM	Deenathayalan. V(IT)	07/02/2022 12:45 PM	Completed	0 hours11 mins	printer setting changed

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

477	IT02969	K.Sudhakar -MRD	07/02/2022 04:26 PM	PAED-ANX WARD-DISCHARGE SUMMARY	DELL KEYBOARD SOME KEYS ARE STUCK AND NOT WORKING	Manikandan.K-IT	08/02/2022 12:15 PM	R.Pandian-IT	09/02/2022 10:58 AM	Closed	22 hours43 mins	Keyboard dust clean and refixed its working well
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**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
478	IT02951	Nagarathinam.V (Stores)	07/02/2022 10:29 AM	Material Checking Purpose:	Material Checking Purpose: 1. Outdoor network Rack-6u - 1nos 2.TP LINK OUTDOOR ACCESS POINT - 2nos 3. Hard Disc - 6TB - 2nos 4.HIKVISION 2MP[ BULLET CAMERA - 4 nos	Manikandan.K-IT	07/02/2022 11:47 AM	M.Ramesh kumar - Systems Engineer	10/02/2022 10:02 AM	Closed	70 hours14 mins	CCTV Material checked by Mr.Arunkumar, IT

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
479	IT02953	Deenathayalan.V(IT)	07/02/2022 12:29 PM	pead_office	Pead_office system ms office word file not open	Manikandan.K-IT	07/02/2022 12:32 PM	Deenathayalan.V(IT)	07/02/2022 12:46 PM	Closed	0 hours14 mins	ms office reinstalled
480	IT02950	Bhuvanewary.P-W/S	07/02/2022 10:12 AM	PSYCHIATRY DEP. NETWORK NOT WORKING	Morning sir, Psychiatry Department network not working please check sir. Thanking you	Manikandan.K-IT	07/02/2022 11:48 AM	M.Ramesh kumar - Systems Engineer	07/02/2022 02:41 PM	Completed	2 hours52 mins	IP Number conflict issue rectified now working fine
481	IT02952	Deenathayalan.V(IT)	07/02/2022 12:29 PM	pead_office	Pead_office system ms office word file not open	Manikandan.K-IT	07/02/2022 12:32 PM	Deenathayalan.V(IT)	07/02/2022 12:47 PM	Closed	0 hours14 mins	issue resolved
482	IT02958	Thiruvengada Perumal	07/02/2022 02:30 PM	Kindly increase the Net Speed in Pharmacy College	Sir, In Pharmacy College 3rd Floor Lecturer Hall for B.Pharm -3rd year students Webinar program conducted by Online, the network speed is very slow, so	Manikandan.K-IT	07/02/2022 03:05 PM	R.Pandian-IT	08/02/2022 09:04 AM	Completed	17 hours59 mins	I checked all error finding steps problem found in network cable refix the cable and internet speed also checked its working fine download speed 97mbbs upload speed 95mbbs

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

please increase the network speed and rectify the problem sir

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
483	IT02974	Pukazenti N.R. DGM	08/02/2022 10:20 AM	DGM office - Creation of test in software	Kindly add the new test name in the software. 1. Phospholipid Ab IgG (APLA) - Biochemistry - Rs.750/- 2. Phospholipid Ab IgM (APLA) - Biochemistry - Rs.750/- -	Manikandan.K-IT	08/02/2022 12:13 PM	Deenathayalan. V(IT)	09/02/2022 11:26 AM	Closed	23 hours13 mins	already this test available in hms
484	IT02980	Pukazenti N.R. DGM	08/02/2022 12:39 PM	DGM office - add test rate	The below mentioned test is available in the software but amount is not available for that test and edit option is also not available. So Kindly add the amount for that test which is mentioned below.  RDW-CV (Clinical Pathology) - Rs.150	Manikandan.K-IT	09/02/2022 11:36 AM	Deenathayalan. V(IT)	10/02/2022 09:47 AM	Closed	22 hours11 mins	updated in hms

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
485	IT02976	Arunpandian.A	08/02/2022 11:13 AM	Pharmacy Accounts	pinter not sharing my system,i cannot unable to print	Manikandan.K-IT	08/02/2022 12:12 PM	M.Ramesh kumar - Systems Engineer	10/02/2022 10:03 AM	Completed	45 hours50 mins	Printer server system updated Microsoft security update file. So, uninstalled updating file now printer sharing working fine.
486	IT02970	Savithri	08/02/2022 09:08 AM	SPECIAL OPD PRINTER ISSUE	SPECIAL OPD DEO ROOM PRINTER NOT WORKING	Manikandan.K-IT	08/02/2022 12:14 PM	P.Vignesh-IT	09/02/2022 01:04 PM	Completed	24 hours49 mins	checked and uninstalled the security update in windows , now working fine

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
487	IT02977	Vignesh. S.D Billing	08/02/2022 12:01 PM	NOT OPEN IN ADVANCE RECEIPT	NOT OPEN IN ADVANCE RECEIPT	Manikandan.K-IT	08/02/2022 12:12 PM	Deenathayalan. V(IT)	09/02/2022 11:30 AM	Completed	23 hours18 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
488	IT02972	Malini K	08/02/2022 10:03 AM	system cpu is not power on	system cpu is not power on. cpu problem	Manikandan.K-IT	08/02/2022 12:14 PM	P.Boopalan-IT	16/02/2022 04:03 PM	Completed	195 hours48 mins	
489	IT02981	Kaviyarasu.S - Pharm	08/02/2022 01:45 PM	MAIN PHARMACY HOPITAL	NEW PRINTER INSTALATION	Manikandan.K-IT	09/02/2022 11:35 AM	M.Ramesh kumar - Systems Engineer	10/02/2022 10:04 AM	Completed	22 hours28 mins	New Epson L310 printer installed at Main Pharmacy (Hospital). Now working fine.

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
490	IT02975	P. Saranya	08/02/2022 11:09 AM	OT OFFICE	Respected Sir ,Anesthesiology department office system internet connection not working sir please check sir	Manikandan.K-IT	08/02/2022 12:12 PM	P.Vignesh-IT	09/02/2022 10:05 AM	Completed	21 hours52 mins	checked and rectified ipconflict , so changed the ip now working fine
491	IT02971	Savithri	08/02/2022 09:14 AM	SPECIAL OPD INTERNET ISSUE	SPECIAL OPD SURGICAL ONCOLOGY ROOM INTERNET NOT WORKING	Manikandan.K-IT	08/02/2022 12:14 PM	P.Vignesh-IT	09/02/2022 01:03 PM	Completed	24 hours49 mins	checked and uninstalled the security update in windows , now working fine
492	IT02983	Divya.T	08/02/2022 02:37 PM	A/ C demo hall internet is not working	A/ C demo hall internet is not working	Manikandan.K-IT	09/02/2022 11:35 AM	P.Boopalan-IT	16/02/2022 04:03 PM	Completed	172 hours27 mins	

**Classification : 3**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
493	IT02982	Divya.T	08/02/2022 02:35 PM	HOD mam keyborad and Department	HOD mam keyboard and Department	Manikandan.K-IT	09/02/2022 11:35 AM	P.Boopalan-IT	16/02/2022 04:03 PM	Completed	172 hours27 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

keyboard are changed keyboard are changed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
494	IT02973	Baskaran.R.Trans. Manag.	08/02/2022 10:08 AM	HMS NOT WORKING	ERROR IS COMING WHILE HMS OPEN  Cant reach this page  Make sure the web address http://10.1.6.158:8081	Manikandan.K-IT	08/02/2022 12:13 PM	P.Vignesh-IT	09/02/2022 01:03 PM	Completed	24 hours49 mins	checked and rectified ipconflict , so changed the ip now working fine
495	IT02978	Vignesh. S.D Billing	08/02/2022 12:02 PM	ADVANCE RECEIPT CORRECTION	ADVANCE RECEIPT CORRECTION	Manikandan.K-IT	08/02/2022 12:11 PM	Deenathayalan. V(IT)	09/02/2022 11:31 AM	Completed	23 hours20 mins	issue resolved

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
496	IT02987	K.Vijayalakshmi - Billing	09/02/2022 01:06 PM	MAIN BILLING	TWO DOCUMENT PRINTER SERVICE	Manikandan.K-IT	10/02/2022 09:32 AM	M.Ramesh kumar - Systems Engineer	10/02/2022 04:32 PM	Completed	7 hours0 mins	Epson LX310 printer 02 Nos. serviced. Printer cleaned with help of blower and oil applied on printer head carriage. Now working fine.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
497	IT02984	Gounabady.R - DEO	09/02/2022 09:45 AM	cpu not working	CPU not working in Ophthal Office room	Manikandan.K-IT	09/02/2022 11:35 AM	P.Vignesh-IT	09/02/2022 01:03 PM	Completed	1 hours27 mins	checked and rectified working fine now

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
498	IT02989	Shalini.S-HR-Dept.	09/02/2022 04:05 PM	HRD	Kindly provide google meet link for Online interview for ICON college	Manikandan.K-IT	10/02/2022 09:31 AM	Deenathayalan. V(IT)	10/02/2022 09:48 AM	Completed	0 hours16 mins	Online interview for ICON Thursday, February 10 - 2:30 6:00pm Google Meet joining info Video call link:



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Timing : 02.30pm - 06.00pm  
 Date:10.02.2022  
 No. of candidates - 10  
 Panel members - 5

<https://meet.google.com/hhk-rabr-kqa> Or dial: &#8234;(US) +1 337-441-4204&#8236; PIN: &#8234;802 351 741&#8236;# More phone numbers: <https://tel.meet/hhk-rabr-kqa?pin=9219092775087>

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
499	IT02985	A.Kumaresan - Store	09/02/2022 11:11 AM	It related materials received, checking the It dept	Dear sir, Central store today compatible tonner 30 no`s received form store, please Cheick the IT person, Thank you.	Manikandan.K-IT	09/02/2022 11:35 AM	M.Ramesh kumar - Systems Engineer	10/02/2022 10:05 AM	Completed	22 hours29 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
500	IT02988	Srikrishnan .N	09/02/2022 02:37 PM	Internet not working	Internet not working	Manikandan.K-IT	10/02/2022 09:32 AM	P.Boopalan-IT	16/02/2022 04:02 PM	Completed	150 hours29 mins	
501	IT02986	Kamaraj.K Pur.Officer.	09/02/2022 12:18 PM	PURCHASE	SCANNER INSTALLATION	Manikandan.K-IT	10/02/2022 09:32 AM	P.Vignesh-IT	10/02/2022 04:43 PM	Completed	7 hours11 mins	printer installation done

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
502	IT02996	Sugunakumari.J	10/02/2022 11:43 AM	Software Installation	Department of Physiology Software installation do the needful	Manikandan.K-IT	10/02/2022 11:50 AM	P.Boopalan-IT	16/02/2022 03:59 PM	Completed	148 hours8 mins	

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

503	IT03002	Gounabady.R - DEO	10/02/2022 04:10 PM	create id for OPD Sister	Please create id for OPD Sister. her name s Gayathri M for using medisteer store indent and HMS ticket module.	Manikandan.K-IT	11/02/2022 02:34 PM	Deenathayalan. V(IT)	15/02/2022 11:56 AM	Completed	93 hours22 mins	what opd sister ?
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**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
504	IT02991	Kamaraj.K Pur.Officer.	10/02/2022 09:29 AM	PURCHASE	SHARING PRINTER NOT WORKING	Manikandan.K-IT	10/02/2022 12:06 PM	R.Pandian-IT	11/02/2022 08:33 AM	Completed	20 hours27 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
505	IT02990	Bouvanesvary.S	10/02/2022 09:04 AM	printer not working	printer not working	Manikandan.K-IT	10/02/2022 09:32 AM	P.Boopalan-IT	16/02/2022 03:56 PM	Completed	150 hours23 mins	

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
506	IT02998	Sudhakar.M.Pharm	10/02/2022 12:55 PM	WHEN POWER CUT HMS IS STOP(BACKUP	WHEN THE POWER CUT HMS IS STOP DUE TO UPS BACKUP PROBLEM , ALREADY CREATED TICKET,AFTER SEEN BUT THE PROBLEM CONTINUED.PLEASE RECTIFIED.	Manikandan.K-IT	11/02/2022 02:37 PM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:33 PM	Completed	144 hours56 mins	New UPS Battery installed at OT (Female Nurse Room) successfully. Now working fine.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
507	IT03001	Ashokkumar.R MRD	10/02/2022 04:10 PM	not received case sheets status report regarding	FSW ward one case mrs. Manohari patient is cancelled on the admission day but not received case sheets status details report added for this cases. please check and solve this problem.	Manikandan.K-IT	11/02/2022 02:36 PM	Manikandan.K-IT	15/02/2022 10:48 AM	Completed	92 hours12 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Mrs.MANOHARI.K,  
IP20200117119;  
D.O.A:17/01/2020  
AND

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
508	IT02997	Sugunakumari.J	10/02/2022 11:44 AM	system not working	Department of Physiology Demo hall system problem do the needful	Manikandan.K-IT	10/02/2022 11:50 AM	P.Boopalan-IT	16/02/2022 03:56 PM	Completed	148 hours6 mins	
509	IT03000	I.Ilakiya -DEO	10/02/2022 03:19 PM	MS Word not working properly	Gud aft sir, MS Word not working properly and recycle bin deleted doc not identify to restore.. pls kindly do the needful	Manikandan.K-IT	11/02/2022 02:37 PM	M.Ramesh kumar - Systems Engineer	12/02/2022 05:00 PM	Closed	26 hours23 mins	Problem found in MS-Office. MS-Office 2007 reinstalled now working fine

**Classification : 2**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
510	IT02994	Reshma	10/02/2022 10:15 AM	New Dell Monitor Assemble	New Dell Monitor Assemble warenty claimed	Manikandan.K-IT	10/02/2022 12:04 PM	P.Boopalan-IT	16/02/2022 04:02 PM	Completed	147 hours57 mins	

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
511	IT02995	A.Kumaresan - Store	10/02/2022 10:53 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, today morning, digital marketing dept. headset with mic received from store, please chick the It person, Thank you sir,	Manikandan.K-IT	10/02/2022 11:50 AM	M.Ramesh kumar - Systems Engineer	12/02/2022 04:59 PM	Completed	53 hours8 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
512	IT02992	Deenathayalan.V(I T)	10/02/2022 09:59 AM	lecture hall medical college	laptop windows 11 os updated	Manikandan.K-IT	10/02/2022 12:05 PM	Deenathayalan.V(IT)	15/02/2022 11:56 AM	Closed	119 hours51 mins	issue resolved
513	IT02993	Deenathayalan.V(I T)	10/02/2022 10:00 AM	digital marketing	digital marketing laptop windows 10 os installed and basic s/w	Manikandan.K-IT	10/02/2022 12:05 PM	Deenathayalan.V(IT)	12/02/2022 11:55 AM	Closed	47 hours50 mins	os installed and basic software installed

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
514	IT02999	P. Saranya	10/02/2022 01:14 PM	OT OFFICE	Respected Sir ,Anesthesiology department printer not working sir please check sir	Manikandan.K-IT	11/02/2022 02:37 PM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:36 PM	Completed	144 hours59 mins	Problem rectified now working fine. Completed by Mr.Vignesh, IT

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
515	IT03014	Gounabady.R - DEO	11/02/2022 03:44 PM	create id for OPD Sister	create HMS Ticket module id for Ophthal OPD Sister, first floor, Hospital side	Manikandan.K-IT	11/02/2022 03:56 PM	Deenathayalan.V(IT)	15/02/2022 11:57 AM	Completed	92 hours1 mins	pending for opd name

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
516	IT03013	Nagarathinam.V (Stores)	11/02/2022 11:27 AM	Stock Correction in HMS	Stock Correction in HMS (store stock Nil) TOWEL-TURKEY TOWEL - nil attached Document sent through mail (09-Feb-2022)	Manikandan.K-IT	11/02/2022 01:12 PM	Manikandan.K-IT	15/02/2022 10:48 AM	Closed	93 hours35 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

517	IT03009	Angelice Pereira.A -DEO	11/02/2022 10:07 AM	HMS LOGIN ID - Dr. Sayyad Aleem	Dr. Sayyad Aleem - AP, Department of General Medicine	Manikandan.K-IT	11/02/2022 02:31 PM	Deenathayalan. V(IT)	15/02/2022 12:03 PM	Completed	93 hours31 mins	USER id:S3380
518	IT03003	Savithri	11/02/2022 09:09 AM	SPECIAL OPD BILLING ISSUE	SPECIAL OPD RECEPTION BILLING MACHINE NOT WORKING	Manikandan.K-IT	11/02/2022 02:34 PM	R.Pandian-IT	15/02/2022 09:07 AM	Completed	90 hours33 mins	checked and rectified working fine now

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
519	IT03004	Ashokkumar.R MRD	11/02/2022 09:20 AM	computer is not working	AMRO sir computer is not working.	Manikandan.K-IT	11/02/2022 02:33 PM	R.Pandian-IT	15/02/2022 09:06 AM	Completed	90 hours32 mins	i checked all basic diagnostic steps problem found in RAM dust clean and the ram its working well
520	IT03011	Srinivasan.A- Librarian	11/02/2022 11:11 AM	KOHA SOFTWARE NOT WORKING	KOHA SOFTWARE NOT WORKING - ATTEND BY RAMESH IT DEPARTMENT	Manikandan.K-IT	11/02/2022 02:30 PM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:23 PM	Completed	73 hours52 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.
521	IT03006	Saranya.A	11/02/2022 09:18 AM	PAEDIATRIC OPD	Paediatric office system not working, Mouse not working and UPS battery low not backup. UPS last service date 10.4.2021. Please check sir.Thank you.	Manikandan.K-IT	11/02/2022 02:33 PM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:15 PM	Completed	73 hours41 mins	Mouse and UPS battery not working given purchase request
522	IT03005	Kaviselvi.P.S/N	11/02/2022 09:25 AM	dialysis	SYSTEM NOT WORKING	Manikandan.K-IT	11/02/2022 02:33 PM	R.Pandian-IT	15/02/2022 09:04 AM	Completed	90 hours31 mins	i Checked all basic diagnostic steps problem found in system random access memory refix the RAM its working well

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
523	IT03010	Srinivasan.A- Librarian	11/02/2022 11:06 AM	Internet not Working	internet not working	Manikandan.K-IT	11/02/2022 02:31 PM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:24 PM	Completed	73 hours53 mins	Internet issue rectified now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
524	IT03012	Nagarathinam.V (Stores)	11/02/2022 11:24 AM	Material Checking Purpose:	Material Checking Purpose: 1.HIKVISION 4MP IP BULLET CAMERA - 4 nos	Manikandan.K-IT	11/02/2022 01:55 PM	Arunkumar.M-IT	15/02/2022 10:28 AM	Closed	92 hours33 mins	Checked

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
525	IT03008	Suba	11/02/2022 09:44 AM	MRD DENTAL	MRD 2ND SYSTEM NOT WORKING SIR	Manikandan.K-IT	11/02/2022 02:32 PM	R.Pandian-IT	15/02/2022 09:08 AM	Completed	90 hours35 mins	I checked all basic diagnostic steps problem found in the system power cable refix the power cable its working well
526	IT03040	Manikandan.K-IT	11/02/2022 11:00 AM	AP installation FOR international conference	AP installation FOR international conference in medical college	Manikandan.K-IT	17/02/2022 10:09 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:30 PM	Completed	5 hours21 mins	New Wifi access point 10 Nos. installed at Medical college and new Cat6 cable laying work for International Conference. Coordinate with Mr.Arunkumar, IT.
527	IT03041	Manikandan.K-IT	11/02/2022 11:00 AM	AP installation FOR international conference	AP installation FOR international conference in medical college	Manikandan.K-IT	17/02/2022 10:09 AM	Arunkumar.M-IT	04/03/2022 10:42 AM	Completed	360 hours33 mins	completed
528	IT03007	Saranya.A	11/02/2022 09:26 AM	PAEDIATRIC OPD	Paediatric OPD demo room LCD projector VGA Cable connection work. Thank you.	Manikandan.K-IT	11/02/2022 02:33 PM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:19 PM	Completed	73 hours46 mins	This work will be done by the Maintenance Department. Informed to Peadiatric DEO.

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
529	IT03015	Coumarane.M Blood Bank	12/02/2022 09:37 AM	Report changing - regarding	Sir Blood grouping its come under NABL aggradation. so Blood grouping report will	Manikandan.K-IT	12/02/2022 03:07 PM	Manikandan.K-IT	15/02/2022 10:48 AM	Completed	67 hours40 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

sent only the NABL  
symbol and method of  
test performance also  
will change into  
``TUBE METHOD``  
not a slide  
agglutination method.

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
530	IT03016	Bhuvanewary.P-W/S	12/02/2022 10:47 AM	Psychiatry dep. Staff Nurse ARTHI create Email ID & password	Psychiatry dep. Staff Nurse Arthi create Email ID & password	Manikandan.K-IT	12/02/2022 03:10 PM	Deenathayalan. V(IT)	15/02/2022 12:57 PM	Completed	69 hours46 mins	we need initial

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
531	IT03018	Mathangi.M	12/02/2022 02:24 PM	ENT office tonner want to change	ENT office tonner want to change	Manikandan.K-IT	14/02/2022 09:42 AM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:24 PM	Completed	6 hours42 mins	New toner installed successfully. Now working fine.

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
532	IT03019	Shalini.S-HR-Dept.	12/02/2022 02:35 PM	HRD	Kindly provide the google meet link for ICON interview on 14.02.2022AN  Time : 02.30pm - 05.30pm No. of candidates - 5 Panel member -5	Manikandan.K-IT	12/02/2022 03:07 PM	Deenathayalan. V(IT)	15/02/2022 11:58 AM	Completed	68 hours51 mins	COMPLETED

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

533	IT03017	Buwaneswary K.- Micro. Lab	12/02/2022 11:58 AM	culture report 2nd page not properly	Culture report 2nd page not open	Manikandan.K-IT	12/02/2022 03:07 PM	Manikandan.K- IT	15/02/2022 10:48 AM	Completed	67 hours40 mins	issue resolved
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**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
534	IT03027	Pukazenti N.R. DGM	14/02/2022 11:08 AM	DGM office - Creation of test name	Kindly add the below mentioned test name in the software. Ionized Calcium - Rs.500 - Biochemistry	Manikandan.K-IT	15/02/2022 11:43 AM	Manikandan.K- IT	23/02/2022 11:03 AM	Closed	191 hours19 mins	created in HMS
535	IT03032	Sugunakumari.J	14/02/2022 02:56 PM	OS installation	Department of physiology Research Lab OS Installation	Manikandan.K-IT	15/02/2022 10:28 AM	P.Boopalan-IT	16/02/2022 03:56 PM	Completed	29 hours27 mins	

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
536	IT03022	Manikandan.K-IT	14/02/2022 09:59 AM	EMAIL ID CREATE	Kindly create a department mail for the below detailed departments in svmedcity  1. Medical Director 2. Quality 3. Billing	Manikandan.K-IT	14/02/2022 10:00 AM	Deenathayalan. V(IT)	15/02/2022 11:59 AM	Completed	25 hours59 mins	EMAIL ID CREATED IN OUR SVGI DOMAIN svmedcity.com domain

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
537	IT03025	K.Sudhakar -MRD	14/02/2022 10:51 AM	PAED-ANX WARD- DISCHARGE SUMMARY	NEW TONER INSTALL BY RAMESH SIR	Manikandan.K-IT	15/02/2022 10:26 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:29 PM	Completed	53 hours3 mins	New printer toner installed successfully now working fine.

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
538	IT03030	Bharanitharan	14/02/2022 12:45 PM	PHARMACY COLLEGE STORE	Dear sir, Kindly install tomcat new version for pharmacy college store system. Please do needful.	Manikandan.K-IT	15/02/2022 10:29 AM	Manikandan.K-IT	23/02/2022 11:02 AM	Completed	192 hours32 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
539	IT03020	Nirosha.V-Lab	14/02/2022 08:58 AM	MICRO LAB HOSPITAL SIDE	System Not working in micro lab	Manikandan.K-IT	14/02/2022 09:44 AM	R.Pandian-IT	15/02/2022 09:06 AM	Completed	23 hours21 mins	I checked all basic diagnostic steps problem found in system power point i informed consern person electrical team resolve the complaint its working well
540	IT03026	Santhi.K Admin	14/02/2022 10:55 AM	printer sharing problem printer not working	Printer not working	Manikandan.K-IT	15/02/2022 10:27 AM	P.Vignesh-IT	01/03/2022 12:35 PM	Completed	338 hours7 mins	uninstalled the security updates now printer working fine

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
541	IT03024	Maragatham.T	14/02/2022 10:24 AM	Internet is not working	Internet is not working	Manikandan.K-IT	15/02/2022 10:27 AM	P.Vignesh-IT	01/03/2022 12:34 PM	Completed	338 hours6 mins	checked and changed the ip now working fine

**Classification : 1**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
542	IT03031	S.Elavazhagi - DEO	14/02/2022 02:08 PM	PAED ANX - DISCHARGE SUMMERY	N COMPUTING HMS 3 SYSTEM HANG AND NOT WORKING	Manikandan.K-IT	15/02/2022 10:26 AM	R.Pandian-IT	17/02/2022 02:31 PM	Completed	52 hours5 mins	System temp file cleared its working well

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
543	IT03021	A.Kumaresan - Store	14/02/2022 09:23 AM	It related materials received, checking the It dept	Dear sir,, Kindly for information , Saturday eveninging 3 dept. it material received from store, so please chick the IT person come to store. Thank you sir.	Manikandan.K-IT	14/02/2022 09:42 AM	M.Ramesh kumar - Systems Engineer	14/02/2022 04:25 PM	Completed	6 hours42 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
544	IT03028	Mathangi.M	14/02/2022 12:01 PM	ENT ward	ENT ward system is not working	Manikandan.K-IT	15/02/2022 10:26 AM	R.Pandian-IT	15/02/2022 01:13 PM	Completed	2 hours47 mins	I Checked all basic diagnostic steps problem found in system power cable refix the power cable its working well
545	IT03029	Mathangi.M	14/02/2022 12:02 PM	ENT WARD switchers want to connect to the system	Ent ward switchers want to connect to the system	Manikandan.K-IT	15/02/2022 10:25 AM	R.Pandian-IT	17/02/2022 02:31 PM	Completed	52 hours5 mins	System connected successfully
546	IT03023	R.Ramya -FNA	14/02/2022 10:21 AM	printer not working	surgery opd chief room printer not working	Manikandan.K-IT	15/02/2022 10:26 AM	R.Pandian-IT	15/02/2022 01:16 PM	Completed	2 hours49 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
547	IT03047	S.Chellammal - DEO	15/02/2022 12:08 PM	DR.THELENGANA MAM, NEUROLOGIST, SYSTEM MONITOR ISSUE	DR.THELENGANA MAM, NEUROLOGIST, SYSTEM MONITOR ISSUE IN SPECIAL OPD	Manikandan.K-IT	17/02/2022 11:22 AM	R.Pandian-IT	21/02/2022 09:41 AM	Completed	94 hours18 mins	I checked all basic diagnostic steps problem found in the operation system reinstall the os its working well

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
548	IT03051	Pukazenti N.R. DGM	15/02/2022 02:34 PM	DGM office - Correction in available Package	This package is already available in the software as below mentioned name. Annual Health Checkup 2022 - Rs.1232/- Kindly do the necessary correction in the same package as per the attached file. Attachment sent through mail.	Manikandan.K-IT	17/02/2022 10:58 AM	Deenathayalan. V(IT)	18/02/2022 08:55 AM	Closed	21 hours56 mins	Updated in HMS

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
549	IT03049	Santhi.G	15/02/2022 12:22 PM	Installation of CCTV	CCTV camera not yet fixed in the dental hostel. Already camera purchased. High priority to be given to fix the existing camera. students are available in the hostel.	Manikandan.K-IT	17/02/2022 10:09 AM	Arunkumar.M-IT		Assigned		
550	IT03046	Santhi.G	15/02/2022 11:53 AM	CCTV not connected	CCTV live preview not working	Manikandan.K-IT	17/02/2022 10:08 AM	Arunkumar.M-IT	04/03/2022 10:46 AM	Completed	360 hours38 mins	connected

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
551	IT03035	Gounabady.R - DEO	15/02/2022 09:48 AM	create id for OPD Sister	Please create HMS Ticket id for Ophthal OPD Sister her name is Gayathri M, ph.no 9787204969. i ll put lot of ticket for the same please do the needful	Manikandan.K-IT	15/02/2022 10:33 AM	Manikandan.K-IT	15/02/2022 10:45 AM	Completed	0 hours11 mins	created in HMS S4187

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
552	IT03050	Ashokkumar.R MRD	15/02/2022 12:25 PM	Barcode sticker printed not working in IP counter	Dear Sir, Admission counter system not working for Barcode sticker print. Please solve this problem.  Thank you.	Manikandan.K-IT	17/02/2022 11:22 AM	Deenathayalan. V(IT)	18/02/2022 08:54 AM	Completed	21 hours32 mins	issue resolved
553	IT03054	Vanaja.N-DEO	15/02/2022 03:13 PM	PRINTER INSTALLATION	Printer installation for standby system	Manikandan.K-IT	17/02/2022 10:32 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:25 PM	Closed	4 hours53 mins	HP Laserjet 1020 plus printer driver installed now working fine.

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
554	IT03033	Angelice Pereira.A -DEO	15/02/2022 09:09 AM	HMS LOGIN ID - Dr. Sayyad Aleem	Dr. Sayyad Aleem - AP Department of General Medicine	Manikandan.K-IT	15/02/2022 11:44 AM	Deenathayalan. V(IT)	15/02/2022 12:03 PM	Completed	0 hours19 mins	user Id :S3380
555	IT03037	Manikandan.K-IT	15/02/2022 10:31 AM	EMAIL ID CREATE	Respected Sir,  Herewith I have provided the students list for password reset and also for creating new mail id for newly joined second year Lateral Entry Students.	Manikandan.K-IT	15/02/2022 10:32 AM	Deenathayalan. V(IT)	18/02/2022 08:54 AM	Completed	70 hours21 mins	EMAIL ID CREATED IN OUR SVCET DOMAIN
556	IT03048	Ashokkumar.R MRD	15/02/2022 12:20 PM	Back date registration option temporary removed-regarding	Dear sir, Inspection time back date registration option issued for OP and Amdmission. please that time temporary removed this option. Thank you	Manikandan.K-IT	17/02/2022 10:10 AM	Deenathayalan. V(IT)	18/02/2022 08:55 AM	Completed	22 hours44 mins	Removed in MRD systems
557	IT03034	Angelice Pereira.A -DEO	15/02/2022 09:18 AM	HMS credit - Dr. Naga Anil Krishna - SR	Dr. Naga Anil Krishna - SR Department of General Medicine	Manikandan.K-IT	15/02/2022 11:44 AM	Deenathayalan. V(IT)	23/02/2022 08:59 AM	Completed	189 hours15 mins	HMS User id & Password :S4386

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

558	IT03044	Nagarathinam.V (Stores)	15/02/2022 11:09 AM	Rectify the Invoice Date	Credit purchase GRN No : PINV/CS/21-22/2784 dt: 31/01/2022 Invoice Date : 31/12/2021 Change to 05/01/2022 Supplier Name : Quality Computer Form	Manikandan.K-IT	15/02/2022 11:45 AM	Deenathayalan. V(IT)	15/02/2022 12:58 PM	Closed	1 hours12 mins	UPDATED IN HMS database pls check sir
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**Classification : 5**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
559	IT03052	Vanaja.N-DEO	15/02/2022 03:11 PM	System not working	System not working (Surgery Office)	Manikandan.K-IT	17/02/2022 10:08 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:26 PM	Closed	5 hours18 mins	System no power on. Power did not go to the Mother board, SMPS working. Given H61 Mother board purchase request.
560	IT03039	P.Makeswari - DEO	15/02/2022 10:42 AM	x-ray - CR room system printing date mismatch in x-ray film	x-ray - CR room system printing date mismatch in x-ray film	Manikandan.K-IT	15/02/2022 11:43 AM	R.Pandian-IT	15/02/2022 01:15 PM	Completed	1 hours32 mins	I checked all basic diagnostic steps problem found in system time setting reconfigure the settings its working well
561	IT03053	Vanaja.N-DEO	15/02/2022 03:13 PM	Need standby system	Need standby system for Exam works regarding	Manikandan.K-IT	17/02/2022 10:08 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:24 PM	Closed	5 hours16 mins	Given standby system (Lenovo) with connected secondary hard disk

**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
562	IT03036	Malarvizhi.S.OS nursing college	15/02/2022 10:09 AM	ICON OFFICE	INSTALLATION OF CCTV CAMERA IN THIRD FLOOR	Manikandan.K-IT	15/02/2022 10:28 AM	Arunkumar.M-IT	04/03/2022 10:46 AM	Completed	408 hours17 mins	completed
563	IT03043	Manikandan.K-IT	15/02/2022 11:04 AM	AP dismantle in medical college	AP dismantle in medical college	Manikandan.K-IT	17/02/2022 10:08 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:19 PM	Completed	5 hours11 mins	Medical College Wifi access point (AP) 10 Nos. dismantled and temporary Catt6 cable (Physiology, Pharmacology and Microbiology demo hall) after completed International conference. With help of Mr.Viknesh, IT and Mr.Manikandan, Maintenance dept.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

564	IT03042	Manikandan.K-IT	15/02/2022 11:02 AM	AP dismantle in medical college	AP dismantle in medical college	Manikandan.K-IT	17/02/2022 10:09 AM	Arunkumar.M-IT	04/03/2022 10:43 AM	Completed	360 hours34 mins	completed
565	IT03038	Srikrishnan .N	15/02/2022 10:32 AM	Internet not working	To update faculty details in various portal, internet not working. To be rectified.	Manikandan.K-IT	15/02/2022 10:35 AM	P.Vignesh-IT	15/02/2022 02:04 PM	Completed	3 hours28 mins	IP address issue. Resolved
566	IT03045	Malini K	15/02/2022 11:25 AM	System no power on	System no power on Department of pathology Thank you	Manikandan.K-IT	15/02/2022 11:45 AM	P.Vignesh-IT	15/02/2022 02:02 PM	Completed	2 hours17 mins	checked and changed , cleaned the ram , smps power supply connectivity rectified

**Classification : 5**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
567	IT03069	Balachandran.P	16/02/2022 04:48 PM	Install Keyboard and Mouse	Kindly install keyboard and mouse in our office computer	Manikandan.K-IT	17/02/2022 10:06 AM	P.Boopalan-IT	24/02/2022 04:56 PM	Completed	174 hours50 mins	
568	IT03068	Balachandran.P	16/02/2022 04:47 PM	Replace UPS	UPS replaced in networking rack	Manikandan.K-IT	17/02/2022 10:06 AM	P.Boopalan-IT	24/02/2022 04:56 PM	Completed	174 hours50 mins	

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
569	IT03063	Pukazenti N.R. DGM	16/02/2022 02:28 PM	DGM office - Test Rate revision	Kindly revise the rate of HbA1c test in the special OPD category in the software, as per the approval of Chairman. HbA1c - Special category - Rs.480/-	Manikandan.K-IT	17/02/2022 10:02 AM	Deenathayalan. V(IT)	18/02/2022 08:57 AM	Closed	22 hours54 mins	UPDATED IN HMS database pls check sir
570	IT03060	Kaviyarasu.S - Pharm	16/02/2022 12:35 PM	Excel issue	Excel issue	Manikandan.K-IT	17/02/2022 10:04 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:13 PM	Completed	5 hours9 mins	MS-Excel file issue rectified now working fine.

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
571	IT03067	Muniamma.K	16/02/2022 04:35 PM	NEW N/W RACK UPS BATTERY FIXING	DEPT.OF BIOCHEMISTRY NEW N/W MICROTEK UPS BATTERY 650 S FIXING	Manikandan.K-IT	17/02/2022 10:07 AM	P.Boopalan-IT	24/02/2022 04:57 PM	Closed	174 hours49 mins	

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
572	IT03055	S.Pazhaniammal	16/02/2022 09:32 AM	Printer change from hod room to office room system	Printer change from hod room to office room system HP laser jet 1020 plus and instal driver, printer sometimes not working-- Pharmacology Department	Manikandan.K-IT	17/02/2022 10:05 AM	P.Boopalan-IT	24/02/2022 04:55 PM	Completed	174 hours50 mins	
573	IT03057	Kamaraj.K Pur.Officer.	16/02/2022 10:53 AM	PURCHASE	EPSON COLOUR PRINTER faded,Nothing is Printing	Manikandan.K-IT	17/02/2022 10:07 AM	P.Vignesh-IT	01/03/2022 12:31 PM	Completed	290 hours24 mins	rectified the issue , now working fine

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
574	IT03066	Sugunakumari.J	16/02/2022 03:49 PM	ups installing	Department of physiology New microtek 650v UPS is installed in research lab for network rack.Internet connection	Manikandan.K-IT	17/02/2022 10:07 AM	P.Boopalan-IT	24/02/2022 04:58 PM	Completed	174 hours50 mins	ups is fixed

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

575	IT03059	Vimalathithan.K.R	16/02/2022 11:11 AM	Install biometric software in library.	Install biometric software in Library. (second time Remember)	Manikandan.K-IT	17/02/2022 10:04 AM	Arunkumar.M-IT		Assigned		
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**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
576	IT03062	Srinivasan.A-Librarian	16/02/2022 02:12 PM	FOLDER NOT OPEN	PDF FOLDER NOT OPEN THE PAGE	Manikandan.K-IT	17/02/2022 10:03 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 02:30 PM	Completed	4 hours27 mins	MS-Office preview pane disabled now problem solved
577	IT03065	Reshma	16/02/2022 02:56 PM	UPS NEWLY CONNECTED	UPS NEWLY CONNECTED	Manikandan.K-IT	17/02/2022 10:03 AM	P.Boopalan-IT	24/02/2022 04:56 PM	Completed	174 hours52 mins	
578	IT03058	Vimalathithan.K.R	16/02/2022 11:05 AM	computer not working.(ubuntu system continuously	computer not working.(ubuntu system continuously restart.)	Manikandan.K-IT	17/02/2022 10:04 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 03:14 PM	Closed	5 hours10 mins	Acer system restarting continuously (Ubuntu server). Applied CPU cooling paste now working fine. Ubuntu booting file corrupted, so system no booting. Problem solved by Mr.Dhenna
579	IT03064	K.Sundaramoorthy (Purchase)	16/02/2022 02:52 PM	DENTAL PURCHASE	our system cpu not on	Manikandan.K-IT	17/02/2022 10:03 AM	Deenathayalan. V(IT)	18/02/2022 08:56 AM	Completed	22 hours53 mins	system power cable issue

**Classification : 4**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
580	IT03056	M.Celine -S/N	16/02/2022 10:38 AM	SYSTEM NOT WORKING.	SYSTEM NOT WORKING IN MED OPD.	Manikandan.K-IT	17/02/2022 10:04 AM	P.Vignesh-IT	01/03/2022 12:35 PM	Completed	290 hours30 mins	checked and rectified the issue , now working fine

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
581	IT03061	Celine.A-S/N	16/02/2022 12:57 PM	MALE MEDICAL WARD	PAPER GET STUCK IN PRINTER PLEASE RECTIFY THE ISSUE ASAP	Manikandan.K-IT	17/02/2022 10:05 AM	P.Vignesh-IT	01/03/2022 12:30 PM	Completed	290 hours25 mins	checked and rectified the issue , now working fine



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
582	IT03073	S.Chellammal - DEO	17/02/2022 10:06 AM	EXTERNAL DVD DRIVE NEED TO BE INSTALLED IN CTVS OPD	EXTERNAL DVD DRIVE NEED TO BE INSTALLED IN CTVS OPD	Manikandan.K-IT	17/02/2022 10:58 AM	R.Pandian-IT	17/02/2022 02:31 PM	Completed	3 hours32 mins	DVD Drive installed successfully its working well

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
583	IT03075	Pukazenti N.R. DGM	17/02/2022 12:10 PM	DGM office - inclusion of test name in software	Kindly add the below mentioned test name in the software. Lupus AntiCoagulants - Pathology - Rs.2500/-	Manikandan.K-IT	17/02/2022 01:23 PM	Manikandan.K-IT	23/02/2022 11:01 AM	Closed	141 hours38 mins	created in HMS

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
584	IT03071	Malarvizhi.S.OS nursing college	17/02/2022 09:29 AM	ICON OFFICE	INSTALLATION OF CAMERA IN THIRD FLOOR OF ICON - MOST URGENT	Manikandan.K-IT	17/02/2022 10:10 AM	Arunkumar.M-IT	25/02/2022 10:37 AM	Completed	192 hours27 mins	work completed on 21.02.2022 wit manikandan

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
585	IT03070	S.Chellammal - DEO	17/02/2022 09:24 AM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	Manikandan.K-IT	17/02/2022 10:06 AM	P.Vignesh-IT	01/03/2022 12:35 PM	Completed	290 hours28 mins	uninstalled the security updates now printer working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

586	IT03076	Sugunakumari.J	17/02/2022 01:53 PM	system not working	Department of physiology Office System not working	Manikandan.K-IT	17/02/2022 02:16 PM	P.Boopalan-IT	24/02/2022 04:55 PM	Completed	170 hours38 mins	
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**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
587	IT03077	P.Makeswari - DEO	17/02/2022 03:44 PM	MRI image not transfer	MRI image not transfer (CT 64 slice, MRI apple monitor)	Manikandan.K-IT	17/02/2022 04:30 PM	R.Pandian-IT	21/02/2022 09:40 AM	Completed	89 hours10 mins	This complaint divert to biomedical department because problem not under IT side

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
588	IT03072	Malarvizhi.S.OS nursing college	17/02/2022 09:34 AM	ICON OFFICE	LAPTOP NO : 2 (DELL) CHANGED BATTERY WAS NOT WORKING	Manikandan.K-IT	17/02/2022 10:10 AM	M.Ramesh kumar - Systems Engineer	17/02/2022 02:25 PM	Completed	4 hours14 mins	Laptop battery not working. Laptop battery installed from Purchase department without IT knowledge. Informed to User and Purchase office for battery issue.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
589	IT03074	Malini K	17/02/2022 10:31 AM	System power on	Department of pathology System power on Thank you	Manikandan.K-IT	17/02/2022 10:58 AM	P.Boopalan-IT	24/02/2022 04:54 PM	Completed	173 hours56 mins	

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
590	IT03085	Reshma	18/02/2022 12:43 PM	STORE INDENT NOT WORKING	STORE INDENT NOT WORKING	Manikandan.K-IT	19/02/2022 02:27 PM	R.Pandian-IT	21/02/2022 09:39 AM	Completed	43 hours12 mins	I Checked all basic diagnostic steps problem found in the browser setting reconfigure the setting its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

591	IT03086	Divya.T	18/02/2022 02:42 PM	Office room System is slow and freeze and not working properly	Office room System is slow and freeze and not working properly	Manikandan.K-IT	19/02/2022 02:27 PM	P.Boopalan-IT	24/02/2022 04:51 PM	Completed	122 hours24 mins	delete all temp and cache file disk cleanup
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**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
592	IT03087	K.Suganthi -DEO	18/02/2022 03:05 PM	TONNER INSTALLATION	NEW TONNER INSTALLATION IN ORTHO OFFICE PRINTER	Manikandan.K-IT	19/02/2022 02:26 PM	P.Vignesh-IT	01/03/2022 12:34 PM	Closed	238 hours7 mins	tonner installed working fine
593	IT03083	Saranya.A	18/02/2022 11:35 AM	PAEDIATRIC OFFICE	Paediatrics office printer now working. Thank you sir	Manikandan.K-IT	19/02/2022 02:27 PM	M.Ramesh kumar - Systems Engineer	21/02/2022 09:15 AM	Completed	42 hours47 mins	Printer problem rectified now working fine

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
594	IT03084	Saranya.A	18/02/2022 11:36 AM	PAEDIATRIC OFFICE	Paediatrics System automatically restart OS installation done , google chrome installation and HMS installation work done. Thank you sir.	Manikandan.K-IT	19/02/2022 02:27 PM	M.Ramesh kumar - Systems Engineer	21/02/2022 09:15 AM	Completed	42 hours47 mins	System restarted automatically. Repair option and system restore option not working. Data backedup and OS reinstalled. Basic software and drivers installed now working fine.
595	IT03082	Malini K	18/02/2022 10:00 AM	CPU no power on	Department of pathology CPU no power on Thank you	Manikandan.K-IT	19/02/2022 02:28 PM	P.Boopalan-IT	24/02/2022 04:51 PM	Completed	122 hours23 mins	
596	IT03081	K.Suganthi -DEO	18/02/2022 09:29 AM	MEDISTEER IS NOT OPEN	MEDISTEER IS NOT OPEN	Manikandan.K-IT	19/02/2022 02:28 PM	P.Vignesh-IT	01/03/2022 12:34 PM	Closed	238 hours5 mins	restarted the server machine now working fine

**Classification : 3**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
597	IT03079	Shalini.S-HR-Dept.	18/02/2022 09:12 AM	HRD	Kindly provide google meet link for ICON faculty interview .	Manikandan.K-IT	19/02/2022 02:28 PM	Deenathayalan. V(IT)	19/02/2022 05:09 PM	Completed	2 hours40 mins	google meet id created

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Date:18.02.2022  
 Time: 02.30pm - 05.00pm  
 No. of Candidates: 3  
 Panel Members: 5

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
598	IT03080	A.Kumaresan - Store	18/02/2022 09:25 AM	It related materials received, checking the It dept	Dear sir,, Kindly for information, yesterday evening Dean office collage 1kva ups 1 nos received form store please chick the IT person, two old bill It approval pending. Thank you sir,	Manikandan.K-IT	19/02/2022 02:28 PM	M.Ramesh kumar - Systems Engineer	21/02/2022 12:45 PM	Completed	46 hours17 mins	Material already Mr.Dheena checked.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
599	IT03089	Saraniyan Sathish.S - PRO	18/02/2022 04:52 PM	EMR OPD PRINTER	KINDLY TO RECTIFY PRINTER ISSUE IN CASUALTY SYSTEM	Manikandan.K-IT	19/02/2022 02:26 PM	P.Vignesh-IT	01/03/2022 12:34 PM	Completed	238 hours8 mins	checked and rectified the issue , now working fine

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
600	IT03092	Pukazenti N.R. DGM	19/02/2022 09:41 AM	DGM Office - Net not working	Software and net not working in the O/o DGM	Manikandan.K-IT	19/02/2022 02:26 PM	R.Pandian-IT	19/02/2022 04:43 PM	Closed	2 hours17 mins	I checked all basic diagnostic steps problem found in network setting reconfigured its working well

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

601	IT03093	S.Chellammal - DEO	19/02/2022 09:43 AM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	PRINTER SHARING ISSUE IN SPL OPD DEO ROOM	Manikandan.K-IT	19/02/2022 02:26 PM	P.Vignesh-IT	01/03/2022 12:32 PM	Completed	238 hours6 mins	checked and rectified the issue , now working fine
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**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
602	IT03091	Vimala P.- S/N	19/02/2022 09:16 AM	ORTHO WARD	SYSTEM NOT LOGIN	Manikandan.K-IT	19/02/2022 02:26 PM	R.Pandian-IT	21/02/2022 09:38 AM	Completed	43 hours12 mins	I Checked all basic diagnostic steps problem found in network cable refix the cable its working well
603	IT03094	Malini K	19/02/2022 09:55 AM	Printer not working in office room	Department of pathology Printer not working Thank you	Manikandan.K-IT	19/02/2022 02:25 PM	P.Vignesh-IT	01/03/2022 12:32 PM	Completed	238 hours6 mins	rectified the issue , now working fine

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
604	IT03095	Srinivasan.A-Librarian	19/02/2022 10:09 AM	Internet not Working	internet not working	Manikandan.K-IT	19/02/2022 02:25 PM	P.Vignesh-IT	01/03/2022 12:33 PM	Completed	238 hours7 mins	checked and changed the ip now working fine

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
605	IT03097	Vanaja.N-DEO	19/02/2022 11:35 AM	MOTHER BOARD REPAIR	SURGERY OFFICE ROOM (HOSPITAL 3RD FLOOR ) COMPUTER NOT WORKING	Manikandan.K-IT	19/02/2022 02:25 PM	R.Pandian-IT	21/02/2022 09:39 AM	Completed	43 hours13 mins	OS and General Software installed its working well
606	IT03096	Srikrishnan .N	19/02/2022 11:14 AM	Internet not working	Internet not working	Manikandan.K-IT	19/02/2022 02:25 PM	P.Vignesh-IT	01/03/2022 12:33 PM	Completed	238 hours8 mins	checked and changed the ip now working fine
607	IT03090	Celine.A-S/N	19/02/2022 08:50 AM	MMW	PRINTER PICK UP ROLLER CARRIAGE ISSUE, WHILE GIVING PRINT PICKUP ROLLER ROTATING IN MMW.	Manikandan.K-IT	19/02/2022 02:26 PM	P.Vignesh-IT	01/03/2022 12:32 PM	Completed	238 hours6 mins	checked and rectified the issue , now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
608	IT03108	HASEENABEGUM	21/02/2022 02:41 PM	SYSTEM SOFTWARE IS NOT WORKING IN COLLECTION,CENTRAL LAB	SYSTEM SOFTWARE IS NOT WORKING IN COLLECTION,CENTRAL LAB	Manikandan.K-IT	22/02/2022 09:28 AM	R.Pandian-IT	22/02/2022 03:50 PM	Completed	6 hours21 mins	I checked all basic diagnostic steps problem found in the power unit

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
609	IT03103	Kamaraj,K Pur.Officer.	21/02/2022 11:52 AM	PURCHASE	NEED TO REFILL EPSON L310 PRINTER INK	Manikandan.K-IT	22/02/2022 09:32 AM	R.Pandian-IT	22/02/2022 03:51 PM	Completed	6 hours18 mins	Ink refill successfully its working well
610	IT03102	Malini K	21/02/2022 10:00 AM	HP laserjet 1108 printer problem	HP laserjet 1108 printer problem Reinstal driver setup, not working properly	Manikandan.K-IT	22/02/2022 09:33 AM	P.Boopalan-IT	24/02/2022 04:50 PM	Completed	55 hours17 mins	

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
611	IT03101	YEWARANI.S	21/02/2022 09:47 AM	Dental College - Public Health Department	UPS given continuously peep sound	Manikandan.K-IT	22/02/2022 09:33 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:06 AM	Completed	24 hours33 mins	UPS Board issue. New UPS to be purchased. Informed to User and given request.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
612	IT03099	S.Elavazhagi - DEO	21/02/2022 09:00 AM	PAED ANX - DISCHARGE SUMMERY	Microsoft update issue	Manikandan.K-IT	22/02/2022 09:35 AM	R.Pandian-IT	22/02/2022 03:44 PM	Completed	6 hours9 mins	I checked all basic diagnostic steps problem found in the windows update setting reconfigure the setting its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

613	IT03106	A.Kumaresan - Store	21/02/2022 12:39 PM	store keeper system not working	Dear sir, Kindly for information, today central store store keeper system not work. please Check the It person.	Manikandan.K-IT	22/02/2022 09:31 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 09:51 AM	Completed	24 hours19 mins	UPS On/off switch problem rectified. Now working fine.
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**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
614	IT03110	Arunpandian.A	21/02/2022 03:28 PM	Pharmacy Accounts	Shifting from Svdc Admission Block to Pharmacy College.(System	Manikandan.K-IT	22/02/2022 09:27 AM	M.Ramesh kumar - Systems Engineer	22/02/2022 09:30 AM	Completed	0 hours3 mins	System transferred from Dental college to Pharmacy college (2Nos.)
615	IT03100	YEWARANI.S	21/02/2022 09:46 AM	Principal PA Office	Internet not working	Manikandan.K-IT	22/02/2022 09:35 AM	M.Ramesh kumar - Systems Engineer	22/02/2022 09:36 AM	Completed	0 hours1 mins	System picked up unknown IP automatically. Given manual IP now working fine
616	IT03098	Balamurugan.J.DE O	21/02/2022 08:36 AM	DENTAL COLLEGE OFFICE	SVDC PRINCIPAL PA SYSTEM INTERNET NOT WORKING	Manikandan.K-IT	22/02/2022 09:35 AM	M.Ramesh kumar - Systems Engineer	22/02/2022 09:37 AM	Completed	0 hours2 mins	Problem rectified now working fine

**Classification : 3**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
617	IT03107	HASEENABEGUM	21/02/2022 02:40 PM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	22/02/2022 09:28 AM	R.Pandian-IT	23/02/2022 10:06 AM	Completed	24 hours37 mins	Restart the segment its working well
618	CT1143	HASEENABEGUM	21/02/2022 10:12 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	22/02/2022 09:33 AM	Deenathayalan. V(IT)	22/02/2022 04:17 PM	Completed	6 hours44 mins	issue resolved

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
619	IT03109	Vimalathithan.K.R	21/02/2022 02:44 PM	mouse not working	mouse not working	Manikandan.K-IT	22/02/2022 09:27 AM	M.Ramesh kumar - Systems Engineer	22/02/2022 09:32 AM	Closed	0 hours4 mins	Mouse USB port changed now working fine.

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
620	IT03105	A.Kumaresan - Store	21/02/2022 12:37 PM	materials checking ( It dept related)	Dear sir, kindly for information, today mooring 3 dep` t It related materials received form store, please chick IT person, Thank you sir	Manikandan.K-IT	22/02/2022 09:32 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:06 AM	Completed	24 hours34 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
621	IT03104	Celine.A-S/N	21/02/2022 12:21 PM	mmw	TYPING DISCHARGE SUMMARY NOT SAVE IN THE SYSTEM ..	Manikandan.K-IT	22/02/2022 09:32 AM	R.Pandian-IT	22/02/2022 03:49 PM	Completed	6 hours16 mins	I checked all error finding steps problem found in browser setting
622	IT03111	Arunpandian.A	21/02/2022 03:30 PM	Pharmacy Accounts	i Requesting you to Tally Connection and Network Connection in shifting area.	Manikandan.K-IT	22/02/2022 09:26 AM	M.Ramesh kumar - Systems Engineer	22/02/2022 09:28 AM	Completed	0 hours1 mins	Tally connection given through Access Point from Dental college IP series. Coordinate with Mr.Arunkumar, IT

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
623	IT03115	Manikandan.K-IT	22/02/2022 09:36 AM	EMAIL ID CREATE	Respected Sir,  We request you to create a new domain mail id for newly joined Mrs.Kalaivani as	Manikandan.K-IT	22/02/2022 09:36 AM	Deenathayalan. V(IT)	22/02/2022 04:17 PM	Completed	6 hours40 mins	EMAIL ID CREATED IN OUR SVCET DOMAIN



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

mentioned below,

1. Mrs. Kalaivani, Lab  
Instructor (BME  
Department) - Email  
ID:  
Kalaivani@svcet.ac.in

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
624	IT03123	Kamashi @ Asha	22/02/2022 03:39 PM	account hospital	Sir, mani sir system printer not connected	Manikandan.K-IT	23/02/2022 10:37 AM	R.Pandian-IT	23/02/2022 02:38 PM	Completed	4 hours0 mins	I checked all basic error finding steps problem found in the printer sharing setting reconfigure the sharing setting its working well
625	IT03112	Kamaraj.K Pur.Officer.	22/02/2022 08:56 AM	PURCHASE	SHARING PRINTER NOT WORKING	Manikandan.K-IT	22/02/2022 09:26 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:05 AM	Completed	24 hours39 mins	Printer sharing issue already solved Mr. Pandiyan, IT
626	IT03113	Savithri	22/02/2022 09:10 AM	SPECIAL OPD PRINTER ISSUE	SPECIAL OPD DEO ROOM PRINTER NOT WORKING	Manikandan.K-IT	22/02/2022 09:26 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:02 AM	Completed	24 hours36 mins	Printer sharing not working because of printer server system microsoft security updated. Update file did not uninstalled. So, separate printer connected. Now working fine.

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
627	IT03114	M.Celine -S/N	22/02/2022 09:16 AM	HMS NOT OPEN	HMS NOT OPEN IN MED OPD.	Manikandan.K-IT	22/02/2022 09:25 AM	R.Pandian-IT	22/02/2022 03:43 PM	Completed	6 hours17 mins	I Checked all basic diagnostic steps problem found in network setting reconfigure the setting its working well
628	IT03120	S.Udhaya -MRD	22/02/2022 11:41 AM	HMS ticket creation	User need to know how to create ticket in HMS	Manikandan.K-IT	23/02/2022 10:39 AM	R.Pandian-IT	23/02/2022 02:34 PM	Closed	3 hours55 mins	HMS ticket module configured successfully and how to create ticket also explained

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
629	IT03121	Bouvanesvary.S	22/02/2022 01:25 PM	cal lab computer instillation	cal lab computer instillation	Manikandan.K-IT	23/02/2022 10:38 AM	Deenathayalan. V(IT)	28/02/2022 05:07 PM	Completed	126 hours29 mins	COMPLETED

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
630	IT03117	Arunpandian.A	22/02/2022 10:48 AM	Pharmacy Accounts	8 port switch installation	Manikandan.K-IT	23/02/2022 10:40 AM	M.Ramesh kumar - Systems Engineer	25/02/2022 09:02 AM	Completed	46 hours21 mins	D-Link DG-1008A Gigabyte 8 port network switch installed (Temporary) for Tally purpose.

**Classification : 1**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
631	IT03119	S.Udhaya -MRD	22/02/2022 11:39 AM	Ncomputing system very slow	Ncomputing system very slow	Manikandan.K-IT	23/02/2022 10:39 AM	R.Pandian-IT	23/02/2022 02:35 PM	Closed	3 hours55 mins	Reconfigured the Ncomputing host system temp file and history also cleared its working well

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
632	IT03118	Backiya.B S/N	22/02/2022 11:20 AM	Male surgery ward	Keyboard not working	Manikandan.K-IT	23/02/2022 10:39 AM	R.Pandian-IT	23/02/2022 02:37 PM	Completed	3 hours57 mins	I checked all basic diagnostic steps problem found in the usb port reconfigure the port its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
633	IT03122	A.Kumaresan - Store	22/02/2022 02:20 PM	materials checking ( It dept related)	Dear sir. Kindly for information, today central store Mahaveer infotech materials received, please chick	Manikandan.K-IT	23/02/2022 10:38 AM	M.Ramesh kumar - Systems Engineer	25/02/2022 09:03 AM	Completed	46 hours25 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

the It person,  
thanks you sir.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
634	IT03116	K.Suganthi -DEO	22/02/2022 10:17 AM	INTERNET NOT WORKING	INTERNET NOT WORKING	Manikandan.K-IT	23/02/2022 10:40 AM	R.Pandian-IT	23/02/2022 02:33 PM	Closed	3 hours52 mins	I Checked all error finding steps problem found in the network IP Setting reconfigure the ip setting its working well

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
635	IT03136	Pukazenti N.R. DGM	23/02/2022 01:28 PM	DGM office - Creation of test name	Kindly add the below mentioned test name in the software. Pericardial Fluid Albumin - Rs.250 - Biochemistry	Manikandan.K-IT	23/02/2022 02:01 PM	Manikandan.K-IT	23/02/2022 02:19 PM	Closed	0 hours18 mins	created in HMS

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
636	IT03133	Kandasamy.R-Civil	23/02/2022 12:16 PM	Civil Stores	Network issue HMS not working	Manikandan.K-IT	23/02/2022 12:47 PM	M.Ramesh kumar - Systems Engineer	23/02/2022 03:00 PM	Closed	2 hours12 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
637	IT03126	Sharmila.L S/N	23/02/2022 09:29 AM	Female ortho Ward	System Not working login issue	Manikandan.K-IT	23/02/2022 10:36 AM	R.Pandian-IT	23/02/2022 02:31 PM	Completed	3 hours55 mins	I Checked all basic diagnostic steps problem found in system login issue login properly its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
638	IT03127	Nagarathinam.V (Stores)	23/02/2022 09:57 AM	UPS NOT WORKING	UPS NOT WORKING	Manikandan.K-IT	23/02/2022 10:36 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:48 AM	Closed	0 hours11 mins	

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
639	IT03131	Manikandan.K-IT	23/02/2022 10:23 AM	HRM Module training	HRM Module training to Mrs.Lakshmi HR department	Manikandan.K-IT	23/02/2022 10:24 AM	Deenathayalan. V(IT)	28/02/2022 05:08 PM	Completed	126 hours44 mins	Training given to HRM model
640	IT03130	Manikandan.K-IT	23/02/2022 10:10 AM	HMS file update in Lab	HMS file update in Lab	Manikandan.K-IT	23/02/2022 10:28 AM	Deenathayalan. V(IT)	28/02/2022 05:08 PM	Completed	126 hours39 mins	hms file replaced in central lab system

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
641	IT03137	K.Sundaramoorthy (Purchase)	23/02/2022 03:31 PM	DENTAL PURCHASE	our purchase dept scanner not working. Pl. rectify the same immediately.	Manikandan.K-IT	23/02/2022 03:53 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:24 AM	Completed	234 hours31 mins	This scanner cannot be serviced. Mr. Mani sir said that the scanner to be condemned
642	IT03134	Bouvanesvary.S	23/02/2022 12:27 PM	assemble new server system	N-computuing assemble new server system in cal lab for examination purpose	Manikandan.K-IT	23/02/2022 12:47 PM	Deenathayalan. V(IT)	28/02/2022 05:07 PM	Completed	124 hours20 mins	COMPLETED
643	IT03124	Kaviyarasu.S - Pharm	23/02/2022 08:54 AM	MAIN PHARMACY HOPITAL	SHARE DOCUMENT ONE SYSTEM TO ANOTHER SYSTEM	Manikandan.K-IT	23/02/2022 10:40 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 03:00 PM	Completed	4 hours20 mins	Excel file sharing given successfully for NABH purpose
644	IT03125	Malini K	23/02/2022 09:16 AM	Ink refilling	Department of pathology Ink refilling	Manikandan.K-IT	23/02/2022 10:36 AM	P.Boopalan-IT	24/02/2022 04:49 PM	Completed	30 hours13 mins	
645	IT03135	S.Balaraman	23/02/2022 12:30 PM	FIRE AND SAFETY	Mail not sent	Manikandan.K-IT	23/02/2022 12:47 PM	R.Pandian-IT	24/02/2022 12:01 PM	Completed	23 hours13 mins	I checked all error finding steps problem found in browser setting reconfigure the

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

setting its working well

**Classification : 5**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
646	IT03139	Arunpandian.A	23/02/2022 04:52 PM	Pharmacy Accounts	sharing printer not working.	Manikandan.K-IT	25/02/2022 09:37 AM	M.Ramesh kumar - Systems Engineer	28/02/2022 03:34 PM	Completed	77 hours57 mins	Windows 7 OS and Basic software installed. Printer connected another system and given sharing by Mr.Dheenadayalan

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
647	IT03128	Manikandan.K-IT	23/02/2022 10:02 AM	Google meet arrangement for Dental Library	Google meet arrangement for Dental Library	Manikandan.K-IT	23/02/2022 10:28 AM	Deenathayalan. V(IT)	28/02/2022 05:09 PM	Completed	126 hours41 mins	Wifi router installed in library for online meeting

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
648	IT03129	A.Kumaresan - Store	23/02/2022 10:15 AM	It related materials received, checking the It dept	Dear sir. Kindly for information, today central store Mahaveer infotech 4 bill materials received, please check the It person, thanks you sir. (CCTV Networking dep't camera bill approval pending)	Manikandan.K-IT	23/02/2022 10:24 AM	M.Ramesh kumar - Systems Engineer	23/02/2022 10:49 AM	Completed	0 hours24 mins	IT Related material verification and signing for 4 bills (Cat6 3 mts. cable 10 Nos., Dell MS116 mouse, Canon G2010 color printer and TP-link network adaptor).

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
649	IT03132	Mettilda Mary.A- Staff Nurse	23/02/2022 10:48 AM	SURGERY OPD-4(SYSTEM) WORD FILE NOT OPENED	SURGERY OPD-4 WORDFILE IS NOT OPENED IN SYSTEM	Manikandan.K-IT	23/02/2022 10:57 AM	Manikandan.K-IT	23/02/2022 11:01 AM	Completed	0 hours4 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

650	IT03138	Thiruvengada Perumal	23/02/2022 04:25 PM	Kindly uninstall the WPS app in Exam Control Room	Sir In Pharmacy College Ground Floor Exam Control Room Computer System WPS app is distrubing to work, so please uninstall the app sir	Manikandan.K-IT	25/02/2022 09:37 AM	M.Ramesh kumar - Systems Engineer	28/02/2022 03:30 PM	Completed	77 hours53 mins	Uninstalled .wps office software now working fine
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**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
651	IT03150	Nandhakumar S- Accounts	24/02/2022 04:21 PM	Windows Update	Windows update problem	Manikandan.K-IT	25/02/2022 09:39 AM	P.Boopalan-IT	01/03/2022 12:43 PM	Completed	99 hours4 mins	uninstal security update and notification problem solved

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
652	IT03146	Santhi.G	24/02/2022 02:38 PM	Installation of CCTV	CCTV camera already purchased ( 4 nos) it is in IT dept. to install in the dental hostel entrance. students are present in the dental hostel, pls take immediate action.	Manikandan.K-IT	25/02/2022 09:28 AM	Arunkumar.M- IT	25/02/2022 10:36 AM	InProgress	1 hours8 mins	Manikandan from Maintenance is leave on past 2 days so work not completed.

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
653	IT03143	Balamurugan.J.DE O	24/02/2022 10:06 AM	PA to Principal dental office	SVDC Principal PA Printer HP Laser jet M13191 MFP printer if we print 1st page is blank and click ok button then print is coming please see and do need ful thankyou	Manikandan.K-IT	25/02/2022 09:40 AM	R.Pandian-IT	25/02/2022 04:53 PM	Completed	7 hours12 mins	I Checked all basic diagnostic steps problem found in printer page setup reset the page setup its working well
654	IT03152	Reshma	24/02/2022 04:41 PM	PRINTER CONNECTION NEEDED	PRINTER CONNECTION NEEDED	Manikandan.K-IT	25/02/2022 09:38 AM	P.Boopalan-IT	01/03/2022 12:27 PM	Completed	98 hours49 mins	printer sharing problem solved and troubleshoot HOD system to Office room system

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

655	IT03145	P.Usha -DEO	24/02/2022 01:52 PM	eye bank	Printer not working.	Manikandan.K-IT	25/02/2022 09:39 AM	R.Pandian-IT	25/02/2022 04:54 PM	Completed	7 hours15 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
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**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
656	IT03153	Reshma	24/02/2022 04:42 PM	COMPUTER DOWNLOAD PROBLEM	COMPUTER DOWNLOAD PROBLEM	Manikandan.K-IT	25/02/2022 09:36 AM	P.Boopalan-IT	01/03/2022 12:41 PM	Completed	99 hours4 mins	in lab system we dont have gave the permission for downloading access
657	IT03148	Saranya.A	24/02/2022 03:11 PM	PAEDIATRIC OFFICE	Paediatric office system new UPS battary installation and mouse connection work. Thank you	Manikandan.K-IT	25/02/2022 09:39 AM	R.Pandian-IT	01/03/2022 11:46 AM	Completed	98 hours7 mins	COMPLAINT DIVERT TO Mr.RAMESHKUMAR
658	IT03142	S.Udhaya -MRD	24/02/2022 09:21 AM	PAED-ANX WARD-DISCHARGE SUMMARY	SYSTEM NOT LOGIN	Manikandan.K-IT	25/02/2022 09:38 AM	R.Pandian-IT	25/02/2022 04:39 PM	Closed	7 hours1 mins	I checked all basic error finding steps problem found in the login page user login properly its working well
659	IT03149	Bouvanesvary.S	24/02/2022 04:17 PM	installation of pharm EX software in cal lab	installation of pharm EX software in cal lab	Manikandan.K-IT	25/02/2022 09:39 AM	Deenathayalan. V(IT)	28/02/2022 05:10 PM	Completed	79 hours31 mins	installed and configuration done in server system

**Classification : 4**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
660	IT03144	Neelavathi.C - Lab Tech	24/02/2022 11:48 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	25/02/2022 09:40 AM	R.Pandian-IT	25/02/2022 04:41 PM	Completed	7 hours0 mins	I checked all basic diagnostic steps problem found in the communication setup restart the setup its working well

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
661	IT03140	Vaishnavi.R.S/N	24/02/2022 08:59 AM	EMERGENCY WARD	MONITOR NOT WORKING	Manikandan.K-IT	25/02/2022 09:37 AM	R.Pandian-IT	25/02/2022 04:55 PM	Completed	7 hours17 mins	I checked all basic diagnostic steps problem found in printer

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

que setting and paper jam ,  
que setting and paper jam also  
cleared its working well

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
662	IT03147	Santhi.G	24/02/2022 02:43 PM	Biometric machine not working in Ladies hostel	Biometric machine is not working in ladies hostel, the inmates are not able to register their biometric attendance daily, take immediate action in this regard.	Manikandan.K-IT	25/02/2022 09:28 AM	Arunkumar.M-IT	04/03/2022 10:44 AM	Completed	169 hours16 mins	adapter to be change
663	IT03151	Nandhakumar S-Accounts	24/02/2022 04:21 PM	System Slow	System Slow	Manikandan.K-IT	25/02/2022 09:38 AM	P.Boopalan-IT	01/03/2022 12:43 PM	Completed	99 hours4 mins	clear all temp data and windows update is disable delete cache files

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
664	IT03156	Sugunakumari.J	25/02/2022 10:29 AM	windows 7 installation	Department of physiology Windows 7 insatallation in Research lab	Manikandan.K-IT	25/02/2022 12:46 PM	P.Boopalan-IT	01/03/2022 12:39 PM	Completed	95 hours52 mins	instal new windows 7 is completed and reserch lab basic software also installed
665	IT03159	Pukazenti N.R. DGM	25/02/2022 11:13 AM	DGM office - Creation of Package	Kindly create a new package for Berger Paint company in the software as per the attached file. ``Berger Paints - Annual health Checkup 2022``	Manikandan.K-IT	25/02/2022 04:49 PM	Manikandan.K-IT	25/02/2022 04:49 PM	Closed	0 hours0 mins	created in HMS

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

666	IT03157	MEERA.R	25/02/2022 10:34 AM	ENDOSCOPY	TO FIX NEW PRINTER IN THE ENDOSCOPY ROOM .PLS DO THE NEEDFUL	Manikandan.K-IT	25/02/2022 12:46 PM	M.Ramesh kumar - Systems Engineer	28/02/2022 03:44 PM	Closed	74 hours58 mins	New Canon G2010 Colour printer installed successfully. Now working fine. Old HP Deskjet printer to be condumned.
667	IT03155	Thiruvengada Perumal	25/02/2022 10:15 AM	Kindly attend the printer problem in Exam cell	Exam Cell printer was not working past two days..kindly attend the problem at earliest  by OM	Manikandan.K-IT	25/02/2022 01:00 PM	R.Pandian-IT	25/02/2022 04:36 PM	Completed	3 hours36 mins	I Checked all basic diagnostic steps problem found in printer paper jam cleared its working well
668	IT03160	Arunpandian.A	25/02/2022 11:41 AM	Pharmacy Accounts	not sharing printer connection	Manikandan.K-IT	25/02/2022 12:40 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:30 AM	Completed	189 hours49 mins	Windows 7 OS and Basic software installed. Printer connected another system and given sharing by Mr.Dheenadayalan

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
669	IT03158	Malarvizhi.S.OS nursing college	25/02/2022 11:02 AM	ICON OFFICE	1. DOCUMENTS SCANNING PROBLEM IN OFFICE  2. INSTALLATION OF VGA CABLE IN CLASS ROOMS	Manikandan.K-IT	25/02/2022 12:58 PM	M.Ramesh kumar - Systems Engineer	28/02/2022 03:42 PM	Completed	74 hours44 mins	Scanner serviced now working fine. Projector VGA cable installation work handled by Maintenance department.
670	IT03161	Balachandran.P	25/02/2022 04:39 PM	Moitor Problem	Monitor(Compaq) problem in HOD room	Manikandan.K-IT	25/02/2022 04:49 PM	P.Boopalan-IT	01/03/2022 12:40 PM	Completed	91 hours50 mins	Moniter is not working and it is failure wrote new dell moniter with mani sir knowledge and advise

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
671	IT03154	Lilly Pushpam - S/N	25/02/2022 09:18 AM	MSW PRINTER NOT WORKING	MSW PRINTER NOT WORKING SINCE 2 DAYS	Manikandan.K-IT	25/02/2022 09:36 AM	R.Pandian-IT	25/02/2022 04:28 PM	Completed	6 hours52 mins	I Checked all basic diagnostic steps problem found in printer que clear the que its working well user can not raise the complaint past two days today only raise the complaint problem rectify its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
672	IT03162	Reshma	26/02/2022 09:26 AM	Printer sharing HOD laptop to office printer	Printer sharing HOD laptop to office printer do the needful	Manikandan.K-IT	26/02/2022 11:07 AM	P.Boopalan-IT	01/03/2022 12:35 PM	Completed	73 hours28 mins	Printer sharing HOD laptop to office printer is successfully completed
673	IT03170	S.Chellammal - DEO	26/02/2022 02:25 PM	PRINTER ISSUE IN SPECIAL OPD DEO ROOM	PRINTER ISSUE IN SPECIAL OPD DEO ROOM	Manikandan.K-IT	02/03/2022 10:41 AM	P.Vignesh-IT	04/03/2022 11:14 AM	Completed	48 hours32 mins	checked and uninstalled the security updates , now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
674	IT03169	Nagarathinam.V (Stores)	26/02/2022 02:22 PM	Rectify the Invoice Value	Rectify the Invoice Value (Details already sent to Email) GRN NO: PINV/CS/21 -22/3022 dt: 26/02/2022 INVOICE No: 03/03146 dt: 23/02/2022 SUPPLIER NAME: SRI GANESH ELECTRICALS	Manikandan.K-IT	02/03/2022 10:42 AM	Deenathayalan. V(IT)	03/03/2022 02:39 PM	Closed	27 hours57 mins	UPDATED IN HMS

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
675	IT03168	Gounabady.R - DEO	26/02/2022 12:53 PM	System not working (computer)	System not working in the OPHTHAL WARD, 3rd floor, Hospital side. we cant able to type anything. lot of case sheets pending please ddo the needful immediately.	Manikandan.K-IT	02/03/2022 10:42 AM	P.Vignesh-IT	04/03/2022 11:15 AM	Completed	48 hours32 mins	checked and rectified the issue , now working fine
676	IT03167	Srikrishnan .N	26/02/2022 11:38 AM	cpu not power on - system not working	System is not functioning. CPU light not blinking. As informed to IT, SATA	Manikandan.K-IT	26/02/2022 12:24 PM	P.Boopalan-IT	01/03/2022 12:36 PM	Completed	72 hours12 mins	clean RAM and Hard drive troubleshooting and change sata cable now system is properly working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

cable changed. Please  
check whether any  
CPU problem,  
otherwise faculty  
related documents will  
get vanished. CHECK  
...

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
677	IT03165	Srikrishnan .N	26/02/2022 11:36 AM	Internet not working	Internet not working	Manikandan.K-IT	26/02/2022 12:24 PM	P.Boopalan-IT	01/03/2022 12:28 PM	Completed	72 hours4 mins	internet cable not properly connected and assign the ip address automatically

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
678	IT03163	Reshma	26/02/2022 09:30 AM	office room desktop screen resolution problem	office room desktop screen resolution problem	Manikandan.K-IT	26/02/2022 11:07 AM	P.Boopalan-IT	01/03/2022 12:30 PM	Completed	73 hours23 mins	adjust the screen resolution to user comfort

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
679	IT03164	D. Pokkilai -S/N	26/02/2022 10:54 AM	PRINTER NOT WORKING	IN GYNAEC(1ST FLOOR ) WARD PRINTER IS NOT WORKING	Manikandan.K-IT	26/02/2022 11:07 AM	R.Pandian-IT	28/02/2022 09:10 AM	Completed	46 hours3 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well
680	IT03166	Vimala P.- S/N	26/02/2022 11:44 AM	printer not working	PRINTER NOT WORKING IN GYNAEC WARD 1 ST FLOOR	Manikandan.K-IT	26/02/2022 12:24 PM	R.Pandian-IT	28/02/2022 09:13 AM	Completed	44 hours49 mins	I checked all basic diagnostic steps problem found in printer que setting and paper jam , que setting and paper jam also cleared its working well

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
681	IT03173	Sugunakumari.J	28/02/2022 09:51 AM	Network connection problem	Department of Physiology Network connection problem	Manikandan.K-IT	02/03/2022 10:41 AM	P.Boopalan-IT	03/03/2022 11:46 AM	Completed	25 hours4 mins	internet cable not properly connected

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
682	IT03174	Ashokkumar.R MRD	28/02/2022 10:13 AM	Admission record not viewed.	Dear sir,  IP20211115078-krishnapillai not viewed for record in admission sheet and discharge report.	Manikandan.K-IT	28/02/2022 10:20 AM	Manikandan.K-IT	04/03/2022 03:29 PM	Completed	101 hours8 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
683	IT03172	Shalini.S-HR-Dept.	28/02/2022 09:48 AM	HRD	not able to power on the HR - Head system.  Kindly rectify the problem	Manikandan.K-IT	02/03/2022 10:41 AM	R.Pandian-IT	03/03/2022 09:31 AM	Completed	22 hours50 mins	I checked all basic diagnostic steps problem found in system power cable reconfigure the power cable its working well .

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
684	IT03175	A.Kumaresan - Store	28/02/2022 10:58 AM	materials checking ( It dept related)	Dear sir, Kindly for information, today morning physiology dept. one ups battery received form store, last week Camera bill one number IT approval pending, Today month end. Urgent. By	Manikandan.K-IT	02/03/2022 10:40 AM	Arunkumar.M-IT	04/03/2022 10:45 AM	Completed	48 hours4 mins	completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Store incharge,  
svmc.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
685	IT03176	Jagadheeswari N	28/02/2022 11:42 AM	store indent	store indent saved error in physiology.	Manikandan.K-IT	02/03/2022 10:40 AM	Deenathayalan. V(IT)	07/03/2022 11:15 AM	Completed	120 hours35 mins	issue resolved
686	IT03177	Divya.T	28/02/2022 04:48 PM	Printer Sharing	Printer share HOD system to Office room system HP laserjet 1020	Manikandan.K-IT	02/03/2022 10:40 AM	P.Boopalan-IT	03/03/2022 11:46 AM	Completed	25 hours6 mins	Printer sharing HOD laptop to office printer is successfully completed

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
687	IT03182	Mohamad ibrahim .J	01/03/2022 10:08 AM	Sticky Note didn't working	Sticky Note didn't working	Manikandan.K-IT	02/03/2022 10:38 AM	P.Boopalan-IT	03/03/2022 11:45 AM	Completed	25 hours7 mins	
688	IT03183	Malarvizhi.S.OS nursing college	01/03/2022 10:21 AM	ICON OFFICE	ICON OFFICE XEROX AND SCANNING MACHINE PROBLEM. NEED TO INSTALL SOFTWARE FOR SCANNING PURPOSE. INSTRUCTED BY THE SERVICE PERSON - MANIKANDAN TRADERS.	Manikandan.K-IT	02/03/2022 10:38 AM	Deenathayalan. V(IT)	03/03/2022 02:38 PM	Completed	28 hours0 mins	printer problem solved scanner pending

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
689	IT03186	Neelavathi.C - Lab Tech	01/03/2022 10:52 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	02/03/2022 10:37 AM	R.Pandian-IT	03/03/2022 09:30 AM	Completed	22 hours53 mins	I checked all error finding steps problem found in communication cable restart the communication setup its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
690	IT03179	Reshma	01/03/2022 09:25 AM	Printer not working properly paper struck and jam	Printer not working properly paper struck and jam	Manikandan.K-IT	02/03/2022 10:38 AM	P.Boopalan-IT	03/03/2022 11:44 AM	Completed	25 hours5 mins	printing paper is struck and jam problem solved
691	IT03187	Sugunakumari.J	01/03/2022 11:11 AM	Printer sharing	Department of physiology Printer sharing for HOD system to Office system	Manikandan.K-IT	02/03/2022 10:37 AM	P.Boopalan-IT	03/03/2022 11:43 AM	Completed	25 hours6 mins	Printer sharing HOD laptop to office printer is successfully completed
692	IT03184	Arunpandian.A	01/03/2022 10:34 AM	PHARMACY ACCOUNTS	Printer sharing problem	Manikandan.K-IT	02/03/2022 10:37 AM	Deenathayalan. V(IT)	03/03/2022 02:38 PM	Completed	28 hours0 mins	COMPLETED

**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
693	IT03189	Sugunakumari.J	01/03/2022 11:14 AM	ups installing	Department of Physiology New UPS battery fixation for DEMO room	Manikandan.K-IT	02/03/2022 10:36 AM	P.Boopalan-IT	03/03/2022 11:42 AM	Completed	25 hours5 mins	new battery 12v for 1kva for demo room system

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
694	IT03178	Neelavathi.C - Lab Tech	01/03/2022 09:17 AM	HMS SOFTWARE IS WORKING SLOWLY	HMS SOFTWARE IS WORKING SLOWLY	Manikandan.K-IT	02/03/2022 10:39 AM	R.Pandian-IT	03/03/2022 09:29 AM	Completed	22 hours49 mins	I Checked all basic error finding steps problem found in browser setting Reconfigure the system its working well

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
695	IT03188	Sugunakumari.J	01/03/2022 11:12 AM	Internet connection	Department of physiology IO Portal New	Manikandan.K-IT	02/03/2022 10:37 AM	P.Boopalan-IT	03/03/2022 11:40 AM	Completed	25 hours3 mins	new IO port conection and installed in asst prof room

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

connection for  
Associate professor  
room

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
696	IT03181	Neelavathi.C - Lab Tech	01/03/2022 09:36 AM	KEYBOARD IS NOT WORKING IN THE APPROVED GIVING SYSTSEM,PATHOLOGY ,CENTRAL LAB	KEYBOARD IS NOT WORKING IN THE APPROVED GIVING SYSTSEM,PATHOLOGY ,CENTRAL LAB	Manikandan.K-IT	02/03/2022 10:38 AM	P.Vignesh-IT	04/03/2022 11:15 AM	Completed	48 hours37 mins	restarted the V matrix , checked the keyboard in another system, now the keyboard is working fine.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
697	IT03185	Mathangi.M	01/03/2022 10:43 AM	ENT OFFICE - Toner want to replace	ENT OFFICE - Toner want to replace	Manikandan.K-IT	02/03/2022 10:37 AM	P.Vignesh-IT	04/03/2022 11:15 AM	Completed	48 hours37 mins	replaced the Toner , printer working fine
698	IT03180	Elangovan	01/03/2022 09:23 AM	system power off.	In Maintenance Dpt, system ups plug point not working and monitor sometimes power off. Kindly do the needful.	Manikandan.K-IT	02/03/2022 10:39 AM	Deenathayalan. V(IT)	03/03/2022 02:37 PM	Closed	27 hours58 mins	issue resolved

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
699	IT03194	S.DEVI -S/N	02/03/2022 10:01 AM	EMERGENCY WARD	PRINTER ERROR	Manikandan.K-IT	02/03/2022 10:35 AM	P.Vignesh-IT	04/03/2022 11:17 AM	Completed	48 hours41 mins	checked and rectified the issue , now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
700	IT03195	Angelice Pereira.A -DEO	02/03/2022 12:37 PM	MEDICINE DEMO	PPT FILE NOT OPEN	Manikandan.K-IT	03/03/2022 11:30 AM	R.Pandian-IT	03/03/2022 02:49 PM	Completed	3 hours19 mins	I checked all basic diagnostic steps problem found in user side laptop there is not support

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

to ppt file reconfigure the file its working well

701	IT03192	Malarvizhi.S.OS nursing college	02/03/2022 09:57 AM	ICON OFFICE	TO TRANSFER FILES FROM NURSINGOFFICE 2 TO ANOTHER DRIVE	Manikandan.K-IT	02/03/2022 10:36 AM	Deenathayalan. V(IT)	03/03/2022 02:37 PM	Completed	28 hours0 mins	COMPLETED
702	IT03193	Malarvizhi.S.OS nursing college	02/03/2022 10:00 AM	ICON OFFICE	TO CHECK THE COMPUTER IN VICE PRINCIPAL AND PROF. JAMUNARANI MADAM	Manikandan.K-IT	02/03/2022 10:35 AM	Deenathayalan. V(IT)	03/03/2022 02:37 PM	Completed	28 hours1 mins	issue resolved
703	IT03191	Sankari.D-Lab-Tech	02/03/2022 09:40 AM	Clinical [pathology	Urine analyzer system not working	Manikandan.K-IT	02/03/2022 10:36 AM	R.Pandian-IT	03/03/2022 09:27 AM	Completed	22 hours50 mins	I Checked all basic diagnostic steps problem found in the system power cable refix the power cable its working well
704	IT03197	Kamaraj.K Pur.Officer.	02/03/2022 02:55 PM	PURCHASE	PDF PRINT ISSUE	Manikandan.K-IT	03/03/2022 11:30 AM	P.Vignesh-IT	04/03/2022 11:16 AM	Completed	23 hours46 mins	changed the size of paper , print coming now

**Classification : 5**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
705	IT03196	Kamaraj.K Pur.Officer.	02/03/2022 02:54 PM	PURCHASE	PRINTER SHARING ISSUE	Manikandan.K-IT	03/03/2022 11:30 AM	R.Pandian-IT	03/03/2022 02:51 PM	Completed	3 hours20 mins	I checked all basic diagnostic steps problem found in windows security update uninstall the update its working well
706	IT03190	Sankari.D-Lab-Tech	02/03/2022 09:38 AM	Pathology lab	system not working	Manikandan.K-IT	02/03/2022 10:36 AM	R.Pandian-IT	03/03/2022 09:28 AM	Completed	22 hours51 mins	I Checked all basic diagnostic steps problem found in system RAM dust clean and refix its working well

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
707	IT03208	Sugunakumari.J	03/03/2022 01:06 PM	printer problem	Department of physiology when I take print in printer centre line missing do the needful	Manikandan.K-IT	04/03/2022 10:01 AM	P.Boopalan-IT	07/03/2022 09:53 AM	Completed	71 hours52 mins	printer problem is solved



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

708	IT03204	K.Kaviarasi -S/N	03/03/2022 11:42 AM	MALE MEDICAL WARD	PRINTER NOT WORKING	Manikandan.K-IT	04/03/2022 10:01 AM	P.Vignesh-IT	04/03/2022 11:17 AM	Completed	1 hours16 mins	cleared the queue , now printer working fine
709	IT03210	Mohamad ibrahim .J	03/03/2022 02:36 PM	A/O Sir Color Printer Didn` t Not working	A/O Sir Color Printer Didn` t Not working	Manikandan.K-IT	04/03/2022 09:58 AM	P.Boopalan-IT	07/03/2022 09:52 AM	Completed	71 hours54 mins	printer problem is solved
710	IT03207	Sugunakumari.J	03/03/2022 01:04 PM	toner refilling	Department of Physiology Printer toner refilling	Manikandan.K-IT	04/03/2022 10:01 AM	P.Boopalan-IT	07/03/2022 10:02 AM	Completed	72 hours1 mins	printer tonner is refilled
711	IT03198	R.Veeraraghavan-Observer	03/03/2022 09:05 AM	PRINTER NOT WORKING IN MOW	PRINTER NOT WORKING IN MALE ORTHO WARD THIERD FLOOR	Manikandan.K-IT	03/03/2022 11:29 AM	P.Vignesh-IT	04/03/2022 11:19 AM	Completed	23 hours49 mins	checked and rectified the issue , now working fine

**Classification : 5**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
712	IT03212	Sugunakumari.J	03/03/2022 04:09 PM	ups installing	Department of Physiology UPS fixation	Manikandan.K-IT	04/03/2022 09:58 AM	P.Boopalan-IT	07/03/2022 09:50 AM	Completed	71 hours52 mins	to fix ups in properly in demo room system

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
713	IT03211	N.Naresh kumar - Lab Tech	03/03/2022 02:38 PM	collection centre	hms not working	Manikandan.K-IT	04/03/2022 09:58 AM	P.Vignesh-IT	04/03/2022 11:17 AM	Completed	1 hours19 mins	reopened the hms now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
714	IT03202	Reshma	03/03/2022 10:15 AM	Internet not working in DEMO room	Internet not working in DEMO room	Manikandan.K-IT	03/03/2022 11:29 AM	P.Boopalan-IT	03/03/2022 11:36 AM	Completed	0 hours6 mins	instal new network adapter card in demo room now it is working well for internet
715	IT03201	Srikrishnan .N	03/03/2022 09:48 AM	system is not power on	system is not power on	Manikandan.K-IT	03/03/2022 11:29 AM	P.Boopalan-IT	03/03/2022 11:35 AM	Completed	0 hours5 mins	powercable is not properly connected check the power connection now system is properly working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

716	IT03203	KAYALVIZHI.K	03/03/2022 10:38 AM	Pathology lab	5PART MACHINE IS NOT POPULATING	Manikandan.K-IT	03/03/2022 11:29 AM	P.Vignesh-IT	04/03/2022 11:18 AM	Completed	23 hours49 mins	reopened the interface machine, and checked the lan connectivity.
717	IT03205	Malarvizhi.S.OS nursing college	03/03/2022 11:41 AM	ICON OFFICE	ICON - COMPUTER LAB SYSTEM IS NOT WORKING ( ONLY 2 SYSTEMS IS WORKING)	Manikandan.K-IT	04/03/2022 10:01 AM	R.Pandian-IT	05/03/2022 09:35 AM	Completed	23 hours33 mins	I checked all basic diagnostic steps problem found in the system server busy restart the server its working well
718	IT03206	Srikrishnan .N	03/03/2022 11:59 AM	1. Vertical line in the monitor display 2. CPU not working (this week second time this problem)	1. Vertical line in the monitor display 2. CPU not working (this week second time this problem) All faculty related documents are maintaining, if any serious problem comes very difficult as inspection also expected shortly. So please attend this issue, if any new replacement to be made raise PR from IT side. ``VERY URGENT``	Manikandan.K-IT	04/03/2022 10:01 AM	P.Boopalan-IT	07/03/2022 09:50 AM	Completed	71 hours49 mins	
719	IT03209	K.Sundaramoorthy (Purchase)	03/03/2022 02:36 PM	DENTAL PURCHASE	CPU is not on	Manikandan.K-IT	04/03/2022 10:34 AM	Deenathayalan. V(IT)	07/03/2022 11:16 AM	Completed	72 hours41 mins	Clean the ram now working

**Classification : 6**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
720	IT03213	Vanaja.N-DEO	03/03/2022 05:07 PM	COMPUTER SYSTEM VERY SLOW	COMPUTER SYSTEM VERY SLOW	Manikandan.K-IT	04/03/2022 09:57 AM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:31 AM	Closed	24 hours33 mins	System not issue. Mouse issue rectified now working fine.

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
721	IT03228	Manikandan.K-IT	04/03/2022 03:22 PM	Monitor replacement in Petrol Bunk for CCTV	Monitor replacement in Petrol Bunk for CCTV	Manikandan.K-IT	04/03/2022 03:23 PM	Arunkumar.M-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
722	IT03217	Ashokkumar.R MRD	04/03/2022 09:26 AM	laser printer not working	Dear sir, I have inform you that admission counter laser printer not working. Everyday admission process above 60 patient to be created in admission. So solve this problem immediately as soon as possible. thanks & regards MRD-TEAM	Manikandan.K-IT	04/03/2022 09:56 AM	Arunkumar.M-IT	04/03/2022 10:45 AM	InProgress	0 hours48 mins	problem found in Logic board and Pickup roller
723	IT03233	Agnes Sisilia Mary - SN	04/03/2022 04:20 PM	MOW	Printer problem	Manikandan.K-IT	05/03/2022 11:08 AM	R.Pandian-IT	07/03/2022 11:10 AM	Completed	48 hours1 mins	I Checked all basic diagnostic steps problem found in printer que clear the que its working well
724	IT03215	Deenathayalan.V(IT)	04/03/2022 08:56 AM	Hospital pharmacy	Billing system key board not working and Bill print not print in printer	Manikandan.K-IT	04/03/2022 09:57 AM	Deenathayalan.V(IT)	07/03/2022 11:17 AM	Closed	73 hours20 mins	issue resolved
725	IT03231	Sugunakumari.J	04/03/2022 03:58 PM	printer problem	department of physiology After servicing printer is not working.	Manikandan.K-IT	05/03/2022 11:08 AM	P.Boopalan-IT	07/03/2022 09:42 AM	Completed	46 hours34 mins	logic board problem is solved and correct all issues now printer is properly working
726	IT03214	Deenathayalan.V(IT)	04/03/2022 08:55 AM	ICON OFFICE	Printer installation and printer sharing	Manikandan.K-IT	04/03/2022 09:57 AM	Deenathayalan.V(IT)	07/03/2022 11:17 AM	Closed	73 hours19 mins	COMPLETED

**Classification : 5**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
727	IT03230	Manikandan.K-IT	04/03/2022 03:28 PM	HbA1c test not populate in LIS	HbA1c test not populate in LIS	Manikandan.K-IT	04/03/2022 03:28 PM	Deenathayalan.V(IT)	07/03/2022 11:16 AM	Completed	67 hours47 mins	issue not resolved
728	IT03216	Deenathayalan.V(IT)	04/03/2022 08:57 AM	DENTAL COLLEGE	Dental mrd new pedodontics procedures added in hms software	Manikandan.K-IT	04/03/2022 09:57 AM	Deenathayalan.V(IT)	07/03/2022 11:18 AM	Closed	73 hours21 mins	COMPLETED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
729	IT03234	Santhi.K Admin	04/03/2022 04:45 PM	computer is slow working	computer is slow working internet slow open it	Manikandan.K-IT	05/03/2022 11:08 AM	P.Boopalan-IT	07/03/2022 09:48 AM	Completed	46 hours39 mins	to delete all temp files and cache file disk cleanup defragmentation process all are done now system is properly working
730	IT03220	Anandh.D	04/03/2022 11:21 AM	Dental accounts	Ms. Gayathri System Full Shifting to Admission Office	Manikandan.K-IT	04/03/2022 03:25 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:55 AM	Completed	19 hours29 mins	System shifted and now working fine.
731	IT03225	KALA.P	04/03/2022 02:55 PM	Dental - Academic Assistant	standby system shifted to AO Mam office and AO mam System shifted and installed to Academic Asst.	Manikandan.K-IT	04/03/2022 03:23 PM	Arunkumar.M-IT		Assigned		
732	IT03223	KALA.P	04/03/2022 02:49 PM	Dental - Academic Assistant	03.03.2022 - Afternoon onwards system not functioning.	Manikandan.K-IT	04/03/2022 03:23 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 11:01 AM	Completed	19 hours37 mins	System mother board issue. Given standby system and purchase request

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
733	IT03232	Sugunakumari.J	04/03/2022 03:59 PM	internet connection not working	Department of physiology Internet connction not working.	Manikandan.K-IT	05/03/2022 11:08 AM	P.Boopalan-IT	07/03/2022 09:44 AM	Completed	46 hours36 mins	internet cable not properly connected and IO port problem and now it is properly working

**Classification : 1**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
734	IT03218	Deenathayalan.V(I T)	04/03/2022 09:45 AM	RADIOLOGY MRI DEPT	Network sharing issue in MRI system	Manikandan.K-IT	04/03/2022 09:55 AM	Deenathayalan.V(IT)	07/03/2022 11:24 AM	Closed	73 hours28 mins	IP address mismatch not ping ,restart the system now working

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
735	IT03219	Balamurugan.J.DE O	04/03/2022 10:15 AM	DENTAL COLLEGE OFFICE	SVDC ADMIN OFFICE SYSTEM BOARD PROBLEM PLEASE RETIFY PLEASE	Manikandan.K-IT	04/03/2022 11:15 AM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:59 AM	InProgress	23 hours43 mins	

**Classification : 1**

**HARD DISK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
736	IT03226	KALA.P	04/03/2022 03:09 PM	Dental - Academic Assistant	system installation work done . but Hard disk backup not yet store.- Most urgent.	Manikandan.K-IT	04/03/2022 03:23 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 11:03 AM	Completed	19 hours39 mins	Problem rectified now working fine

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
737	IT03227	Manikandan.K-IT	04/03/2022 03:21 PM	Google meet ID creation	Sir,  Kindly prepare a google meeting link for IAEC to be held tomorrow (5/3/2022) between 10 am to 1pm. Regards	Manikandan.K-IT	04/03/2022 03:23 PM	Deenathayalan. V(IT)	07/03/2022 11:17 AM	Completed	67 hours53 mins	

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
738	IT03229	Manikandan.K-IT	04/03/2022 03:26 PM	Collect the SSD for IT dept DHCP Server purpose	Collect the SSD for IT dept DHCP Server purpose	Manikandan.K-IT	04/03/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 11:03 AM	Completed	19 hours35 mins	SSD 480 GB Hard disk received from Central Stores for DHCP server purpose.
739	IT03221	Nagarathinam.V (Stores)	04/03/2022 12:22 PM	Material Checking Purpose:(stores material verify)	Material Checking Purpose: 1. PRINTER - CANON LAZER SHOT LBP2900B ( Ophthal	Manikandan.K-IT	04/03/2022 03:25 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 10:56 AM	Closed	19 hours31 mins	IT Related material verification and singing work completed for canon Lasershoot (Ophthal)

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ward)

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
740	IT03222	Baskaran.R.Trans. Manag.	04/03/2022 01:33 PM	HMS NOT WORKING	HMS NOT WORKING This site cant be reached10.1.6.162 took too long to respond. Try:  Checking the connection Checking the proxy and the firewall Running Windows Network Diagnostics ERR_CONNECTION_TIMED_OUT	Manikandan.K-IT	04/03/2022 03:24 PM	R.Pandian-IT	05/03/2022 09:34 AM	Completed	18 hours10 mins	I Checked all basic error finding steps problem found in b
741	IT03224	KALA.P	04/03/2022 02:53 PM	Dental - Academic Assistant	Standby system Internet issue and Printer issue.	Manikandan.K-IT	04/03/2022 03:23 PM	M.Ramesh kumar - Systems Engineer	05/03/2022 11:01 AM	Completed	19 hours38 mins	Printer driver (Canon L220) downloaded and installed now working fine.

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
742	IT03243	Jagadheeswari N	05/03/2022 01:11 PM	store indent problem	store indent problem	Manikandan.K-IT	05/03/2022 05:41 PM	P.Boopalan-IT	07/03/2022 09:39 AM	Completed	39 hours58 mins	to delete another dept name in store indent and now it is properly working
743	IT03236	Reshma	05/03/2022 09:13 AM	STORE INDENT NOT WORKING	STORE INDENT NOT WORKING	Manikandan.K-IT	05/03/2022 11:12 AM	P.Boopalan-IT	07/03/2022 09:36 AM	Completed	46 hours23 mins	store indent record save problem is solved now store indent is properly working
744	IT03238	K.Suganthi -DEO	05/03/2022 09:37 AM	MALE ORTHO WARD HMS PROBLEM DISCHARGE NOT SAVE	MALE ORTHO WARD HMS PROBLEM DISCHARGE IS NOT SAVE	Manikandan.K-IT	05/03/2022 11:12 AM	Manikandan.K-IT	11/04/2022 10:09 AM	Closed	886 hours57 mins	issue resolved
745	IT03242	Reshma	05/03/2022 01:00 PM	STORE INDENT NOT WORKING and doubt	STORE INDENT NOT WORKING and doubt	Manikandan.K-IT	05/03/2022 05:41 PM	P.Boopalan-IT	07/03/2022 09:41 AM	Completed	39 hours59 mins	clear all store indent doubt where store indent problem

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
746	IT03240	Neelavathi.C - Lab Tech	05/03/2022 10:37 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	08/03/2022 01:48 PM	P.Vignesh-IT	22/03/2022 09:40 AM	Completed	331 hours51 mins	checked the populating status in 5 part machine and interface in bio che lab , working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
747	IT03241	P.Makeswari - DEO	05/03/2022 11:59 AM	USG scan 1 - printer problem	USG scan 1 - printer problem (ink level very low and showing line bar)	Manikandan.K-IT	08/03/2022 10:36 AM	M.Ramesh kumar - Systems Engineer	09/03/2022 02:45 PM	Completed	28 hours8 mins	I've been there many times for printer issue. but user always busy. User told i will call you.
748	IT03237	S.Udhaya -MRD	05/03/2022 09:27 AM	PAED ANX DISCHARGE SUMMARY	TO INSERT THE NEW TONER	Manikandan.K-IT	05/03/2022 11:12 AM	P.Vignesh-IT	07/03/2022 11:57 AM	Closed	48 hours44 mins	TONER CHANGED SUCCESSFULLY

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
749	IT03235	Balachandran.P	05/03/2022 08:47 AM	Computer not working	In Anatomy Department, Library computer is not working	Manikandan.K-IT	05/03/2022 11:09 AM	P.Boopalan-IT	07/03/2022 09:35 AM	Completed	46 hours26 mins	internet is not working in assit professor room

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
750	IT03239	P.Makeswari - DEO	05/03/2022 09:52 AM	x - ray CR and DR room - image not transfer	x - ray CR and DR room - image not transfer	Manikandan.K-IT	08/03/2022 01:48 PM	Deenathayalan. V(IT)	08/03/2022 05:10 PM	Completed	3 hours21 mins	IP NOT ASSSIGN RESTART THE SYSTEM

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
751	IT03257	Sugunakumari.J	07/03/2022 03:59 PM	Clear browsing data system my system slow chrome	Clear browsing data system my system slow chrome	Manikandan.K-IT	08/03/2022 10:30 AM	P.Boopalan-IT	08/03/2022 04:51 PM	Completed	6 hours21 mins	clear browsing data and delete temp files
752	IT03245	Pukazenti N.R. DGM	07/03/2022 10:00 AM	DGM office - inclusion of test name in software	Kindly include the below mentioned test name in the software. 1. Influenza PCR - 2900 - Microbiology 2. HBV PCR Qualitative - 2900 - Microbiology 3. HCV PCR Qualitative - 2900 - Microbiology	Manikandan.K-IT	08/03/2022 10:36 AM	Manikandan.K-IT	11/04/2022 10:09 AM	Completed	815 hours32 mins	created in HMS
753	IT03255	Bouvanesvary.S	07/03/2022 03:27 PM	Please change bhuvaneshwary Indent ticket account to my pavithra account	Bhuvaneshwary sister is releiving so, Please change bhuvaneshwary Indent ticket account to my DEO pavithra account	Manikandan.K-IT	08/03/2022 10:33 AM	P.Boopalan-IT	08/03/2022 04:54 PM	Completed	6 hours21 mins	

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
754	IT03248	Mohamad ibrahim .J	07/03/2022 12:11 PM	A/O Sir Printer Has been Not working	A/O Sir Printer Has been Not working. (HP Laser printer 1136).	Manikandan.K-IT	08/03/2022 10:34 AM	P.Boopalan-IT	08/03/2022 04:55 PM	Completed	6 hours20 mins	troubleshoot printer problem now printer is properly working
755	IT03249	Kamashi @ Asha	07/03/2022 12:18 PM	account hospital	Sir, replace the printer tonner	Manikandan.K-IT	08/03/2022 10:34 AM	P.Vignesh-IT	15/03/2022 12:43 PM	Completed	170 hours9 mins	printer tonner changed now working fine
756	IT03251	Anandh.D	07/03/2022 12:20 PM	Dental accounts	Dental Accounts Printer Not Sharing Pls. Check...	Manikandan.K-IT	08/03/2022 10:34 AM	R.Pandian-IT	19/03/2022 04:12 PM	Completed	269 hours38 mins	Security update uninstalled its working well
757	IT03246	S.Chellammal - DEO	07/03/2022 10:41 AM	NEED TO CONNECT PRINTER - ECHO DEMO MACHINE	NEED TO CONNECT PRINTER - ECHO DEMO MACHINE	Manikandan.K-IT	08/03/2022 10:35 AM	P.Vignesh-IT	23/03/2022 02:07 PM	Completed	363 hours31 mins	connected and the printer working fine
758	IT03253	Arunpandian.A	07/03/2022 02:01 PM	PHARMACY ACCOUNTS	printer does not sharing( from pharmacy accounts to	Manikandan.K-IT	08/03/2022 10:33 AM	R.Pandian-IT	19/03/2022 04:13 PM	Completed	269 hours40 mins	Security update uninstalled its working well restart the system its working well



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Paramedical accounts)

759	IT03250	Kamashi @ Asha	07/03/2022 12:19 PM	account hospital	Sir, Mani sir system not connected in printer	Manikandan.K-IT	08/03/2022 10:34 AM	P.Vignesh-IT	15/03/2022 12:38 PM	Completed	170 hours4 mins	printer issue rectified now working fine
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**Classification : 6**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
760	IT03256	Mettilda Mary M. Paramedical	07/03/2022 03:45 PM	UNABLE TO PREPARE STORE INTEND	UNABLE TO PREPARE STORE INTEND (ERROR: YOU CANNOT CREATE MORE THAN 500 RECORDS)	Manikandan.K-IT	08/03/2022 01:49 PM	P.Vignesh-IT	15/03/2022 12:43 PM	Completed	166 hours53 mins	issue rectified

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
761	IT03244	Periassamy	07/03/2022 09:15 AM	MS OFFICE	SYSTEM NOT WORKING	Manikandan.K-IT	08/03/2022 10:36 AM	R.Pandian-IT	19/03/2022 04:16 PM	Completed	269 hours40 mins	System ram dust clean and fixed its working well

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
762	IT03254	Bouvanesvary.S	07/03/2022 03:23 PM	internet not working	IO port problem	Manikandan.K-IT	08/03/2022 10:33 AM	P.Boopalan-IT	08/03/2022 04:55 PM	Completed	6 hours21 mins	internet cable not properly connected and assign the ip address automatically

**Classification : 1**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
763	IT03247	S.Udhaya -MRD	07/03/2022 11:38 AM	PAED ANX (DISCHARGE SUMMARY)	HMS 3 SYSTEM IS VERY SLOW SINCE MORNING	Manikandan.K-IT	08/03/2022 10:35 AM	P.Vignesh-IT	15/03/2022 12:43 PM	Completed	170 hours8 mins	system issue rectified now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**SERVER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
764	IT03252	Anandh.D	07/03/2022 12:30 PM	Dental accounts	Network Sharing Not Working (Store to Accounts)	Manikandan.K-IT	08/03/2022 10:33 AM	R.Pandian-IT	19/03/2022 04:12 PM	Completed	269 hours38 mins	Restart the switch its working well

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
765	IT03263	Kasilingam.U - Insurance	08/03/2022 03:58 PM	HP Scan jet pro 3000 S3	Scanner not working	Manikandan.K-IT	08/03/2022 04:54 PM	R.Pandian-IT	19/03/2022 04:17 PM	Completed	263 hours22 mins	clear the page count setting its working well

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
766	IT03264	Deenathayalan.V(IT)	08/03/2022 05:12 PM	ACCOUNTS PHARMACY	PRINTER SHARING PROBLEM	Manikandan.K-IT	10/03/2022 12:54 PM	Deenathayalan.V(IT)	10/03/2022 01:02 PM	Closed	0 hours7 mins	printer sharing done
767	IT03261	K.Vijayalakshmi - Billing	08/03/2022 11:46 AM	Printer sharing not working	Printer sharing not working	Manikandan.K-IT	08/03/2022 01:47 PM	M.Ramesh kumar - Systems Engineer	09/03/2022 02:48 PM	Completed	25 hours0 mins	Printer sharing given now working fine.

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
768	IT03259	K.Vijayalakshmi - Billing	08/03/2022 11:17 AM	main billing	1.Hard disk installation 2.printer connection	Manikandan.K-IT	08/03/2022 01:48 PM	Deenathayalan.V(IT)	08/03/2022 05:11 PM	Completed	3 hours22 mins	PRINTER EPSON LX310 DRIVER INSTALLED
769	IT03262	Nagarathinam.V (Stores)	08/03/2022 11:42 AM	Rectify the GRN Value (Details already sent to Email)	Rectify the GRN Value (Details already sent to Email) GRN NO: PINV/CS/21-22/3067 DT: 03/03/2022 INVOICE No: 6481 DT: 01/03/2022 SUPPLIER NAME: RADIANT SPECIALTY	Manikandan.K-IT	08/03/2022 01:48 PM	Manikandan.K-IT	11/04/2022 10:09 AM	Closed	812 hours20 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DIAGNOSTICS

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
770	IT03258	Ashokkumar.R MRD	08/03/2022 10:12 AM	computer very slow worked	MRD - MRO computer very slow working for computer.	Manikandan.K-IT	08/03/2022 10:29 AM	M.Ramesh kumar - Systems Engineer	09/03/2022 02:48 PM	Completed	28 hours19 mins	System temp. files deleted, check disk and defragmentation applied. Run CCleaner . Now working fine.
771	IT03260	Malarvizhi.S.OS nursing college	08/03/2022 11:42 AM	ICON OFFICE	SYSTEM IS VERY SLOW IN FIRST FLOOR - Dr. RATHIDEVI,HOD - COMMUNITY HEALTH NURSING	Manikandan.K-IT	08/03/2022 01:47 PM	Deenathayalan. V(IT)	08/03/2022 05:10 PM	Completed	3 hours22 mins	TEMP FILE CLEAR AND DEFRAGMENT C DRIVE

**Classification : 2**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
772	IT03265	Deenathayalan.V(IT)	08/03/2022 05:12 PM	ICON COLLEGE	PRINCIPAL SYSTEM NETWORK SHARING ISSUE	Manikandan.K-IT	10/03/2022 12:55 PM	Deenathayalan. V(IT)	10/03/2022 01:03 PM	Closed	0 hours7 mins	COMPLETED

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
773	IT03266	Deenathayalan.V(IT)	08/03/2022 05:13 PM	ICON NET LIBRARY	VMATRIX DEVICE SYSTEM PEN DRIVE NOT OPEN AND ACCESS	Manikandan.K-IT	10/03/2022 12:55 PM	Deenathayalan. V(IT)	10/03/2022 01:02 PM	Closed	0 hours7 mins	issue resolved

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
774	IT03279	Bouvanesvary.S	09/03/2022 04:15 PM	email ID Password reset pharmacology dept. Dr. umamaheswari	email ID Password reset Pharmacology dept. Dr. umamaheswari	Manikandan.K-IT	10/03/2022 12:50 PM	Deenathayalan. V(IT)	12/03/2022 09:10 AM	Completed	44 hours19 mins	already reset password 4 times

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

umamaheswari@svmc  
hrc.ac.in

775	IT03282	Angelice Pereira.A -DEO	09/03/2022 04:45 PM	to create official mail ID for NAAC powerpoint uploading	to recover official mail ID for NAAC powerpoint uploading - Dr. suresh@svmhrc.ac.in - Password	Manikandan.K-IT	10/03/2022 12:49 PM	Deenathayalan. V(IT)	12/03/2022 09:11 AM	Completed	44 hours22 mins	email id created and updated in svmhrc .ac.in domain software
					Mail ID Dr. S. Kasipandian - Professor Dr. V. Sakthivel - Asst. Prof Dr. Sayyad Aleem - Asst. Prof Dr. J. Karthikeyan - Asst. Prof Dr. Lakshmi Priya G - Asst. Prof							
					To Create Official Mail ID - New Faculty Dr. Roshna E - SR Dr. Praveen Kumar - SR							

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
776	IT03268	Elangovan	09/03/2022 11:11 AM	printer not working.	In Miantenance department, Printer not working. Kindly do the needful.	Manikandan.K-IT	10/03/2022 01:05 PM	R.Pandian-IT	19/03/2022 04:08 PM	Closed	219 hours2 mins	I checked all basic error finding steps problem found in printer que clear the que its working well
777	IT03267	Savithri	09/03/2022 09:15 AM	SPECIAL OPD PRINTER ISSUE	SPECIAL OPD ONCOLOGY ROOM PRINTER NOT WORKING	Manikandan.K-IT	10/03/2022 01:04 PM	P.Vignesh-IT	15/03/2022 12:37 PM	Completed	119 hours32 mins	printer issue rectified now working fine
778	IT03273	Pushpa- DEO	09/03/2022 12:38 PM	12A toner is need	12A toner is need	Manikandan.K-IT	10/03/2022 12:56 PM	P.Boopalan-IT	11/03/2022 04:46 PM	Completed	27 hours49 mins	to change new 12A tonner
779	IT03281	Bouvanesvary.S	09/03/2022 04:42 PM	printer not working	printer not working	Manikandan.K-IT	10/03/2022 12:49 PM	P.Boopalan-IT	11/03/2022 04:47 PM	Completed	27 hours57 mins	printer problem solved
780	IT03271	Pushpa- DEO	09/03/2022 12:37 PM	Printer is not working	Printer is not working	Manikandan.K-IT	10/03/2022 01:05 PM	P.Boopalan-IT	11/03/2022 04:46 PM	Completed	27 hours40 mins	Printer jam problem solve

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 5**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
781	IT03270	Ashokkumar.R MRD	09/03/2022 11:16 AM	ward transfers-regarding	ward transfer handling for mrd night duty staff, some of complains for transfers out uddated --not saved room .	Manikandan.K-IT	10/03/2022 12:53 PM	Deenathayalan. V(IT)	16/03/2022 10:57 AM	Completed	142 hours4 mins	issue resolved
782	IT03269	Ashokkumar.R MRD	09/03/2022 11:13 AM	yesterday admission -mission for cases	Yesterday admission 204, but report is 201. missing for three admission.	Manikandan.K-IT	10/03/2022 12:52 PM	Deenathayalan. V(IT)	12/03/2022 09:00 AM	Completed	44 hours7 mins	issue resolved
783	IT03274	K.Sundaramoorthy (Purchase)	09/03/2022 12:37 PM	DENTAL PURCHASE	PO No SD/21-22/0186 sir refer the Po pl. open the Po	Manikandan.K-IT	10/03/2022 12:53 PM	Deenathayalan. V(IT)	10/03/2022 01:00 PM	Completed	0 hours7 mins	updated in hms data base pls check sir
784	IT03272	Bharanitharan	09/03/2022 12:33 PM	PHARMACY COLLEGE STORE	Dear sir, I send mail for about item return material.	Manikandan.K-IT	10/03/2022 12:55 PM	Deenathayalan. V(IT)	12/03/2022 09:12 AM	Completed	44 hours17 mins	ok come to IT Dept
785	IT03277	Muniamma.K	09/03/2022 02:52 PM	MEDISTEER NEW DEMO NOT WORK	DEPT.OF BIOCHEMISTRY MEDISTEER NEW DEMO NOT WORK.	Manikandan.K-IT	10/03/2022 12:51 PM	Deenathayalan. V(IT)	12/03/2022 09:01 AM	Closed	44 hours9 mins	issue resolved

**Classification : 5**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
786	IT03275	Thiruvengada Perumal	09/03/2022 02:00 PM	Kindly send IT person to assemble 15 systems	URGENT.....URGENT. ....MOST URGENT  KINDLY SEND IT PERSON TO ASSEMBLE COMPUTER SYSTEMS FOR PCI INSPECTION ON 11TH MARCH	Manikandan.K-IT	10/03/2022 12:54 PM	P.Vignesh-IT	15/03/2022 12:33 PM	Completed	119 hours39 mins	15 systems connected and computer 5 systems no power on so done troubleshoot rectified the issue now working fine.
787	IT03283	Srinivasan.A-Librarian	09/03/2022 04:20 PM	NETWORK SYSTEM ARRANGEMENT	NETWORK SHARING	Manikandan.K-IT	10/03/2022 12:50 PM	Arunkumar.M-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
788	IT03280	Srinivasan.A-Librarian	09/03/2022 04:18 PM	Internet not Working	Internet Not working	Manikandan.K-IT	10/03/2022 12:50 PM	R.Pandian-IT	19/03/2022 04:14 PM	Completed	219 hours24 mins	Network cable refixed its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
789	IT03278	A.Kumaresan - Store	09/03/2022 03:33 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, anatomy dep` t c, monitor dell and vga splitter each one number received from store, please check it person. Thank you sir, by A.kumaresan, store inchage, svmc- 9843638505.	Manikandan.K-IT	10/03/2022 12:51 PM	Deenathayalan. V(IT)	10/03/2022 01:03 PM	Completed	0 hours12 mins	bill signed in Central store

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
790	IT03276	D.Dhanalakshmi-Purchase	09/03/2022 02:32 PM	PURCHASE OFFICE	SCANNER NOT WORKING	Manikandan.K-IT	10/03/2022 01:06 PM	R.Pandian-IT	19/03/2022 09:36 AM	Completed	212 hours29 mins	Scanner inner beam connector damage still working

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
791	IT03288	Bouvanesvary.S	10/03/2022 04:33 PM	STORE INDENT DOUBT	STORE INDENT DOUBT RECORD NOT CREATED SUCCESSFULLY	Manikandan.K-IT	12/03/2022 10:07 AM	P.Boopalan-IT	14/03/2022 03:01 PM	Completed	52 hours53 mins	
792	IT03286	Pukazenti N.R. DGM	10/03/2022 12:50 PM	DGM office - Creation of Package	Kindly create a package for the Pulkit company in the	Manikandan.K-IT	10/03/2022 12:51 PM	Deenathayalan. V(IT)	12/03/2022 09:00 AM	Closed	44 hours8 mins	package created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

software as per the attached file.  
 ``Pulkit annual Health Checkup 2022 - Rs.750``

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
793	IT03284	K.Vijayalakshmi - Billing	10/03/2022 08:33 AM	Printer-1 is not working	Printer-1 is not working.	Manikandan.K-IT	10/03/2022 12:48 PM	R.Pandian-IT	19/03/2022 04:08 PM	Completed	219 hours19 mins	clear the que setting its working well

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
794	IT03289	Malarvizhi.S.OS nursing college	10/03/2022 04:38 PM	ICON	CPU IS NOT TURNING ON IN VICE PRINCIPLES SYSTEM.	Manikandan.K-IT	12/03/2022 10:07 AM	R.Pandian-IT	18/04/2022 02:36 PM	Completed	892 hours29 mins	System problem found in processor new processor request given
795	IT03287	Bouvanesvary.S	10/03/2022 03:43 PM	File sharing- cal lab	share file from main system to v-cloud system (file sharing)	Manikandan.K-IT	10/03/2022 04:07 PM	P.Boopalan-IT	11/03/2022 04:42 PM	Completed	24 hours34 mins	solve file sharing problem copy file in D drive

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
796	IT03285	Lilly Pushpam - S/N	10/03/2022 09:09 AM	MSW WARD PRINTER NOT WORKING	MSW PRINTER NOT WORKING FROM MORNING 8 AM	Manikandan.K-IT	10/03/2022 12:48 PM	P.Vignesh-IT	15/03/2022 12:20 PM	Completed	119 hours32 mins	msw printer issue rectified now working fine

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
797	IT03290	Baskaran.R.Trans. Manag.	11/03/2022 09:29 AM	LATEST VERSION OF WINDOWS OPERATING SYSTEM TO BE INSTALL	LATEST VERSION OF WINDOWS OPERATING SYSTEM TO BE INSTALL	Manikandan.K-IT	12/03/2022 10:00 AM	Manikandan.K-IT	11/04/2022 10:08 AM	Completed	720 hours8 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
798	IT03295	Tamizhselvi S	11/03/2022 02:14 PM	printer is not working hp laserjet 1020	printer is not working hp laserjet 1020	Manikandan.K-IT	12/03/2022 09:59 AM	P.Boopalan-IT	14/03/2022 02:53 PM	Completed	52 hours53 mins	to remove printer and add newly full setup and set as default
799	IT03300	Kamaraj.K Pur.Officer.	11/03/2022 06:14 PM	PURCHASE	SHARING PRINTER NOT WORKING	Manikandan.K-IT	12/03/2022 09:59 AM	M.Ramesh kumar - Systems Engineer	14/03/2022 04:27 PM	Completed	54 hours28 mins	Printer sharing issue (Microsoft security update file uninstalled) solved now working fine.
800	IT03299	Kamaraj.K Pur.Officer.	11/03/2022 04:54 PM	PURCHASE	INK REFILLING	Manikandan.K-IT	12/03/2022 09:59 AM	P.Vignesh-IT	12/03/2022 10:13 AM	Completed	0 hours14 mins	INK REFILL DONE , PRINTER WORKING FINE

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
801	IT03291	S.Udhaya -MRD	11/03/2022 11:38 AM	ANEX ROOM	system not working	Manikandan.K-IT	12/03/2022 10:00 AM	R.Pandian-IT	19/03/2022 04:07 PM	Completed	174 hours7 mins	Restart the sytem its working well
802	IT03296	Mohamad ibrahim .J	11/03/2022 02:29 PM	desktop user password problem	desktop user password problem	Manikandan.K-IT	12/03/2022 09:59 AM	P.Boopalan-IT	14/03/2022 02:43 PM	Completed	52 hours43 mins	
803	IT03298	Kamaraj.K Pur.Officer.	11/03/2022 03:36 PM	PURCHASE	COMPUTER CONNECTION	Manikandan.K-IT	12/03/2022 09:59 AM	P.Vignesh-IT	12/03/2022 10:14 AM	Completed	0 hours15 mins	SYSTEM MOVEMENT DONE AND LAN CONNECTIVITY GIVEN FOR USER
804	IT03294	Balachandran.P	11/03/2022 12:34 PM	Computer not working	HOD room computer was not working	Manikandan.K-IT	12/03/2022 10:00 AM	P.Boopalan-IT	14/03/2022 02:40 PM	Completed	52 hours40 mins	motherboard have problem onboard usb port is not working

**Classification : 4**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
805	IT03293	Balachandran.P	11/03/2022 12:30 PM	Installation of Dell Monitor and VGA Spillter	1. New Monitor installation for HOD room 2. New VGA spillter for Demo room 1	Manikandan.K-IT	12/03/2022 10:00 AM	P.Boopalan-IT	14/03/2022 02:34 PM	Completed	52 hours34 mins	new dell monitor instal in hod system and new vga splitter for demo room system



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
806	IT03297	Bouvanesvary.S	11/03/2022 03:15 PM	NETWORK PROBLEM IN HOD LAPTOP	NETWORK PROBLEM IN HOD LAPTOP	Manikandan.K-IT	12/03/2022 09:59 AM	P.Boopalan-IT	14/03/2022 02:41 PM	Completed	52 hours41 mins	network issue is solved

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
807	CT1185	Punithavally D	12/03/2022 10:08 AM	tamil font	In biochemistry department install tamil font	Manikandan.K-IT	14/03/2022 05:08 PM	R.Pandian-IT	19/03/2022 04:07 PM	Completed	118 hours59 mins	tamil font installed its working well

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
808	IT03301	Balamurugan.J.DE O	12/03/2022 09:12 AM	DENTAL COLLEGE OFFICE	Dental Office = 10.1.4.122 system popup add raising in between work its it difficult to work please do needful thank you	Manikandan.K-IT	12/03/2022 09:58 AM	P.Vignesh-IT	15/03/2022 12:20 PM	Completed	74 hours21 mins	pop up ads are disabled in user comp

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
809	IT03306	S.Chellammal - DEO	12/03/2022 01:50 PM	PRINTER NEEDS TO BE INSTALLED IN LAPTOP FOR CAMP PFT PRINTOUT	FOR TAKING PFT PRINT OUT, PRINTER NEEDS TO BE INSTALLED IN LAPTOP.	Manikandan.K-IT	14/03/2022 05:07 PM	P.Vignesh-IT	15/03/2022 12:18 PM	Completed	19 hours10 mins	printer driver installed in laptop for company patient details taking

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

810	IT03305	Bharanitharan	12/03/2022 01:00 PM	PHARMACY COLLEGE STORE	Dear sir, The folowing report purchase invoice register, item transfer report, item transfer register college name shown in the top shri venkateshwara medical college. So please change the college name shri venkateshwara college of pharmacy as soon as possible. Kindly do needful.	Manikandan.K-IT	14/03/2022 05:07 PM	Manikandan.K-IT	11/04/2022 10:08 AM	Completed	665 hours0 mins	issue resolved
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**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
811	IT03303	KALA.P	12/03/2022 11:36 AM	Denal Academic (Kala)	Need data backup from existing hard disk	Manikandan.K-IT	14/03/2022 05:08 PM	M.Ramesh kumar - Systems Engineer	15/03/2022 09:43 AM	Completed	16 hours35 mins	Data backed up successfully from user existing hard disk.

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
812	IT03304	A.Kumaresan - Store	12/03/2022 12:14 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today Supplier name Amnet technology 5 box received form store, So please chick the it person to store. Biometric machine one number 10.3.2022 one number received, already ticket booked, please checked. By A.kumaresan, store inchage, svmc.	Manikandan.K-IT	14/03/2022 05:08 PM	M.Ramesh kumar - Systems Engineer	17/03/2022 09:45 AM	Completed	64 hours37 mins	Already material checked and signed by Mr.Manikandan, IT Incharge.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
813	IT03317	Pukazenti N.R. DGM	14/03/2022 11:35 AM	DGM office - Creation of Package	Kindly create the below mentioned packages in the software. 1. Samvardhana Motherson Annual Health Checkup (Category 1) 2022 - Rs.850/- 2. Samvardhana Motherson Annual Health Checkup (Category 2) 2022 - Rs.1650/-	Manikandan.K-IT	14/03/2022 05:05 PM	Deenathayalan. V(IT)	16/03/2022 10:57 AM	Closed	41 hours52 mins	updated in hms data base pls check sir
814	IT03320	Malarvizhi.S.OS nursing college	14/03/2022 03:57 PM	ICON	CD writer installed in vp mam system for the purpose of CETPPPC question paper setting.	Manikandan.K-IT	14/03/2022 05:04 PM	P.Vignesh-IT	15/03/2022 12:17 PM	Completed	19 hours13 mins	question and answer copied in CD for exam purpose
815	IT03318	Mohamad ibrahim .J	14/03/2022 02:30 PM	Centac website is not opening in chrome install firefox setup	Centac website is not opening in chrome install firefox setup and doubt in centac	Manikandan.K-IT	14/03/2022 05:04 PM	P.Boopalan-IT	16/03/2022 05:12 PM	Completed	48 hours7 mins	instal firefox setup completed

**Classification : 3**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
816	CT1188	Muniamma.K	14/03/2022 10:22 AM	Internet is working in Office room system	Internet is working in Office room system	Manikandan.K-IT	14/03/2022 05:06 PM	P.Boopalan-IT	16/03/2022 05:12 PM	Closed	48 hours6 mins	

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
817	IT03319	Pushpa.K-DEO	14/03/2022 02:38 PM	Create new mail ID	Create new mail ID - 1. Dr. Shyamkumar 2. Dr. Vasanthapriya 3. Dr. Praveenkumar	Manikandan.K-IT	14/03/2022 05:04 PM	Deenathayalan. V(IT)	16/03/2022 10:58 AM	Completed	41 hours53 mins	send details pg r lecture

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

4. Dr.Ragunath

818	IT03313	Angelice Pereira.A -DEO	14/03/2022 09:56 AM	to create official mail ID for NAAC powerpoint uploading	To create Mail ID - New Faculty Dr. Naga Anil Krishna - SR  To Delete Official mail ID Dr. K. Shalini - SR, Department of General Medicine	Manikandan.K-IT	14/03/2022 05:06 PM	Deenathayalan. V(IT)	16/03/2022 10:59 AM	Completed	41 hours53 mins	Email id: nagaanilkrishna@svmchrc.ac.in Temp Password:svmchrc@123
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**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
819	IT03308	D. Pokkilai -S/N	14/03/2022 09:02 AM	EMERGENCY WARD	Printer problem	Manikandan.K-IT	14/03/2022 05:07 PM	R.Pandian-IT	16/03/2022 04:28 PM	Completed	47 hours20 mins	I Checked all basic diagnostic steps probelm found in printer que setting clear the setting its working well

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
820	IT03314	Angelice Pereira.A -DEO	14/03/2022 10:04 AM	to create HMS login ID - Dr. Gopika Kamal - SR	to create HMS login ID Dr. Gopika Kamal - SR Department of General Medicine	Manikandan.K-IT	14/03/2022 05:06 PM	Deenathayalan. V(IT)	16/03/2022 12:30 PM	Completed	43 hours24 mins	user id and password created S4395
821	IT03310	Ashokkumar.R MRD	14/03/2022 09:10 AM	Inpatient current list report not viewed	Dear sir, MRO used computer not viewed for inpatient current list report in HIMS software.	Manikandan.K-IT	14/03/2022 05:06 PM	Manikandan.K-IT	11/04/2022 10:08 AM	Completed	665 hours1 mins	issue resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

822	IT03311	Santhi.K Admin	14/03/2022 09:17 AM	CPU NOT WORKING	HR MANANGER - (FACULTY) SYSTEM CPU NOT WORKING	Manikandan.K-IT					Cancelled		
823	IT03316	Deivathamizh Kudimagal-S/N	14/03/2022 11:14 AM	mmw	System not working	Manikandan.K-IT	14/03/2022 05:05 PM	R.Pandian-IT	16/03/2022 04:29 PM	Completed	47 hours23 mins	I checked all basic error finding steps problem found in system power cable reconfigure the power cable its working well	
824	IT03312	S.Udhaya -MRD	14/03/2022 09:45 AM	ANX ROOM	NCOMPUTING SYSTEM NOT WORKING HMS03	Manikandan.K-IT	14/03/2022 05:06 PM	R.Pandian-IT	16/03/2022 04:31 PM	Completed	47 hours24 mins	I checked all basic error finding steps problem found in server system restart the system its working its working well	

**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
825	IT03309	Suba	14/03/2022 09:00 AM	MRD DENTAL	HMS SOFTWARE VERY SLOW	Manikandan.K-IT	14/03/2022 05:07 PM	Manikandan.K-IT	11/04/2022 10:08 AM	Completed	665 hours0 mins	issue resolved
826	IT03315	Malini K	14/03/2022 10:30 AM	IO Port problem	IO Port problem Department of pathology	Manikandan.K-IT	14/03/2022 05:05 PM	P.Boopalan-IT	16/03/2022 05:11 PM	Completed	48 hours5 mins	IO port is completed

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
827	IT03325	HASEENABEGUM	15/03/2022 12:31 PM	5 PART AND 3 PART MACHINE VALUES IS NOT POPULATING IN THE SYSTEM	5 PART AND 3 PART MACHINE VALUES IS NOT POPULATING IN THE REPORTING SYSTEM - PATHOLOGY,CENTRAL LAB .	Manikandan.K-IT	16/03/2022 12:39 PM	Deenathayalan. V(IT)	19/03/2022 12:11 PM	Completed	71 hours32 mins	issue resolved

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
828	IT03328	Divya.T	15/03/2022 02:18 PM	gmail password change to new	gmail password change to new	Manikandan.K-IT	16/03/2022 12:38 PM	Deenathayalan. V(IT)	19/03/2022 12:08 PM	Completed	71 hours29 mins	send email id details

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

password                      password -  
Department Gmail id

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
829	IT03323	I.IIakiya -DEO	15/03/2022 11:30 AM	NABH OFFICE	UPS NOTWORKING NOBACKUP ISSUE	Manikandan.K-IT	16/03/2022 12:39 PM	R.Pandian-IT	16/03/2022 04:43 PM	Closed	4 hours4 mins	I Checked all basic error finding steps problem found in ups battery new battery request given

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
830	IT03322	Vimala P.- S/N	15/03/2022 11:11 AM	MALE SURGER WARD	MONITOR AND PRINTER NOT WORKING	Manikandan.K-IT	16/03/2022 12:39 PM	P.Vignesh-IT	23/03/2022 02:07 PM	Completed	169 hours27 mins	checked and rectified the issue , now working fine
831	IT03321	S.Udhaya -MRD	15/03/2022 11:02 AM	ANX ROOM	NCOMPUTING SERVER SYSTEM NOT WORKING PROPERLEY ITS VERY SLOW TO USE ITS AFFECT FROM OUR DISCHARGE SUMMERY WORK ITS CONDTINEUSLEY HAPPEN . PLS RECTIFY THE PROBLEM THANK YOU.	Manikandan.K-IT	16/03/2022 12:40 PM	R.Pandian-IT	19/03/2022 04:06 PM	Completed	75 hours26 mins	Restart the server system remp file and history clear its working well

**Classification : 2**

**N COMPUTING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
832	IT03327	Bouvanesvary.S	15/03/2022 01:54 PM	INSTAL NETWORK SWITCH FOR CALL LAB	INSTAL NETWORK SWITCH FOR CALL LAB- NCOMPUTING SYSTEM	Manikandan.K-IT	16/03/2022 12:38 PM	P.Boopalan-IT	16/03/2022 05:09 PM	Completed	4 hours30 mins	Instal new Dlink 16 port switch in CAL lab

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
833	IT03329	A.Kumaresan - Store	15/03/2022 04:06 PM	materials checking ( It dept related)	Dear sir,] Kindly for information, today afternoon Mahaveer infotech 2 bill materials received, So please check the It person. thank you sir, By A.kumaresan, store inchage, svmc. cell 9843638505.	Manikandan.K-IT	16/03/2022 12:38 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:14 PM	Completed	124 hours36 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
834	IT03324	Kamaraj.K Pur.Officer.	15/03/2022 11:59 AM	PURCHASE	SHARING PRINTER NOT WORKING.	Manikandan.K-IT	16/03/2022 12:39 PM	P.Vignesh-IT	23/03/2022 02:05 PM	Completed	169 hours26 mins	informed details to user about the printer sharing issue.
835	IT03326	Rajeshwari B-Office Asst.	15/03/2022 12:57 PM	Firefox installation	Firefox installation	Manikandan.K-IT	16/03/2022 12:39 PM	P.Boopalan-IT	16/03/2022 05:09 PM	Completed	4 hours30 mins	instal firefox for office work

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
836	IT03346	Kanniyammal.S - Lab Tech	16/03/2022 02:52 PM	iNSTAL WHONET 5.6 VERSION IN RESEARCH LAB SYSTEM	iNSTAL WHONET 5.6 VERSION IN RESEARCH LAB SYSTEM	Manikandan.K-IT	21/03/2022 02:46 PM	Deenathayalan. V(IT)	22/03/2022 02:47 PM	Completed	24 hours1 mins	already installed in system pls check sister
837	CT1193	Malini K	16/03/2022 03:09 PM	Internet problem and Elearn login siteadministrator doubt	Internet problem and Elearn login siteadministrator doubt	Manikandan.K-IT	21/03/2022 02:45 PM	P.Boopalan-IT	23/03/2022 01:16 PM	Completed	46 hours30 mins	clear doubt about e-learn website

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

838	IT03338	Kanniyammal.S - Lab Tech	16/03/2022 11:09 AM	internet connection problem	internet connection problem	Manikandan.K-IT	16/03/2022 12:36 PM	P.Boopalan-IT	16/03/2022 05:07 PM	Completed	4 hours31 mins	internet problem solved
839	IT03333	Neelavathi.C - Lab Tech	16/03/2022 09:28 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system- CENTRAL LAB PATHOLOGY	Manikandan.K-IT	16/03/2022 12:37 PM	Deenathayalan. V(IT)	19/03/2022 12:10 PM	Completed	71 hours33 mins	issue resolved

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
840	IT03341	Tamizhselvi S	16/03/2022 11:57 AM	Gmail problem	Gmail problem	Manikandan.K-IT	16/03/2022 12:28 PM	P.Boopalan-IT	16/03/2022 05:08 PM	Completed	4 hours39 mins	gmail refresh and clear browsing data

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
841	IT03345	Kamaraj.K Pur.Officer.	16/03/2022 01:31 PM	PURCHASE	PRINTER INK LEVEL CHECKUP	Manikandan.K-IT	21/03/2022 02:46 PM	R.Pandian-IT	22/03/2022 09:37 AM	Completed	18 hours51 mins	I checked printer ink level its shows low level ink new ink request given
842	IT03337	P.Makeswari - DEO	16/03/2022 10:51 AM	USG scan	PRINTER NOT WORKING VERY URGENT REPORTS ARE PENDING	Manikandan.K-IT	16/03/2022 12:36 PM	R.Pandian-IT	16/03/2022 04:34 PM	Completed	3 hours58 mins	I Checked all basic error finding steps problem found in the printer driver setup reconfigure the drive its working well
843	IT03335	Pushpa.K-DEO	16/03/2022 09:36 AM	USG office room printer not working	USG office room printer not working	Manikandan.K-IT	16/03/2022 12:36 PM	R.Pandian-IT	16/03/2022 04:39 PM	Completed	4 hours2 mins	I checked all basic error finding steps problem found in the printer que setting reconfigure the setting its working well
844	IT03330	HASEENABEGUM	16/03/2022 08:47 AM	PRINTER IS NOT WORKING	PRINTER IS NOT WORKING IN CENTRAL LAB - PATHOLOGY	Manikandan.K-IT	16/03/2022 12:37 PM	P.Boopalan-IT	16/03/2022 05:07 PM	Completed	4 hours30 mins	
845	IT03350	Mathangi.M	16/03/2022 03:35 PM	ENT OFFICE	PRINTER NOT WORKING PLS CHECK PRINTER PRINTING QUALITY ALSO CHECK	Manikandan.K-IT	21/03/2022 02:45 PM	R.Pandian-IT	21/03/2022 04:59 PM	Completed	2 hours13 mins	Printer toner level low new toner installed successfully



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

846	IT03331	Lakshmi.P- HR Office	16/03/2022 09:21 AM	Sheela printer not working	Sheela printer not working	Manikandan.K-IT	16/03/2022 12:37 PM	R.Pandian-IT	19/03/2022 04:04 PM	Completed	75 hours27 mins	Pritner pickup roller problem printer sent to services complaint diverted from mr.Rameshkumar
847	IT03342	Shalini.S-HR-Dept.	16/03/2022 12:08 PM	HRD	Kindly connect HP printer with the ID card System, and mouse is not working.	Manikandan.K-IT	16/03/2022 12:28 PM	R.Pandian-IT	16/03/2022 04:35 PM	Completed	4 hours7 mins	I checked all basic diagnostic steps problem found in the mouse left click new mouse request given and hp printer installed successfully its working well
848	IT03334	Lakshmi.P- HR Office	16/03/2022 09:23 AM	Printer sharing	Printer sharing	Manikandan.K-IT	16/03/2022 12:37 PM	R.Pandian-IT	16/03/2022 04:33 PM	Completed	3 hours56 mins	printer sharing given

**Classification : 8**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
849	IT03349	Mathangi.M	16/03/2022 03:34 PM	ENT OFFICE	OFFICE SYSTEM HMS NOT WORKING UNABLE TO CONNECT DATABASE ERROR	Manikandan.K-IT	21/03/2022 02:45 PM	R.Pandian-IT	22/03/2022 09:38 AM	Completed	18 hours52 mins	I checked all basic error finding steps problem found in the systems network control panel reconfigure the setting its working well

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
850	IT03348	AMARTHIYASEN.S	16/03/2022 03:26 PM	Pathology lab	SYSTEM NOT WORKING URGENT	Manikandan.K-IT	21/03/2022 02:45 PM	R.Pandian-IT	22/03/2022 09:37 AM	Completed	18 hours51 mins	I Checked all basic diagnostic steps problem found in system RAM dust clean and refix its working well
851	IT03339	I.IIakiya -DEO	16/03/2022 11:25 AM	NABH OFFICE	We need to pdf format save as option in ms office	Manikandan.K-IT	16/03/2022 12:36 PM	R.Pandian-IT	16/03/2022 04:37 PM	Closed	4 hours1 mins	save as PDF Setup file installed successfully its working well
852	IT03340	Ashokkumar.R MRD	16/03/2022 11:30 AM	MRD	System not working	Manikandan.K-IT	16/03/2022 12:48 PM	M.Ramesh kumar - Systems Engineer	17/03/2022 09:50 AM	Completed	21 hours1 mins	System problem rectified now working fine. Applied disk cleanup, temp. files deleted and defragmentation.
853	IT03332	Lakshmi.P- HR Office	16/03/2022 09:22 AM	HR computer not working	HR computer not working	Manikandan.K-IT	16/03/2022 12:37 PM	R.Pandian-IT	19/03/2022 04:04 PM	Completed	75 hours26 mins	Power cable refixed its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

854	IT03344	Mohamad ibrahim .J	16/03/2022 01:17 PM	Academic ME 2 and 3 system is rearrange for admission purpose	Academic ME 2 and 3 system is rearrange for admission purpose shifting cpu.	Manikandan.K-IT	21/03/2022 02:46 PM	P.Boopalan-IT	23/03/2022 02:27 PM	Completed	47 hours40 mins	system is rearrange for user comfort
855	IT03347	Sugunakumari.J	16/03/2022 03:23 PM	files names are changed	Department of physiology When saved files in desktop then it copy to other files that files names change in green color	Manikandan.K-IT	21/03/2022 02:45 PM	P.Boopalan-IT	11/04/2022 12:07 PM	Completed	501 hours21 mins	

**Classification : 6**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
856	IT03352	Tamizhselvi S	16/03/2022 04:48 PM	SO sir college system internet is not working and centac website is slow	SO sir college system internet is not working and centac website is slow	Manikandan.K-IT	21/03/2022 02:44 PM	P.Boopalan-IT	23/03/2022 02:28 PM	Completed	47 hours44 mins	so sir internet problem solved assign ip address

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
857	IT03336	A.Kumaresan - Store	16/03/2022 09:35 AM	Tonner refilling	Dear sir,] Kindly for information, today morning Tonner refilling person Mr. barath come to store, So please come to It person. thank you sir, By A.kumaresan, store inch age, svmc. cell 9843638505.	Manikandan.K-IT	16/03/2022 12:36 PM	M.Ramesh kumar - Systems Engineer	17/03/2022 09:46 AM	Completed	21 hours9 mins	Toner refilled for 88A - 02 Nos. and 12A - 20 Nos. Coordinate with Mr.Bharth, OHM (Toner service person)
858	IT03351	A.Kumaresan - Store	16/03/2022 04:06 PM	It related materials received, checking the It dept	Dear sir, kindly for information, today morning two ups battery received form store, please check It person, by	Manikandan.K-IT	21/03/2022 02:45 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:14 PM	Completed	2 hours28 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

a.kumaresan  
store incharge

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
859	IT03343	Kumaravel.K	16/03/2022 12:43 PM	NETWORK PROBLEM	Internet and HMS not working, Kindly do the needful.	Manikandan.K-IT	16/03/2022 12:48 PM	Deenathayalan. V(IT)	19/03/2022 12:09 PM	Completed	71 hours21 mins	ip address issue cleared
860	IT03353	Nandhakumar S- Accounts	16/03/2022 04:52 PM	Sai Baba Pooja Invitation purpose	Sai Baba Pooja Invitation purpose with Digital Marketing by Boopalan	Manikandan.K-IT	21/03/2022 02:44 PM	P.Boopalan-IT	23/03/2022 02:28 PM	Completed	47 hours43 mins	Taking Invitation print with digital marketing

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
861	IT03360	Pukazenti N.R. DGM	17/03/2022 01:47 PM	DGM office - Creation of Package	Kindly create a package for Anabond company in the software as per the attached file. Anabond Annual Health Checkup 2022 - Rs.1850/-	Manikandan.K-IT	21/03/2022 02:41 PM	Deenathayalan. V(IT)	22/03/2022 02:47 PM	Closed	24 hours5 mins	UPDATED IN HMS
862	IT03362	Srinivasan.A- Librarian	17/03/2022 02:45 PM	Central Library - Koha software not working	Koha software not working	Manikandan.K-IT	21/03/2022 02:41 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:10 PM	Completed	2 hours29 mins	Koha software given user name and password error. This is not our issue informed to user to conduct Koha software person.

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
863	IT03358	Santhi.G	17/03/2022 12:42 PM	CCTV not connected	Dental hostel CCTV camera not connected. Pls do the needful	Manikandan.K-IT	21/03/2022 02:43 PM	Arunkumar.M-IT		Assigned		

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
864	IT03355	AMARTHIYASEN.S	17/03/2022 11:13 AM	Pathology lab	PRINTER , PAPER NOT PICKING PLEASE SOLVE THE ISSUE ASAP.	Manikandan.K-IT	21/03/2022 02:44 PM	R.Pandian-IT	21/03/2022 04:59 PM	Completed	2 hours15 mins	Paper pickup roller twisted and reinserted its working well
865	IT03354	YEWARANI.S	17/03/2022 09:08 AM	PA to Principal dental office	Printer not working from yesterday evening (16.03.2022) to till now	Manikandan.K-IT	21/03/2022 02:44 PM	P.Vignesh-IT	23/03/2022 02:05 PM	Completed	47 hours21 mins	printer issue rectified now working fine

**Classification : 2**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
866	IT03357	Santhi.G	17/03/2022 12:27 PM	Biometric update in all hostels	Biometric attendance not able to verify or download in all hostel. Biometric attendance is mandatory for inmates. Past one week not working. Already intimated over phone, pls take immediate necessary action. very urgent.	Manikandan.K-IT	21/03/2022 02:43 PM	Arunkumar.M-IT		Assigned		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
867	IT03359	Pushpa.K-DEO	17/03/2022 01:08 PM	CPU not working	CPU not working ( Location: Physics mam room)	Manikandan.K-IT	21/03/2022 02:43 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:09 PM	Completed	2 hours25 mins	System RAM cleaned and refixed now working fine

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
868	IT03361	Tamizhselvi S	17/03/2022 02:29 PM	internet not working	internet not working	Manikandan.K-IT	21/03/2022 02:41 PM	P.Boopalan-IT	23/03/2022 11:56 AM	Completed	45 hours14 mins	assign the ip address automatically now internet is properly working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
869	IT03356	Muniamma.K	17/03/2022 11:57 AM	MOUSE NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM MOUSE NOT WORKING	Manikandan.K-IT	21/03/2022 02:43 PM	P.Boopalan-IT	23/03/2022 01:15 PM	Completed	46 hours31 mins	it is very old and not working mouse

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
870	IT03371	Neelavathi.C - Lab Tech	18/03/2022 03:45 PM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	21/03/2022 02:39 PM	R.Pandian-IT	22/03/2022 09:36 AM	Completed	18 hours57 mins	Restart the communication setup its working

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
871	IT03364	Malarvizhi.S.OS nursing college	18/03/2022 09:53 AM	ICON OFFICE	ICON CCTV CAMERA NO : 1 & 2 MOT WORKING	Manikandan.K-IT	21/03/2022 02:41 PM	Arunkumar.M-IT		Assigned		

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
872	IT03367	Amudha.A.Billing	18/03/2022 10:48 AM	BILLING HOSPITAL	PRINTER NOT WORKING	Manikandan.K-IT	21/03/2022 02:39 PM	P.Vignesh-IT	22/03/2022 09:47 AM	Completed	19 hours7 mins	checked and troubleshot now printer working fine
873	IT03363	Malarvizhi.S.OS nursing college	18/03/2022 09:16 AM	ICON	To check the ink level in color printer.	Manikandan.K-IT	21/03/2022 02:42 PM	Deenathayalan.V(IT)	01/04/2022 10:16 AM	Completed	259 hours33 mins	issue resolved
874	IT03368	Amudha.A.Billing	18/03/2022 10:48 AM	BILLING HOSPITAL	EPSON PRINTER NOT WORKING	Manikandan.K-IT	21/03/2022 02:39 PM	P.Vignesh-IT	22/03/2022 09:46 AM	Completed	19 hours6 mins	epson printer checked and troubleshot the system , working fine now,

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

875	IT03370	Shalini.S-HR-Dept.	18/03/2022 12:40 PM	HRD	ID Card Printer Ribbon issues not working	Manikandan.K-IT	21/03/2022 02:39 PM	P.Vignesh-IT	23/03/2022 02:05 PM	Completed	47 hours25 mins	new printer ribbon changed and the id card printer working fine
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**Classification : 4**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
876	IT03369	Saranya.A	18/03/2022 12:33 PM	PAEDIATRIC OFFICE	PAEDIATRIC OFFICE STORE INDENT NOT WORKING SIR PLEASE CHECK SIR. THANK YOU	Manikandan.K-IT	21/03/2022 02:42 PM	R.Pandian-IT	22/03/2022 09:35 AM	Completed	18 hours53 mins	login properly its working well store indent module also explained

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
877	IT03365	P.Usha -DEO	18/03/2022 09:54 AM	eye bank	Our eye bank system not working properly.	Manikandan.K-IT	21/03/2022 02:40 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:08 PM	Completed	2 hours27 mins	System given booting error. Problem rectified now working fine.

**Classification : 1**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
878	IT03366	Manivannan.S.MRD	18/03/2022 10:38 AM	MRD IP COUNTER	BAR CODE PRINTER NOT WORKING..	Manikandan.K-IT	21/03/2022 02:40 PM	P.Vignesh-IT	22/03/2022 09:41 AM	Completed	19 hours0 mins	checked and troubleshooteed now bar code printer working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
879	IT03373	S.DEVI -S/N	19/03/2022 12:19 PM	EMERGENCY WARD	PRINTER TONER CHANGE	Manikandan.K-IT	21/03/2022 02:38 PM	P.Vignesh-IT	22/03/2022 09:40 AM	Completed	19 hours2 mins	printer toner changed successfully

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
880	IT03372	Pushpa- DEO	19/03/2022 09:38 AM	MY COMPUTER IS VERY SLOW AND FREEZE SOME TIME NOT WORKING	MY COMPUTER IS VERY SLOW AND FREEZE SOME TIME NOT WORKING	Manikandan.K-IT	21/03/2022 02:38 PM	P.Boopalan-IT	23/03/2022 11:02 AM	Completed	44 hours23 mins	delete all temp and chache file data and clear browsing data and optimise his file now it is properly working

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
881	IT03386	Divya.T	21/03/2022 03:05 PM	Instal new hp mouse for office room and HOD mam system and instal new multi usb port hub	Instal new hp mouse for office room and HOD mam system and instal new multi usb port hub	Manikandan.K-IT	22/03/2022 10:54 AM	P.Boopalan-IT	23/03/2022 10:59 AM	Completed	24 hours4 mins	instal new mouse for HOD system and office room system

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
882	IT03382	Malarvizhi.S.OS nursing college	21/03/2022 11:25 AM	ICON	LIBRARY-SOFTWARE UNINSTALL WORK	Manikandan.K-IT	21/03/2022 02:37 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:03 PM	Completed	2 hours25 mins	MS-Office file open from .wps file type. Uninstalled WPS software now working fine.

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
883	IT03378	Vignesh. S.D Billing	21/03/2022 09:26 AM	AUDIT EXCEL SHEET NOT OPEN	AUDIT EXCEL SHEET NOT OPEN	Manikandan.K-IT	21/03/2022 02:38 PM	Deenathayalan. V(IT)	22/03/2022 02:46 PM	Completed	24 hours8 mins	issue resolved user changed

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
884	IT03383	Arunpandian.A	21/03/2022 11:48 AM	PHARMACY ACCOUNTS	Printer not working and Not Sharing	Manikandan.K-IT	21/03/2022 02:17 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:01 PM	Completed	2 hours43 mins	Printer sharing issue solved now working fine. Given pendrive sharing for both systems at Accounts Pharmacy.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

885	IT03376	Gounabady.R - DEO	21/03/2022 09:05 AM	need to exchange printer	Need to exchange printer from Ophthal ward to Ophthal Office. please do needful. Ophthal department of first floor hospital side.	Manikandan.K-IT	21/03/2022 02:38 PM	R.Pandian-IT	22/03/2022 09:34 AM	Completed	18 hours55 mins	As per IT Incharge guidelines printer dit not inter changed as per norms
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
886	IT03384	Aruna.G-S/N	21/03/2022 12:58 PM	ophthal ward	System not working	Manikandan.K-IT	21/03/2022 02:17 PM	R.Pandian-IT	22/03/2022 09:31 AM	Completed	19 hours13 mins	N computing system interchanged new v cloud system request given as per hod guidelines
887	IT03385	R.Preethi -FNA	21/03/2022 01:08 PM	DVL OPD system no display	DVL OPD system no display	Manikandan.K-IT	21/03/2022 02:17 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 04:59 PM	Completed	2 hours42 mins	RAM cleaned and refixed now working fine
888	IT03388	Divya.T	21/03/2022 03:21 PM	My downloads is missed and not working have problem	My downloads is missed and not working have problem	Manikandan.K-IT	22/03/2022 10:54 AM	P.Boopalan-IT	23/03/2022 11:01 AM	Completed	24 hours7 mins	now it is properly working
889	IT03387	M.Vijayalakshmi - S/N	21/03/2022 03:15 PM	PAEDIATRIC WARD	system not working	Manikandan.K-IT	22/03/2022 10:54 AM	R.Pandian-IT	23/03/2022 08:44 AM	Completed	21 hours50 mins	Power cable refixed its working well
890	IT03389	K.Sundaramoorthy (Purchase)	21/03/2022 03:23 PM	DENTAL PURCHASE	In our system mail is not open past one week this is came sir.	Manikandan.K-IT	22/03/2022 10:53 AM	M.Ramesh kumar - Systems Engineer	22/03/2022 02:36 PM	Completed	3 hours43 mins	Gmail problem rectified now working fine.
891	IT03390	Saranya.A	21/03/2022 04:20 PM	PAEDIATRIC OFFICE	Paediatrics office system not working sir. Please check sir Thank you.	Manikandan.K-IT	22/03/2022 10:52 AM	M.Ramesh kumar - Systems Engineer	22/03/2022 02:33 PM	Completed	3 hours41 mins	System no power on due to power issue. Informed to user.
892	IT03380	Santhi.K Admin	21/03/2022 09:59 AM	CPU NOT WORKING	HR- Manager (Faculty) system CPU not working	Manikandan.K-IT	21/03/2022 02:37 PM	P.Boopalan-IT	23/03/2022 10:58 AM	Completed	44 hours20 mins	SMPS power plug out and plug in and check connectivity now working
893	IT03381	Malarvizhi.S.OS nursing college	21/03/2022 11:20 AM	icon	VICE PRINCIPAL - CPU NOT WORKING	Manikandan.K-IT	21/03/2022 02:37 PM	R.Pandian-IT	22/03/2022 09:32 AM	Completed	18 hours54 mins	New mother board and new cabinet with smps installed its working our testing side user side installation system its not working cross check all error finding steps problem found in processor new processor request given



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 8**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
894	IT03379	A.Kumaresan - Store	21/03/2022 09:48 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, Ups battery one number received form store, at NABH office, please check It person, by A.kumaresan. store inchage, svmc. cell 9843638505. store incharge	Manikandan.K-IT	21/03/2022 02:37 PM	M.Ramesh kumar - Systems Engineer	21/03/2022 05:06 PM	Completed	2 hours28 mins	IT Related material verification and singing work completed for UPS Battery for NABH, Dell Mouse for HR (H) and Ink for Hospital Purchase dept.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
895	IT03377	Kamaraj.K Pur.Officer.	21/03/2022 09:14 AM	PURCHASE	PAPER JAMMED ERROR	Manikandan.K-IT	21/03/2022 02:38 PM	M.Ramesh kumar - Systems Engineer	23/03/2022 01:01 PM	Completed	46 hours23 mins	Printer paper jam error rectified. Clear all paper particle from printer inside. Coordinate with Mr.Dheen, IT

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
896	IT03394	Mohamad ibrahim .J	22/03/2022 10:16 AM	Convert pdf to editable word document for academic file`s	Convert pdf to editable word document for academic file`s using online	Manikandan.K-IT	22/03/2022 10:48 AM	P.Boopalan-IT	23/03/2022 09:46 AM	Completed	22 hours57 mins	using online website we have to complete that process now user
897	IT03404	S.Ananthi -Billing	22/03/2022 12:43 PM	INCLUSION OF COMPANY NAME	KINDLY CREATE BELOW MENTIONED COMAPNY NAMEIN THE SOFTWARE UNDER THE CORPRATE SLOT. VELL BISCUITS PVT.LTD/MR.AADHIN ARAYANAN.	Manikandan.K-IT	23/03/2022 10:59 AM	Manikandan.K-IT	11/04/2022 10:05 AM	Completed	455 hours5 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
898	IT03392	Ashokkumar.R MRD	22/03/2022 09:56 AM	Network not working	Dear sir,  OPD registration counter no.2 system not working for network.	Manikandan.K-IT	22/03/2022 10:49 AM	Deenathayalan. V(IT)	22/03/2022 02:45 PM	Completed	3 hours55 mins	issue resolved mother board lan issue send cpu to IT Dept. sir
899	IT03396	R. Anitha -DEO	22/03/2022 09:59 AM	DVL - IADVI site is not open	IADVL site is not open	Manikandan.K-IT	22/03/2022 10:49 AM	M.Ramesh kumar - Systems Engineer	22/03/2022 02:37 PM	Closed	3 hours48 mins	www.iadvl.org and some website blocked by K7. K7 Uninstalled and reinstalled now working fine.

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
900	IT03400	Malarvizhi.S.OS nursing college	22/03/2022 12:10 PM	ICON OFFICE	OFFICE CAMERA NOT WORKING	Manikandan.K-IT	23/03/2022 11:00 AM	R.Pandian-IT	06/04/2022 04:51 PM	Completed	341 hours50 mins	COMPLAINT DIVERT TO Mr.ARUNKUMAR

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
901	IT03395	Mohamad ibrahim .J	22/03/2022 10:20 AM	Create New Mail Id for me Academic ME - 4	Mail Id Requisition Instal Adobe Acrobat software for using academic purpose, kindly do the needful	Manikandan.K-IT	22/03/2022 10:48 AM	P.Boopalan-IT	23/03/2022 09:39 AM	Completed	22 hours51 mins	wait for AO sir mail requisition

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
902	IT03407	Saranya.A	22/03/2022 04:12 PM	PAEDIATRIC OFFICE	Paediatric office printer not working.Please check sir . Thank you	Manikandan.K-IT	23/03/2022 10:58 AM	R.Pandian-IT	28/03/2022 04:47 PM	Completed	125 hours48 mins	printer que cleared its working well
903	IT03409	Anand.N	22/03/2022 04:24 PM	Paramedical accounts	paramedical accounts Printer Problem	Manikandan.K-IT	23/03/2022 10:58 AM	M.Ramesh kumar -	23/03/2022 01:00 PM	Completed	2 hours2 mins	Sharing printer problem and network cable issue rectified

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Systems Engineer

now working fine

904	IT03398	Divya.T	22/03/2022 11:57 AM	Printer is not working	Printer is not working	Manikandan.K-IT	23/03/2022 11:00 AM	P.Boopalan-IT	23/03/2022 11:03 AM	Completed	0 hours2 mins	reinstal hp printer and set as default and delete all spool file restart
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**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
905	IT03406	Mahalakshmi.S	22/03/2022 02:59 PM	Backup for UPS	Backup for UPS failure in admission office.	Manikandan.K-IT	23/03/2022 10:59 AM	P.Vignesh-IT	23/03/2022 02:02 PM	Completed	3 hours3 mins	checked the ups , board is not working so we recommended for condomination

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
906	IT03393	Rajkumar N -Care Taker	22/03/2022 10:15 AM	GENTS HOSTEL BIOMETRIC NOT WORKED	Gents Hostel Bio metric not worked	Manikandan.K-IT	22/03/2022 10:49 AM	Arunkumar.M-IT		Assigned		
907	IT03399	Vimalathithan.K.R	22/03/2022 12:05 PM	Install Biometric software in Library	Install Biometric software in Library (2rd time reminder)	Manikandan.K-IT	23/03/2022 11:00 AM	Arunkumar.M-IT		Assigned		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
908	IT03397	Vimalathithan.K.R	22/03/2022 11:55 AM	N-Computing not working.	N-Computing not working.	Manikandan.K-IT	23/03/2022 11:01 AM	Deenathayalan.V(IT)	25/03/2022 11:10 AM	Completed	48 hours9 mins	Amp Licenses required for Ncomputing new requirement vcloud v1 requirement Given
909	IT03402	Periassamy	22/03/2022 12:15 PM	MS office Computer is Not working	Dear Sir, In connection with the above Short Description, this is to inform you that, the Computer is not working in the MS office. I request you to fix the problem early as possible. thanking you,	Manikandan.K-IT	23/03/2022 11:00 AM	P.Vignesh-IT	23/03/2022 02:04 PM	Completed	3 hours4 mins	checked and done the basic troubleshoot now the cpu working fine , ram cleaned and inserted again

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Regards,  
MS-PA

910	IT03391	S.Elavazhagi - DEO	22/03/2022 09:09 AM	DISCHARGE SUMMERY	DESTOP FILE MISSING NEED TO RETRIVE THE FILE PLS RECTIFY THE PROBLEM	Manikandan.K-IT	22/03/2022 10:52 AM	R.Pandian-IT	23/03/2022 08:44 AM	Completed	21 hours51 mins	I CHECKED IN THIS SYSTEM FILE THERE IN RECYCLE BIN RETRIVE THE FILE SUCCESSFULLY
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**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
911	CT1196	Muniamma.K	22/03/2022 09:23 AM	Internet is working in Office room system	Internet is working in Office room system	Manikandan.K-IT	22/03/2022 10:52 AM	P.Boopalan-IT	23/03/2022 09:23 AM	Closed	22 hours31 mins	assign manual ip address now internet is working
912	IT03401	Periassamy	22/03/2022 12:08 PM	MS Office Internet is not connected.	Dear Sir, In connection with the above Short Description, this is to inform you that, the internet connection is not working in the MS office computer. I request you to fix the problem early as possible. thanking you, Regards, MS-PA	Manikandan.K-IT	23/03/2022 11:00 AM	P.Vignesh-IT	23/03/2022 02:02 PM	Completed	3 hours2 mins	internet not connecting , ip issue rectified now working fine

**Classification : 2**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
913	CT1197	Punithavally D	22/03/2022 09:44 AM	barcode not scan in the mechine	Barcode not scan in the mechine in biochemistry department	Manikandan.K-IT	22/03/2022 10:51 AM	Deenathayalan. V(IT)	22/03/2022 02:46 PM	Completed	3 hours54 mins	restart dimension 200 system

**Classification : 1**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

914	IT03408	Anand.N	22/03/2022 04:22 PM	Paramedical accounts	Paramedical Accounts Network Problem	Manikandan.K-IT	23/03/2022 10:58 AM	M.Ramesh kumar - Systems Engineer	23/03/2022 12:58 PM	Completed	2 hours0 mins	Printer sharing issue solved. Now working fine.
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**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
915	IT03405	Malarvizhi.S.OS nursing college	22/03/2022 12:50 PM	ICON	FINAL YEAR CLASS ROOM PROJECTOR LENS NOT DISPLAY CLEARLY-PLEASE CHECK THE PROBLEM	Manikandan.K-IT	23/03/2022 10:59 AM	R.Pandian-IT	01/04/2022 09:09 AM	Completed	214 hours10 mins	This complaint closed by mr.deenadayan guided lcd life time expired

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
916	IT03414	S.Chellammal - DEO	23/03/2022 11:05 AM	SPECIAL OPD BILLING SYSTEM UPS PROBLEM	SPECIAL OPD BILLING SYSTEM UPS PROBLEM	Manikandan.K-IT	25/03/2022 12:50 PM	P.Vignesh-IT	01/04/2022 10:19 AM	Completed	165 hours29 mins	checked the ups , and the battery backup is good , ups kept under testing also found condition is good .

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
917	IT03410	S.Chellammal - DEO	23/03/2022 09:21 AM	DISPLAY SETTINGS CHANGED IN DEO SYSTEM	DISPLAY SETTINGS CHANGED IN DEO SYSTEM, NEEDS TO BE CORRECTED	Manikandan.K-IT	23/03/2022 10:57 AM	P.Vignesh-IT	23/03/2022 02:01 PM	Completed	3 hours3 mins	checked and rectified the issue , display resolution changed now working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
918	IT03419	Sugunakumari.J	23/03/2022 04:17 PM	printer sharing	Department of physiology HOD System printer sharing problem	Manikandan.K-IT	25/03/2022 12:51 PM	P.Boopalan-IT	28/03/2022 12:47 PM	Completed	71 hours56 mins	printer sharing problem is solved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

919	IT03412	Kamashi @ Asha	23/03/2022 10:02 AM	account hospital	Sir, mani sir printer not working	Manikandan.K-IT	23/03/2022 10:57 AM	P.Vignesh-IT	23/03/2022 02:01 PM	Completed	3 hours4 mins	printer sharing rectified now working fine
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**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
920	IT03415	S.Ananthi -Billing	23/03/2022 11:30 AM	UPS BATTERY REPLACE	SPL.OPD BILLING SYSTEM BATTERY WAS NOT CHARGEABLE.PLEASE REPLACE THE OTHER BATTERY	Manikandan.K-IT	25/03/2022 12:50 PM	P.Vignesh-IT	01/04/2022 10:17 AM	Completed	165 hours27 mins	checked the ups , and the battery backup is good , ups kept under testing also found condition is good .

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
921	IT03418	Sugunakumari.J	23/03/2022 04:15 PM	full set PC connection	Department of Physiology (SRC) commitee one PC full set with UPS installed in Central research lab	Manikandan.K-IT	25/03/2022 11:03 AM	P.Boopalan-IT	25/03/2022 12:11 PM	Completed	1 hours7 mins	one PC full set with UPS installed in Central research lab WORK DONE
922	IT03411	Ilavarasi.I.Elect.	23/03/2022 09:33 AM	Sub store maintenance	System not working	Manikandan.K-IT	23/03/2022 10:57 AM	R.Pandian-IT	25/03/2022 12:24 PM	Closed	49 hours26 mins	I Checked all basic diagnostic steps problem found in RAM unit dust clean and refix its working well

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
923	IT03417	Bouvanesvary.S	23/03/2022 04:09 PM	internet is not working whole dept.	internet is not working whole dept. Electrical room network switch is down	Manikandan.K-IT	25/03/2022 11:03 AM	P.Boopalan-IT	25/03/2022 12:12 PM	Completed	1 hours8 mins	NETWORK RACK IN ELECTRIC ROOM DONT HAVE POWER SUPPLY NOW IT IS WORKING
924	IT03413	Bharanitharan	23/03/2022 10:10 AM	Net not connected in 2nd floor HOD Room	Sir In Pharmacy College 2nd Floor in HOD Room net work problem, so please rectify the problems sir	Manikandan.K-IT	23/03/2022 10:56 AM	R.Pandian-IT	25/03/2022 12:25 PM	Completed	49 hours28 mins	I checked all basic error finding steps problem , issue is network line termination network line fixed in switch rack side its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
925	IT03416	I.Ilakiya -DEO	23/03/2022 03:00 PM	UPS Battery	Kindly install UPS Battery	Manikandan.K-IT	25/03/2022 12:50 PM	R.Pandian-IT	28/03/2022 04:45 PM	Closed	75 hours54 mins	New ups battery changed its working well

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
926	IT03426	Pukazenti N.R. DGM	24/03/2022 12:38 PM	DGM Office - System shifting regarding	Kindly move the Diabetology department system to the Special OPD front office desk for the purpose of Call recording (getting Feedback from patients) and also MHC report printing purpose, with provision of following slots in the software. 1. MRD report 2. lab report 3. Billing report	Manikandan.K-IT	25/03/2022 10:30 AM	R.Pandian-IT	01/04/2022 09:10 AM	Closed	166 hours39 mins	I checked all possibility power source is there but network facility not there informed concern person

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
927	IT03425	Anand.N	24/03/2022 11:56 AM	Paramedical accounts	Sir, Paramedical accounts Printer is not working	Manikandan.K-IT	25/03/2022 11:00 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:23 PM	Completed	1 hours22 mins	Printer sharing issue rectified now working fine.
928	IT03422	Bouvanesvary.S	24/03/2022 09:32 AM	printer not working	printer not working	Manikandan.K-IT	25/03/2022 11:01 AM	P.Boopalan-IT	25/03/2022 12:09 PM	Completed	1 hours8 mins	PRINTER PAPER IS JAM AND TONNER IS PROPERRLY FIXED
929	IT03423	Gounabady.R - DEO	24/03/2022 09:40 AM	PRINTER NOT WORKING IN THE oPTHAL WARD	PRINTER NOT WORKING IN THE oPTHAL WARD, THIRD FLOOR, HOSPITAL SIDE	Manikandan.K-IT	25/03/2022 11:01 AM	P.Vignesh-IT	01/04/2022 10:20 AM	Completed	167 hours19 mins	checked and rectified the issue , now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

930	IT03430	Mohamad ibrahim .J	24/03/2022 04:52 PM	Printer sharing problum	Printer sharing problum ME 4 to ME 1	Manikandan.K-IT	25/03/2022 10:29 AM	P.Boopalan-IT	25/03/2022 12:08 PM	Completed	1 hours38 mins	printer share with academic me1 PROBLEM SOLVED
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**Classification : 4**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
931	IT03420	Nagarathinam.V (Stores)	24/03/2022 09:14 AM	Cash purchase GRN status Reopen	Cash purchase GRN status Reopen (Details already sent through mail) GRN NO: CPUR/CS/21-22/0314 dt: 10/01/2022 Supplier Name: SHREE NEW KHIMMAT NOVELTY	Manikandan.K-IT	25/03/2022 11:02 AM	Deenathayalan. V(IT)	25/03/2022 11:05 AM	Closed	0 hours2 mins	UPDATED IN HMS
932	IT03428	Nagarathinam.V (Stores)	24/03/2022 03:23 PM	Stock Correction in HMS	Stock Correction in HMS (store stock Nil) Details already sent through mail (24-03-2022) Physically store stock is Nil FEVI STICK 8g - nil SHARPENER - nil	Manikandan.K-IT	25/03/2022 10:30 AM	Deenathayalan. V(IT)	01/04/2022 10:16 AM	Closed	167 hours46 mins	UPDATED IN HMS

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
933	IT03424	M.Vijayalakshmi - S/N	24/03/2022 10:23 AM	PEADIATRIC MAIN WARD	PEADIATRIC MAIN WARD COMPUTER MOUSE NOT WORKING SO KINDLY DO PROCESS	Manikandan.K-IT	25/03/2022 11:00 AM	P.Vignesh-IT	01/04/2022 10:22 AM	Completed	167 hours21 mins	checked and rectified the issue , now working fine
934	IT03429	Manimegalai.M-DEO	24/03/2022 03:34 PM	NS Office -Repair Work for CPU	CPU battery to be changed one mouse required for Nursing educator system	Manikandan.K-IT	25/03/2022 11:00 AM	P.Vignesh-IT	01/04/2022 10:20 AM	Completed	167 hours20 mins	checked the ups found it has board issue , so we condemned the ups given requisition for new ups



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
935	IT03421	Bouvanesvary.S	24/03/2022 09:31 AM	NETWORK PROBLEM	NETWORK PROBLEM IN DEPT.	Manikandan.K-IT	25/03/2022 11:01 AM	P.Boopalan-IT	25/03/2022 12:10 PM	Completed	1 hours8 mins	ELECTRIC ROOM NETWORK RACK DONT HAVE POWER SUPPLY NOW UPS IS PROPERRLY WORKING

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
936	IT03427	Kandasamy.R-Civil	24/03/2022 02:56 PM	MOUSE NOT WORKING	MOUSE NOT WORKING	Manikandan.K-IT	25/03/2022 11:00 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:21 PM	Closed	1 hours20 mins	Mouse not working properly given standby mouse now working fine.

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
937	IT03441	Sugunakumari.J	25/03/2022 03:19 PM	HMS software	Department of physiology (SRC) Kindly provide HMS login for SRC committee	Manikandan.K-IT	30/03/2022 03:25 PM	Deenathayalan. V(IT)	01/04/2022 10:17 AM	Completed	42 hours51 mins	What purpose ? store indent?
938	IT03437	Manikandan.K-IT	25/03/2022 10:06 AM	MS office not working in Icon college	MS office not working in Icon college	Manikandan.K-IT	25/03/2022 10:27 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:26 PM	Closed	1 hours58 mins	MS-Office not working properly. MS-Office uninstalled and reinstalled now working fine.

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
939	IT03436	Manikandan.K-IT	25/03/2022 10:05 AM	CCTV footage exam purpose	CCTV footage exam purpose download	Manikandan.K-IT	25/03/2022 10:27 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:25 PM	Completed	1 hours57 mins	Engineering college exam hall (3 Labs) CCTV footage downloaded successfully.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
940	IT03433	Manikandan.K-IT	25/03/2022 10:00 AM	EMAIL ID CREATE	Kindly provide the new mail id for the Hospital & Nursing department for Recruitment , advertisement and other communication separately .  Hospital Id : hospital@svmchrc.ac.in Nursing id : Nursing@svmchrc.ac.in	Manikandan.K-IT	25/03/2022 10:01 AM	Deenathayalan. V(IT)	25/03/2022 11:11 AM	Completed	1 hours10 mins	email id created and updated in svmchrc .ac.in domain

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
941	IT03440	Gounabady.R - DEO	25/03/2022 12:23 PM	PRINTER NOT WORKING IN Ophthal OPD	PRINTER NOT WORKING IN B - Scan Room - Ophthal OPD , First floor, hospital side.	Manikandan.K-IT	25/03/2022 12:51 PM	R.Pandian-IT	28/03/2022 04:43 PM	Completed	75 hours52 mins	I checked all basic error finding steps problem found in printer que clear the que its working well

**Classification : 1**

**OFC NETWORKING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
942	IT03434	Manikandan.K-IT	25/03/2022 10:03 AM	OFC Cable measurement	OFC Cable measurement from campus entrance to Dental Hostel	Manikandan.K-IT	25/03/2022 10:28 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:28 PM	Completed	2 hours0 mins	OFC Cable measurement from Entrance to Dental Hostel and Entrance to Divider end. Coordinate with M/s Selvaraj and Co., persons.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
943	IT03431	Ashokkumar.R MRD	25/03/2022 08:39 AM	case sheet received entry - not received for one IP case.	Dear Sir,  IP20210709001- Mr.Gandhi.A this case	Manikandan.K-IT	25/03/2022 10:29 AM	Manikandan.K-IT	11/04/2022 10:05 AM	Completed	407 hours35 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

was received from ward but computer entry not working for the case sheet received entry. thanks & Regards. MRT.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
944	IT03442	Malarvizhi.S.OS nursing college	25/03/2022 03:46 PM	ICON LIBRARY	IN COMPUTER LAB 4 SYSTEMS NOT WORKING.PLEASE SOLVE THIS PROBLEM	Manikandan.K-IT	01/04/2022 10:23 AM	Deenathayalan. V(IT)	08/04/2022 12:15 PM	Completed	169 hours51 mins	issue resolved
945	IT03443	Srinivasan.A-Librarian	25/03/2022 06:54 PM	PDF FILE NOT OPEN	Sir PDF FILE NOT OPEN	Manikandan.K-IT	01/04/2022 10:23 AM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:24 AM	Completed	0 hours1 mins	PDF File problem rectified now working fine.
946	IT03432	K.Suseela - Paramedical	25/03/2022 09:10 AM	System not working	Monitor not on	Manikandan.K-IT	25/03/2022 10:01 AM	R.Pandian-IT	06/04/2022 04:49 PM	Completed	294 hours48 mins	CALL LOGGED FOR MONITOR ISSUE, rectified
947	IT03438	Ashokkumar.R MRD	25/03/2022 10:28 AM	computer not working for OPD system	MRD OPD counter system not working.	Manikandan.K-IT	25/03/2022 10:30 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:29 PM	Completed	1 hours59 mins	Data Backedup successfully. Windows 7 Pro reinstalled and basic software installed successfully. Now working fine.

**Classification : 4**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
948	IT03439	Kasilingam.U - Insurance	25/03/2022 10:43 AM	Mouse ( LO System )- CMCHISTN	Mouse not working	Manikandan.K-IT	25/03/2022 10:58 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:31 PM	Completed	1 hours32 mins	Mouse not working properly given standby mouse now working fine.

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

949	IT03444	Srinivasan.A-Librarian	25/03/2022 06:57 PM	MONITOR ANDCPU AUTOMATICALLY CLOSED	MONITOR AND CPU AUTOMTICALLY CLOSED	Manikandan.K-IT	30/03/2022 03:24 PM	Deenathayalan. V(IT)	01/04/2022 10:18 AM	Completed	42 hours53 mins	COMPLETED
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**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
950	IT03435	Manikandan.K-IT	25/03/2022 10:05 AM	Access Point fixing in MD room	Access Point fixing in MD room	Manikandan.K-IT	25/03/2022 10:27 AM	M.Ramesh kumar - Systems Engineer	25/03/2022 12:27 PM	Completed	1 hours59 mins	Access point device installed at MD residence. Coordinate with Mr.Arunkumar, IT.

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
951	IT03446	Sudhakar.M.Pharm	26/03/2022 12:05 PM	SOFTWARE STOCK PRICE ISSUES	SOFTWARE STOCK PRICE ISSUES	Manikandan.K-IT	30/03/2022 03:24 PM	Manikandan.K-IT	11/04/2022 10:04 AM	Completed	282 hours40 mins	issue resolved

**Classification : 1**

**Routine work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
952	CT1204	HASEENABEGUM	26/03/2022 03:12 PM	ID IS NOT OPENING	S.YUVARANI (ID-S4388) FROM CENTRAL LAB - PATHOLOGY ID IS NOT OPENING	Manikandan.K-IT	01/04/2022 10:22 AM	Deenathayalan. V(IT)	08/04/2022 12:15 PM	Completed	169 hours53 mins	issue resolved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
953	IT03448	Ashokkumar.RMRD	26/03/2022 01:03 PM	printer not working	MRD department laser jet print not working.	Manikandan.K-IT	30/03/2022 03:24 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:25 AM	Completed	43 hours0 mins	MRD_AMRO HP printer paper jam issue rectified now working

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
954	IT03445	Kandasamy.R-Civil	26/03/2022 10:28 AM	HMS not working	HMS not working	Manikandan.K-IT	30/03/2022 03:25 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:19 AM	Completed	42 hours54 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
955	IT03447	Lakshmi.P- HR Office	26/03/2022 01:03 PM	Hospital biometric not working	Hospital biometric not working - 3 rd machine	Manikandan.K-IT	30/03/2022 03:23 PM	Arunkumar.M-IT		Assigned		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
956	IT03449	Vimala P.- S/N	26/03/2022 04:02 PM	UPS BROKEN	OG OPD COLPOSCOPY UPS BROKEN. KINDLY DO THE NEEDFUL 1ST FLOOR	Manikandan.K-IT	01/04/2022 10:22 AM	P.Vignesh-IT	13/04/2022 02:57 PM	Completed	292 hours35 mins	SYSTEM ISSUE CHECKED AND ARRANGED THE PANEL PROPERLY NOW WORKING FINE

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
957	IT03451	Pukazenti N.R. DGM	28/03/2022 09:50 AM	DGM office - Creation of test name	Kindly include the test name in the software. CSF OCB - Rs.6000 - Biochemistry CSF anti NMO antibody - Rs.6000 - Biochemistry	Manikandan.K-IT	30/03/2022 03:22 PM	Manikandan.K-IT	11/04/2022 10:04 AM	Completed	282 hours42 mins	created in HMS

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

958	IT03452	Savithri	28/03/2022 09:53 AM	KINDLY PROVIDE LAN PROVISION NEAR SPECIAL OPD BILLING AREA	KINDLY PROVIDE LAN PROVISION NEAR SPECIAL OPD BILLING AREA	Manikandan.K-IT	30/03/2022 03:22 PM	Arunkumar.M-IT		Assigned	
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**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
959	IT03455	Manikandan.K-IT	28/03/2022 11:38 AM	EMAIL ID CREATE	Respected Sir,  Kindly provide the new mail id for the SVCOPT & SVCET for Recruitment , advertisement and other communication separately .  SVCOPT: hr@svcopt.ac.in SVCET: hr@svcet.ac.in	Manikandan.K-IT	28/03/2022 12:00 PM	Deenathayalan. V(IT)	01/04/2022 10:19 AM	Completed	94 hours18 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
960	IT03450	Balamurugan.J.DE O	28/03/2022 09:36 AM	DENTAL COLLEGE OFFICE	AO System not working	Manikandan.K-IT	30/03/2022 03:22 PM	P.Vignesh-IT	01/04/2022 10:25 AM	Completed	43 hours2 mins	checked and done the basic troubleshoot now the cpu working fine , ram cleaned and inserted again

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
961	IT03458	Srinivasan.A-Librarian	28/03/2022 02:52 PM	Internet not Working for Library_Net18 system	Internet not Working for Library_Net18 system	Manikandan.K-IT	30/03/2022 03:21 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:21 AM	Completed	43 hours0 mins	Network line (Net18 system) tracing and connected now working fine.
962	IT03457	Vimalathithan.K.R	28/03/2022 12:34 PM	Gmail not working	Gmail not working	Manikandan.K-IT	30/03/2022 03:21 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:21 AM	Closed	42 hours59 mins	Gmail problem rectified now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
963	IT03456	Nagarathinam.V (Stores)	28/03/2022 12:24 PM	Material Checking Purpose (Stores Material Verify)	Material Checking Purpose: 1. V-CLOUDPOINT VI - 03 nos (Ent opd / ward secretary )	Manikandan.K-IT	30/03/2022 03:21 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:23 AM	Closed	43 hours1 mins	IT Related material verification and singing work completed for VCloud point VI! - 03 Nos.
964	IT03454	Nagarathinam.V (Stores)	28/03/2022 10:43 AM	Material Checking Purpose (Stores Material Verify)	Material Checking Purpose: 1. COMPUTER HP DESKTOP - 01 set (Microbiology department College)	Manikandan.K-IT	28/03/2022 12:00 PM	M.Ramesh kumar - Systems Engineer	28/03/2022 03:43 PM	Closed	3 hours42 mins	IT Related material verification and singing work completed for Microbiology department Med. College.

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
965	IT03453	Gounabady.R - DEO	28/03/2022 10:32 AM	need to paint the cupboard	need to paint the cupboard in ophthal OPD first floor, hospital.	Manikandan.K-IT	30/03/2022 03:21 PM			Cancelled		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
966	IT03461	Ashokkumar.R MRD	29/03/2022 09:56 AM	room allocation not working	ward trasfers regarding for room allocation not working preporly.	Manikandan.K-IT	01/04/2022 10:19 AM	Manikandan.K-IT	11/04/2022 10:04 AM	Completed	239 hours44 mins	issue resolved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
967	IT03464	S.DEVI -S/N	29/03/2022 11:15 AM	EMERGENCY WARD	PRINTER ERROR	Manikandan.K-IT	30/03/2022 03:18 PM	P.Vignesh-IT	31/03/2022 10:52 AM	Completed	19 hours33 mins	PRINTER CHECKED AND DONE THE BASIC TROUBLESHOOT NOW WORKING FINE.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

968	IT03459	Savithri	29/03/2022 09:19 AM	KINDLY CHANGE THE TONER IN THE PRINTER	KINDLY CHANGE THE TONER IN THE PRINTER IN SPECIAL OPD DEO ROOM	Manikandan.K-IT	30/03/2022 03:20 PM	P.Vignesh-IT	31/03/2022 10:51 AM	Completed	19 hours31 mins	TONER CHANGED SUCCESFULLY, PRINTER WORKING FINE
969	IT03463	Muniamma.K	29/03/2022 11:04 AM	PRINTER SHARING TO HOD SYSTEM TO OFFICE ROOM SYSTEM	DEPT .OF BIOCHEMISTRY PRINTER SHARING TO HOD SYSTEM TO OFFICE ROOM SYSTEM	Manikandan.K-IT	30/03/2022 03:19 PM	P.Boopalan-IT	11/04/2022 12:07 PM	Completed	284 hours48 mins	

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
970	IT03462	Muniamma.K	29/03/2022 11:03 AM	INTERNET CONNECTION NOT PROPERLY	DEPT.OF BIOCHEMISTRY HOD SIR ROOM SYSTEM INTERNET CONNECTION NOT PROPELY	Manikandan.K-IT	30/03/2022 03:19 PM	P.Boopalan-IT	11/04/2022 12:06 PM	Completed	284 hours46 mins	assign automatic ip address from manual ip address

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
971	IT03460	Ashokkumar.R MRD	29/03/2022 09:52 AM	OPD Registration counter system not working	MRD OPD counter system not working for keyboard and mouse.	Manikandan.K-IT	30/03/2022 03:19 PM	R.Pandian-IT	31/03/2022 09:26 AM	Completed	18 hours6 mins	Keyboard dust clean and mouse right click refix its working well

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
972	IT03465	Malini K	29/03/2022 04:54 PM	Wifi - TP -Link pathology - EXT problem.	Wifi - TP -Link pathology - EXT problem. Department of pathology.	Manikandan.K-IT	30/03/2022 03:18 PM	P.Boopalan-IT	11/04/2022 12:06 PM	Completed	284 hours48 mins	wifi password is reset and now internet is properly working

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
973	IT03467	Kandasamy.R-Civil	30/03/2022 09:51 AM	HMS not working	HMS not working	Manikandan.K-IT	30/03/2022 03:17 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:30 AM	Completed	43 hours12 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.
974	IT03471	Pukazenti N.R. DGM	30/03/2022 12:05 PM	DGM office - Creation of test name	Kindly include the test name in the software.  Filarial Antibody Igg - Rs.2500 - Biochemistry	Manikandan.K-IT	30/03/2022 03:16 PM	Manikandan.K-IT	11/04/2022 10:04 AM	Completed	282 hours48 mins	created in HMS

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
975	IT03473	Manikandan.K-IT	30/03/2022 03:27 PM	CCTV footage exam purpose	CCTV footage exam purpose	Manikandan.K-IT	30/03/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:20 AM	Completed	42 hours52 mins	Engineering college exam hall (3 Labs) CCTV footage downloaded successfully. As per Engineering college OM instruction.
976	IT03474	Sathiyarayanan .R	30/03/2022 03:23 PM	CCTV for Chairman Chamber	Good afternoon Sir,  As per the instructions given by our Chairman Madam,  1) I request the IT department to fix CCTV camera in Chairman Chamber. 2) Also request to view television channels (to be activated).  Kindly do needful as soon as possible.  Thank you	Manikandan.K-IT	01/04/2022 10:19 AM	Arunkumar.M-IT		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
977	CT1209	K.Muganathi -Lab Tech	30/03/2022 03:48 PM	printer	in biochemistry department tonner changed	Manikandan.K-IT	01/04/2022 10:18 AM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:34 AM	Completed	0 hours16 mins	New 12A toner installed successfully. Now working fine.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
978	IT03466	Anthony Ezhilarasi.A	30/03/2022 09:31 AM	CENTRAL LAB , PATHOLOGY - APPROVED GIVING SYSTEM IS NOT WORKING	A WINDOW WAITING FOR HOST RESPONSE IS LOADING, HMS SOFTWARE IS NOT OPENING IN CENTRAL LAB - PATHOLOGY	Manikandan.K-IT	30/03/2022 03:18 PM	P.Vignesh-IT	31/03/2022 10:50 AM	Completed	19 hours32 mins	checked and rectified the issue , now working fine
979	IT03469	K.Sundaramoorthy (Purchase)	30/03/2022 11:29 AM	DENTAL PURCHASE	Engg college HMS software not working year end they will completed GRN and issue . Hence pl. rectify the engg college software immediately.	Manikandan.K-IT	01/04/2022 10:19 AM	Manikandan.K-IT	11/04/2022 10:04 AM	Completed	239 hours44 mins	issue resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
980	IT03470	Anandh.D	30/03/2022 11:31 AM	Dental accounts	Admin to Dental Accounts System Transfer.	Manikandan.K-IT	30/03/2022 03:16 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:27 AM	Completed	43 hours11 mins	System transferred from SVGI_Admission to Dental Accounts.

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
981	IT03475	Suresh.R	30/03/2022 03:33 PM	Network connection not working	ICON fourth floor paramedical office system Network	Manikandan.K-IT	01/04/2022 10:19 AM	M.Ramesh kumar - Systems	01/04/2022 10:35 AM	Completed	0 hours16 mins	Internet issue rectified now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

connection not working

Engineer

**Classification : 1**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
982	CT1207	K.Logeshwari - Lab tech	30/03/2022 09:40 AM	barcode not scan in the mechine	Barcode not scan in the mechine & v cloud point VI system is not working in biochemistry department	Manikandan.K-IT	30/03/2022 03:17 PM	P.Vignesh-IT	01/04/2022 10:26 AM	Completed	43 hours8 mins	checked and rectified the issue , now working fine

**Classification : 1**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
983	IT03468	Muniamma.K	30/03/2022 11:23 AM	SYSTEM VERY SLOW	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM VERY SLOW RUNNING	Manikandan.K-IT	30/03/2022 03:17 PM	P.Boopalan-IT	11/04/2022 12:05 PM	Completed	284 hours48 mins	Clear all temp file,cache file, disk clean up,prefetch,ccleaner,recent file deletion,Defragmentation process now laptop is perform efficient compare to before, problem solved

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
984	IT03472	Manikandan.K-IT	30/03/2022 03:26 PM	DCI Biometric coordination	DCI Biometric coordination	Manikandan.K-IT	30/03/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:32 AM	Completed	43 hours4 mins	Dental college DCI biometric installation work coordination with service person
985	IT03476	Reshma	30/03/2022 04:36 PM	new system assemble in vp room(Admin)	new system assemble in vp room(Admin)	Manikandan.K-IT	01/04/2022 10:18 AM	P.Boopalan-IT	11/04/2022 12:04 PM	Completed	241 hours46 mins	Assemble new hp system is installed and instal all basic software setups

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

986	IT03479	Pushpa.K-DEO	31/03/2022 09:41 AM	PACS room system - new network connection	PACS room system - new network connection	Manikandan.K-IT	01/04/2022 10:14 AM	P.Vignesh-IT	01/04/2022 10:27 AM	Completed	0 hours12 mins	checked and changed the ip now working fine
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**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
987	IT03478	Malarvizhi.S.OS nursing college	31/03/2022 09:39 AM	ICON OFFICE	OFFICE ROOM CAMERA NOT WORKING	Manikandan.K-IT	01/04/2022 10:17 AM	Arunkumar.M-IT		Assigned		

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
988	IT03480	Mathangi.M	31/03/2022 10:40 AM	ENT WARD	Printer problem	Manikandan.K-IT	01/04/2022 10:13 AM	R.Pandian-IT	06/04/2022 04:49 PM	Completed	126 hours35 mins	PRINTER PAPER JAM IS CLEARED ITS WORKING WELL

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
989	IT03482	Dr Vinod -AP	31/03/2022 10:47 AM	RTPCR MICROBIOLOGY	System no display	Manikandan.K-IT	01/04/2022 10:10 AM	P.Boopalan-IT	11/04/2022 12:03 PM	Completed	241 hours52 mins	

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
990	IT03481	Dr Vinod -AP	31/03/2022 10:46 AM	RTPCR Lab	Internet issue	Manikandan.K-IT	01/04/2022 10:11 AM	P.Boopalan-IT	11/04/2022 12:04 PM	Completed	241 hours53 mins	Ennable internet coonection automatic ip address provide
991	IT03477	Bouvanesvary.S	31/03/2022 09:14 AM	internet not working	internet not working, GMAIL IS NOT OPEN	Manikandan.K-IT	01/04/2022 10:18 AM	P.Boopalan-IT	11/04/2022 12:03 PM	Completed	241 hours45 mins	assign ip address automatically now internet is propperly working

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
992	IT03483	Tamizhselvi S	31/03/2022 02:31 PM	Website K7 Blocking	Website K7 Blocking	Manikandan.K-IT	01/04/2022 10:10 AM	P.Boopalan-IT	11/04/2022 12:03 PM	Completed	241 hours52 mins	

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
993	IT03485	Manikandan.K-IT	01/04/2022 09:59 AM	EMAIL ID CREATE	<p>Respected Sir,</p> <p>Herewith I have provided the students list for password reset from IV Year ECE students</p> <p>Second Year Students:                      SL.No Name of the candidate Reg.No Email ID Password                      1 M. Radhinivetha 18TC1128 radhinivetha. 18tc1128@svcet.ac.in                      Forgot                      2 G. Haripriya 18TC1112 haripriya. 18tc1112@svcet.ac.in                      Forgot                      3 M. Shanmugapriya 18TC1130 shanmugapriya. 18tc1130@svcet.ac.in                      Forgot                      4 S. Vivekanandan 18TC1144 vivekanandan. 18tc1144@svcet.ac.in                      Forgot                      5 K. Suriyaprakash 18TC1136 suriyaprakash. 18tc1136@svcet.ac.in                      Forgot</p>	Manikandan.K-IT	01/04/2022 10:09 AM	Deenathayalan. V(IT)	01/04/2022 10:19 AM	Completed	0 hours9 mins	email id password reset

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
994	IT03484	Nagarathinam.V (Stores)	01/04/2022 08:56 AM	sequential number change in HMS software	Change the sequential number in HMS software: 1. CASH PURCHASE GRN NO: CPUR/CS/22-23/ 0001 2. CREDIT PURCHASE GRN NO: PINV/CS/22-23/ 0001 3. ITEM TRANSFER NO: IT/CS/22-23/ 0001 4. PURCHASE RETURN: PR/CS/22-23/ 0001	Manikandan.K-IT	01/04/2022 10:10 AM	Manikandan.K-IT	11/04/2022 10:04 AM	Closed	239 hours54 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
995	IT03491	Santhi.K Admin	01/04/2022 03:13 PM	internet not working	Internet not working	Manikandan.K-IT	01/04/2022 04:54 PM	P.Boopalan-IT	04/04/2022 03:23 PM	Completed	70 hours28 mins	lan cable problem and adjust the ethernet cable now internet is working
996	IT03492	Srinivasan.A-Librarian	01/04/2022 03:17 PM	JPG FILE NOT OPEN	JPG FILE NOT OPEN	Manikandan.K-IT	01/04/2022 04:55 PM	M.Ramesh kumar - Systems Engineer	07/04/2022 09:20 AM	Completed	136 hours25 mins	File format changed now working fine.

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
997	IT03488	Mohamad ibrahim .J	01/04/2022 02:24 PM	Internet connection problem	Internet connection didn't connect	Manikandan.K-IT	01/04/2022 02:53 PM	P.Boopalan-IT	04/04/2022 03:23 PM	Completed	72 hours30 mins	assign ip address manually now internet is working
998	IT03489	Maragatham.T	01/04/2022 02:57 PM	Internet is not working	Internet is not working	Manikandan.K-IT	01/04/2022 04:55 PM	P.Boopalan-IT	04/04/2022 03:25 PM	Completed	70 hours30 mins	assign ip address automatically now internet is properly working

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
999	IT03493	A.Kumaresan - Store	01/04/2022 03:31 PM	materials checking ( It dept related)	Dear sir, kindly for information, today It related materials 5 bills materials received from store, so please Cheick the materials it person. 1. 2 laptop 2 nos 2.Gigabyte 2 nos 3. mother board 1 nos 4.vcloudpoint 01 nos By A.kumaresan store inchage, svmc.	Manikandan.K-IT	01/04/2022 04:54 PM	M.Ramesh kumar - Systems Engineer	07/04/2022 09:19 AM	Completed	136 hours25 mins	IT Related material warranty verification and signing work completed.
1000	IT03494	A.Kumaresan - Store	01/04/2022 04:52 PM	new printed installation	Dear sir, Today evening Central store dep` t, Academy old printed received from store, So please installation IT person. Thank you sir by A.kumaresan store inchage, svmc.	Manikandan.K-IT	08/04/2022 10:07 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 01:13 PM	Completed	75 hours5 mins	HP Neverstop printer installed and given demo for how to operate copier and scanner. Now working fine.

**Classification : 2**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1001	IT03486	Manikandan.K-IT	01/04/2022 10:08 AM	Department stock auditing	Department stock auditing preparation	Manikandan.K-IT	01/04/2022 10:09 AM	M.Ramesh kumar - Systems Engineer	01/04/2022 10:36 AM	Completed	0 hours26 mins	IT Department stock taking arrangement work. Coordinate with Mr.Arunkumar.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1002	IT03487	Malarvizhi.S.OS nursing college	01/04/2022 10:46 AM	ICON	NO INTERNET CONNECTION - PRINCIPAL MAM	Manikandan.K-IT	01/04/2022 02:53 PM	R.Pandian-IT	06/04/2022 04:48 PM	Completed	121 hours55 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

SYSTEM

1003	IT03490	Reshma	01/04/2022 03:02 PM	UPS installed in VP room	UPS installed in VP room	Manikandan.K-IT	01/04/2022 04:54 PM	P.Boopalan-IT	04/04/2022 03:24 PM	Completed	70 hours29 mins	one ups is move from IT dept to microbiology vp admin room for new system assemble
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**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1004	IT03500	Sudhakar.M.Pharm	02/04/2022 10:26 AM	ETHILON 2.0 ITEM, NO SALES RATE	UNABLE TO BILL DUE TO ETHILON 2.0 SALES RATE NOT COMMING PLS SOLVE .	Manikandan.K-IT	08/04/2022 10:06 AM	Deenathayalan.V(IT)	08/04/2022 04:55 PM	Completed	6 hours49 mins	issue resolved
1005	IT03499	Sugunakumari.J	02/04/2022 09:59 AM	HMS software	Department of Physiology (SRC Commitee) HMS software install	Manikandan.K-IT	08/04/2022 10:07 AM	P.Boopalan-IT	11/04/2022 12:02 PM	Completed	73 hours54 mins	
1006	IT03496	Pukazenti N.R. DGM	02/04/2022 09:39 AM	DGM office - Creation of test name	Kindly include the below mentioned new tests in the software. 1. Dengue PCR - Rs.2500 - Microbiology 2. NT Pro BNP - Rs. 2500 - Biochemistry	Manikandan.K-IT	08/04/2022 10:07 AM	Manikandan.K-IT	11/04/2022 10:02 AM	Completed	71 hours55 mins	created in HMS
1007	IT03501	P. Saranya	02/04/2022 03:30 PM	OT OFFICE	Respected Sir, Anesthesia department hod system software nor working sir ,please kindly check sir	Manikandan.K-IT	08/04/2022 10:06 AM	R.Pandian-IT	09/04/2022 04:03 PM	Completed	29 hours56 mins	Restart the software setup its working well

**Classification : 4**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1008	IT03497	Nagarathinam.V (Stores)	02/04/2022 09:49 AM	Printer Installation purpose (HP NERVER STOP)	Printer Installation purpose (HP NERVER STOP) (USER NAME: Mr. Kumaresan)	Manikandan.K-IT	08/04/2022 10:07 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 01:14 PM	Closed	75 hours7 mins	HP Neverstop printer installed and given demo for how to operate copier and scanner. Now working fine.

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1009	IT03498	Ashokkumar.R MRD	02/04/2022 10:00 AM	computer not woriking	MRD OPD Registration counter system not working.	Manikandan.K-IT	08/04/2022 10:06 AM	R.Pandian-IT	09/04/2022 04:02 PM	Completed	29 hours55 mins	USB mouse and key duct clean and refixed
1010	IT03502	P. Saranya	02/04/2022 03:37 PM	OT OFFICE	Respected Sir, Anesthesia department office system not working sir ,please kindly check sir	Manikandan.K-IT	08/04/2022 10:06 AM	R.Pandian-IT	09/04/2022 04:02 PM	Completed	29 hours56 mins	Ram dust clean refix the ram its working well

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1011	IT03495	Mohamad ibrahim .J	02/04/2022 08:49 AM	internet connection problem	internet connection problem and not working	Manikandan.K-IT	08/04/2022 10:07 AM	P.Boopalan-IT	11/04/2022 12:02 PM	Completed	73 hours54 mins	Internet connection problem solved now it is properly working

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1012	IT03508	K.Sundaramoorthy (Purchase)	04/04/2022 03:11 PM	DENTAL PURCHASE	PRINTER NOT WORKING	Manikandan.K-IT	08/04/2022 10:04 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:26 PM	Completed	74 hours21 mins	Printer paper jam issue rectified now working fine.
1013	IT03504	Sugunakumari.J	04/04/2022 10:11 AM	PRINTER IS NOT WORKING	PRINTER IS NOT WORKING	Manikandan.K-IT	08/04/2022 10:05 AM	P.Boopalan-IT	11/04/2022 12:00 PM	Completed	73 hours54 mins	PRINTER PAPER IS JAM AND TONNER IS PROPERRLY FIXED
1014	IT03510	S.DEVI -S/N	04/04/2022 03:43 PM	EMERGENCY WARD	PRINTER NOT WORKING	Manikandan.K-IT	08/04/2022 10:04 AM	P.Vignesh-IT	13/04/2022 02:56 PM	Completed	124 hours52 mins	printer issue rectified now working fine

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1015	IT03507	Backiya.B S/N	04/04/2022 12:22 PM	SYSTEM, NOT WORKING	FSW SYSTEM NOT WORKING	Manikandan.K-IT	08/04/2022 10:05 AM	R.Pandian-IT	09/04/2022 04:01 PM	Completed	29 hours56 mins	Restart the system its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1016	IT03505	Pushpa- DEO	04/04/2022 11:07 AM	Our Department office Room Dell Monitor is not working	Our Department office Room Dell Monitor is not working	Manikandan.K-IT	08/04/2022 10:05 AM	P.Boopalan-IT	11/04/2022 11:59 AM	Completed	73 hours53 mins	Monitor power and vga cable is problem and now it is properly working

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1017	IT03503	A.Kumaresan - Store	04/04/2022 09:57 AM	materials checking ( It dept related)	Dear sir, Kindly for information, 02..4.2022 evening Microbiology collage one printed machine received form store, So chick the materials It person. by A.kumaresan, store incharge, svmc. cell 9843638505.	Manikandan.K-IT	08/04/2022 10:05 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:25 PM	Completed	74 hours19 mins	New HP Laserjet M128f printer warranty checked and signed

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1018	IT03506	I.Ilakiya -DEO	04/04/2022 11:39 AM	NABH OFFICE- INSTALLATION OF NEW LAPTOP	New laptop arrived to NABH office , kindly do the nessicity for installation	Manikandan.K-IT	08/04/2022 10:05 AM	P.Vignesh-IT	13/04/2022 02:54 PM	Closed	124 hours48 mins	FOR NEW LAPTOP BASIC SOFTWARES ARE INSTALLED AND WORKING FINE

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1019	IT03509	P.Usha -DEO	04/04/2022 03:35 PM	Display Promblem	Display problem.	Manikandan.K-IT	08/04/2022 10:04 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:27 PM	Completed	74 hours22 mins	The monitor does not look right. Only one place has a black circle. Informed to Mr.Mani, IT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1020	IT03521	Bouvanesvary.S	05/04/2022 03:41 PM	STORE INDENT DOUBT	STORE INDENT DOUBT PG NO IS NOT ENTRY	Manikandan.K-IT	08/04/2022 09:58 AM	P.Boopalan-IT	11/04/2022 11:53 AM	Completed	73 hours55 mins	Clear and solve store indent dough

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1021	IT03515	Kamashi @ Asha	05/04/2022 11:56 AM	account hospital	sir, asha system printer not working	Manikandan.K-IT	08/04/2022 10:03 AM	P.Vignesh-IT	13/04/2022 02:53 PM	Completed	124 hours50 mins	PRINTER ISSUE CHECKED AND RECTIFIED NOW WORKING FINE

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1022	IT03522	Muniamma.K	05/04/2022 04:13 PM	UPS BATTERY NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM UPS BATTERY NOT WORKING	Manikandan.K-IT	08/04/2022 09:58 AM	P.Boopalan-IT	11/04/2022 11:56 AM	Completed	73 hours58 mins	UPS battery is drain and case cover also damage so wrote one new Microtec ups battery

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1023	IT03517	Mohamad ibrahim .J	05/04/2022 12:50 PM	bio matric did not download for CRR	bio matric did not download for CRR	Manikandan.K-IT	08/04/2022 10:00 AM	P.Boopalan-IT	11/04/2022 11:58 AM	Completed	73 hours58 mins	Bio matric problem is informed to Mr. Arun sir and he is takeover

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1024	IT03513	Bouvanesvary.S	05/04/2022 09:57 AM	HOD LAPTOP INTERNET CONNECTION WAS	HOD LAPTOP INTERNET CONNECTION WAS	Manikandan.K-IT	08/04/2022 10:04 AM	P.Boopalan-IT	11/04/2022 11:56 AM	Completed	73 hours51 mins	Now internet is properly working LAN cable problem solved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

PROBLEM                      PROBLEM

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1025	IT03514	Nagarathinam.V (Stores)	05/04/2022 11:45 AM	Material Checking Purpose (Stores Material Verify)	Material Checking Purpose: 1. MOUSE (DELL MS 116) - 1 nos (Accounts dept (H)) 2. MOUSE (DELL MS 116) - 1 nos (Insurance dept)	Manikandan.K-IT	08/04/2022 10:03 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:25 PM	Closed	74 hours21 mins	Already Material checked by Mr. Pandian, IT
1026	IT03520	A.Kumaresan - Store	05/04/2022 03:13 PM	materials checking ( It dept related)	Dear sir, Kindly for information, 05..4.2022 DS SQUARE TECHNOLOGIES 3 BOX received form store, COLLAGE LICENSE MATERIALS ,, So chick the materials It person. by A.kumaresan, store incharge, svmc. cell 9843638505.	Manikandan.K-IT	08/04/2022 09:59 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:24 PM	Completed	74 hours25 mins	IT Related material verification and singing work completed
1027	IT03519	A.Kumaresan - Store	05/04/2022 02:32 PM	materials checking ( It dept related)	Dear sir, Kindly for information, 05..4.2022 MORNING TWO DELL MOUSE received form store, So chick the materials It person. by A.kumaresan, store incharge, svmc. cell 9843638505.	Manikandan.K-IT	08/04/2022 09:59 AM	R.Pandian-IT	09/04/2022 04:01 PM	Completed	30 hours1 mins	Material checked

**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1028	IT03516	Kamashi @ Asha	05/04/2022 11:57 AM	account hospital	Sir, Biochemistry lab test wise report update the file	Manikandan.K-IT	08/04/2022 10:00 AM	Deenathayalan. V(IT)	08/04/2022 12:20 PM	Completed	2 hours20 mins	issue resolved access given
1029	IT03518	Vignesh. S.D Billing	05/04/2022 02:02 PM	SOFTWARE NOT OPEN	SOFTWARE NOT OPEN	Manikandan.K-IT	08/04/2022 09:59 AM	Deenathayalan. V(IT)	08/04/2022 12:20 PM	Completed	2 hours20 mins	issue resolved
1030	IT03512	Reshma	05/04/2022 08:49 AM	In VP room printer has to be connected	In VP room printer has to be connected	Manikandan.K-IT	08/04/2022 10:04 AM	P.Boopalan-IT	11/04/2022 11:54 AM	Completed	73 hours50 mins	connect and instal new HP laserjet 128 printer now it is propperly working
1031	IT03511	Reshma	05/04/2022 08:48 AM	LAN wire connection problem	LAN wire connection problem	Manikandan.K-IT	08/04/2022 10:04 AM	P.Boopalan-IT	11/04/2022 11:56 AM	Completed	73 hours51 mins	IO port problem solved

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1032	IT03527	Pukazenti N.R. DGM	06/04/2022 01:44 PM	DGM office - Creation of name	Kindly add the below mentioned names in the MRD Camp category in the software. Under Team A: Mr.Raj Mr.lyappan  Under Team B: Mr.Vinoth Mr.Kanthan	Manikandan.K-IT	08/04/2022 09:56 AM	Deenathayalan. V(IT)	08/04/2022 04:49 PM	Completed	6 hours52 mins	updated in hms data base pls check sir

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1033	IT03529	S.Pazhaniammal	06/04/2022 03:34 PM	Gmail Password reset for VP Madam college	user : mangaiarkkarsi@svm chrc.ac.in	Manikandan.K-IT	08/04/2022 09:55 AM	Deenathayalan. V(IT)	08/04/2022 12:17 PM	Completed	2 hours21 mins	email id password reset

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1034	IT03524	Anbarasan K Bio-Med.	06/04/2022 09:48 AM	Biomedical Department - Printer -	Need to install the new printer	Manikandan.K-IT	08/04/2022 09:57 AM	P.Vignesh-IT	13/04/2022 02:49 PM	Completed	124 hours51 mins	NEW PRINTER INSTALLED AND WORKING FINE NOW

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Need to install the new printer

1035	IT03523	YEWARANI.S	06/04/2022 09:10 AM	Administrative Office	Printer not working	Manikandan.K-IT	08/04/2022 09:57 AM	Deenathayalan. V(IT)	08/04/2022 04:55 PM	Completed	6 hours57 mins	issue resolved
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1036	IT03526	Savithri	06/04/2022 11:43 AM	SPECIAL OPD BILLING CPU NOT WORKING	SPECIAL OPD BILLING CPU NOT WORKING	Manikandan.K-IT	08/04/2022 09:56 AM	P.Vignesh-IT	13/04/2022 02:52 PM	Completed	124 hours56 mins	BILLING SYSTEM ISSUE RESOLVEDNOW WORKING FINE

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1037	IT03528	Pushpa- DEO	06/04/2022 03:26 PM	New Dell Monitor installed in Office room	old Dell monitor is defected and not working few days ago, warrenty is claimed and new DELL monitor is fixed in forensic office room.	Manikandan.K-IT	08/04/2022 09:56 AM	P.Boopalan-IT	11/04/2022 11:53 AM	Completed	73 hours57 mins	Dell monitor is defected and not working few days ago, warrenty is claimed and new DELL monitor is fixed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1038	IT03525	Neelavathi.C - Lab Tech	06/04/2022 09:53 AM	To set printer for Cell counter (3 part ) and Cell counter (5 part ) machine	To set printer for Cell counter (3 part ) and Cell counter (5 part ) machine	Manikandan.K-IT	08/04/2022 09:57 AM	R.Pandian-IT	09/04/2022 04:00 PM	Completed	30 hours3 mins	Restart the communication setup its working

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1039	IT03532	Sugunakumari.J	07/04/2022 12:57 PM	LAN cable problem	Department of physiology LAN Cable Problem	Manikandan.K-IT	08/04/2022 09:54 AM	P.Boopalan-IT	11/04/2022 11:51 AM	Completed	73 hours57 mins	Solve LAN cable problem now internet is properly working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1040	IT03533	Jagadheeswari N	07/04/2022 02:18 PM	Email Id password recoverd	Criteria 1 mail id recovered naac1@svmchrc.ac.in	Manikandan.K-IT	08/04/2022 09:54 AM	P.Boopalan-IT	11/04/2022 11:50 AM	Completed	73 hours55 mins	

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1041	IT03535	Thanikaivel.S-Accounts	07/04/2022 02:55 PM	Accounts dept. (H)	OS updating for 1 computer	Manikandan.K-IT	08/04/2022 09:54 AM	P.Vignesh-IT	13/04/2022 02:48 PM	Completed	124 hours54 mins	OS UPDATED AND BASIC SOFTWARES ARE INSTALLED , SYSTEM WORKING FINE

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1042	IT03530	Muniamma.K	07/04/2022 09:44 AM	HOD SIR ROOM & OFFICE ROOM SYSTEM NETWORK NOT WORKING	DEPT. OF BIOCHEMISTRY NETWORK NOT WORKING	Manikandan.K-IT	08/04/2022 09:55 AM	P.Boopalan-IT	11/04/2022 11:47 AM	Completed	73 hours52 mins	

**Classification : 1**

**V-CLOUD DEVICE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1043	IT03531	S.Udhaya -MRD	07/04/2022 10:36 AM	PAED ANX - DISCHARGE SUMMARY	WE RECEIVED THE V -CLOUD DEVICE FROM STORE PLS INSTALLED THE DEVICE TO OUR DISCHARGE SUMMARY DEPARTMENT .	Manikandan.K-IT	08/04/2022 09:54 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:22 PM	Completed	74 hours27 mins	

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1044	IT03534	A.Kumaresan - Store	07/04/2022 02:25 PM	materials checking ( It dept related)	Dear sir, Kindly for information, 07..4.2022 today afternoon GREEN compputing supplier vcloudpoint one number received form store, FSW.. DS Square technologies original bill pending.. So chick the materials It person. by A.kumaresan, Store incharge, svmc. cell 9843638505.	Manikandan.K-IT	08/04/2022 09:54 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:21 PM	Completed	74 hours26 mins	Vcloud device and Rujie wifi device - 30 Nos. checked and signed completed.

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1045	IT03539	Manikandan.K-IT	08/04/2022 10:09 AM	Software upgradation	Software upgradation	Manikandan.K-IT	08/04/2022 10:09 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:19 PM	Completed	74 hours10 mins	MS-Office 2007 software updated to Office 2013 at Pedodontics. Now working fine

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1046	IT03546	Manikandan.K-IT	08/04/2022 04:04 PM	email ID password reset	Respected Sir,  Here I provided the details of the Mechanical students Password reset due to password forget. Kindly do the needful	Manikandan.K-IT	08/04/2022 04:05 PM	Deenathayalan. V(IT)	08/04/2022 04:55 PM	Completed	0 hours49 mins	email id password reset



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Password Reset  
requested list:

Sl. No

Student name

Year/batch

Department

Mail ID

1.

AJAI

III / 2019-2023

Mechanical

ajai.19tb2901@svcet.a  
c.in

2.

Jeevandam

III / 2019-2023

Mechanical

jeevanandam.19tb290  
3@svcet.ac.in

3.

Rajesh

IV / 2018-2022

Mechanical  
Rajesh.18tb1136@svc

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1047	IT03538	Manikandan.K-IT	08/04/2022 10:08 AM	Toner replacement	Toner replacement	Manikandan.K-IT	08/04/2022 10:09 AM	M.Ramesh kumar - Systems Engineer	11/04/2022 12:18 PM	Completed	74 hours8 mins	New printer toner installed successfully at Dental Pedodontics now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1048	IT03543	Celine.A-S/N	08/04/2022 01:20 PM	MALE MEDICAL WARD	PRINTER SERVER NOT WORKING SINCE MORNING, 5 DISCHARGES PENDING !!!	Manikandan.K-IT	08/04/2022 04:06 PM	R.Pandian-IT	09/04/2022 03:59 PM	Completed	23 hours53 mins	Vmatix printer service restarted its working well
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**Classification : 2**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1049	IT03540	Kasilingam.U - Insurance	08/04/2022 10:43 AM	Biometric device not working	Biometric device not working (PMJAY Scheme)	Manikandan.K-IT	08/04/2022 10:46 AM	R.Pandian-IT	09/04/2022 04:00 PM	Completed	29 hours13 mins	Reinstall the driver its working well
1050	IT03537	Manikandan.K-IT	08/04/2022 10:08 AM	Biometric software installation	Biometric software installation	Manikandan.K-IT	08/04/2022 10:08 AM	M.Ramesh kumar - Systems Engineer	12/04/2022 02:35 PM	InProgress	100 hours27 mins	

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1051	IT03542	Vimala P.- S/N	08/04/2022 12:01 PM	paediatric ward	system not working	Manikandan.K-IT	08/04/2022 04:06 PM	P.Vignesh-IT	13/04/2022 02:47 PM	Completed	118 hours40 mins	checked and rectified the issue , now working fine
1052	IT03545	Manimegalai.M-DEO	08/04/2022 03:02 PM	NS office	hms bookmark missing	Manikandan.K-IT	08/04/2022 04:06 PM	P.Vignesh-IT	13/04/2022 02:48 PM	Completed	118 hours42 mins	HMS BOOK MARK ADDED IN BROWSER .

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1053	IT03544	Santhi.G	08/04/2022 02:02 PM	internet connection interruption not working	internet connection interruption not working	Manikandan.K-IT	08/04/2022 04:06 PM	P.Boopalan-IT	11/04/2022 11:45 AM	Completed	67 hours39 mins	Now internet is properly working LAN cable problem solved

**Classification : 1**

**HARD DISK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1054	IT03541	Jagadheeswari N	08/04/2022 11:28 AM	harddisk recovery	Hardisk Recovery for naac office hardisk	Manikandan.K-IT	08/04/2022 04:07 PM	P.Boopalan-IT	11/04/2022 11:44 AM	Completed	67 hours37 mins	Assign control set is full access now hard drive is

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

problem in no directory  
error

properly working

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1055	IT03547	Nandhakumar S-Accounts	08/04/2022 04:42 PM	System Slow	system slow	Manikandan.K-IT	09/04/2022 02:39 PM	P.Boopalan-IT	11/04/2022 11:44 AM	Completed	45 hours5 mins	Clear all temp file,cache file, disk clean up,prefetch,ccleaner,recent file deletion,Defragmentation process now laptop is perform efficient compare to before, problem solved
1056	IT03536	Nirosha.V-Lab	08/04/2022 09:54 AM	Bacteria culture report not open	Pus culture report not open in dispatch , patient name: Pragasam age:63/M LT NO:490689	Manikandan.K-IT	08/04/2022 10:06 AM	Deenathayalan. V(IT)	08/04/2022 11:05 AM	Completed	0 hours58 mins	observation value not enter

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1057	IT03548	Balachandran.P	09/04/2022 10:23 AM	HOD system motherboard replased and install all basic software setup	HOD system motherboard replased and install all basic software setup	Manikandan.K-IT	09/04/2022 02:39 PM	P.Boopalan-IT	11/04/2022 11:43 AM	Completed	45 hours4 mins	Instal new zebronics motherboard g41 for HOD sir system completed

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1058	IT03559	Mathangi.M	09/04/2022 03:51 PM	ENT OP	NEED TO CHECK INK LEVEL IN SCOPY ROOM	Manikandan.K-IT	09/04/2022 03:56 PM	R.Pandian-IT	09/04/2022 03:59 PM	Completed	0 hours2 mins	printer issue rectified now working fine

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1059	IT03554	Jayachitra.K Accounts	09/04/2022 02:56 PM	Audit Department	Create Test name revenue under diet department(editable) opintion as per order from Dean Hypertension Liquid diet CKD Liquid Diet Normal Liquid Diet Diabetic Liquid Diet	Manikandan.K-IT	09/04/2022 03:57 PM	Manikandan.K- IT	11/04/2022 09:46 AM	Completed	41 hours49 mins	created in HMS
1060	IT03557	Jayachitra.K Accounts	09/04/2022 03:19 PM	Audit Department	Kindly added in HMS - Refferal Doctor Name Dr. Vijayeswaran- Neurosurgery Dr. Prabhu- Medicine Dr. Ponnambalam - Medicine Dr. Balamurughan- Medicine Dr. Thellungana- Neurology Dr. Ravishankar- Oncology Dr. Aroun Kumar- Plastic Surgery	Manikandan.K-IT	09/04/2022 03:22 PM	Manikandan.K- IT	11/04/2022 10:02 AM	Completed	42 hours39 mins	created in HMS
1061	IT03555	Kasilingam.U - Insurance	09/04/2022 02:58 PM	HMS Software	HMS S/W not working	Manikandan.K-IT	09/04/2022 03:56 PM	R.Pandian-IT	09/04/2022 03:58 PM	Completed	0 hours1 mins	checked and rectified the issue , now working fine

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1062	IT03553	Vimala P.- S/N	09/04/2022 02:50 PM	IMCU	System not working	Manikandan.K-IT	09/04/2022 03:57 PM	R.Pandian-IT	09/04/2022 03:58 PM	Completed	0 hours1 mins	IP SETTING RECONFIGURED ITS WORKING WELL
1063	IT03551	Malarvizhi.S.OS nursing college	09/04/2022 12:07 PM	ICON LIBRARY	IN COMPUTER LAB 4 SYSTEMS NOT WORKING	Manikandan.K-IT	09/04/2022 02:38 PM	R.Pandian-IT	09/04/2022 03:59 PM	Completed	1 hours21 mins	system issue rectified now working fine

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1064	IT03549	Balachandran.P	09/04/2022 10:24 AM	Demo Room system internet connection problem	Demo Room system internet connection problem and not	Manikandan.K-IT	09/04/2022 02:39 PM	P.Boopalan-IT	11/04/2022 11:42 AM	Completed	45 hours3 mins	Solve internet connection problem in Demo room assign automatic IP address

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

working

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1065	IT03558	A.Kumaresan - Store	09/04/2022 03:19 PM	materials checking ( It dept related)	Dear sir, kindly for information, today central store tonner refill 12a and 88a = 42 no` s completed, So please check the it person, by A.kumaresan, store incharge, svmc. cell 9843638505.	Manikandan.K-IT	09/04/2022 03:56 PM	M.Ramesh kumar - Systems Engineer	11/04/2022 11:36 AM	Completed	43 hours40 mins	Printer toner refilling work completed for 88A and 12A Total - 42 Nos. . Coordinate with service person Mr.Bharath, M/s. OHM Printer service.
1066	IT03556	A.Kumaresan - Store	09/04/2022 03:02 PM	materials checking ( It dept related)	Dear sir, Kindly for information, today afternoon one Computer set HP, received from store at OM office, and Electro point services NVR one number received 7.4.2022, please check the IT person. By A.kumaresan, store incharge, svmc.	Manikandan.K-IT	09/04/2022 03:56 PM	M.Ramesh kumar - Systems Engineer	11/04/2022 11:35 AM	Completed	43 hours38 mins	HP 400G7 system online warranty and signing work completed

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1067	IT03552	Jayachitra.K Accounts	09/04/2022 02:49 PM	Audit Department	Mouse replace.	Manikandan.K-IT	09/04/2022 03:57 PM	P.Vignesh-IT	13/04/2022 02:47 PM	Completed	94 hours49 mins	NEW MOUSE REPLACED ANDNOW WORKING FINE
1068	IT03550	Reshma	09/04/2022 10:40 AM	D-link IO port has to be change in Assos.Prof.Dr.Savitha mam room	D-link IO port has to be change in Assos.Prof.Dr.Savitha mam room	Manikandan.K-IT	09/04/2022 02:38 PM	P.Boopalan-IT	11/04/2022 11:41 AM	Completed	45 hours2 mins	New Dlink IO port is changed in Microbiology dept Assit Prof Room

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1069	IT03567	Manikandan.K-IT	11/04/2022 02:22 PM	email ID password reset	Respected Sir,  Herewith I have provided the mail ID of our Physical Director for Password Reset kumar1984@svcet.ac.in. kindly do the needful.	Manikandan.K-IT	11/04/2022 02:22 PM	Deenathayalan. V(IT)	26/04/2022 09:59 AM	Completed	355 hours37 mins	email id password reset

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1070	IT03566	Kasilingam.U - Insurance	11/04/2022 01:54 PM	HMS Software	HMS not working	Manikandan.K-IT	11/04/2022 02:12 PM	P.Vignesh-IT	13/04/2022 09:21 AM	Completed	43 hours9 mins	CHANGED THE IP NOW WORKING FINE
1071	IT03568	Kandasamy.R- Civil	11/04/2022 02:34 PM	printer nit working	printer nit working	Manikandan.K-IT	11/04/2022 02:36 PM	M.Ramesh kumar - Systems Engineer	12/04/2022 02:36 PM	Completed	24 hours0 mins	Printer problem rectified now working fine

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1072	IT03561	R.Ramya -FNA	11/04/2022 08:50 AM	SURGERY OPD	SURGERY OP2 SYSTEM NOT WORKING	Manikandan.K-IT	11/04/2022 10:20 AM	R.Pandian-IT	18/04/2022 02:38 PM	Completed	172 hours18 mins	Power cable refixed its working well
1073	IT03562	Vennila.J Lab Tech	11/04/2022 09:01 AM	microbiology hospital lab	System not working	Manikandan.K-IT	11/04/2022 10:19 AM	R.Pandian-IT	18/04/2022 02:37 PM	Completed	172 hours18 mins	Power cable refixed its working well
1074	IT03560	D. Pokkilai -S/N	11/04/2022 08:49 AM	SURGERY OPD	Surgery op2 system not working	Manikandan.K-IT	11/04/2022 10:20 AM	R.Pandian-IT	18/04/2022 02:38 PM	Completed	172 hours18 mins	System power on/off button problem. Now connected restart switch only. Now working fine.
1075	IT03565	P.Ashokkumar - S/N	11/04/2022 12:52 PM	system connection	in 4th floor male surgery ward establishing the system connection as soon as possible.	Manikandan.K-IT	11/04/2022 02:10 PM	P.Vignesh-IT	13/04/2022 09:20 AM	Completed	43 hours9 mins	SYSTEM CONNECTED AND WORKING FINE NOW

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1076	IT03569	Bouvanesvary.S	11/04/2022 03:14 PM	cal lab internet connection problem	cal lab internet connection problem	Manikandan.K-IT	12/04/2022 12:15 PM	P.Boopalan-IT	20/04/2022 02:18 PM	Completed	194 hours2 mins	cal lab internet connection problem is solved

**Classification : 1**

**VCLOUD DEVICE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1077	CT1220	PARAMESHWARI .A	11/04/2022 10:31 AM	System not working	VCLOUD DEVICE System not working in Biochemistry department	Manikandan.K-IT	11/04/2022 02:10 PM	P.Vignesh-IT	13/04/2022 09:20 AM	Completed	43 hours9 mins	CHECKED AND RECTIFIED THE ISSUE NOW WORKING FINE

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1078	IT03563	Celine.A-S/N	11/04/2022 09:19 AM	MMW	MOUSE NOT WORKING IN MMW.	Manikandan.K-IT	11/04/2022 10:19 AM	R.Pandian-IT	18/04/2022 02:39 PM	Completed	172 hours19 mins	Restarted the V cloud device its working well

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1079	IT03570	Kasilingam.U - Insurance	11/04/2022 04:24 PM	Monitor	Monitor Installation reg	Manikandan.K-IT	12/04/2022 12:16 PM	P.Vignesh-IT	13/04/2022 09:21 AM	Completed	21 hours5 mins	NEW MONITOR INSTALLED SUCCESSFULLY AND WORKING FINE

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1080	IT03564	Jayachitra.K Accounts	11/04/2022 10:34 AM	Audit Department	Test name create revenue under Neuro Surgery Neurosurgery Instrument charges Rs.5000/-	Manikandan.K-IT	11/04/2022 02:04 PM	Manikandan.K-IT	19/04/2022 03:19 PM	Completed	193 hours14 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1081	IT03577	Manikandan.K-IT	12/04/2022 12:34 PM	EMAIL ID CREATE	<p>Please assign official mail id to the College &amp; Hospital faculty members which we have already provided User` id in their personal id` s..</p> <p>For administrative reasons, it is suggested to provide them official mail id as User id as instructed by dean.</p> <p>Separate list in the excel sheet is attached herewith.</p>	Manikandan.K-IT	12/04/2022 04:24 PM	Deenathayalan. V(IT)	26/04/2022 10:00 AM	Completed	329 hours35 mins	email id password reset details send to hrm faculty email id

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1082	IT03576	Shalini.S-HR-Dept.	12/04/2022 12:40 PM	HRD	Kindly change the ribbon for ID card printer.	Manikandan.K-IT	12/04/2022 04:26 PM	R.Pandian-IT	18/04/2022 02:21 PM	Completed	141 hours54 mins	ID Card ribbon changed

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1083	IT03578	Jayachitra.K Accounts	12/04/2022 03:24 PM	Audit Department	In HMS Operation thearter report was not working and in Tally server system HMS was not working	Manikandan.K-IT	12/04/2022 04:23 PM	Manikandan.K-IT	19/04/2022 03:19 PM	Completed	166 hours55 mins	issue resolved
1084	IT03572	Kasilingam.U - Insurance	12/04/2022 08:54 AM	HMS Software	HMS Not working	Manikandan.K-IT	12/04/2022 12:16 PM	Deenathayalan. V(IT)	13/04/2022 12:43 PM	Completed	24 hours26 mins	issue resolved

**Classification : 2**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1085	IT03579	Manikandan.K-IT	12/04/2022 04:27 PM	Biometric software installation	Biometric software installation	Manikandan.K-IT	12/04/2022 04:27 PM	M.Ramesh kumar - Systems Engineer	12/04/2022 04:56 PM	Completed	0 hours29 mins	Biometric (Essl) software data backup work. Coordinate with Essl software person.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1086	IT03575	NANTHESHWARI N	12/04/2022 12:29 PM	PREMIUM GIRLS HOSTEL SYSTEM PROBLEM	PREMIUM GIRLS HOSTEL SYSTEM PROBLEM	Manikandan.K-IT	12/04/2022 04:25 PM	P.Boopalan-IT	20/04/2022 02:18 PM	Completed	189 hours53 mins	clean RAM and system is propprly working
1087	IT03573	Anbarasi.A-S/N	12/04/2022 08:57 AM	MALE MEDI WARD	SYSTEM NOT WORKING	Manikandan.K-IT	12/04/2022 12:16 PM	R.Pandian-IT	18/04/2022 02:40 PM	Completed	146 hours23 mins	Power cable refixed its working well

**Classification : 2**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1088	IT03571	D. Pokkilai -S/N	12/04/2022 08:44 AM	EMERGENCY WARD	MONITOR NOT WORKING	Manikandan.K-IT	12/04/2022 12:16 PM	R.Pandian-IT	18/04/2022 02:39 PM	Completed	146 hours22 mins	Power cable refixed its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1089	IT03574	A.Kumaresan - Store	12/04/2022 10:49 AM	materials checking ( It dept related)	Dear sir, Kindly for information, Yesterday central store YMCKO ribbon cassette one number received form store at HR dep`t, please check the IT person. by A.kumaresan, store inchage, svmc.	Manikandan.K-IT	12/04/2022 12:14 PM	M.Ramesh kumar - Systems Engineer	12/04/2022 02:36 PM	Completed	2 hours22 mins	IT Related material verification and singing work completed with Mr. Pandiyan, IT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1090	IT03588	S.Chellammal - DEO	13/04/2022 01:03 PM	COMPUTER SHIFTING WORK FOR MASTER HEALTH CHECKUP	COMPUTER SHIFTING WORK FOR MASTER HEALTH CHECKUP	Manikandan.K-IT	13/04/2022 04:09 PM	M.Ramesh kumar - Systems Engineer	15/04/2022 02:30 PM	Completed	46 hours21 mins	System shifted from Medical Health Checkup office to Special OPD front office for Camp purpose. Work completed with Mr.Pandiyan, IT

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1091	IT03580	A.Sushmidha-S/N	13/04/2022 08:57 AM	MALE ORTHO WARD	printer not working	Manikandan.K-IT	13/04/2022 11:18 AM	P.Vignesh-IT	13/04/2022 02:37 PM	Completed	3 hours19 mins	PAPER JAM ISSUE RESOLVED , NOW PRINTER WORKING FINE

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1092	IT03587	I.Ilakiya -DEO	13/04/2022 12:44 PM	UPS ISSUE	UPS BATTERY IS NOT FUNCTIONING. KINDLY DO THE NEEDFUL	Manikandan.K-IT	13/04/2022 04:09 PM	R.Pandian-IT	18/04/2022 02:40 PM	Closed	118 hours30 mins	ups battery no backup request given

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1093	IT03585	Anthony Ezhilarasi.A	13/04/2022 11:26 AM	Pathology lab	V metrix system not working	Manikandan.K-IT	13/04/2022 04:10 PM	P.Vignesh-IT	15/04/2022 02:25 PM	Completed	46 hours14 mins	restarted the v matrix system and ip changed now working fine
1094	IT03581	Vimala P.- S/N	13/04/2022 09:18 AM	MALE SURGER WARD	SYSTEM NOT WORKING	Manikandan.K-IT	13/04/2022 11:18 AM	P.Vignesh-IT	13/04/2022 02:38 PM	Completed	3 hours19 mins	N COMPUTING SYSTEM , CONNECTIITY ISSUE RECTIFIED
1095	IT03586	Lilly Pushpam - S/N	13/04/2022 11:41 AM	MALE SURGER WARD	MSW SYSTEM NOT WORKING SINCE YESTERDAY KINDLY	Manikandan.K-IT	13/04/2022 04:11 PM	P.Vignesh-IT	15/04/2022 02:25 PM	Completed	46 hours13 mins	checked and rectified the issue , now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

DO THE NEEDFUL  
AS SOON AS  
POSSIBLE

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1096	IT03583	Muniamma.K	13/04/2022 10:09 AM	GOOGLE GROOME NOT OPEN	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM GOOGLE CROOME NOT OPEN , PLEASE REINSTALL	Manikandan.K-IT	13/04/2022 11:17 AM	P.Boopalan-IT	20/04/2022 02:16 PM	Completed	170 hours58 mins	now google chrome is propperry working

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1097	IT03590	A.Kumaresan - Store	13/04/2022 03:58 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Fine cons private limited one Hp desktop received at Collection dept H, please check the IT person. by A.kumaresan store inchage, svmc cell 9843638505.	Manikandan.K-IT	13/04/2022 04:09 PM	M.Ramesh kumar - Systems Engineer	15/04/2022 02:32 PM	Completed	46 hours23 mins	IT Related material verification signing work completed.
1098	IT03584	A.Kumaresan - Store	13/04/2022 10:47 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, Today morning Hard disk one number received from store at Radiology dept. please chick the material IT person. by A.kumaresan, store incharge, svmc. cell 9843638505.	Manikandan.K-IT	13/04/2022 11:17 AM	M.Ramesh kumar - Systems Engineer	15/04/2022 02:33 PM	Completed	51 hours15 mins	Material already checked by Mr.Arunkumar, IT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1099	IT03582	Muniamma.K	13/04/2022 10:08 AM	RESTORE STARTUP REPAIR	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM RESTORE STARTUP REPAIR	Manikandan.K-IT	13/04/2022 11:18 AM	P.Boopalan-IT	20/04/2022 02:17 PM	Completed	170 hours59 mins	system problem is soved
1100	IT03589	Divya.T	13/04/2022 01:21 PM	HOD mam system is not working	HOD mam system is not working	Manikandan.K-IT	13/04/2022 04:09 PM	P.Boopalan-IT	20/04/2022 02:17 PM	Completed	166 hours7 mins	sata cable is now change now system us properrly working

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1101	IT03597	Ashokkumar.R MRD	15/04/2022 03:11 PM	laser printer not working	MRD Admission counter laser printer not working.	Manikandan.K-IT	18/04/2022 09:58 AM	R.Pandian-IT	18/04/2022 02:40 PM	Completed	4 hours42 mins	Que cleared its working well
1102	IT03599	S.Sharmila -HR Asst.	15/04/2022 04:37 PM	ID CARD -PRINTER ERROR	ID CARD -Printer mechanical error	Manikandan.K-IT	18/04/2022 09:57 AM	P.Vignesh-IT	18/04/2022 02:35 PM	Completed	4 hours37 mins	checked and rectified the issue , now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1103	IT03595	Nagarathinam.V (Stores)	15/04/2022 11:55 AM	Rectify the missing Cash purchase GRN entry	Rectify the missing Cash purchase GRN entry CPUR/CS/22-23/0019 15/04/2022 Details already sent through mail.	Manikandan.K-IT	15/04/2022 12:27 PM	Manikandan.K-IT	19/04/2022 03:18 PM	Closed	98 hours51 mins	issue resolved
1104	IT03596	Umamaheswari.T	15/04/2022 02:46 PM	icon office	hr dept staff entry purpose hms not open	Manikandan.K-IT	18/04/2022 09:58 AM	Deenathayalan. V(IT)	26/04/2022 10:01 AM	Completed	192 hours2 mins	issue resolved
1105	IT03591	Kasilingam.U - Insurance	15/04/2022 09:36 AM	HMS Software	HMS S/W not working	Manikandan.K-IT	15/04/2022 10:49 AM	Manikandan.K-IT	19/04/2022 03:19 PM	Completed	100 hours29 mins	issue resolved

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1106	IT03592	Balamurugan.J.DE O	15/04/2022 09:55 AM	DENTAL COLLEGE	THIRD FOLOOR SYSTEM WEBSITE NOTWORKING	Manikandan.K-IT	15/04/2022 10:49 AM	M.Ramesh kumar - Systems Engineer	15/04/2022 02:28 PM	Completed	3 hours39 mins	Website blocked by K7 antivirus. K7 Uninstall and reinstalled now working fine.

**Classification : 1**

**VCLOUD DEVICE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1107	IT03594	Sankari.D-Lab- Tech	15/04/2022 11:54 AM	Pathology lab	system login problem	Manikandan.K-IT	15/04/2022 02:55 PM	P.Vignesh-IT	15/04/2022 03:44 PM	Completed	0 hours48 mins	checked and rectified the issue , now working fine

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1108	IT03598	A.Kumaresan - Store	15/04/2022 03:41 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today afternoon 32gb Ram 4 no`s received form Central store, IT dept. please check the IT person. by A.kumaresan, store incharge, svmc, 9843638505.	Manikandan.K-IT	18/04/2022 09:58 AM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:18 PM	InProgress	4 hours20 mins	
1109	IT03593	A.Kumaresan - Store	15/04/2022 11:51 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, today morning Mahaveer infotech 7 bill materials received central store, so please check the IT person, ( Hard disk and HP desktop approval pending) by A.kumaresan, store inchage, svmc, cell 9843638505.	Manikandan.K-IT	15/04/2022 12:27 PM	M.Ramesh kumar - Systems Engineer	15/04/2022 02:30 PM	Completed	2 hours2 mins	IT Related material verification and singing work completed. Coordinate with Mr.Arunkumar, IT

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1110	IT03601	Saranya.A	16/04/2022 10:16 AM	Paediatrics OPD	Paediatrics office system HMS not working sir Please check sir. Thank you	Manikandan.K-IT	18/04/2022 09:55 AM	P.Vignesh-IT	18/04/2022 02:33 PM	Completed	4 hours37 mins	url missing assigned url and bookmarks enabled

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1111	IT03600	Vaishnavi.R.S/N	16/04/2022 09:57 AM	Emergency ward	printer not working	Manikandan.K-IT	18/04/2022 09:57 AM	P.Vignesh-IT	18/04/2022 02:34 PM	Completed	4 hours37 mins	printer issue rectified now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1112	IT03602	Mohamad ibrahim .J	16/04/2022 10:47 AM	System has been not working	System has been not working	Manikandan.K-IT	18/04/2022 09:55 AM	P.Boopalan-IT	20/04/2022 02:16 PM	Completed	52 hours20 mins	now system is properly working

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1113	IT03603	Nandhakumar S-Accounts	16/04/2022 12:07 PM	Internet not Working	Internet not Working	Manikandan.K-IT	18/04/2022 09:55 AM	P.Boopalan-IT	20/04/2022 02:16 PM	Completed	52 hours20 mins	Now internet is properly working LAN cable problem solved

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1114	IT03604	Suba	16/04/2022 12:41 PM	MRD DENTAL	MRD SYSTEM SOFTWARE NOT WORKING SIR	Manikandan.K-IT	18/04/2022 09:55 AM	Deenathayalan. V(IT)	26/04/2022 10:01 AM	Completed	192 hours6 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1115	IT03613	Anbarasan K Bio-Med.	18/04/2022 11:02 AM	Network not working	Network not working	Manikandan.K-IT	18/04/2022 12:38 PM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:19 PM	Completed	1 hours40 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1116	IT03627	Jagadheeswari N	18/04/2022 03:08 PM	network problem	network problem	Manikandan.K-IT	19/04/2022 02:53 PM	P.Boopalan-IT	20/04/2022 02:13 PM	Completed	23 hours20 mins	network problem solved
1117	IT03618	Janaki.T-Aca Asst	18/04/2022 12:22 PM	ACADEMY	NET NOT WORKING	Manikandan.K-IT	18/04/2022 12:37 PM	P.Vignesh-IT	18/04/2022 02:32 PM	Completed	1 hours54 mins	ip issue checked and rectified now working fine

**Classification : 3**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1118	IT03620	Manikandan.K-IT	18/04/2022 12:35 PM	email ID password reset	Respected Sir,  Herewith I have provided Mr. B. Balaji AP/Civil for password reset for your reference  Email Id: cr.balajibala@svcet.ac	Manikandan.K-IT	18/04/2022 12:36 PM	Deenathayalan. V(IT)	26/04/2022 10:02 AM	Completed	189 hours25 mins	issue resolved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1119	IT03619	Janaki.T-Aca Asst	18/04/2022 12:23 PM	ACADEMY	Printer not working	Manikandan.K-IT	18/04/2022 12:37 PM	P.Vignesh-IT	18/04/2022 02:33 PM	Completed	1 hours56 mins	checked and rectified the issue , now working fine

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1120	IT03611	Kasilingam.U - Insurance	18/04/2022 10:47 AM	HMS Software	HMS S/W not working	Manikandan.K-IT	18/04/2022 12:40 PM	P.Vignesh-IT	18/04/2022 02:33 PM	Completed	1 hours53 mins	ip issue checked and rectified now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1121	IT03624	Kasilingam.U - Insurance	18/04/2022 01:43 PM	HMS Software	HMS S/W not working	Manikandan.K-IT	18/04/2022 02:20 PM	P.Vignesh-IT	18/04/2022 02:31 PM	Completed	0 hours10 mins	checked and rectified the issue , now working fine
1122	IT03628	Muniamma.K	18/04/2022 03:08 PM	MEDISTEER & STORE INTEND NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM HMS SOFTWARE NOT WORKING	Manikandan.K-IT	19/04/2022 02:52 PM	P.Boopalan-IT	20/04/2022 02:14 PM	Completed	23 hours21 mins	now medisteer and store intedt is properrly working
1123	IT03633	Krishnambigai.S	18/04/2022 05:24 PM	HMS NOT WORKING	HMS NOT WORKING	Manikandan.K-IT	19/04/2022 02:50 PM	R.Pandian-IT	26/04/2022 02:56 PM	Completed	168 hours6 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Classification : 4**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1124	IT03610	Reshma	18/04/2022 10:41 AM	Astt Prof - gmail pdf file is not downloading in laptop	Astt Prof - gmail pdf file is not downloading in laptop	Manikandan.K-IT	18/04/2022 12:40 PM	P.Boopalan-IT	20/04/2022 02:15 PM	Completed	49 hours35 mins	now gmail is properly working
1125	IT03623	Kamaraj.K Pur.Officer.	18/04/2022 01:06 PM	PURCHASE	COMPUTER NOT WORKING	Manikandan.K-IT	18/04/2022 02:20 PM	R.Pandian-IT	18/04/2022 02:40 PM	Completed	0 hours19 mins	IP Setting reconfigured its working well
1126	IT03625	Mathangi.M	18/04/2022 02:38 PM	ENT WARD system is not working properly	ENT WARD system is not working properly	Manikandan.K-IT	19/04/2022 02:53 PM	P.Vignesh-IT	20/04/2022 03:33 PM	Completed	24 hours40 mins	waiting for ram from purchase dept , once the ram received we initiate the installation process

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1127	IT03622	Sivasubramanian.K MRD	18/04/2022 01:02 PM	HMS not working	HMS not working	Manikandan.K-IT	18/04/2022 02:21 PM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:22 PM	Completed	0 hours1 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1128	IT03606	Bouvanesvary.S	18/04/2022 09:21 AM	internet is not working	internet is not working	Manikandan.K-IT	18/04/2022 09:55 AM	P.Boopalan-IT	20/04/2022 02:15 PM	Completed	52 hours20 mins	now internet is properrly working
1129	IT03605	Mohamad ibrahim .J	18/04/2022 09:02 AM	Internet connection problem	A/O Sir Internet connection didn't connect	Manikandan.K-IT	18/04/2022 09:55 AM	P.Boopalan-IT	20/04/2022 02:16 PM	Completed	52 hours20 mins	Now internet is properrly working LAN cable problem solved



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1130	IT03608	Reshma	18/04/2022 10:26 AM	internet connection problem	internet connection problem	Manikandan.K-IT	18/04/2022 12:40 PM	P.Boopalan-IT	20/04/2022 02:14 PM	Completed	49 hours33 mins	internet connection problem is solved
1131	IT03612	Anbarasan K Bio-Med.	18/04/2022 11:01 AM	Internet not working	Internet not working	Manikandan.K-IT	18/04/2022 12:39 PM	R.Pandian-IT	18/04/2022 02:35 PM	Completed	1 hours55 mins	IP Setting reconfigured its working well
1132	IT03617	Suresh.R	18/04/2022 12:08 PM	Internet not working in MLT Office	Internet not working in MLT Office	Manikandan.K-IT	18/04/2022 12:37 PM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:17 PM	Completed	1 hours40 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1133	IT03615	Malarvizhi.S.OS nursing college	18/04/2022 11:03 AM	ICON	1 st FLOOR INTERNET CONNECTION NOT WORKING.	Manikandan.K-IT	18/04/2022 12:38 PM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:23 PM	Completed	1 hours44 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1134	IT03614	Divya.T	18/04/2022 11:07 AM	Internet connection problem and not working	Internet connection problem and not working	Manikandan.K-IT	18/04/2022 12:38 PM	P.Boopalan-IT	20/04/2022 02:15 PM	Completed	49 hours36 mins	now internet is properly working
1135	IT03621	S.Sharmila -HR Asst.	18/04/2022 12:34 PM	NETWORK ISSUE	NETWORK ISSUE-Sharmi system	Manikandan.K-IT	18/04/2022 12:38 PM	P.Vignesh-IT	18/04/2022 02:31 PM	Completed	1 hours53 mins	ip issue checked and rectified now working fine
1136	IT03626	Malini K	18/04/2022 02:58 PM	wifi router connection problem	Department of pathology	Manikandan.K-IT	19/04/2022 02:53 PM	P.Boopalan-IT	20/04/2022 02:13 PM	Completed	23 hours20 mins	Now internet is properly working LAN cable problem solved
1137	IT03629	Maragatham.T	18/04/2022 03:10 PM	Internet is not working	The Internet is not working to ME-2 & ME -3 section	Manikandan.K-IT	19/04/2022 02:52 PM	P.Boopalan-IT	20/04/2022 02:14 PM	Completed	23 hours22 mins	Now internet is properly working LAN cable problem solved
1138	IT03630	Suresh.R	18/04/2022 03:19 PM	Internet not working in BPT Office	Pharmacy building 6th floor, Internet not working in BPT Office	Manikandan.K-IT	19/04/2022 02:52 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:42 PM	Completed	25 hours50 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1139	IT03631	Balamurugan.J.DEO	18/04/2022 03:46 PM	DENTAL COLLEGE OFFICE	Ponidcherry university mark entry please internet is not working in 10.1.1.86 please do need ful	Manikandan.K-IT	19/04/2022 02:52 PM	Deenathayalan. V(IT)	26/04/2022 10:01 AM	Completed	163 hours9 mins	issue resolved

**Classification : 13**

**TALLY ERP9**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1140	IT03607	Kamashi @ Asha	18/04/2022 09:28 AM	account hospital	Sir, Mani sir system tally not working	Manikandan.K-IT	18/04/2022 09:54 AM	Deenathayalan. V(IT)	26/04/2022 10:02 AM	Completed	192 hours7 mins	COMPLETED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1141	IT03609	Vignesh. S.D Billing	18/04/2022 10:39 AM	SOFTWARE NOT OPEN	SOFTWARE NOT OPEN	Manikandan.K-IT	18/04/2022 02:20 PM	M.Ramesh kumar - Systems Engineer	18/04/2022 02:21 PM	Completed	0 hours1 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1142	IT03616	Baskaran.R.Trans. Manag.	18/04/2022 11:51 AM	TRANSPORT DEPARTMENT	NET NOT WORKING	Manikandan.K-IT	18/04/2022 12:38 PM	P.Vignesh-IT	18/04/2022 02:32 PM	Completed	1 hours53 mins	ip issue checked and rectified now working fine
1143	IT03632	Kamaraj.K Pur.Officer.	18/04/2022 05:00 PM	PURCHASE	INTERNET NOT WORKING	Manikandan.K-IT	19/04/2022 02:51 PM	R.Pandian-IT	26/04/2022 02:57 PM	Completed	168 hours5 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1144	IT03651	Pukazenti N.R. DGM	19/04/2022 02:49 PM	DGM office - Creation of Package	Kindly create a package for Rane Brake company in the software as per the attached file. ``Rane Brake Annual Health Checkup 2022`` - Rs.800	Manikandan.K-IT	19/04/2022 02:51 PM	Manikandan.K-IT	19/04/2022 03:18 PM	Completed	0 hours27 mins	created in HMS

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1145	IT03653	Manikandan.K-IT	19/04/2022 02:54 PM	5 systems not working in pharmacy college	5 systems not working in pharmacy college	Manikandan.K-IT	19/04/2022 02:55 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:39 PM	Completed	25 hours44 mins	Pharmacy college (5 Nos) system picked up unknown IP numbers. Given manual IP now working fine for (Dean, OM, Office and II floor system)
1146	IT03654	N.Senbagavalli	19/04/2022 03:04 PM	HMS Not working in Dental Purchase assistant	HMS Not working in Dental Purchase assistant	Manikandan.K-IT	19/04/2022 03:18 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:25 PM	Completed	25 hours6 mins	System picked up unknown IP automatically. Given manual IP now working fine
1147	IT03644	Dr Vinod -AP	19/04/2022 10:05 AM	Internet not working - BSL Lab	Internet not working - BSL Lab	Manikandan.K-IT	19/04/2022 02:47 PM	M.Ramesh kumar -	20/04/2022 04:41 PM	Completed	25 hours53 mins	IP Number conflict issue rectified now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Systems  
Engineer

Given manual IP.

**Classification : 3**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1148	IT03652	Manikandan.K-IT	19/04/2022 02:53 PM	SO ramesh CCTV issue	SO ramesh CCTV issue in medical college	Manikandan.K-IT	19/04/2022 02:54 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:37 PM	Completed	25 hours43 mins	System picked up 10.1.1. series. Given manual IP now working fine all CCTV

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1149	IT03646	Srikrishnan .N	19/04/2022 12:02 PM	gmail is not working	mail not received.. internet working but mail not received.	Manikandan.K-IT	19/04/2022 02:47 PM	P.Boopalan-IT	20/04/2022 02:11 PM	Completed	23 hours24 mins	now gmail is properly working

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1150	IT03638	Jayachitra.K Accounts	19/04/2022 09:24 AM	HMS Not working	HMS Not working	Manikandan.K-IT	19/04/2022 02:49 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:37 PM	Completed	25 hours47 mins	System picked up unknown IP automatically. Given manual IP now working fine
1151	IT03636	S.Udhaya -MRD	19/04/2022 09:20 AM	Reception counter	HMS NOT WORKING	Manikandan.K-IT	19/04/2022 02:50 PM	P.Vignesh-IT	20/04/2022 03:31 PM	Completed	24 hours41 mins	IP SETTING RECONFIGURED ITS WORKING WELL
1152	IT03655	N.Senbagavalli	19/04/2022 03:05 PM	HMS Not working in Dental Purchase officer	HMS Not working in Dental Purchase officer	Manikandan.K-IT	19/04/2022 03:18 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:39 PM	Completed	25 hours20 mins	System picked up unknown IP automatically. Given manual IP now working fine
1153	IT03641	Kasilingam.U - Insurance	19/04/2022 09:36 AM	HMS Software	HMS S/W not working	Manikandan.K-IT	19/04/2022 02:48 PM	R.Pandian-IT	26/04/2022 02:56 PM	Completed	168 hours7 mins	IP SETTING RECONFIGURED ITS WORKING WELL
1154	IT03639	Ashokkumar.R MRD	19/04/2022 09:25 AM	computer not working	MRD -AMRO computer and OPD counter 1&2 system not working for HMS	Manikandan.K-IT	19/04/2022 02:49 PM	R.Pandian-IT	26/04/2022 02:56 PM	Completed	168 hours7 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

software.

**Classification : 5**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1155	IT03640	Sivasubramanian.K MRD	19/04/2022 09:27 AM	MRD	MRD SYSTEM NOT WORKING KEYBOARD ALSO NOT WORKING	Manikandan.K-IT	19/04/2022 02:49 PM	R.Pandian-IT	26/04/2022 02:56 PM	Completed	168 hours7 mins	IP SETTING RECONFIGURED ITS WORKING WELL
1156	IT03642	I.IIakiya -DEO	19/04/2022 09:36 AM	NABH OFFICE	Both system notworking	Manikandan.K-IT	19/04/2022 02:48 PM	R.Pandian-IT	26/04/2022 02:55 PM	Closed	168 hours7 mins	ip issue checked and rectified now working fine

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1157	IT03634	Mohamad ibrahim .J	19/04/2022 08:53 AM	Academic ME 2 internet problem solved	Academic ME 2 internet problem solved	Manikandan.K-IT	19/04/2022 02:50 PM	P.Boopalan-IT	20/04/2022 02:11 PM	Completed	23 hours20 mins	internet problem solved
1158	IT03635	Pushpa- DEO	19/04/2022 09:14 AM	internet not working	internet not working	Manikandan.K-IT	19/04/2022 02:50 PM	P.Boopalan-IT	20/04/2022 02:11 PM	Completed	23 hours21 mins	internet problem solved
1159	IT03643	S.Sharmila -HR Asst.	19/04/2022 09:58 AM	NETWORK ISSUE	network issue in sharmi and karthiga system	Manikandan.K-IT	19/04/2022 02:48 PM	R.Pandian-IT	26/04/2022 02:56 PM	Completed	168 hours8 mins	IP SETTING RECONFIGURED ITS WORKING WELL
1160	IT03647	Santhi.K Admin	19/04/2022 12:28 PM	internet not working	internet not working	Manikandan.K-IT	19/04/2022 02:46 PM	P.Boopalan-IT	20/04/2022 02:10 PM	Completed	23 hours24 mins	internet problem solved
1161	IT03650	Suresh.R	19/04/2022 12:46 PM	Internet not working in BPT Office	Internet not working in BPT Office	Manikandan.K-IT	19/04/2022 02:46 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:42 PM	Completed	25 hours55 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1162	IT03649	Suresh.R	19/04/2022 12:45 PM	Internet not working in MLT Office and MLT Principal office	Internet not working in MLT Office and MLT Principal office	Manikandan.K-IT	19/04/2022 02:46 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:42 PM	Completed	25 hours55 mins	System picked up unknown IP automatically. Given manual IP now working fine

**Classification : 6**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1163	CT1226	Dr.Gnana priya.J	19/04/2022 10:41 AM	HOD sir monitor not working	HOD sir monitor not working	Manikandan.K-IT	19/04/2022 02:47 PM	P.Boopalan-IT	20/04/2022 02:12 PM	Completed	23 hours24 mins	monitor is not working and now register call log and wait for warrenty is claimed
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**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1164	IT03656	A.Kumaresan - Store	19/04/2022 03:07 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today afternoon 5 bill it related materials received from store, old bill 2 no` s pending, total 7 bill please check the it person.. by] A.kumaresan, store inchage, svmc, cell 9843638505.	Manikandan.K-IT	19/04/2022 03:17 PM	M.Ramesh kumar - Systems Engineer	20/04/2022 04:25 PM	Completed	25 hours8 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1165	IT03645	Suba	19/04/2022 11:23 AM	MRD DENTAL	MRD SYSTEM SOFTWARE NOT WORKING SIR	Manikandan.K-IT	19/04/2022 02:47 PM	Deenathayalan. V(IT)	26/04/2022 09:59 AM	Completed	163 hours12 mins	COMPLETED
1166	IT03637	S.Udhaya -MRD	19/04/2022 09:21 AM	MRD COUNTER OP REGISTRATION	SYSTEM NOT WORKING	Manikandan.K-IT	19/04/2022 02:49 PM	P.Vignesh-IT	20/04/2022 03:31 PM	Completed	24 hours41 mins	checked and rectified the issue , now working fine
1167	IT03648	Gounabady.R - DEO	19/04/2022 12:27 PM	system not working in eye ward	system was not working in the eye ward. please come and install the device in that system.	Manikandan.K-IT	19/04/2022 02:46 PM	P.Vignesh-IT	20/04/2022 03:32 PM	Completed	24 hours45 mins	new device resolved and now working fine
1168	IT03657	Malarvizhi.S.OS nursing college	19/04/2022 03:55 PM	ICON	MR.GANESAN - HOD OF MENTAL HEALTH NURSING - INTERNET NOT CONNECTED	Manikandan.K-IT	22/04/2022 09:43 AM	R.Pandian-IT	26/04/2022 02:55 PM	Completed	101 hours11 mins	ip issue checked and rectified now working fine

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1169	IT03658	Sugunakumari.J	20/04/2022 09:31 AM	Network issue	Department of Physiology(SRC Committee) Network connection Problem	Manikandan.K-IT	22/04/2022 09:43 AM	P.Boopalan-IT	22/04/2022 02:21 PM	Completed	4 hours37 mins	network problem solved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1170	IT03663	S.DEVI -S/N	20/04/2022 10:43 AM	Emergency ward	PRINTER ERROR	Manikandan.K-IT	22/04/2022 09:43 AM	P.Vignesh-IT	25/04/2022 02:30 PM	Completed	76 hours47 mins	checked and resolved now working fine.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1171	IT03670	Kaviyarasu.S - Pharm	20/04/2022 02:51 PM	HMS Not working in Pharmacy III counter	HMS Not working	Manikandan.K-IT	22/04/2022 09:41 AM	R.Pandian-IT	26/04/2022 02:55 PM	Completed	101 hours14 mins	ip issue checked and rectified now working fine

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1172	IT03659	Lakshmi.P- HR Office	20/04/2022 09:36 AM	Hospital biometric unable to download	Hospital biometric unable to download	Manikandan.K-IT	22/04/2022 09:43 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:14 PM	Completed	123 hours31 mins	System picked up unknown IP automatically. Given manual IP now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1173	IT03669	Mathangi.M	20/04/2022 02:46 PM	ENT OPD - Audiometer room ups is not working properly	UPS is not workig properly in ENT opd Audiometric room	Manikandan.K-IT	22/04/2022 09:41 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:13 PM	Completed	123 hours32 mins	UPS Battery no backup, so given battery purchase request.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1174	IT03667	Bouvanesvary.S	20/04/2022 12:29 PM	downloaded file was not show in dept. system	downloaded file was not show in dept. system	Manikandan.K-IT	22/04/2022 09:41 AM	P.Boopalan-IT	22/04/2022 02:22 PM	Completed	4 hours40 mins	
1175	IT03668	Viji	20/04/2022 12:55 PM	HR OFFICE	PAYROLL SYSTEM INTERNET NOT WORKING	Manikandan.K-IT	22/04/2022 09:41 AM	R.Pandian-IT	26/04/2022 02:55 PM	Completed	101 hours13 mins	ip issue checked and rectified now working fine
1176	IT03664	Anbarasan K Bio-Med.	20/04/2022 11:50 AM	biomedical	Need to install usb to lan connector	Manikandan.K-IT	22/04/2022 09:42 AM	R.Pandian-IT	26/04/2022 02:54 PM	Completed	101 hours11 mins	USB to Ethernet adopter installed its working well
1177	IT03662	Maragatham.T	20/04/2022 10:28 AM	Internet is not working	Internet is not working	Manikandan.K-IT	22/04/2022 09:43 AM	P.Boopalan-IT	22/04/2022 02:21 PM	Completed	4 hours37 mins	network problem solved

**Classification : 5**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1178	IT03665	Kanniyammal.S - Lab Tech	20/04/2022 12:18 PM	internet connection problem	internet connection problem	Manikandan.K-IT	22/04/2022 09:42 AM	P.Boopalan-IT	22/04/2022 02:23 PM	Completed	4 hours41 mins	internet problem solved
1179	IT03666	Bouvanesvary.S	20/04/2022 12:28 PM	internet problem in hod system	internet problem in hod system	Manikandan.K-IT	22/04/2022 09:42 AM	P.Boopalan-IT	22/04/2022 02:23 PM	Completed	4 hours41 mins	internet problem solved
1180	IT03661	Maragatham.T	20/04/2022 10:26 AM	For ME-2 section, Internet is not working and HMS is also problem	For ME-2 section, Internet is not working and HMS is also problem	Manikandan.K-IT	22/04/2022 09:43 AM	P.Boopalan-IT	22/04/2022 02:21 PM	Completed	4 hours37 mins	

**Classification : 3**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1181	IT03671	Balamurugan.J.DE O	20/04/2022 03:20 PM	DENTAL COLLEGE OFFICE	Dental office kala sister system automatic scrolling please do needful	Manikandan.K-IT	22/04/2022 09:40 AM	Deenathayalan. V(IT)	26/04/2022 09:59 AM	Completed	96 hours18 mins	issue resolved

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1182	IT03688	S.Chellammal - DEO	21/04/2022 02:59 PM	LAB CPU NOT WORKING IN SPECIAL OPD -	VERY VERY URGENT - LAB CPU NOT WORKING IN	Manikandan.K-IT	22/04/2022 09:24 AM	R.Pandian-IT	26/04/2022 02:53 PM	Completed	101 hours29 mins	SMPS problem stand by SMPS fixed and system installed new smps request

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

VERY VERY URGENT SPECIAL OPD  
(SAMPLE  
COLLECTION,  
REPORT PRINTING  
WORK PENDING)

given

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1183	IT03689	Kaviyarasu.S - Pharm	21/04/2022 03:09 PM	PHARMACY	PHARMACY FREE COUNTER INTERNET NOTWORKING	Manikandan.K-IT	22/04/2022 09:24 AM	R.Pandian-IT	26/04/2022 02:53 PM	Completed	101 hours29 mins	ip issue checked and rectified now working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1184	IT03677	P.Makeswari - DEO	21/04/2022 11:00 AM	USG 1 - Printer not working	USG 1 - Printer not working	Manikandan.K-IT	22/04/2022 09:39 AM	P.Vignesh-IT	25/04/2022 02:29 PM	Completed	76 hours50 mins	checked and resolved now working fine.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1185	IT03678	Umamaheswari.T	21/04/2022 11:06 AM	HR OFFICE IDCARD SECTION	we need to install HMS ticket module	Manikandan.K-IT	22/04/2022 09:27 AM	R.Pandian-IT	25/04/2022 02:28 PM	Completed	77 hours0 mins	ID card printer setup changed its working well
1186	IT03674	Kasilingam.U - Insurance	21/04/2022 09:45 AM	HMS	Pharmacy bill not opened	Manikandan.K-IT	22/04/2022 09:39 AM	Manikandan.K-IT	11/06/2022 11:56 AM	Completed	1202 hours16 mins	issue resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1187	IT03683	Angelice Pereira.A -DEO	21/04/2022 12:36 PM	MEDICINE DEMO	medicine department system internet notworking	Manikandan.K-IT	22/04/2022 09:25 AM	R.Pandian-IT	25/04/2022 02:27 PM	Completed	77 hours1 mins	ip issue checked and rectified now working fine
1188	IT03692	Malarvizhi.S.OS nursing college	21/04/2022 05:07 PM	ICON COMPUTER LAB	COMPUTER LAB - 8 SYSTEM DID NOT START PROPERLY	Manikandan.K-IT	22/04/2022 09:22 AM	Deenathayalan.V(IT)	26/04/2022 09:57 AM	Completed	96 hours35 mins	issue resolved



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1189	IT03686	Kaviyarasu.S - Pharm	21/04/2022 02:25 PM	BILLING	PHARMACY SERVER SYSTEM INTERNET NOT WORKNIG	Manikandan.K-IT	22/04/2022 09:25 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:12 PM	Completed	123 hours47 mins	System picked up unknown IP automatically. Given manual IP now working fine
1190	IT03685	Kaviyarasu.S - Pharm	21/04/2022 02:24 PM	BILLING	BILLIG SYSTEM INTERNET NOT WORKING	Manikandan.K-IT	22/04/2022 09:25 AM	R.Pandian-IT	26/04/2022 02:53 PM	Completed	101 hours27 mins	ip issue checked and rectified now working fine
1191	IT03676	Viji	21/04/2022 10:57 AM	HR OFFICE NURSING SECTION	NEED TO INSTALL HMS TICKET MODULE AND WE NEED HOW TO CREATE THE COMPLAINT IN HMS	Manikandan.K-IT	22/04/2022 09:39 AM	R.Pandian-IT	26/04/2022 02:52 PM	Completed	101 hours12 mins	Ticket module create and book mark also fixed in task bar and ticket creation module explained
1192	IT03679	Janaki.T-Aca Asst	21/04/2022 11:48 AM	ACADEMY	internet not working	Manikandan.K-IT	22/04/2022 09:27 AM	Deenathayalan. V(IT)	26/04/2022 09:58 AM	Completed	96 hours31 mins	bsnl fiber cut
1193	IT03680	Manimegalai.M-DEO	21/04/2022 12:03 PM	Nursing Educator system not working ..	yesterday on wards UPS not working properly . So it was shutdown the system automatic . Kindly rectify this problem.	Manikandan.K-IT	22/04/2022 09:26 AM	P.Vignesh-IT	25/04/2022 02:29 PM	Completed	77 hours2 mins	checked and found ups main power is off and informed the same thing to user resolved now

**Classification : 7**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1194	IT03673	Kasilingam.U - Insurance	21/04/2022 09:44 AM	Internet	Internet not available	Manikandan.K-IT	22/04/2022 09:40 AM	R.Pandian-IT	25/04/2022 02:27 PM	Completed	76 hours47 mins	internet not connecting , ip issue rectified now working fine
1195	IT03675	P.Makeswari - DEO	21/04/2022 09:47 AM	Physicist room - internet not working	Physicist room - internet not working	Manikandan.K-IT	22/04/2022 09:39 AM	P.Vignesh-IT	25/04/2022 02:28 PM	Completed	76 hours48 mins	checked and rectified the issue , now the internet working fine
1196	IT03681	Savithri	21/04/2022 12:24 PM	SPECIAL OPD NEUROSURGERY OPD ROOM INTERNET NOT WORKING	SOECIAL OPD NEUROSURGERY OPD ROOM INTERNET NOT WORKING	Manikandan.K-IT	22/04/2022 09:26 AM	P.Vignesh-IT	25/04/2022 02:27 PM	Completed	77 hours1 mins	checked and rectified the issue , now the internet working fine

**Classification : 3**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1197	IT03682	A.Kumaresan - Store	21/04/2022 12:22 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today afternoon HR dep't one Number Ribbon cassette and One number UPS battery received from store, So please check the IT person. By A.kumaresan, store inchage, svmc, cell 9843638505.	Manikandan.K-IT	22/04/2022 09:26 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:13 PM	Completed	123 hours47 mins	IT Related material verification and singing work completed
1198	IT03687	A.Kumaresan - Store	21/04/2022 02:50 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Today afternoon OM office one Number printed HP received from store, So please check the IT person. By A.kumaresan, store inchage, svmc, cell 9843638505.	Manikandan.K-IT	22/04/2022 09:24 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:12 PM	Completed	123 hours48 mins	HP Laserjet MFP 128f printer checked and signed

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1199	IT03684	Neelavathi.C - Lab Tech	21/04/2022 01:09 PM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	22/04/2022 09:25 AM	P.Vignesh-IT	25/04/2022 02:28 PM	Completed	77 hours2 mins	interface restarted and the population working fine
1200	IT03691	Muniamma.K	21/04/2022 04:12 PM	NEW UPS BATTERY FIXING	DEPT.OF BIOCHEMISTRY FIXING TO NEW UPS BATTERY FROM OFFICE ROOM SYSTEM	Manikandan.K-IT	22/04/2022 09:23 AM	P.Boopalan-IT	22/04/2022 02:19 PM	Completed	4 hours56 mins	ups battery is fixed and solved
1201	IT03672	Anbarasan K Bio-Med.	21/04/2022 09:23 AM	Biomedical - Internet not working	Internet not working	Manikandan.K-IT	22/04/2022 09:40 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:12 PM	Completed	123 hours31 mins	IP Number conflict issue rectified now working fine. Given manual IP.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1202	IT03690	K.Sundaramoorthy (Purchase)	21/04/2022 03:27 PM	DENTAL PURCHASE	Dental Store software is not working pl. rectify the same immediately	Manikandan.K-IT	22/04/2022 09:23 AM	Deenathayalan. V(IT)	26/04/2022 09:58 AM	Completed	96 hours35 mins	issue resolved
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**Classification : 4**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1203	IT03695	Manikandan.K-IT	22/04/2022 09:45 AM	Hospital Network down on 20.04.2022 on evening 5.30pm	Hospital Network down on 20.04.2022 on evening 5.30pm	Manikandan.K-IT	22/04/2022 10:26 AM	R.Pandian-IT	25/04/2022 02:25 PM	Completed	75 hours59 mins	Coordinate with our team members Problem identify main data switch side in hospital block problem completed 9.15pm its working well
1204	IT03709	Srinivasan.A-Librarian	22/04/2022 04:40 PM	Internet not Working Central_Library assistant system	Internet not Working Central_Library assistant system	Manikandan.K-IT	22/04/2022 04:48 PM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:09 PM	Completed	116 hours20 mins	System picked up unknown IP automatically. Given manual IP now working fine
1205	IT03701	Manikandan.K-IT	22/04/2022 09:46 AM	Hospital Network down on 20.04.2022 on evening 5.30pm	Hospital Network down on 20.04.2022 on evening 5.30pm	Manikandan.K-IT	22/04/2022 10:25 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:09 PM	Completed	122 hours44 mins	Hospital network line problem. Given alternative line and now working fine. Coordinate with all IT staffs.
1206	IT03697	Manikandan.K-IT	22/04/2022 09:46 AM	Hospital Network down on 20.04.2022 on evening 5.30pm	Hospital Network down on 20.04.2022 on evening 5.30pm	Manikandan.K-IT	22/04/2022 10:25 AM	Deenathayalan. V(IT)	26/04/2022 09:57 AM	Completed	95 hours31 mins	issue resolved
1207	IT03696	Manikandan.K-IT	22/04/2022 09:46 AM	Hospital Network down on 20.04.2022 on evening 5.30pm	Hospital Network down on 20.04.2022 on evening 5.30pm	Manikandan.K-IT	22/04/2022 10:26 AM	P.Vignesh-IT	25/04/2022 02:26 PM	Completed	76 hours0 mins	hospital network down so work extended upto 9:30 pm issue resolved with the help of co-ordination with team
1208	IT03702	Manikandan.K-IT	22/04/2022 10:18 AM	Hospital Network down on 20.04.2022 on evening 5.30pm	Hospital Network down on 20.04.2022 on evening 5.30pm	Manikandan.K-IT	22/04/2022 10:19 AM	P.Boopalan-IT	22/04/2022 02:19 PM	Completed	3 hours59 mins	findout network error and solve the problem with dept staffs

**Classification : 6**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1209	IT03693	K.Suseela - Paramedical	22/04/2022 09:22 AM	SPL OPD NEUROLOGY	k. SUSEELA S3887 Relieved from our hospital and her id is still active , please delete it and also	Manikandan.K-IT	22/04/2022 09:25 AM	P.Vignesh-IT	20/05/2022 11:02 AM	Completed	673 hours37 mins	SUSEELA ID deleted and new id created for soban by Mr ramesh sir

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

create one id for me .

Name: Soban  
Designation :  
EEG/ENMG  
Technician

in our dept we  
received only one id .

Thanks in advance

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1210	IT03698	Umamaheswari.T	22/04/2022 10:09 AM	HR OFFICE IDCARD SECTION	Evolis primacy printer(id card printer) show mechanical error	Manikandan.K-IT	22/04/2022 10:22 AM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:54 AM	Completed	311 hours31 mins	Already problem rectified Mr.Pandiyan, IT
1211	IT03706	Kasilingam.U - Insurance	22/04/2022 12:57 PM	Scanner	HP Scan jet pro3000 s3 not working	Manikandan.K-IT	28/04/2022 02:19 PM	R.Pandian-IT	12/05/2022 09:23 AM	Completed	331 hours3 mins	PRINTER CONTROL PANNEL SETUP RECONFIGURED ITS WORING WELL

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1212	IT03705	Manimalar	22/04/2022 11:23 AM	Need HMS ID for Ticket module	Need HMS ID for Ticket module	Manikandan.K-IT	28/04/2022 02:15 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:25 PM	Completed	47 hours9 mins	HMS Staff id created and given software demo

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1213	IT03700	Vimalathithan.K.R	22/04/2022 10:15 AM	Install Biometric software in Library	Install Biometric software in Library	Manikandan.K-IT	22/04/2022 10:19 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:11 PM	Closed	122 hours51 mins	Biometric software installed now working fine.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1214	IT03707	Kaviselvi.P.S/N	22/04/2022 03:47 PM	dialysis	System net work not connected	Manikandan.K-IT	04/05/2022 03:04 PM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:54 AM	Completed	18 hours50 mins	IP Number conflict issue rectified now working fine. Given manual IP.
1215	IT03699	Vimalathithan.K.R	22/04/2022 10:12 AM	Internet not working.	Internet not working.	Manikandan.K-IT	22/04/2022 10:22 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:07 PM	Closed	122 hours45 mins	System picked up unknown IP automatically. Given manual IP now working fine

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1216	IT03704	Manimalar	22/04/2022 11:20 AM	INTERNET NOT WORKING	INTERNET NOT WORKING	Manikandan.K-IT	28/04/2022 02:15 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:24 PM	Completed	47 hours8 mins	System picked up unknown IP automatically. Given manual IP now working fine
1217	IT03703	Muniamma.K	22/04/2022 10:52 AM	INTERNET NOT WORKING	DEPT.OF BIOCHEMISTRY INTERNET CONNECTION NOT PROPERLY	Manikandan.K-IT	22/04/2022 03:57 PM	P.Boopalan-IT	02/05/2022 02:21 PM	Completed	238 hours24 mins	Now internet is properly working LAN cable problem solved
1218	IT03708	Srinivasan.A-Librarian	22/04/2022 04:38 PM	Internet not Working Central_Library	Internet not Working Central_Library	Manikandan.K-IT	22/04/2022 04:48 PM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:07 PM	Completed	116 hours18 mins	System IP number issue rectified now working fine.
1219	IT03694	S.Sharmila -HR Asst.	22/04/2022 09:35 AM	NETWORK ISSUE	NETWORK ISSUE IN KARTHIGA AND SHARMI SYSTEM	Manikandan.K-IT	22/04/2022 09:39 AM	M.Ramesh kumar - Systems Engineer	27/04/2022 01:07 PM	Completed	123 hours28 mins	System picked up unknown IP automatically. Given manual IP now working fine. (for Ms.Karthika and Ms.Sharmi systems)

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1220	IT03718	Tamizhselvi S	23/04/2022 12:32 PM	internet not working and system is very slow	Please delete all temp files	Manikandan.K-IT	28/04/2022 12:59 PM	P.Boopalan-IT	02/05/2022 02:21 PM	Completed	97 hours21 mins	internet problem solved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1221	IT03716	P. Saranya	23/04/2022 11:29 AM	OT OFFICE	Respected Sir, Anesthesiology OT office system software case details not opening, sir kindly check sir .	Manikandan.K-IT	28/04/2022 02:13 PM	P.Vignesh-IT	06/05/2022 11:03 AM	Completed	188 hours49 mins	checked and rectified the issue , now working fine
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**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1222	IT03726	Ashokkumar.R MRD	23/04/2022 04:04 PM	Laser jet printer not working	MRD Department Lase jet printer not working	Manikandan.K-IT	28/04/2022 12:58 PM	R.Pandian-IT	12/05/2022 09:22 AM	Completed	332 hours24 mins	Power cable refixed its working well
1223	IT03714	Kamaraj.K Pur.Officer.	23/04/2022 10:44 AM	PURCHASE	HP SCANNER NOT WORKING	Manikandan.K-IT	28/04/2022 02:13 PM	Deenathayalan. V(IT)	16/05/2022 12:59 PM	Completed	430 hours45 mins	stand by scaner given

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1224	IT03717	Irisammal	23/04/2022 11:35 AM	New UPS installation in PHD	New UPS installation in PHD	Manikandan.K-IT	28/04/2022 12:59 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:22 PM	Completed	48 hours22 mins	New Numeric Legrand UPS installed at Dental PHD. Now working fine.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1225	IT03710	Ashokkumar.R MRD	23/04/2022 08:11 AM	IP record not viewed	IP20220420144- Chandra.C this patient is yesterday (22.04.22) discharge but record is not viewed.	Manikandan.K-IT	28/04/2022 02:14 PM	Manikandan.K- IT	11/06/2022 11:56 AM	Completed	1053 hours41 mins	issue resolved
1226	IT03715	Angelice Pereira.A -DEO	23/04/2022 11:31 AM	MEDICINE DEMO	MEDICINE HOD ROOM INTERNET NOTWORKING	Manikandan.K-IT	28/04/2022 02:19 PM	R.Pandian-IT	12/05/2022 09:22 AM	Completed	331 hours3 mins	ip issue checked and rectified now working fine

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1227	IT03721	S.Elavazhagi - DEO	23/04/2022 02:45 PM	DISCHARGE SUMMERY 1	System date and time problem	Manikandan.K-IT	28/04/2022 12:59 PM	P.Vignesh-IT	06/05/2022 11:03 AM	Completed	190 hours4 mins	system date and time changed
1228	IT03723	S.Udhaya -MRD	23/04/2022 02:48 PM	DISCHARGE SUMMERY ANEX ROOM	NEED TO INSTALL VCLOUD SYSTEM 2 NOS	Manikandan.K-IT	28/04/2022 12:58 PM	R.Pandian-IT	12/05/2022 09:22 AM	Completed	332 hours23 mins	VCLOUD SYSTEM INSTALLED SUCCESSULLY
1229	IT03722	S.Elavazhagi - DEO	23/04/2022 02:47 PM	DISCHARGE SUMMERY 2	SYSTEM EXCEL FILE NOT OPEN	Manikandan.K-IT	28/04/2022 12:58 PM	P.Vignesh-IT	06/05/2022 11:02 AM	Completed	190 hours3 mins	checked and rectified the issue , now working fine

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1230	IT03724	R.Preethi -FNA	23/04/2022 02:51 PM	Internet connection is not working in DVL	Internet connection is not working in DVL	Manikandan.K-IT	28/04/2022 12:58 PM	P.Vignesh-IT	06/05/2022 11:03 AM	Completed	190 hours4 mins	checked and rectified the issue , now working fine
1231	IT03720	K.Kaviarasi -S/N	23/04/2022 02:33 PM	Internet not working in Eye bank	Internet not working in Eye bank	Manikandan.K-IT	28/04/2022 12:59 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:22 PM	Completed	48 hours23 mins	System picked up unknown IP automatically. Given manual IP now working fine
1232	IT03719	Maragatham.T	23/04/2022 12:35 PM	Internet is not working	Internet is not working	Manikandan.K-IT	28/04/2022 12:59 PM	P.Boopalan-IT	02/05/2022 02:20 PM	Completed	97 hours21 mins	internet problem solved
1233	IT03713	Irisammal	23/04/2022 10:12 AM	Internet not working in PHD	Internet not working in PHD	Manikandan.K-IT	28/04/2022 02:14 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:22 PM	Completed	47 hours8 mins	System picked up unknown IP automatically. Given manual IP now working fine
1234	IT03725	Pushpa- DEO	23/04/2022 03:06 PM	internet not working	internet not working	Manikandan.K-IT	28/04/2022 12:58 PM	P.Boopalan-IT	02/05/2022 02:21 PM	Completed	97 hours22 mins	Now internet is properly working LAN cable problem solved
1235	IT03711	LOGESWARI.R	23/04/2022 09:16 AM	internet not working	internet not working	Manikandan.K-IT	28/04/2022 02:14 PM	P.Vignesh-IT	06/05/2022 11:02 AM	Completed	188 hours48 mins	checked and rectified the issue , now working fine

**Classification : 6**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1236	IT03712	Malarvizhi.S.OS nursing college	23/04/2022 09:50 AM	ICON	B.SC(N)-IYEAR PROJECTOR NOT CONNECTING	Manikandan.K-IT	04/05/2022 03:04 PM	R.Pandian-IT	12/05/2022 09:22 AM	Completed	186 hours18 mins	VGA CABLE REFIXED ITS WORKING WELL

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

PROPERLY.PLEASE  
RECTIFY THE  
PROBLEM

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1237	IT03731	Bouvanesvary.S	25/04/2022 09:55 AM	install SPSS Software for hod system	install SPSS Software for hod system	Manikandan.K-IT	28/04/2022 12:47 PM	P.Boopalan-IT	02/05/2022 02:13 PM	Completed	97 hours26 mins	INSTAL SPSS SOFTWARE FOR HOD SYSTEM

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1238	IT03735	Pushpa.K-DEO	25/04/2022 04:10 PM	Physics mam room system network not connecting	Physics mam room system network not connecting	Manikandan.K-IT	28/04/2022 12:46 PM	P.Vignesh-IT	06/05/2022 11:01 AM	Completed	190 hours14 mins	ip issue checked and rectified now working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1239	IT03733	Ashokkumar.R MRD	25/04/2022 12:35 PM	MRD department printer not working	MRD Department - Laser jet printer not working--through MRT system.	Manikandan.K-IT	28/04/2022 12:47 PM	R.Pandian-IT	12/05/2022 09:21 AM	Completed	332 hours33 mins	PRINTER CONTROL PANNEL SETUP RECONFIGURED ITS WORING WELL

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1240	IT03727	Ashokkumar.R MRD	25/04/2022 09:08 AM	opd counter system not working	MRD OPD counter no.2 not working for HMS software.	Manikandan.K-IT	28/04/2022 12:58 PM	R.Pandian-IT	12/05/2022 09:21 AM	Completed	332 hours23 mins	ip issue checked and rectified now working fine
1241	IT03728	Ashokkumar.R MRD	25/04/2022 09:09 AM	ward transfers regarding.	Ward transfers to be changed for department to another department report is to be not correct for admission list.	Manikandan.K-IT	28/04/2022 12:48 PM	Manikandan.K-IT	11/06/2022 11:56 AM	Completed	1055 hours8 mins	issue resolved



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1242	IT03730	S.Udhaya -MRD	25/04/2022 09:49 AM	DISCHARGE SUMMARY PAED ANX	HMS NOT WORKING	Manikandan.K-IT	28/04/2022 12:47 PM	R.Pandian-IT	12/05/2022 09:20 AM	Completed	332 hours32 mins	SERVER RESTART ITS WORKING WELL
1243	IT03729	Ashokkumar.R MRD	25/04/2022 09:36 AM	HMS software not working	MRD All OPD Counter system not working for HMS software.	Manikandan.K-IT	28/04/2022 12:47 PM	R.Pandian-IT	12/05/2022 09:20 AM	Completed	332 hours33 mins	ip issue checked and rectified now working fine

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1244	IT03734	Baskaran.R.Trans. Manag.	25/04/2022 12:42 PM	SIR PLEASE REMOVE K7 SECURITY	SIR PLEASE REMOVE K7 SECURITY	Manikandan.K-IT	28/04/2022 12:47 PM	P.Vignesh-IT	06/05/2022 11:02 AM	Completed	190 hours15 mins	k7 removed and reinstalled for site blocking , now site opening

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1245	IT03732	Divya.T	25/04/2022 11:02 AM	OFFICE PRINTER IS NOT WORKING	OFFICE PRINTER IS NOT WORKING	Manikandan.K-IT	28/04/2022 12:47 PM	P.Boopalan-IT	02/05/2022 02:20 PM	Completed	97 hours32 mins	PRINTER PROBLEM IS SOLVED NOW PRINTER IS PROPERRLY WORKING

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1246	IT03737	Umamaheswari.T	26/04/2022 09:25 AM	HR OFFICE IDCARD SECTION	software license upgrade problem	Manikandan.K-IT	28/04/2022 12:46 PM	P.Vignesh-IT	06/05/2022 11:01 AM	Completed	190 hours14 mins	checked and rectified the issue , now working fine

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1247	IT03741	P. Saranya	26/04/2022 03:10 PM	OT OFFICE	Respected Sir, Anesthesiology department hod system internet connection not working sir, kindly check sir	Manikandan.K-IT	28/04/2022 12:44 PM	P.Vignesh-IT	06/05/2022 11:01 AM	Completed	190 hours16 mins	ip issue checked and rectified now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1248	IT03740	Manimegalai.M-DEO	26/04/2022 11:32 AM	printer not working	printer not working for past one week	Manikandan.K-IT	28/04/2022 12:45 PM	R.Pandian-IT	16/05/2022 09:09 AM	Completed	428 hours24 mins	QUE CLEARED ITS WORKING WELL
1249	IT03739	Kandasamy.R-Civil	26/04/2022 10:34 AM	PRINTER NOT WORKING	PRINTER NOT WORKING URGENT REDY TO GRN	Manikandan.K-IT	28/04/2022 12:46 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:21 PM	Completed	48 hours35 mins	Printer tonner issue rectified. now working fine
1250	IT03743	Kandasamy.R-Civil	26/04/2022 04:09 PM	Printer not working properly in Civil stores	Printer not working properly in Civil stores	Manikandan.K-IT	28/04/2022 12:44 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:21 PM	Completed	48 hours36 mins	Printer tonner issue. Given requirement for Purchase dept.

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1251	IT03738	Maragatham.T	26/04/2022 10:35 AM	Internet is not working	Internet is not working (chrome problem)	Manikandan.K-IT	28/04/2022 12:45 PM	P.Boopalan-IT	02/05/2022 02:13 PM	Completed	97 hours27 mins	Now internet is properly working LAN cable problem solved

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1252	IT03742	A.Kumaresan - Store	26/04/2022 03:31 PM	It related materials received, checking the It dept	Dear sir, kindly for information, Today afternoon Mahaveer infotech material name Smps and Gigabyte 240gb ssd one number received from store, please check the IT person. By A.kumaresan store inchage, svmc. cell 9843638505.	Manikandan.K-IT	27/04/2022 02:46 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:18 PM	Completed	70 hours31 mins	IT Related material verification and singing work completed. SMPS for Special OPD collection and SSD for Insurance dept.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1253	IT03736	K.Suseela - Paramedical	26/04/2022 09:01 AM	SPL OPD NEUROLOGY	Network not connected	Manikandan.K-IT	28/04/2022 12:46 PM	P.Vignesh-IT	06/05/2022 11:00 AM	Completed	190 hours14 mins	ip issue checked and rectified now working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1254	IT03755	Kamashi @ Asha	27/04/2022 03:28 PM	account hospital	Sir, Mani sir system printer not connected	Manikandan.K-IT	28/04/2022 12:39 PM	Deenathayalan. V(IT)	16/05/2022 01:00 PM	Completed	432 hours20 mins	issue Resolved
1255	IT03750	P.Usha -DEO	27/04/2022 11:04 AM	printer not working	printer not working	Manikandan.K-IT	28/04/2022 12:40 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:17 PM	Completed	48 hours36 mins	Printer service call transferred to Mr.Vignesh, IT. Due to Convocation function work

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1256	IT03754	Anbarasan K Bio-Med.	27/04/2022 03:13 PM	Biomedical - UPS - Battery problem	Battery backup issue	Manikandan.K-IT	28/04/2022 12:40 PM	R.Pandian-IT	12/05/2022 09:18 AM	Completed	332 hours37 mins	ELECTRICAL ISSUE

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1257	IT03747	Ashokkumar.R MRD	27/04/2022 10:41 AM	IP no. not open	Yesterday one IP20220422139-Pakkiriyammal patient is discharg but no. is not opend for HMS software.	Manikandan.K-IT	27/04/2022 02:45 PM	Manikandan.K-IT	11/06/2022 11:55 AM	Completed	1077 hours9 mins	issue resolved
1258	IT03751	Ashokkumar.R MRD	27/04/2022 11:33 AM	Transfer out report-regarding.	Yesterdy four cases is room transfer and the same day discharge but transfers out report is not reflective.	Manikandan.K-IT	27/04/2022 02:35 PM	Manikandan.K-IT	11/06/2022 11:55 AM	Completed	1077 hours19 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

PICU TO PAED AND  
ANX  
20220422007  
20220422199  
20220421222  
20220421221  
20220421012

1259	IT03748	Ashokkumar.R MRD	27/04/2022 10:43 AM	Transfers out report is to be not corrected	Yesterdy one admission is room transfer and the same day discharge but transfers out report is not reflective. IP 20220418248-B/O Kavitha NICU To NEW BORN Ward.	Manikandan.K-IT	27/04/2022 02:44 PM	Manikandan.K-IT	11/06/2022 11:55 AM	Completed	1077 hours11 mins	issue resolved
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**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1260	IT03745	KALA.P	27/04/2022 09:33 AM	Dental - Academic Assistant	Principal room System not working.	Manikandan.K-IT	28/04/2022 12:43 PM	R.Pandian-IT	12/05/2022 09:19 AM	Completed	332 hours36 mins	Power cable refixed its working well
1261	IT03753	S.Udhaya -MRD	27/04/2022 02:46 PM	DISCHARGE SUMMERY 1	System No power on	Manikandan.K-IT	27/04/2022 02:49 PM	R.Pandian-IT	05/05/2022 03:02 PM	Completed	192 hours13 mins	Power cable refixed its working well

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1262	IT03752	Janaki.T-Aca Asst	27/04/2022 01:21 PM	Academic	Internet not working	Manikandan.K-IT	27/04/2022 02:33 PM	Deenathayalan. V(IT)	16/05/2022 01:00 PM	Completed	454 hours26 mins	lan cable problem

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1263	IT03744	P.Usha -DEO	27/04/2022 09:22 AM	Display Promblem	Display Promblem.	Manikandan.K-IT	28/04/2022 12:44 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:17 PM	Completed	48 hours32 mins	Call completed by Mr. Vignesh, IT

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1264	IT03746	Baskaran.R.Trans. Manag.	27/04/2022 09:39 AM	SHARE FOLDER NOT WORKING	SHARE FOLDER NOT WORKING	Manikandan.K-IT	28/04/2022 12:41 PM	P.Vignesh-IT	06/05/2022 10:58 AM	Completed	190 hours17 mins	issue rectified , now sharing folder working fine
1265	IT03749	Balamurugan.J.DE O	27/04/2022 10:47 AM	Dental Principal Room	Principal - SVDC, PC had show the below content Invalid configuration information - Please run SETUP program. Time - of - day not set - please run SETUP program.	Manikandan.K-IT	27/04/2022 02:44 PM	R.Pandian-IT	12/05/2022 09:19 AM	Completed	354 hours34 mins	CMOS BATTERY ISSUE NEW CMOS BATTERY REQUEST GIVEN

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1266	IT03762	P.Usha -DEO	28/04/2022 11:23 AM	printer not working	printer not working	Manikandan.K-IT	28/04/2022 12:36 PM	M.Ramesh kumar - Systems Engineer	30/04/2022 01:14 PM	Completed	48 hours38 mins	Printer service call transferred to Mr.Vignesh, IT. Due to Convocation function work
1267	IT03764	Sivasundari..G.S/ N	28/04/2022 01:48 PM	PRINTER NOT WORKING.	PRINTER NOT WORKING.	Manikandan.K-IT	28/04/2022 02:12 PM	P.Vignesh-IT	06/05/2022 10:58 AM	Completed	188 hours45 mins	checked and rectified the issue , now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1268	IT03761	K.Sundaramoorthy (Purchase)	28/04/2022 11:17 AM	DENTAL PURCHASE	SIR in our system net work not working and GRN NO.Cash GRN CPUR/SD/22-23/0011 dt.26.04.2022 pl. open the GRN	Manikandan.K-IT	28/04/2022 12:36 PM	Deenathayalan. V(IT)	16/05/2022 01:00 PM	Completed	432 hours24 mins	status open
1269	IT03757	Ashokkumar.R MRD	28/04/2022 09:52 AM	Discharge released by S/N-reg.	Yesterday one discharege released by staff nurse on 27.04.22 at 10.37 am. IP no.20220418213- Mrs.Venda.P-F-Ortho-ward. User ID:Pokkilai, S/N. Note:Actual Discharge	Manikandan.K-IT	28/04/2022 12:37 PM	Manikandan.K-IT	11/06/2022 11:55 AM	Completed	1055 hours17 mins	issue resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

26.04.2022

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1270	IT03759	D. Pokkilai -S/N	28/04/2022 10:14 AM	OPHTHAL WARD	SYSTEM NOT WORKING	Manikandan.K-IT	28/04/2022 12:37 PM	R.Pandian-IT	05/05/2022 03:02 PM	Completed	170 hours25 mins	IP Number conflict issue rectified now working fine. Given manual IP. Informed to Mr. Mani sir for IP to be changed in Database.

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1271	IT03756	Balamurugan.J.DE O	28/04/2022 09:24 AM	Principal Room SVDC	Principal PC has repair, kindly do the needful action immediately	Manikandan.K-IT	28/04/2022 12:39 PM	R.Pandian-IT	05/05/2022 03:02 PM	Completed	170 hours23 mins	Date and time changed now working fine

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1272	IT03758	A.Kumaresan - Store	28/04/2022 09:54 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, yesterday Network adapter 1 nos, and d link 305 meters cable 2 box Received from store, Please check the IT person. by A.kumaresan store incharge, svmc. cell 9843638505.	Manikandan.K-IT	28/04/2022 12:37 PM	M.Ramesh kumar - Systems Engineer	04/05/2022 02:52 PM	Completed	146 hours14 mins	Material checked and signed by Mr.Dheenadayalan, IT.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1273	IT03760	Nandhakumar S- Accounts	28/04/2022 10:21 AM	Internet Problem	Internet Problem A/c Manager System	Manikandan.K-IT	28/04/2022 12:36 PM	P.Boopalan-IT	02/05/2022 02:13 PM	Completed	97 hours36 mins	Now internet is properly working LAN cable problem solved
1274	IT03763	Anthony Ezhilarasi.A	28/04/2022 12:10 PM	Pathology lab	internet not working	Manikandan.K-IT	28/04/2022 12:35 PM	P.Vignesh-IT	06/05/2022 10:58 AM	Completed	190 hours22 mins	ip issue checked and rectified now working fine

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1275	IT03765	Sivasundari..G.S/ N	29/04/2022 11:42 AM	PRINTER NOT WORKING.	PRINTER NOT WORKING.	Manikandan.K-IT	04/05/2022 03:03 PM	P.Vignesh-IT	06/05/2022 10:57 AM	Completed	43 hours53 mins	checked and rectified the issue , now working fine

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1276	IT03766	I.IIakiya -DEO	29/04/2022 12:15 PM	UPS Connection - Reg	we received new UPS. so kindly connect the UPS as soon as possible.	Manikandan.K-IT	04/05/2022 03:03 PM	R.Pandian-IT	05/05/2022 03:01 PM	Closed	23 hours57 mins	NEW UPS INSTALLED SUCCESSFULLY ITS WORKING WELL

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1277	IT03767	Nagarathinam.V (Stores)	29/04/2022 12:59 PM	Rectify the missing Credit purchase GRN entry	Rectify the missing Credit purchase GRN entry PINV/CS/22-23/0252 29/04/2022 Details already sent through mail.	Manikandan.K-IT	04/05/2022 02:39 PM	Deenathayalan. V(IT)	16/05/2022 01:01 PM	Closed	286 hours22 mins	issue Resolved

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1278	IT03771	Jagadheeswari N	02/05/2022 11:29 AM	harddisk recovery	harddisk recovery	Manikandan.K-IT	04/05/2022 03:03 PM	P.Boopalan-IT	06/05/2022 02:18 PM	Completed	47 hours15 mins	clear shartcut and recover hardrive now it is properly working

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1279	IT03775	NANTHESHWARI.N	02/05/2022 03:05 PM	Printer paper is not properly printing	Printer paper is not properly printing	Manikandan.K-IT	04/05/2022 03:00 PM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:53 AM	Completed	18 hours53 mins	Printer issue rectified now working fine.
1280	IT03779	Divya.T	02/05/2022 04:56 PM	printer sharing problem and not working for HOD mam system	printer sharing problem and not working for HOD mam system	Manikandan.K-IT	04/05/2022 02:55 PM	P.Boopalan-IT	06/05/2022 02:19 PM	Completed	47 hours24 mins	printer sharing problem is rectified
1281	IT03774	Sugunakumari.J	02/05/2022 12:17 PM	printer issue	Department of Physiology Printer not working	Manikandan.K-IT	04/05/2022 03:01 PM	P.Boopalan-IT	06/05/2022 02:20 PM	Completed	47 hours18 mins	printer is going for service and its have logical board problem

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1282	IT03777	MANIBALAN.S	02/05/2022 04:15 PM	physiotherapy - svcprms	sir please create HMS one id for me .  name: SASI KUMAR J Designation: DEO location : pharmacy college	Manikandan.K-IT	04/05/2022 03:01 PM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:52 AM	Completed	18 hours50 mins	HMS User login username and password created and send to user

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1283	IT03769	Pushpa- DEO	02/05/2022 11:11 AM	system is not power on	system is not power on and not working	Manikandan.K-IT	04/05/2022 03:03 PM	P.Boopalan-IT	06/05/2022 02:19 PM	Completed	47 hours16 mins	
1284	IT03776	Suresh.R	02/05/2022 04:00 PM	Key board & Mouse installed	Pharmacy building 6th floor physiotherapy office room system keyboard & mouse installed	Manikandan.K-IT	04/05/2022 02:59 PM	P.Vignesh-IT	06/05/2022 10:56 AM	Completed	43 hours57 mins	new keyboard and mouse replaced, working fine
1285	IT03768	Thiruvengada Perumal	02/05/2022 10:49 AM	net connection was very slow in computer lab	Dear Team, we have university practical exam from	Manikandan.K-IT	04/05/2022 03:03 PM	R.Pandian-IT	05/05/2022 10:03 AM	Completed	19 hours0 mins	I checked all basic diagnostic steps problem found in system heat lab have 16 nos computer



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

4th may onwards, net connection is very slow in our computer lab..this lab exam is scheduled on 4th may through pharmacology lab.  
kindly send your IT team and rectify the problem immediately

without AC so some system getting nodisplay performance problem rectified

**Classification : 3**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1286	IT03778	MANIBALAN.S	02/05/2022 04:17 PM	physiotherapy - svcprms	need to install keyboard and mouse	Manikandan.K-IT	04/05/2022 03:01 PM	P.Vignesh-IT	06/05/2022 10:53 AM	Completed	43 hours51 mins	new keyboard and mouse replaced

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1287	IT03770	Jagadheeswari N	02/05/2022 11:28 AM	system should not opening	system should not opening	Manikandan.K-IT	04/05/2022 03:03 PM	P.Boopalan-IT	06/05/2022 02:18 PM	Completed	47 hours15 mins	clear system power socket problem and now system is working

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1288	IT03772	Sugunakumari.J	02/05/2022 12:14 PM	Network issue	Department of physiology Network connection not working	Manikandan.K-IT	04/05/2022 03:02 PM	P.Boopalan-IT	06/05/2022 02:17 PM	Completed	47 hours15 mins	change new IO port and now internet is properly working
1289	IT03773	Sugunakumari.J	02/05/2022 12:16 PM	IO Port	Department of Physiology New IO Port changed	Manikandan.K-IT	04/05/2022 03:02 PM	P.Boopalan-IT	06/05/2022 02:21 PM	Completed	47 hours18 mins	change new IO port for department

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1290	IT03786	R. Anitha -DEO	04/05/2022 11:02 AM	create new password for Respiratory Medicine	Create new password for Respiratory Medicine Dr.Kalaiyarasan and Dr.Kirthiga Lakshmi	Manikandan.K-IT	04/05/2022 02:40 PM	Deenathayalan. V(IT)	16/05/2022 05:10 PM	Closed	290 hours29 mins	kalaiyarasan@svmchrc.ac.in , kirthigalakshmi@svmchrc.ac.in Temp.password:svmchrc@123
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**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1291	IT03789	MEERA.R	04/05/2022 02:38 PM	endoscopy	PRINTER IS NOT WORKING IN ENDOSCOPY ROOM. PLS DO TH NEEDFUL.	Manikandan.K-IT	04/05/2022 02:39 PM	R.Pandian-IT	05/05/2022 10:01 AM	Closed	19 hours21 mins	PRINTER PAPER JAM IS CLEARED ITS WORKING WELL
1292	IT03792	Vimala P.- S/N	04/05/2022 03:58 PM	prienter not working	Printer not working in gynaec ward 1st floor.	Manikandan.K-IT	05/05/2022 09:55 AM	P.Vignesh-IT	13/05/2022 02:38 PM	Completed	196 hours42 mins	checked and rectified the issue , now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1293	IT03785	Kandasamy.R-Civil	04/05/2022 10:41 AM	HMS not working	HMS not working	Manikandan.K-IT	04/05/2022 02:54 PM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:51 AM	Completed	18 hours56 mins	System picked up unknown IP automatically. Given manual IP now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1294	IT03782	Kandasamy.R-Civil	04/05/2022 10:19 AM	System no power on	System no power on	Manikandan.K-IT	04/05/2022 02:55 PM	M.Ramesh kumar - Systems Engineer	05/05/2022 09:51 AM	Completed	18 hours56 mins	UPS not working. UPS battery issue now connected direct power. System working fine.
1295	IT03784	MEERA.R	04/05/2022 10:40 AM	endoscopy	SYSTEM IS NOT WORKING PROPERLY IN ENDOSCOPY ROOM.PLEASE DO THE NEEDFUL.	Manikandan.K-IT	04/05/2022 02:40 PM	R.Pandian-IT	05/05/2022 10:03 AM	Closed	19 hours22 mins	PRINTER PAPER JAM IS CLEARED ITS WORKING WELL
1296	IT03780	Santhi.K Admin	04/05/2022 09:00 AM	UPS FIXED	UPS FIXED FOR HR FACULTY MANAGER	Manikandan.K-IT	04/05/2022 02:55 PM	P.Boopalan-IT	06/05/2022 01:12 PM	Completed	46 hours17 mins	ups is fixed from ladies hostel

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

SYSTEM FROM  
LADIES HOSTEL

1297	CT1240	Malini K	04/05/2022 10:13 AM	system is freeze and not responding and it is very slow.	system is freeze and not responding and it is very slow.	Manikandan.K-IT	04/05/2022 02:41 PM	P.Boopalan-IT	06/05/2022 02:14 PM	Completed	47 hours33 mins	to clear all temp files and chache files and defragmentation and now system is properly working
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**Classification : 4**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1298	IT03793	Mathangi.M	04/05/2022 04:46 PM	ENT WARD TONNER want to replace it	ENT WARD TONNER want to replace it	Manikandan.K-IT	05/05/2022 09:56 AM	P.Vignesh-IT	06/05/2022 10:51 AM	Completed	24 hours55 mins	TONER CHANGED SUCCESFULLY, PRINTER WORKING FINE

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1299	IT03781	M.Vijayalakshmi - S/N	04/05/2022 09:13 AM	paediatric ward	LCD cable issue please check , while plugin the cable laptop screen is not projecting in projector.	Manikandan.K-IT	04/05/2022 02:41 PM	R.Pandian-IT	05/05/2022 10:02 AM	Completed	19 hours20 mins	LCD Cable damage new 15meter VGA Cable request given

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1300	IT03794	A.Kumaresan - Store	04/05/2022 04:55 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today evening 3 no`s ups battery received from store, so please check the It person. by A.kumaresan, store inchage, svmc. cell 9843638505.	Manikandan.K-IT	05/05/2022 09:55 AM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:19 PM	Completed	199 hours24 mins	IT Related material verification and singing work completed
1301	IT03790	A.Kumaresan - Store	04/05/2022 02:39 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today	Manikandan.K-IT	04/05/2022 02:54 PM	M.Ramesh kumar - Systems	05/05/2022 09:51 AM	Completed	18 hours56 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1302	IT03783	A.Kumaresan - Store	04/05/2022 10:38 AM	It related materials received, checking the It dept	afternoon compatible tonner 25 no's received from store, so please check the it person. by A.kumaresan store inchage, svmc.	Manikandan.K-IT	04/05/2022 02:38 PM	Engineer M.Ramesh kumar - Systems Engineer	04/05/2022 02:50 PM	Completed	0 hours12 mins	IT Related material verification and singing work completed for Discharge summery Gigabyte 256GB SSD and 8GB RAM - 02 Nos.
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**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1303	IT03791	Neelavathi.C - Lab Tech	04/05/2022 03:19 PM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	05/05/2022 09:56 AM	P.Vignesh-IT	06/05/2022 10:52 AM	Completed	24 hours55 mins	interface reopened and reopened the tomcat now values are populating in system.
1304	IT03788	Madhavi.E.Lab.Tech.	04/05/2022 01:18 PM	collection centre	forgot the password for this mail id please reset an provide new password  centrallab@svmchrc.a c.in	Manikandan.K-IT	04/05/2022 02:40 PM	Deenathayalan. V(IT)	16/05/2022 01:01 PM	Completed	286 hours21 mins	password reset
1305	IT03787	Reshma	04/05/2022 12:09 PM	INTERNET not working in VP Room	INTERNET not working in VP Room	Manikandan.K-IT	04/05/2022 02:40 PM	P.Boopalan-IT	06/05/2022 01:11 PM	Completed	46 hours31 mins	internet problem solved and assign manual to automatic ip address

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1306	IT03800	Divya.T	05/05/2022 02:36 PM	Instale the SPSS software in HOD system	Instale the SPSS software in HOD system	Manikandan.K-IT	05/05/2022 02:56 PM	P.Boopalan-IT	06/05/2022 01:11 PM	Completed	22 hours15 mins	INSTAL SPSS SOFTWARE FOR HOD SYSTEM
1307	IT03797	Divya.T	05/05/2022 11:33 AM	instale the SPSS software	instale the SPSS software in HOD mam System	Manikandan.K-IT	05/05/2022 01:45 PM	P.Boopalan-IT	06/05/2022 01:10 PM	Completed	23 hours25 mins	INSTAL SPSS SOFTWARE FOR HOD SYSTEM
1308	IT03798	Divya.T	05/05/2022 11:33 AM	instale the SPSS software	instale the SPSS software in HOD mam System	Manikandan.K-IT	05/05/2022 01:45 PM	P.Boopalan-IT	06/05/2022 01:10 PM	Completed	23 hours25 mins	INSTAL SPSS SOFTWARE FOR HOD SYSTEM
1309	IT03796	Divya.T	05/05/2022 11:33 AM	instale the SPSS software	instale the SPSS software in HOD mam System	Manikandan.K-IT	05/05/2022 01:45 PM	P.Boopalan-IT	06/05/2022 01:11 PM	Completed	23 hours25 mins	INSTAL SPSS SOFTWARE FOR HOD SYSTEM

**Classification : 4**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1310	IT03801	Divya.T	05/05/2022 02:37 PM	Printer is not working	Printer is not working	Manikandan.K-IT	05/05/2022 02:56 PM	P.Boopalan-IT	06/05/2022 01:10 PM	Completed	22 hours14 mins	printer sharing problem is solved

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1311	IT03799	Ashokkumar.R MRD	05/05/2022 11:48 AM	Discharge released - Reg.	Yesterday one discharge case release ward Staff Nurse user id: Baskal Pushparani.A on 05.05.2022 at 8:56 AM.Actual Discharge on 04.05.2022.(IP202205 03034-Mrs.Kalyani.) This problem some money time repeated for this HMS software.	Manikandan.K-IT	09/05/2022 03:03 PM	Manikandan.K-IT	11/06/2022 11:55 AM	Completed	788 hours51 mins	issue resolved

**Classification : 1**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1312	IT03795	Celine.A-S/N	05/05/2022 09:24 AM	MMW	PRINTER MACHINE NOT WORKING IN MMW.	Manikandan.K-IT	05/05/2022 09:53 AM	P.Vignesh-IT	06/05/2022 10:51 AM	Completed	24 hours57 mins	printer spooler restarted in server system. now printer working fine
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**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1313	IT03802	Kamashi @ Asha	06/05/2022 09:38 AM	account hospital	Final reminder kindly complete bio chemistry lab report most urgent	Manikandan.K-IT	09/05/2022 03:02 PM	Manikandan.K-IT	11/06/2022 11:54 AM	Completed	788 hours51 mins	issue resolved

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1314	IT03804	S.Sharmila -HR Asst.	06/05/2022 10:01 AM	NETWORK ISSUE	Failed network error	Manikandan.K-IT	09/05/2022 03:02 PM	R.Pandian-IT	12/05/2022 09:17 AM	Completed	66 hours15 mins	ip issue checked and rectified now working fine

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1315	IT03806	Malarvizhi.S.OS nursing college	06/05/2022 12:01 PM	ICON	Request to fix camera for B.Sc(N) first year class room	Manikandan.K-IT	09/05/2022 03:01 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:18 PM	Completed	98 hours17 mins	New CCTV camera installed at Nursing first year lecture hall with help of Mr.Manikandan, Maintenance department.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1316	IT03808	Thiruvengada Perumal	06/05/2022 01:15 PM	Kindly attend the Computer Problem in Library & Principal room	Dear Sir In our Pharmacy College Ground Floor Principal Room & Library Computer System Not Working Kindly attend the problem sir	Manikandan.K-IT	09/05/2022 03:01 PM	P.Vignesh-IT	18/05/2022 12:32 PM	Completed	213 hours31 mins	issue rectified , so we closing the ticket

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1317	IT03807	Savithri	06/05/2022 01:05 PM	SPECIAL OPD NEUROSURGERY ROOM INTERNET NOT CONNECTED	SPECIAL OPD NEUROSURGERY ROOM INTERNET NOT CONNECTED	Manikandan.K-IT	09/05/2022 03:01 PM	P.Vignesh-IT	13/05/2022 02:37 PM	Completed	95 hours36 mins	checked and rectified the issue , now working fine
1318	IT03809	Srinivasan.A-Librarian	06/05/2022 02:31 PM	Internet not Working	Internet not Working	Manikandan.K-IT	09/05/2022 03:00 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:19 PM	Completed	98 hours18 mins	Internet issue rectified now working fine.

**Classification : 2**

**RAM**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1319	IT03803	S.Udhaya -MRD	06/05/2022 09:55 AM	PAED ANX - DISCHARGE SUMMARY	RAM UPGRADED FOR DISCHARGE SUMMARY	Manikandan.K-IT	09/05/2022 03:02 PM	R.Pandian-IT	12/05/2022 09:17 AM	Completed	66 hours15 mins	RAM UPDATED

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1320	IT03805	Lilly Pushpam - S/N	06/05/2022 10:33 AM	MSW IP CASE SHEETS UNABLE TO ACCESS IT	MSW THERE ARE TWO CASE SHEETS IP NO 20220425150 NAME RATHINASAMY ,20220421040 NAME KATHAVARAYAN UNABLE TO ACCESS FOR DISCHARGE SUMMARY KINDLY SHOROUT THE ISSUES	Manikandan.K-IT	09/05/2022 03:01 PM	Manikandan.K-IT	11/06/2022 11:54 AM	Completed	788 hours53 mins	issue resolved

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1321	IT03810	Shalini.S-HR-Dept.	07/05/2022 09:23 AM	HRD	UPS problem in Recruitment system.....	Manikandan.K-IT	09/05/2022 03:00 PM	R.Pandian-IT	12/05/2022 09:16 AM	Completed	66 hours16 mins	UPS BATTERY ISSUE NEW UPS BATTERY REQUEST GIVEN

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

(Keerthana)

Kindly solve the issue.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1322	IT03812	Shalini.S-HR-Dept.	07/05/2022 02:25 PM	HRD	The Excel is not opening in HR_Rajan System..... (WinVNC - 10.1.4.98)	Manikandan.K-IT	09/05/2022 02:59 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:16 PM	InProgress	98 hours17 mins	

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1323	IT03813	Kasilingam.U - Insurance	07/05/2022 02:53 PM	Internet	Internet not working	Manikandan.K-IT	09/05/2022 02:58 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:17 PM	Completed	98 hours19 mins	System date and time not working properly. Changed date and time now working fine. Now internet working well

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1324	IT03811	Devi.V.(Billing)	07/05/2022 12:47 PM	BILLING HOSPITAL	Printer not working	Manikandan.K-IT	09/05/2022 03:00 PM	P.Vignesh-IT	16/05/2022 03:47 PM	Completed	168 hours47 mins	checked and rectified the issue , now working fine

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1325	IT03816	Kandasamy.R-Civil	09/05/2022 12:01 PM	NEW TONER INSTAL	NEW TONER INSTAL	Manikandan.K-IT	09/05/2022 02:58 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:16 PM	Completed	98 hours17 mins	Printer new toner installed successfully. Now working fine.
1326	IT03814	D. Pokkilai -S/N	09/05/2022 09:50 AM	OPHTHAL WARD	PRINTER NOT WORKING ITS TURNED ON BUT NOT SPOOLING COULDNT ABLE TO	Manikandan.K-IT	09/05/2022 02:58 PM	R.Pandian-IT	12/05/2022 09:16 AM	Completed	66 hours17 mins	Restart the communication setup its working



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

MANAGE THE LIST  
OF PRINTINGS

1327	IT03815	Kandasamy.R-Civil	09/05/2022 11:59 AM	PRINTER NOT WORKING	PRINTER NOT WORKING	Manikandan.K-IT	09/05/2022 02:58 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:13 PM	Completed	98 hours14 mins	Printer fuser unit issue. Given service request. Printer service completed under chargeable. Now printer working fine.
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**Classification : 3**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1328	IT03817	Anbarasan K Bio-Med.	09/05/2022 12:41 PM	Biomedical - UPS - Battery backup problem	Battery backup problem	Manikandan.K-IT	09/05/2022 02:44 PM	Manikandan.K-IT	11/06/2022 11:54 AM	Completed	789 hours9 mins	issue resolved. battery replaced

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1329	IT03818	Tamizhselvi.K	09/05/2022 01:19 PM	New UPS battery installation for dean office	New UPS battery installation for dean office	Manikandan.K-IT	09/05/2022 02:44 PM	P.Boopalan-IT	16/05/2022 11:10 AM	Completed	164 hours26 mins	ups battery installed
1330	IT03820	Savithri	09/05/2022 03:31 PM	SPECIAL OPD MHC SOFTWARE NOT WORKING	SPECIAL OPD MHC SOFTWARE NOT WORKING	Manikandan.K-IT	09/05/2022 04:16 PM	R.Pandian-IT	17/05/2022 04:43 PM	Completed	192 hours26 mins	power cable problem refixed the cable its working well

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1331	IT03819	P.Makeswari - DEO	09/05/2022 03:11 PM	CT 6 slice	CT 6 slice - need internet connection	Manikandan.K-IT	09/05/2022 04:18 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1332	IT03823	Malarvizhi.S.OS nursing college	10/05/2022 10:03 AM	ICON	1. TICKET FOR TO FIX CAMERA ON THE FIRST YEAR B.SC(N) CLASSROOM. 2. PLEASE CHECK OFFICE CAMERA.	Manikandan.K-IT	12/05/2022 02:21 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:08 PM	Completed	26 hours46 mins	New CCTV camera installed at Nursing first year lecture hall with help of Mr.Manikandan, Maintenance department.
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**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1333	IT03827	Umamaheswari.T	10/05/2022 12:28 PM	HR OFFICE IDCARD SECTION	change the id card printer ribbon	Manikandan.K-IT	12/05/2022 02:20 PM	R.Pandian-IT	14/05/2022 02:26 PM	Completed	48 hours6 mins	ID Card ribbon changed Its working well

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1334	IT03821	Malarvizhi.S.OS nursing college	10/05/2022 10:00 AM	ICON	COMMUNITY HEALTH NURSING HOD SYSTEM WORKS VERY SLOW,PLEASE SOLVE THIS PROBLEM	Manikandan.K-IT	12/05/2022 02:21 PM	R.Pandian-IT	17/05/2022 04:40 PM	Completed	122 hours19 mins	I checked all error finding steps problem found in system OS , waiting for the system for reinstall os but user not available
1335	IT03822	K.Sundaramoorthy (Purchase)	10/05/2022 10:03 AM	Desktop files missing in Dental Stores	Desktop files missing in Dental Stores	Manikandan.K-IT	12/05/2022 02:21 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:07 PM	Completed	26 hours46 mins	Problem solved. Hard disk error given. System HDD to be replaced.

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1336	IT03824	K.Sundaramoorthy (Purchase)	10/05/2022 10:05 AM	Google chrome not working properly in Dental Purchase	Google chrome not working properly in Dental Purchase	Manikandan.K-IT	12/05/2022 02:20 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:12 PM	Completed	26 hours51 mins	Google chrome problem rectified now working fine.

**Classification : 1**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1337	IT03825	Malarvizhi.S.OS nursing college	10/05/2022 10:06 AM	ICON	TO FIX DIGITAL PANEL BOARD IN FIRST YEAR B.SC(N) CLASSROOM.THIS IS RAISED BY ICON PRINCIPAL	Manikandan.K-IT	12/05/2022 02:20 PM	M.Ramesh kumar - Systems Engineer	17/05/2022 12:36 PM	Completed	118 hours15 mins	This type of work maintained by Maintenance department. Already informed to user (Mrs.Elamathi, DEO)
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**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1338	IT03826	P.Ashokkumar - S/N	10/05/2022 10:19 AM	PRINTER NOT WORKING	IN MALE SURGERY WARD ANNEX FOURTH FLOOR PRINTER NOT WORKING URGENTLY RECTIFE THE NEED	Manikandan.K-IT	12/05/2022 02:20 PM	P.Vignesh-IT	13/05/2022 02:37 PM	Completed	24 hours16 mins	checked and rectified the issue , now working fine

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1339	IT03830	Malarvizhi.S.OS nursing college	11/05/2022 10:56 AM	ICON	OS SYSTEM NEED TO INSTALL PDF EDITOR VP SYSTEM NEED TO INSTALL PDF EDITOR	Manikandan.K-IT	12/05/2022 02:19 PM	R.Pandian-IT	14/05/2022 02:25 PM	Completed	48 hours6 mins	PDF EDITOR INSTALLED SUCCESSFULLY ITS WORKING WELL

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1340	IT03837	Shalini.S-HR- Dept.	11/05/2022 12:17 PM	HRD	Kindly give network connection to lab top	Manikandan.K-IT	12/05/2022 02:17 PM	P.Vignesh-IT	13/05/2022 02:29 PM	Completed	24 hours11 mins	laptop wifi issue rectified and internet working fine now

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1341	IT03836	S.Balaraman	11/05/2022 11:31 AM	Need Dental college 5th floor CCTV footage	Need Dental college 5th floor CCTV footage	Manikandan.K-IT	12/05/2022 02:18 PM	M.Ramesh kumar - Systems	13/05/2022 05:05 PM	Completed	26 hours47 mins	Given Dental college fifth floor CCTV footage to Fire safety officer for water line pipe

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Engineer

missing.

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1342	IT03831	Malarvizhi.S.OS nursing college	11/05/2022 10:58 AM	ICON	PRINCIPAL SYSTEM NEED TO CONNECT PRINTER VP PRINTER PROBLEM	Manikandan.K-IT	12/05/2022 02:19 PM	R.Pandian-IT	16/05/2022 09:07 AM	Completed	90 hours48 mins	PRINTER CONNECTED AND CONTROL PANNEL SETTING CHANGED.

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1343	IT03834	Saranya.A	11/05/2022 11:23 AM	HMS not working properly	HMS not working properly	Manikandan.K-IT	12/05/2022 02:18 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:06 PM	Completed	26 hours48 mins	HMS Problem rectified now working fine.

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1344	IT03829	Kasilingam.U - Insurance	11/05/2022 08:42 AM	Biometric	Biometric device not working	Manikandan.K-IT	12/05/2022 02:19 PM	R.Pandian-IT	17/05/2022 04:41 PM	Completed	122 hours22 mins	biometric device is not support old version OS and Old version system

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1345	IT03835	Saranya.A	11/05/2022 11:24 AM	System not working	System not working	Manikandan.K-IT	12/05/2022 02:18 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:05 PM	Completed	26 hours46 mins	System power issue rectified now working fine.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1346	IT03832	Malarvizhi.S.OS nursing college	11/05/2022 10:58 AM	ICON	B.SC(N)-II YEAR CLASS PROJECTOR NEED TO CONNECT	Manikandan.K-IT	12/05/2022 02:19 PM	R.Pandian-IT	14/05/2022 02:23 PM	Completed	48 hours4 mins	Projector sent to service by ICON

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1347	IT03838	Neelavathi.C - Lab Tech	11/05/2022 02:37 PM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	12/05/2022 02:17 PM	Deenathayalan. V(IT)	16/05/2022 01:01 PM	Completed	94 hours44 mins	network issue problem resolved
1348	IT03833	I.IIakiya -DEO	11/05/2022 10:59 AM	NABH Office	Ether Net need to install	Manikandan.K-IT	12/05/2022 02:18 PM	P.Vignesh-IT	13/05/2022 02:28 PM	Completed	24 hours9 mins	ethernet adaptor installed successfully , now working fine

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1349	IT03839	Savithri	12/05/2022 08:57 AM	SPECIAL OPD BILLING PRINTER NOT WORKING	SPECIAL OPD BILLING PRINTER NOT WORKING	Manikandan.K-IT	12/05/2022 02:17 PM	P.Vignesh-IT	17/05/2022 04:41 PM	Completed	122 hours23 mins	Printer problem rectified now working fine

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1350	IT03843	Krishnamoorthy S -Mainten	12/05/2022 04:19 PM	Biometric device not working in Boys Hostel	Biometric device not working in Boys Hostel	Manikandan.K-IT	13/05/2022 09:49 AM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:04 PM	Completed	7 hours15 mins	Biometric server URL changed now working fine

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1351	IT03842	SANGAR GANESH.R	12/05/2022 02:15 PM	Internet not working and chome not open	Internet not working and chome not open	Manikandan.K-IT	12/05/2022 02:16 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:04 PM	Completed	26 hours47 mins	Internet issue rectified now working fine.
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**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1352	IT03840	S.Ananthi -Billing	12/05/2022 10:03 AM	SPL.OPD BILLING	SPL.OPD BILLING PRINTER(EPSON) GETTING STUCK FREQUENTLY.	Manikandan.K-IT	12/05/2022 02:17 PM	P.Vignesh-IT	17/05/2022 04:39 PM	Completed	122 hours22 mins	dusts are cleared and serviced the printer now working fine
1353	IT03841	S.Ananthi -Billing	12/05/2022 10:04 AM	SPL.OPD BILLING	SPL.OPD ONTHER BILLING PRINTER(EPSON) SHARING NOT	Manikandan.K-IT	12/05/2022 02:17 PM	P.Vignesh-IT	18/05/2022 12:32 PM	Completed	142 hours15 mins	informed details to user about the printer sharing issue.

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1354	IT03844	Sugunakumari.J	13/05/2022 09:00 AM	Network Issue	Department of Physiology Network Issue for Associate Professor room	Manikandan.K-IT	13/05/2022 09:48 AM	P.Boopalan-IT	16/05/2022 11:08 AM	Completed	73 hours19 mins	Now internet is properly working LAN cable problem solved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1355	IT03857	MEERA.R	13/05/2022 03:08 PM	ENDOSCOPY	PRINTER IS NOT WORKING IN ENDOSCOPY ROOM.PLS DO	Manikandan.K-IT	13/05/2022 05:04 PM	R.Pandian-IT	14/05/2022 02:18 PM	Closed	21 hours13 mins	Reconfigure the printer ink setting its working well

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1356	IT03856	Nandhakumar S- Accounts	13/05/2022 02:53 PM	Acc Manager System UPS Problem	Acc Manager System UPS Problem	Manikandan.K-IT	13/05/2022 05:04 PM	P.Boopalan-IT	16/05/2022 11:09 AM	Completed	66 hours4 mins	ups output backup not supported
1357	IT03847	Kandasamy.R- Civil	13/05/2022 10:32 AM	New UPS Battery installation	New UPS Battery installation	Manikandan.K-IT	13/05/2022 11:32 AM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:03 PM	Completed	5 hours30 mins	New UPS Battery replaced and now working fine

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1358	IT03846	Ashokkumar.R MRD	13/05/2022 09:00 AM	Academic admission- Reg.	Yesterday two academic admission record not viewed for admission register college screen and discharge screen in HMS software. 1.IP20220512100- DHAMODHARAN. 2.IP20220512102- RAGURAMAN. take necessary action.	Manikandan.K-IT	13/05/2022 09:48 AM	Manikandan.K- IT	11/06/2022 11:54 AM	Completed	698 hours5 mins	issue resolved
1359	IT03853	Ashokkumar.R MRD	13/05/2022 12:24 PM	HMS Software-Reg.	MRD Registration counters HMS software not working.	Manikandan.K-IT	13/05/2022 01:01 PM	R.Pandian-IT	14/05/2022 02:18 PM	Completed	25 hours17 mins	ip issue checked and rectified now working fine

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1360	IT03848	Radhika.N-S/N	13/05/2022 11:36 AM	ENT OPD	SPEECH THEROPY ROOM SYSTEM PROBLEM	Manikandan.K-IT	13/05/2022 01:04 PM	R.Pandian-IT	14/05/2022 02:24 PM	Completed	25 hours19 mins	SYSTEM IO PORT NOT WORKING RECONFIGURE THE IO SETTING ITS WORKING WELL
1361	IT03852	K.SATHISH KANNAN	13/05/2022 12:04 PM	OM	NEED TO INSTALL PHOTOSHOP	Manikandan.K-IT	13/05/2022 01:01 PM	P.Vignesh-IT	13/05/2022 02:26 PM	Completed	1 hours24 mins	installed photoshop and it is working fine
1362	IT03845	Mathangi.M	13/05/2022 09:01 AM	ENT OPD	ENT OPD procedure room projector is not working properly	Manikandan.K-IT	13/05/2022 09:48 AM	P.Vignesh-IT	13/05/2022 02:27 PM	Completed	4 hours38 mins	checked the projector one pin is damaged , rectified now working fine.
1363	IT03854	Pushpa- DEO	13/05/2022 12:34 PM	INTERNET NOT WORKING MEDISTEER NOT	INTERNET NOT WORKING MEDISTEER NOT	Manikandan.K-IT	13/05/2022 01:01 PM	P.Boopalan-IT	16/05/2022 11:08 AM	Completed	70 hours7 mins	internet problem solved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

WORKING

WORKING

**Classification : 4**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1364	IT03849	Radhika.N-S/N	13/05/2022 11:37 AM	ENT PRCEDURE ROOM	NEED TO CHECK LCD IN PROCEDURE ROOM	Manikandan.K-IT	13/05/2022 01:03 PM	R.Pandian-IT	14/05/2022 02:23 PM	Completed	25 hours19 mins	LCD cable reconfigured its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1365	IT03851	Nagarathinam.V (Stores)	13/05/2022 11:46 AM	Material Checking Purpose:	Material Checking Purpose: 1. Toner compartable 12A - 10 nos	Manikandan.K-IT	13/05/2022 01:02 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:03 PM	Closed	4 hours1 mins	IT Related material verification and singing work completed
1366	IT03850	Nagarathinam.V (Stores)	13/05/2022 11:45 AM	Material Checking Purpose:	Material Checking Purpose: 1.UPS BATTERY	Manikandan.K-IT	13/05/2022 01:03 PM	M.Ramesh kumar - Systems Engineer	13/05/2022 05:02 PM	Closed	3 hours59 mins	IT Related material verification and singing work completed

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1367	IT03864	Bouvanesvary.S	14/05/2022 11:59 AM	SPSS software is installed for VP Modem System	SPSS software is installed for VP Modem System	Manikandan.K-IT	16/05/2022 05:04 PM	P.Boopalan-IT	21/05/2022 12:10 PM	Completed	115 hours6 mins	spss software is installed and now it is propperly working

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1368	IT03858	Reshma	14/05/2022 09:08 AM	printer problem	printer problem	Manikandan.K-IT	14/05/2022 09:41 AM	P.Boopalan-IT	16/05/2022 11:07 AM	Completed	49 hours26 mins	PRINTER PROBLEM IS SOLVED NOW PRINTER IS PROPERRLY WORKING

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1369	IT03862	P. Saranya	14/05/2022 10:57 AM	OT OFFICE	Respected Sir ,Anesthesiology department HOD system internet connect not working sir, please check sir	Manikandan.K-IT	16/05/2022 05:04 PM	P.Vignesh-IT	18/05/2022 12:33 PM	Completed	43 hours28 mins	switch rack issue rectified , now internet working fine
1370	IT03861	P. Saranya	14/05/2022 10:55 AM	OT OFFICE	Respected Sir ,Anesthesiology department system internet connect not working sir, please check sir	Manikandan.K-IT	16/05/2022 05:04 PM	P.Vignesh-IT	17/05/2022 04:35 PM	Completed	23 hours30 mins	internet connection drop due to issue in floor switch , rectified the issue now working fine

**Classification : 2**

**VCLOUD DEVICE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1371	IT03860	S.Elavazhagi - DEO	14/05/2022 10:37 AM	disharge summary	vmatrix not working	Manikandan.K-IT	16/05/2022 05:04 PM	P.Vignesh-IT	17/05/2022 04:34 PM	Completed	23 hours29 mins	server system restarted and checked the system working fine now

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1372	IT03859	A.Kumaresan - Store	14/05/2022 09:50 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, Central store Yesterday V.cloudpoint 1 no`s received from store. So please check the It person. thank you sir, by A.kumaresan, store inchage, svmc.	Manikandan.K-IT	16/05/2022 05:05 PM	M.Ramesh kumar - Systems Engineer	17/05/2022 12:31 PM	Completed	19 hours26 mins	VCloud point device checked and signed. Male Surgical Ward
1373	IT03863	P. Saranya	14/05/2022 10:58 AM	OT OFFICE	Respected Sir ,Anesthesiology department Office system stores material verify indent	Manikandan.K-IT	16/05/2022 05:04 PM	P.Vignesh-IT	17/05/2022 04:42 PM	Completed	23 hours37 mins	network switch issue checked and rectified the issue , now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

name list not properly  
sir, please check sir  
.Thank you

1374	IT03866	Nagarathinam.V (Stores)	14/05/2022 04:22 PM	Material Checking Purpose:	Material Checking Purpose: 1. UPS 650va(Microtek) - 1nos ( Mahaveer infotech)	Manikandan.K-IT	16/05/2022 05:03 PM	M.Ramesh kumar - Systems Engineer	17/05/2022 12:32 PM	Closed	19 hours29 mins	IT Related material verification and singing work completed. UPS for MRD
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**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1375	IT03865	Manimegalai.M- DEO	14/05/2022 02:15 PM	SYSTEM MONITOR ISSUES	NS OFFICE SYSTEM NUMBER - 2 MONITOR GETTING SLOW AND AUTOMATICALLY SHUTDOWN	Manikandan.K-IT	16/05/2022 05:03 PM	P.Vignesh-IT	17/05/2022 04:40 PM	Completed	23 hours37 mins	Power cable refixed its working well

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1376	CT1258	Punithavally D	16/05/2022 09:09 AM	folder sharing	Need folder sharing in new system biochemistry department	Manikandan.K-IT	16/05/2022 05:02 PM	P.Vignesh-IT	17/05/2022 04:32 PM	Completed	23 hours29 mins	folder sharing given in bio chemistry , for deo use

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1377	IT03877	Thanikaivel.S- Accounts	16/05/2022 03:55 PM	Accounts dept. (H)	Printers inter change and installation	Manikandan.K-IT	16/05/2022 05:00 PM	P.Vignesh-IT	17/05/2022 04:34 PM	Completed	23 hours33 mins	printer inter changed successfully and configuration done , working fine now
1378	IT03867	S.Ananthi -Billing	16/05/2022 09:01 AM	PRINTER NOT CONNECTED	SPL.OPD BILLING ON THER SYSTEM PRINTER NOT CONNECTED . AUTOMATICALLY CLOSED TO THE HMS SOFTWARE.	Manikandan.K-IT	16/05/2022 05:02 PM	P.Vignesh-IT	17/05/2022 04:32 PM	Completed	23 hours29 mins	printer sharing issue rectified and informed to user about epson billing printer status , so we closing the ticket

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1379	IT03874	Malarvizhi.S.OS nursing college	16/05/2022 12:21 PM	ICON OFFICE	SOUSSILA (DEO) - UPS PROBLEM	Manikandan.K-IT	16/05/2022 05:01 PM	R.Pandian-IT	17/05/2022 04:38 PM	Completed	23 hours37 mins	I checked all basic diagnostic steps problem found in ups power board and ups battery also so we recommend for contaminate the ups and new ups request given

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1380	IT03872	Bouvanesvary.S	16/05/2022 11:57 AM	Dept. system is very slow	Dept. system is very slow	Manikandan.K-IT	16/05/2022 05:02 PM	P.Boopalan-IT	21/05/2022 12:10 PM	Completed	115 hours8 mins	Clear all temp file,cache file, disk clean up,prefetch,ccleaner,recent file deletion,Defragmentation process now laptop is perform efficient compare to before, problem solved
1381	IT03878	Nagarathinam.V (Stores)	16/05/2022 04:13 PM	SYSTEM NOT WORKING	system not working - user: Nagarathinam	Manikandan.K-IT	16/05/2022 05:00 PM	R.Pandian-IT	17/05/2022 04:36 PM	Closed	23 hours35 mins	I checked all basic diagnostic steps problem found in system ram dust clean and refixed its working well
1382	IT03875	Rajeshwari B-Office Asst.	16/05/2022 01:55 PM	MY SYSTEM IS VERY SLOW AND NOT WORKING WELL	MY SYSTEM IS VERY SLOW AND NOT WORKING WELL	Manikandan.K-IT	16/05/2022 05:01 PM	P.Boopalan-IT	21/05/2022 12:09 PM	Completed	115 hours8 mins	to clear all temp files and chache files and defragmentation and now system is properly working
1383	IT03873	Malarvizhi.S.OS nursing college	16/05/2022 12:19 PM	ICON	VP SYSTEM NEED TO INSERT PROCESSOR	Manikandan.K-IT	16/05/2022 05:01 PM	R.Pandian-IT	17/05/2022 04:38 PM	Completed	23 hours36 mins	New second hand processor inserted its working well
1384	IT03871	S.Balaraman	16/05/2022 11:39 AM	System very slow	System very slow	Manikandan.K-IT	16/05/2022 05:02 PM	M.Ramesh kumar - Systems Engineer	17/05/2022 12:29 PM	Completed	19 hours27 mins	System temp. files deleted, check disk and defragmentation applied. Run CCleaner . Now working fine.

**Classification : 5**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1385	IT03869	Kamaraj.K Pur.Officer.	16/05/2022 11:20 AM	PURCHASE	SHARING PRINTER NOT WORKING	Manikandan.K-IT	16/05/2022 05:02 PM	P.Vignesh-IT	18/05/2022 12:33 PM	Completed	43 hours31 mins	checked and rectified the issue , now working fine
1386	IT03876	Malini K	16/05/2022 02:10 PM	Keyboard problem.	Keyboard problem. Department of pathology.	Manikandan.K-IT	16/05/2022 05:01 PM	P.Boopalan-IT	21/05/2022 12:09 PM	Completed	115 hours8 mins	now keyboard is properly working
1387	IT03879	Santhi.G	16/05/2022 04:56 PM	Biometric update in all hostels	Biometric attendance of all hostel students not able to download and take print out in all hostels. kindly do the need	Manikandan.K-IT	16/05/2022 05:03 PM	M.Ramesh kumar - Systems Engineer	17/05/2022 12:30 PM	Completed	19 hours26 mins	Biometric download issue completed now working fine.
1388	IT03870	Kamaraj.K Pur.Officer.	16/05/2022 11:21 AM	PURCHASE	HMS NOT WORKING	Manikandan.K-IT	16/05/2022 05:02 PM	P.Vignesh-IT	17/05/2022 04:33 PM	Completed	23 hours31 mins	restarted the tomcat and checked twice , now hms working fine
1389	IT03868	Suba	16/05/2022 09:27 AM	MRD DENTAL	MRD SOFTWARE NOT WORKING SIR ,	Manikandan.K-IT	16/05/2022 05:02 PM	Manikandan.K-IT	11/06/2022 11:53 AM	Completed	618 hours51 mins	issue resolved

**Classification : 5**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1390	IT03891	Manikandan.K-IT	17/05/2022 02:52 PM	CCTV footage for transport dept.	CCTV footage for transport dept.	Manikandan.K-IT	17/05/2022 02:53 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:38 AM	Completed	163 hours44 mins	CCTV 2 days (14-05-22 to 16-05-22 8.00am) footage downloaded and given to Transport manager. Instructed by Mr.Mani, IT Incharge
1391	IT03890	Manikandan.K-IT	17/05/2022 02:51 PM	CCTV footage for staff nurse jewel	CCTV footage for staff nurse jewel monitoring complaint	Manikandan.K-IT	17/05/2022 02:54 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:42 AM	Completed	163 hours48 mins	CCTV Footage checked for our staff nurse. Jewel theft regarding.

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1392	IT03888	Manikandan.K-IT	17/05/2022 01:11 PM	Dental email ID password reset	vppgstudy@svdcpody.ac.in hod.prostho@svdcpody.	Manikandan.K-IT	17/05/2022 01:11 PM	Deenathayalan. V(IT)	30/05/2022 02:50 PM	Completed	313 hours38 mins	password reset

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ac.in  
varshamurthy@svdcpo  
ndy.ac.in  
prostho@svdcpondy.a  
c.in

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1393	IT03895	MEERA.R	17/05/2022 03:43 PM	ENDOSCOPY	IN ENDOSCOPY ROOM, PRINTER INK IS NEED TO REFILL.PLS DO THE NEEDFUL.	Manikandan.K-IT	21/05/2022 04:29 PM	R.Pandian-IT	27/05/2022 04:00 PM	Closed	143 hours31 mins	Printer ink filled successfully and printer qulity also checked its woking well
1394	IT03886	Malarvizhi.S.OS nursing college	17/05/2022 10:59 AM	ICON VP	VP SYSTEM PRINTER PROBLEM	Manikandan.K-IT	17/05/2022 12:35 PM	R.Pandian-IT	17/05/2022 04:35 PM	Completed	3 hours59 mins	I Checked all basic error finding steps problem found in printer power cable refix the cable its working well
1395	IT03885	Malarvizhi.S.OS nursing college	17/05/2022 10:57 AM	ICON PRINCIPAL	PRINCIPAL SYSTEM SHARING PRINTER NOT WORKING.	Manikandan.K-IT	17/05/2022 12:35 PM	R.Pandian-IT	17/05/2022 04:34 PM	Completed	3 hours58 mins	I checked all basic error finding steps problem found in printer server system restart the system its working well
1396	IT03880	A.Renuga Devi - New S/N	17/05/2022 09:20 AM	MOW	PRINTER NOT WORKING	Manikandan.K-IT	17/05/2022 12:36 PM	P.Vignesh-IT	17/05/2022 04:30 PM	Completed	3 hours53 mins	PRINTER SPOOLER RESTARTED IN SERVER SYSTEM , NOW PRINTER WORKING FINE

**Classification : 4**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1397	IT03883	Anandh.D	17/05/2022 10:52 AM	Dental accounts	MRD Software Not Connected & Microsoft Office Activation Key.....	Manikandan.K-IT	17/05/2022 12:35 PM	R.Pandian-IT	27/05/2022 04:02 PM	Completed	243 hours26 mins	its working well

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1398	IT03881	NANTHESHWARI. N	17/05/2022 09:41 AM	DENTAL HOSTEL	Add company name and department name for Dental boys hostel and dental girls hostel	Manikandan.K-IT	17/05/2022 12:36 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:43 AM	Completed	166 hours6 mins	Company name and Department added in biometric (Essl) software. Informed to User.
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**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1399	IT03889	P.Makeswari - DEO	17/05/2022 02:50 PM	CT 64 slice - system is slow	CT 64 slice - system is slow	Manikandan.K-IT	17/05/2022 02:53 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1400	IT03892	A.Kumaresan - Store	17/05/2022 03:31 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, yesterday 12a tonner refiling 30 nos, in Mr Bharath, so please check the It person, thank you sir, by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	21/05/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:37 AM	Completed	67 hours10 mins	IT Related material verification and singing work completed
1401	IT03893	A.Kumaresan - Store	17/05/2022 03:35 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, last Saturday 88a tonner refiling 14 nos, in Mr Bharath, so please check the It person, thank you sir, by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	21/05/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:40 AM	Completed	67 hours12 mins	Toner (88A) 14 Nos. refilled work completed. Checked and signed. Coordinate with Mr.Bharath, Service Engineer (OHM).
1402	IT03894	A.Kumaresan - Store	17/05/2022 03:36 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today afternoon two supplier, it related materials	Manikandan.K-IT	21/05/2022 03:27 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:41 AM	Completed	67 hours14 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

received , So please  
check the It person,  
thank you sir.  
by  
A.kumaresan  
store incharge,  
svmc  
cell 9843638505.

**Classification : 3**

**Asset work**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1403	IT03884	Malarvizhi.S.OS nursing college	17/05/2022 10:52 AM	ICON	VP SYSTEM NEED TO INTERCHANGE OLD SYSTEM FOR COMMUNITY HEALTH NURSING HOD	Manikandan.K-IT	17/05/2022 12:36 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1404	IT03882	Gounabady.R - DEO	17/05/2022 10:32 AM	system and printer not working	system and printer not working in the ophthal ward, third floor, hospital side	Manikandan.K-IT	17/05/2022 12:36 PM	P.Vignesh-IT	17/05/2022 04:31 PM	Completed	3 hours54 mins	server system restarted and printer spooler restarted for system and printer issue now both are working fine
1405	IT03887	S.Ananthi -Billing	17/05/2022 12:45 PM	BILLING PRINTER SERVICE	SPL.OPD BILLING PRINTER NEED TO SERVICE.	Manikandan.K-IT	17/05/2022 02:27 PM	R.Pandian-IT	17/05/2022 04:43 PM	Completed	2 hours16 mins	Billing printer service done dust clean and lubrication oil service done its working well

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1406	IT03900	Saranya.A	18/05/2022 03:09 PM	Paediatrics office	Paediatrics office HMS software not working Please check sir. Thank you	Manikandan.K-IT	21/05/2022 04:28 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:37 AM	Completed	66 hours9 mins	HMS Problem rectified now working fine.

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1407	IT03902	Viji	18/05/2022 03:53 PM	Scanner not working in Nursing office	Scanner not working in Nursing office	Manikandan.K-IT	21/05/2022 04:28 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:37 AM	Completed	66 hours8 mins	Kycera Scanner problem rectified now working fine.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1408	IT03899	Muniamma.K	18/05/2022 03:09 PM	SYSTEM VERY SLOW	DEPT.OF BIOCHEMISTRY. DEMO HALL-I SYSTEM VERY SLOW PLEASE VERIFY AND CHECK	Manikandan.K-IT	21/05/2022 04:28 PM	P.Boopalan-IT	08/06/2022 02:00 PM	Completed	429 hours31 mins	Clear all temp file,cache file, disk clean up,prefetch,ccleaner,recent file deletion,Defragmentation process now laptop is perform efficient compare to before, problem solved
1409	IT03901	Pukazenti N.R. DGM	18/05/2022 03:09 PM	DGM OFFICE - WINDOWS LICENSE REG	My system windows license is expired. Kindly update.	Manikandan.K-IT	21/05/2022 03:26 PM	P.Vignesh-IT	23/05/2022 11:56 AM	Completed	44 hours29 mins	windows license updated through windows key updating software, now everything working fine
1410	IT03896	MEERA.R	18/05/2022 09:57 AM	ENDOSCOPY	SYSTEM AUTO OFF PROBLEM	Manikandan.K-IT	21/05/2022 04:29 PM	R.Pandian-IT	27/05/2022 04:03 PM	Closed	143 hours34 mins	system power panel setting changed problem cleared

**Classification : 3**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1411	IT03898	P.Makeswari - DEO	18/05/2022 02:38 PM	one ordinary mouse is required for the department	one ordinary mouse is required for the department	Manikandan.K-IT	21/05/2022 03:26 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1412	IT03897	P.Makeswari - DEO	18/05/2022 12:47 PM	usg deo room - printer problem	usg deo room - printer problem	Manikandan.K-IT	21/05/2022 04:28 PM	R.Pandian-IT	27/05/2022 04:02 PM	Completed	143 hours33 mins	Printer paper jam is cleared its working well



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1413	IT03909	Thiruvengada Perumal	19/05/2022 03:52 PM	kindly attend the system problem	Sir In Our Pharmacy College All Computer system are very Slow, So please rectify the problem sir	Manikandan.K-IT	21/05/2022 04:27 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1414	IT03903	Angelice Pereira.A -DEO	19/05/2022 08:54 AM	HMS credit - Dr. ELAMPARITHI. P - SR	HMS credit Department of General Medicine Dr. ELAMPARITHI. P - SR, Dr. KALAIVANI - SR	Manikandan.K-IT	21/05/2022 03:26 PM	Manikandan.K-IT	11/06/2022 11:53 AM	Completed	500 hours26 mins	HMS ID not given to SR need MS approval

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1415	IT03904	I.IIakiya -DEO	19/05/2022 09:31 AM	NABH OFFICE	Word document corrupted kindly rectify as soon as possible.	Manikandan.K-IT	21/05/2022 04:27 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:33 AM	Completed	66 hours5 mins	MS Word document problem rectified now working fine.
1416	IT03906	S.Ananthi -Billing	19/05/2022 12:19 PM	Windows 11 upgradation in Spl.OPD Billing	Windows 11 upgradation in Spl.OPD Billing	Manikandan.K-IT	21/05/2022 03:25 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:35 AM	Completed	67 hours9 mins	System Os upgradation from Windows 10 to Windows 11. Now working fine Instructed by Mr. Mani, IT Incharge

**Classification : 2**

**HARD DISK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1417	IT03910	N.Senbagavalli	19/05/2022 03:58 PM	DENTAL PURCHASE	NEW HARD DISK INSTALLATION - DENTAL STORE	Manikandan.K-IT	21/05/2022 04:27 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:34 AM	Completed	66 hours6 mins	New Seagate 1 TB harddisk installed. Windows 10 pro OS and basic software installed successfully.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1418	IT03905	Divya.T	19/05/2022 10:45 AM	service the system in research lab	service the system in research lab and reinstallation SPSS software for SPSS workshop	Manikandan.K-IT	21/05/2022 03:26 PM	P.Boopalan-IT	21/05/2022 03:31 PM	Completed	0 hours4 mins	Install spss software

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1419	IT03907	A.Kumaresan - Store	19/05/2022 02:11 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today MORNING project dept. SSD 1 no`s , it related materials received , So please check the It person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	21/05/2022 03:21 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:33 AM	Completed	67 hours11 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1420	IT03908	Thiruvengada Perumal	19/05/2022 03:30 PM	Kindly attend the Computer problem in Exam Cell & Library sir	Sir In Our Pharmacy College Exam Cell System & Library system is in problem So please put OS for these System, And library System Monitor also in problem, and 2 nos of UPS in problem, so please rectify the problem sir	Manikandan.K-IT	21/05/2022 04:27 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1421	IT03918	Pushpa.K-DEO	20/05/2022 04:32 PM	PACS system	Unable case send for PACS system	Manikandan.K-IT	21/05/2022 04:20 PM	Deenathayalan. V(IT)	30/05/2022 02:51 PM	Completed	214 hours31 mins	network issue problem resolved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1422	IT03919	Pushpa.K-DEO	20/05/2022 04:34 PM	USG office room-Requirement ( sharing printer connection)	USG office room-Requirement ( sharing printer connection)	Manikandan.K-IT	21/05/2022 04:20 PM	Deenathayalan. V(IT)	30/05/2022 02:51 PM	Completed	214 hours31 mins	printer sharing done

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1423	IT03914	Anbarasan K Bio-Med.	20/05/2022 10:46 AM	Biomedical - Internet - No internet connection	No internet connection	Manikandan.K-IT	21/05/2022 03:23 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:30 AM	Completed	67 hours7 mins	Internet issue rectified now working fine.
1424	IT03911	Kamaraj.K Pur.Officer.	20/05/2022 08:41 AM	PURCHASE	INTERNET CONNECTION NOT WORKING	Manikandan.K-IT	21/05/2022 04:26 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:31 AM	Completed	66 hours4 mins	OFC Line damaged by civil work. Spicing work completed. Internet issue rectified now working fine.
1425	IT03912	Saranya.A	20/05/2022 09:23 AM	Paediatrics office	Paediatrics office Network not working and HOD room lan connection not working please check sir Thank you	Manikandan.K-IT	21/05/2022 04:26 PM	R.Pandian-IT		Assigned		

**Classification : 3**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1426	IT03913	A.Kumaresan - Store	20/05/2022 10:15 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, yesterday evening VGA cable	Manikandan.K-IT	21/05/2022 03:21 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:30 AM	Completed	67 hours8 mins	IT Related material verification and singing work completed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1427	IT03920	A.Kumaresan - Store	20/05/2022 04:42 PM	It related materials received, checking the It dept	one number received form store. IT related materials received , So please check the biomedical person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	21/05/2022 03:15 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:26 AM	Completed	67 hours10 mins	IT Related material verification and singing work completed on 20.05.2022
1428	IT03915	Muniamma.K	20/05/2022 12:10 PM	HMS SOFTWARE NOT WORKING	DEPT.OF BIOCHEMISTRY. STORE INDENT NOT WORKING PLEASE VERIFY.	Manikandan.K-IT	21/05/2022 03:19 PM	P.Boopalan-IT	21/05/2022 03:34 PM	Completed	0 hours15 mins	HMS is now working

**Classification : 3**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1429	IT03916	Pukazenti N.R. DGM	20/05/2022 04:08 PM	DGM OFFICE - Creation of package - bright brothers	Kindly create a new package for Bright Brothers Limited in the software as per the attachment sent through mail.  ``Bright Brothers Annual Health Checkup 2022 - Rs.770`	Manikandan.K-IT	21/05/2022 03:16 PM	Manikandan.K-IT	11/06/2022 11:52 AM	Completed	500 hours36 mins	created in HMS

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1430	IT03917	Pukazenti N.R. DGM	20/05/2022 04:09 PM	DGM OFFICE - Creation of test names - SG Insustries	Kindly create below mentioned test names in the software as mentioned below. This is not package it is individual tests. 1. Urea (SG Industries) - Rs.60 2. Audiometric (SG Industries) - Rs.135 3. PFT (SG Industries) - Rs.200	Manikandan.K-IT	21/05/2022 03:15 PM	Manikandan.K-IT	11/06/2022 11:53 AM	Completed	500 hours37 mins	created in HMS

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1431	CT1271	Dr.M.Priyatharshini	21/05/2022 10:54 AM	HMS indent SOFTWARE NOT WORKING	HMS indent SOFTWARE NOT WORKING	Manikandan.K-IT	21/05/2022 03:15 PM	P.Boopalan-IT	21/05/2022 03:34 PM	Completed	0 hours19 mins	HMS is now working

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1432	IT03932	Pushpa.K-DEO	21/05/2022 02:07 PM	Unable case send for PACS system	Unable case send for PACS system	Manikandan.K-IT	21/05/2022 04:19 PM	Deenathayalan. V(IT)	30/05/2022 02:52 PM	Completed	214 hours33 mins	network issue problem resolved

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1433	IT03921	K.Suganthi -DEO	21/05/2022 09:49 AM	please reset the password for e-learn	Dr. Manikandan - Associate professor forgot the e-learn password please reset the mail ID password mail ID: manikandan@svmchrc.ac.in	Manikandan.K-IT	21/05/2022 03:15 PM	Deenathayalan. V(IT)	30/05/2022 02:53 PM	Closed	215 hours37 mins	temp.password :svmchrc@123

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1434	IT03928	Rajeshwari B-Office Asst.	21/05/2022 12:56 PM	printer is not working	printer is not working	Manikandan.K-IT	21/05/2022 03:14 PM	P.Boopalan-IT	21/05/2022 03:33 PM	Completed	0 hours18 mins	printer spooler is reinstal and now printer is properly working

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1435	IT03927	Kamaraj.K Pur.Officer.	21/05/2022 12:38 PM	PURCHASE	COMPUTER RESTARTING CONTINUOUSLY	Manikandan.K-IT	21/05/2022 04:19 PM	Deenathayalan. V(IT)	30/05/2022 02:52 PM	Completed	214 hours32 mins	issue Resolved
1436	IT03925	Thennila.K(S/N)	21/05/2022 11:15 AM	FMW	SYSTEM NOT WORKING	Manikandan.K-IT	21/05/2022 03:21 PM	R.Pandian-IT	27/05/2022 03:57 PM	Completed	144 hours35 mins	system ip setting probelm its working well
1437	IT03924	Shalini.S-HR-Dept.	21/05/2022 10:42 AM	HRD	kindly shift the system in our department. (Internal shifting).	Manikandan.K-IT	21/05/2022 03:22 PM	R.Pandian-IT	27/05/2022 03:59 PM	Completed	144 hours37 mins	System interchanged successfully its working condition also checked its working well

**Classification : 3**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1438	IT03923	Kamashi @ Asha	21/05/2022 09:58 AM	account hospital	Mani sir keyboard not working	Manikandan.K-IT	21/05/2022 03:22 PM	M.Ramesh kumar - Systems Engineer	28/05/2022 09:16 AM	Completed	161 hours54 mins	TVS Keyboard some keys not working. Keyboard board cleaned now working fine.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1439	IT03922	Kamashi @ Asha	21/05/2022 09:55 AM	account hospital	printer not connected	Manikandan.K-IT	21/05/2022 03:28 PM	M.Ramesh kumar - Systems Engineer	24/05/2022 10:25 AM	Completed	66 hours57 mins	Default printer changed now working fine.
1440	IT03926	M.Kameshwari - S/N	21/05/2022 11:19 AM	FSW	SYSTEM NOT WORKING	Manikandan.K-IT	21/05/2022 03:21 PM	R.Pandian-IT	27/05/2022 03:58 PM	Completed	144 hours36 mins	system power cable problem its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1441	IT03945	Jagadheeswari N	23/05/2022 02:15 PM	Scanner error	Scanner error not scanning fault	Manikandan.K-IT	24/05/2022 04:59 PM	P.Boopalan-IT	08/06/2022 01:59 PM	Completed	356 hours59 mins	scanner problem is solved

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1442	IT03940	Anandh.D	23/05/2022 11:25 AM	Dental accounts	Excel Not Working.....	Manikandan.K-IT	31/05/2022 04:53 PM	M.Ramesh kumar - Systems Engineer	04/06/2022 09:32 AM	Completed	88 hours39 mins	MS-Office issue. Existing office 2007 uninstalled and office 13 installed successfully now working fine.
1443	IT03944	Jagadheeswari N	23/05/2022 02:14 PM	installation Adob acrobat	installation Adob acrobat	Manikandan.K-IT	24/05/2022 04:59 PM	P.Boopalan-IT	08/06/2022 01:59 PM	Completed	357 hours0 mins	install adobe acrobat to NAAC system

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1444	IT03938	Bouvanesvary.S	23/05/2022 10:36 AM	printer not working and printer not working	printer not working and printer not working paper jam	Manikandan.K-IT	24/05/2022 05:00 PM	P.Boopalan-IT	08/06/2022 02:00 PM	Completed	356 hours59 mins	PRINTER PROBLEM IS SOLVED NOW PRINTER IS PROPERLY WORKING

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1445	IT03943	Thanikaivel.S-Accounts	23/05/2022 01:25 PM	Accounts dept. (H)	UPS battery problem for Mr.Durai Raj's System	Manikandan.K-IT	31/05/2022 04:53 PM	R.Pandian-IT		Assigned		
1446	IT03939	Shalini.S-HR-Dept.	23/05/2022 11:17 AM	HRD	UPS battery issue ..... Kindly rectify.	Manikandan.K-IT	31/05/2022 04:53 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1447	IT03946	Jagadheeswari N	23/05/2022 02:16 PM	System Error	System Error	Manikandan.K-IT	24/05/2022 04:59 PM	P.Boopalan-IT	08/06/2022 01:59 PM	Completed	356 hours59 mins	
1448	IT03933	K.Logeshwari - Lab tech	23/05/2022 09:34 AM	BIOCHEMISTRY LAB	SYSTEM NOT WORKING	Manikandan.K-IT	31/05/2022 04:53 PM	R.Pandian-IT		Assigned		
1449	IT03937	Bouvanesvary.S	23/05/2022 10:32 AM	Kindly delete buvaneshvary sister indent account and creant new indent account for me	By Mrs. S.pavithra DEO Pharmacology	Manikandan.K-IT	24/05/2022 05:00 PM	Manikandan.K-IT	11/06/2022 11:50 AM	Completed	426 hours49 mins	issue resolved
1450	IT03935	Dr.Savitha B Hiremath	23/05/2022 09:38 AM	MICRO LAB HOSPITAL SIDE	SYSTEM NOT WORKING	Manikandan.K-IT	31/05/2022 04:53 PM	R.Pandian-IT		Assigned		
1451	IT03941	Muniamma.K	23/05/2022 12:07 PM	monitor not working	DEPT.OF BIOCHEMISTRY. OFFICE ROOM MONITOR NOT WORKING	Manikandan.K-IT	24/05/2022 04:59 PM	P.Boopalan-IT	08/06/2022 01:58 PM	Completed	356 hours58 mins	
1452	IT03947	LOGESWARI.R	23/05/2022 03:38 PM	system is re-setup and arrangement in central lab	system is re-setup and arrangement in central lab	Manikandan.K-IT	31/05/2022 04:52 PM	R.Pandian-IT		Assigned		
1453	IT03934	Maragatham.T	23/05/2022 09:34 AM	AO sir system is problem, working very slow	AO sir system is working very slow & VGA cable connection problem.	Manikandan.K-IT	31/05/2022 04:39 PM	P.Boopalan-IT	08/06/2022 01:59 PM	Completed	189 hours20 mins	Clear all temp file,cache file, disk clean up,prefetch,ccleaner,recent file deletion,Defragmentation process now laptop is perform efficient compare to before, problem solved

**Classification : 7**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1454	IT03936	Neelavathi.C - Lab Tech	23/05/2022 09:43 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	31/05/2022 04:53 PM	Deenathayalan. V(IT)	04/06/2022 09:49 AM	Completed	88 hours56 mins	network issue problem resolved
1455	IT03948	Malini K	23/05/2022 04:15 PM	Demo room keyboard not working	Department of pathology. Demo room keyboard	Manikandan.K-IT	24/05/2022 04:59 PM	P.Boopalan-IT	08/06/2022 01:58 PM	Completed	356 hours59 mins	keyboard is now working problem rectified



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

not working

1456	IT03942	Muniamma.K	23/05/2022 12:08 PM	SYSTEM NOT WORKING	DEPT.OF BIOCHEMISTRY . DEMO HALL - I SYSTEM NOT WORKING AND SLOW	Manikandan.K-IT	31/05/2022 04:53 PM	P.Boopalan-IT	08/06/2022 01:58 PM	Completed	189 hours5 mins	
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**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1457	IT03960	Vimala P.- S/N	24/05/2022 02:48 PM	printer not working	printer not working in gynaec ward 1st floor.	Manikandan.K-IT	24/05/2022 04:57 PM	R.Pandian-IT		Assigned		
1458	IT03949	Sugunakumari.J	24/05/2022 08:34 AM	printer not working	Department of Physiology Printer not working	Manikandan.K-IT	24/05/2022 04:58 PM	P.Boopalan-IT	31/05/2022 05:18 PM	Completed	168 hours20 mins	printer problem is solved now perinter is properly working

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1459	IT03958	Balachandran.P	24/05/2022 01:20 PM	Demo ups problem	Demo ups problem	Manikandan.K-IT	24/05/2022 04:58 PM	P.Boopalan-IT	31/05/2022 05:18 PM	Completed	168 hours19 mins	now ups is properly working

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1460	IT03961	Kowsalya.B	24/05/2022 03:23 PM	System continusouly restarting in Dental Stores	System continusouly restarting in Dental Stores	Manikandan.K-IT	24/05/2022 04:57 PM	M.Ramesh kumar - Systems Engineer	28/05/2022 09:15 AM	Completed	88 hours18 mins	Windows 10 OS issue. New Windows 10 and basic software installed successfully. Now working fine.
1461	IT03952	Gounabady.R - DEO	24/05/2022 09:16 AM	OPHTHAL WARD	System working not properly	Manikandan.K-IT	31/05/2022 04:52 PM	R.Pandian-IT		Assigned		
1462	IT03955	Kasilingam.U - Insurance	24/05/2022 12:11 PM	Insurance office	system need to interchance insurance assistant 1 to 2	Manikandan.K-IT	24/05/2022 04:58 PM	R.Pandian-IT	27/05/2022 03:56 PM	Completed	70 hours58 mins	System interchanged successfully
1463	IT03951	D. Pokkilai -S/N	24/05/2022 09:07 AM	ENT OPD	system not working in opd speech therapy	Manikandan.K-IT	31/05/2022 04:52 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

room

1464	IT03953	Vimalathithan.K.R	24/05/2022 09:56 AM	System given blue screen error	System given blue screen error	Manikandan.K-IT	31/05/2022 04:52 PM	M.Ramesh kumar - Systems Engineer	04/06/2022 09:31 AM	Closed	88 hours39 mins	Blue screen error rectified from snf scan. Hard disk issue, HDD to be replaced.
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**Classification : 5**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1465	IT03950	Saranya.A	24/05/2022 08:48 AM	Paediatrics WARD	Paediatric LCD Projector not working properly. Please check sir Thank you	Manikandan.K-IT	31/05/2022 04:52 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1466	IT03959	KALA.P	24/05/2022 02:06 PM	Dental - Academic Assistant	GOOD AFTERNOON SIR, MY SYSTEM - MONITOR SCREEN LOOKS LIKE A YELLOW COLOUR.KINDLY DO THE NEEDFUL AT THE EARLIEST.	Manikandan.K-IT	31/05/2022 04:52 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1467	IT03956	Kasilingam.U - Insurance	24/05/2022 12:13 PM	Insurance office	need to install speed scanner assistant 2	Manikandan.K-IT	24/05/2022 04:57 PM	R.Pandian-IT	27/05/2022 03:55 PM	Completed	70 hours57 mins	Speed scanner installed successfully its working well
1468	IT03957	Kasilingam.U - Insurance	24/05/2022 12:14 PM	Insurance office	Need to install printer in insurance assistant 1	Manikandan.K-IT	24/05/2022 04:57 PM	R.Pandian-IT	27/05/2022 03:56 PM	Completed	70 hours59 mins	Printer install successfully its working well
1469	IT03954	Neelavathi.C - Lab Tech	24/05/2022 10:25 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	24/05/2022 04:58 PM	Deenathayalan. V(IT)	30/05/2022 02:57 PM	Completed	141 hours59 mins	network issue problem resolved

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1470	IT03965	Malarvizhi.S.OS nursing college	25/05/2022 12:56 PM	ICON	ticket for fix another camera in B.Sc(N)-I year class room, camera is available in ICON office.	Manikandan.K-IT	31/05/2022 04:51 PM	M.Ramesh kumar - Systems Engineer	04/06/2022 09:18 AM	InProgress	88 hours27 mins	

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1471	IT03962	K.Suganthi -DEO	25/05/2022 08:55 AM	Ortho OPD system is not working	ortho OPD system is not working	Manikandan.K-IT	31/05/2022 04:52 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**BULK SMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1472	IT03964	Malarvizhi.S.OS nursing college	25/05/2022 10:07 AM	ICON OFFICE	Send bulk SMS	Manikandan.K-IT	31/05/2022 04:51 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1473	IT03963	K.Suganthi -DEO	25/05/2022 08:58 AM	ortho OPD S/N doesn't have softwarecode pls create	ortho OPD S/N doesn't have softwarecode pls create	Manikandan.K-IT	31/05/2022 04:51 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1474	IT03971	Malarvizhi.S.OS nursing college	26/05/2022 12:47 PM	ICON	fix camera on b.sc(n) 1st classroom	Manikandan.K-IT	31/05/2022 04:50 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:44 PM	Completed	25 hours53 mins	Dome camera installed at Nursing college 1 year lecturer hall. Work done with Mr.Manikandan, Maintenance dept.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1475	IT03978	Kumaravel.K	26/05/2022 05:09 PM	Premium Canteen 2 camera not working	Premium Canteen 2 camera not working	Manikandan.K-IT	31/05/2022 04:50 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1476	IT03976	Kumaravel.K	26/05/2022 05:03 PM	Old canteen CCTV Camera not working	Old canteen CCTV Camera not working	Manikandan.K-IT	31/05/2022 04:50 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:46 PM	Completed	25 hours56 mins	Network cable connection problem rectified now working well all cameras in old canteen

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1477	IT03972	Kamaraj.K Pur.Officer.	26/05/2022 02:44 PM	PURCHASE	EPSON L3110 PRINTER INK REFILLING	Manikandan.K-IT	31/05/2022 04:50 PM	R.Pandian-IT	06/06/2022 03:19 PM	Completed	142 hours28 mins	INK REFILL DONE , PRINTER WORKING FINE
1478	IT03973	Tamizhselvi S	26/05/2022 02:58 PM	printer toner changed	printer toner change to new one	Manikandan.K-IT	31/05/2022 04:50 PM	P.Boopalan-IT	31/05/2022 05:17 PM	Completed	0 hours27 mins	new printer tonner is changed

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1479	IT03969	Pokkilai.J-Lab Tech	26/05/2022 09:20 AM	HMS NOT WORKING IN NEW REPORT CENTRE (LAB)	HMS NOT WORKING IN NEW REPORT CENTRE (LAB) (IT Ramesh)	Manikandan.K-IT	31/05/2022 04:51 PM	M.Ramesh kumar - Systems Engineer	02/06/2022 05:06 PM	Completed	48 hours15 mins	HMS Report issue rectified. Coordinate with Mr.Karthi, Adroid

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1480	IT03974	R.Preethi -FNA	26/05/2022 03:07 PM	DVL	Store indent not working .	Manikandan.K-IT	31/05/2022 04:50 PM	R.Pandian-IT		Assigned		
1481	IT03968	Anbarasan K Bio-Med.	26/05/2022 09:14 AM	Biomedical - Computer - Date and time need to change	Date and time need to change	Manikandan.K-IT	31/05/2022 04:51 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1482	IT03977	NANTHESHWARI	26/05/2022 05:09 PM	Internet not working in Premium ladies hostel	Internet not working in Premium ladies hostel	Manikandan.K-IT	31/05/2022 04:50 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:46 PM	Completed	25 hours55 mins	Internet issue rectified now working fine.
1483	IT03975	Kumaravel.K	26/05/2022 05:02 PM	Internet & Software not working in Canteen	Internet & Software not working in Canteen	Manikandan.K-IT	31/05/2022 04:50 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:42 PM	Completed	25 hours52 mins	D-Link media convertor adaptor not working. Given standby media convertor now working fine.

**Classification : 2**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1484	IT03967	Anbarasan K Bio-Med.	26/05/2022 09:13 AM	Biomedical - Keyboard not working	Keyboard not working	Manikandan.K-IT	31/05/2022 04:51 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1485	IT03970	A.Kumaresan - Store	26/05/2022 09:51 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, FINECONS private ltd toner Bill one number yesterday received form store, IT related materials received , So please check the It person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	31/05/2022 04:37 PM	M.Ramesh kumar - Systems Engineer	02/06/2022 05:06 PM	Completed	48 hours28 mins	IT Related material verification and singing work completed

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1486	IT03986	Mathangi.M	27/05/2022 12:07 PM	ENT ward	Printer paper jam frequently paper stuck and eject problem very urgent	Manikandan.K-IT	31/05/2022 04:45 PM	R.Pandian-IT	06/06/2022 03:19 PM	Completed	142 hours33 mins	PAPER JAM ISSUE RESOLVED , NOW PRINTER WORKING FINE
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**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1487	IT03979	Ashokkumar.R MRD	27/05/2022 08:57 AM	case sheets received entry -reg.	Case sheet received entry updated but again entry closed for HMS software. please take necessary action.	Manikandan.K-IT	31/05/2022 04:49 PM	Manikandan.K-IT	11/06/2022 11:50 AM	Completed	259 hours0 mins	issue resolved
1488	IT03988	Kandasamy.R-Civil	27/05/2022 02:49 PM	GRN PINV/PROJ/22-23/0036 STATUS OPEN	GRN PINV/PROJ/22-23/0036 STATUS OPEN	Manikandan.K-IT	31/05/2022 04:45 PM	M.Ramesh kumar - Systems Engineer	02/06/2022 05:05 PM	Completed	48 hours19 mins	Informed to Mr. Mani, IT Incharge

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1489	IT03983	D. Pokkilai -S/N	27/05/2022 09:48 AM	MSW	male surgery ward system not working	Manikandan.K-IT	31/05/2022 04:46 PM	R.Pandian-IT	06/06/2022 03:18 PM	Completed	142 hours32 mins	System Power cable refixed its working well
1490	IT03980	Reshma	27/05/2022 09:16 AM	Internet not working in professor room	Internet not working in professor room	Manikandan.K-IT	31/05/2022 04:49 PM	R.Pandian-IT		Assigned		
1491	IT03981	S.pavithra	27/05/2022 09:24 AM	system USB port is not working	kindly purchase new USB hub for office room system	Manikandan.K-IT	31/05/2022 04:49 PM	P.Boopalan-IT	08/06/2022 01:57 PM	InProgress	189 hours8 mins	
1492	IT03990	NITHYA S	27/05/2022 03:51 PM	DISCHARGE SUMMERY 1	SYSTEM NOT WORKING VERY URGENT	Manikandan.K-IT	31/05/2022 04:45 PM	R.Pandian-IT	06/06/2022 03:17 PM	Completed	142 hours32 mins	Power cable refixed its working well
1493	IT03991	Tamizhselvi S	27/05/2022 03:59 PM	2021-22 ADMISSION - FILE COPY TO CD FOR UNIVERSITY PURPOSE	2021-22ACADEMIC YEAR - ADMISSION - FILE COPY TO CD FOR UNIVERSITY PURPOSE	Manikandan.K-IT	31/05/2022 04:45 PM	P.Boopalan-IT	31/05/2022 05:16 PM	Completed	0 hours31 mins	copy file in cd work is completed
1494	IT03982	Banumathy.S.DEO	27/05/2022 09:36 AM	PEADIA WARD	PEADIA WARD SYSTEM NETWORKING	Manikandan.K-IT	31/05/2022 04:49 PM	R.Pandian-IT	06/06/2022 03:19 PM	Completed	142 hours30 mins	System Power cable refixed its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 6**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1495	IT03984	K.Sundaramoorthy (Purchase)	27/05/2022 10:16 AM	SVDC STORE	SVDC STORE SYSTEM INTERNET CONNECTION NOT WORKING PLS RECTIFY	Manikandan.K-IT	31/05/2022 04:46 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:41 PM	Completed	25 hours55 mins	Internet issue rectified now working fine.

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1496	IT03989	A.Kumaresan - Store	27/05/2022 03:07 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, SKT technologies YMCKO RIBBON CASSETTE (300 prints) , IT related materials received , So please check the It person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	31/05/2022 04:38 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:42 PM	Completed	26 hours3 mins	IT Related material verification and singing work completed. Work completed by Mr.Pandiyan, IT

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1497	IT03987	Nandhakumar S- Accounts	27/05/2022 02:29 PM	Acc Manager Printer Problem	Acc Manager Printer Problem	Manikandan.K-IT	31/05/2022 04:45 PM	P.Boopalan-IT	31/05/2022 05:17 PM	Completed	0 hours31 mins	printer problem is solved now properly working
1498	IT03985	K.Sundaramoorthy (Purchase)	27/05/2022 10:27 AM	SVDC	SVDC STOREN SYSTEM INTERNET NOT WORKING PLS CLEAR THE ISSUES	Manikandan.K-IT	31/05/2022 04:46 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:40 PM	Completed	25 hours54 mins	Internet issue rectified now working fine.
1499	IT03992	Umamaheswari.T	27/05/2022 04:37 PM	HR OFFICE IDCARD SECTION	ID CARD PRINTER - CHANGE RIBBON	Manikandan.K-IT	31/05/2022 04:44 PM	R.Pandian-IT	06/06/2022 03:16 PM	Completed	142 hours31 mins	ID Card ribbon changed Its working well

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1500	IT04001	S.Chellammal - DEO	28/05/2022 02:38 PM	LAND CABLE CRIMPING WORK NEEDS TO BE DONE IN MHC	LAND CABLE CRIMPING WORK NEEDS TO BE DONE IN MHC, SPECIAL OPD	Manikandan.K-IT	31/05/2022 04:42 PM	R.Pandian-IT	06/06/2022 03:08 PM	Completed	142 hours25 mins	Network crimping work done its working well

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1501	IT03997	Pushpa.K-DEO	28/05/2022 02:21 PM	Unable case send for PACS system	Unable case send for MRI system to PACS system	Manikandan.K-IT	31/05/2022 04:37 PM	Deenathayalan. V(IT)	04/06/2022 09:49 AM	Completed	89 hours11 mins	network issue problem resolved

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1502	IT03999	S.Chellammal - DEO	28/05/2022 02:32 PM	PRINTER ISSUE IN SPECIAL OPD BILLING	PRINTER ISSUE IN SPECIAL OPD BILLING	Manikandan.K-IT	31/05/2022 04:43 PM	R.Pandian-IT	06/06/2022 03:10 PM	Completed	142 hours26 mins	Printer serviced its working well
1503	IT04000	S.Chellammal - DEO	28/05/2022 02:36 PM	BILLING BARCODE PRINTER ISSUE IN SPECIAL OPD	BILLING BARCODE PRINTER ISSUE IN SPECIAL OPD	Manikandan.K-IT	31/05/2022 04:43 PM	P.Vignesh-IT	02/06/2022 09:32 AM	Completed	40 hours49 mins	usb port issue rectified and billing barcode working fine now

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1504	IT03998	S.Chellammal - DEO	28/05/2022 02:31 PM	HMS SOFTWARE ISSUE IN DEO ROOM	HMS SOFTWARE ISSUE IN DEO ROOM	Manikandan.K-IT	31/05/2022 04:43 PM	P.Vignesh-IT	02/06/2022 09:34 AM	Completed	40 hours50 mins	hms url missing and resolved the issue , working fine now
1505	IT03995	T.Gopalakrishnan	28/05/2022 10:02 AM	Need HMS user ID Password	Need HMS user ID Password	Manikandan.K-IT	31/05/2022 04:43 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:40 PM	Completed	25 hours56 mins	New HMS user id and password given for ticket module and given demo



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1506	IT03996	Sivasubramanian. K MRD	28/05/2022 12:45 PM	MRD	printer not working and also internet notworking	Manikandan.K-IT	31/05/2022 04:43 PM	R.Pandian-IT	06/06/2022 03:14 PM	Completed	142 hours30 mins	Printer setting reconfigured its working well, internet reconfigured its working well

**Classification : 1**

**HARD DISK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1507	IT03994	T.Gopalakrishnan	28/05/2022 09:58 AM	New SSD Harddisk installation in Project office	New SSD Harddisk installation in Project office	Manikandan.K-IT	31/05/2022 04:43 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:38 PM	Completed	25 hours54 mins	New Gigabyte SSD 256 GB installed successfully. Windows 10 Pro OS and basic software installed now working fine.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1508	IT03993	Hemamalini.R - S/N	28/05/2022 09:52 AM	system not working	In fourth floor female medical ward ward systemnot working properly	Manikandan.K-IT	31/05/2022 04:44 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1509	IT04015	Deenathayalan.V(IT)	30/05/2022 03:03 PM	CENTRAL LAB	PATHOLOGY AMANDED REPORT NAME CHANGE REQUIRED FOR APPROVEL	Manikandan.K-IT	31/05/2022 04:34 PM	Deenathayalan. V(IT)	04/06/2022 09:46 AM	Closed	89 hours12 mins	network issue problem resolved
1510	IT04011	Srinivasan.A-Librarian	30/05/2022 02:27 PM	Need anydesk installation for Koha	Need anydesk installation for Koha	Manikandan.K-IT	31/05/2022 04:39 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:37 PM	Completed	25 hours57 mins	Anydesk software installed for Koha software person

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1511	CT1281	Punithavally D	30/05/2022 09:20 AM	software & monitor , cpu, ups	In biochemistry department monitor , ups, cpu , keybord 27/5/22 deminstration work so system disconnect sored pathology department temporvary & tamil font is installed	Manikandan.K-IT	31/05/2022 04:42 PM	R.Pandian-IT	02/06/2022 12:30 PM	Completed	43 hours48 mins	Temporary system full set disconnected and stored in pathology with his permission after renovation work its reinstall
1512	IT04017	Deenathayalan.V(I T)	30/05/2022 03:05 PM	PURCHASE MANAGER HOSPITAL	HMS SOFT WARE AND INTERNET NOT WORKING	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:47 AM	Closed	89 hours14 mins	issue Resolved

**Classification : 4**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1513	IT04018	Deenathayalan.V(I T)	30/05/2022 03:06 PM	MICRO BIOLOGY CENTRAL LAB	MICROBIOLOGY LAB PRINTER NOT WORKING	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:49 AM	Closed	89 hours15 mins	issue Resolved
1514	IT04004	Banumathy.S.DEO	30/05/2022 09:37 AM	MOW	MALE ORTHO WARD PRINTER NOT WORKIN	Manikandan.K-IT	31/05/2022 04:42 PM	R.Pandian-IT	02/06/2022 12:32 PM	Completed	43 hours50 mins	printer que cleared its working well
1515	IT04009	Dr.Balamugundan R.- SR (Ortho)	30/05/2022 11:50 AM	MMW	Male medi ward printer not working its very urgent	Manikandan.K-IT	31/05/2022 04:40 PM	R.Pandian-IT	06/06/2022 03:08 PM	Completed	142 hours27 mins	PRINTER PAPER JAM IS CLEARED ITS WORKING WELL

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1516	IT04019	Deenathayalan.V(I T)	30/05/2022 03:07 PM	DENTAL PURCHASE	PO AND GRN STATUS OPEN	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:48 AM	Closed	89 hours15 mins	updated in HMS s/w
1517	IT04022	Deenathayalan.V(I T)	30/05/2022 03:11 PM	CENTRAL STORE	GRN STATUS OPEN	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:48 AM	Closed	89 hours15 mins	updated in HMS s/w
1518	IT04016	Deenathayalan.V(I T)	30/05/2022 03:04 PM	MRD	BACK DATE OPTION GIVEN IN MRD SYSTEM	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:47 AM	Closed	89 hours13 mins	back date given
1519	IT04020	Deenathayalan.V(I T)	30/05/2022 03:10 PM	INSURANCE	HMS SOFT WARE NOT WORKING	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan. V(IT)	04/06/2022 09:48 AM	Closed	89 hours15 mins	network issue problem resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 4**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1520	IT04014	Deenathayalan.V(IT)	30/05/2022 03:02 PM	INSTRANCE DEPT.	NEW BIO METRIC DEVICE INSTALLED	Manikandan.K-IT	31/05/2022 04:35 PM	Deenathayalan.V(IT)	04/06/2022 09:46 AM	Closed	89 hours10 mins	installed and completed now working

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1521	IT04005	Amudha.S.D-Staff Nurse	30/05/2022 09:44 AM	FOW	FEMALE ORTHO WARD SYSTEM NOT WORKING	Manikandan.K-IT	31/05/2022 04:41 PM	R.Pandian-IT	02/06/2022 12:28 PM	Completed	43 hours46 mins	I Checked all error finding steps problem found in internet IO reinstall the io its working well
1522	IT04007	S.Elavazhagi - DEO	30/05/2022 10:03 AM	disharge summary 2	SYTEM BOWSER SETTING PROBLEM	Manikandan.K-IT	31/05/2022 04:41 PM	R.Pandian-IT	06/06/2022 03:10 PM	Completed	142 hours28 mins	i checked all basic error finding steps problem found in system temp file and browser history clear all this its working well
1523	IT04023	Deenathayalan.V(IT)	30/05/2022 03:13 PM	ACADEMIC HOSPITAL	SYSTEM NOT POWER ON	Manikandan.K-IT	31/05/2022 04:32 PM	Deenathayalan.V(IT)	04/06/2022 09:44 AM	Closed	89 hours11 mins	issue Resolved
1524	IT04008	Manimegalai.M-DEO	30/05/2022 10:54 AM	SYSTEM VERY SLOW	SYSTEM VERY SLOW	Manikandan.K-IT	31/05/2022 04:41 PM	R.Pandian-IT	06/06/2022 03:08 PM	Completed	142 hours27 mins	i checked all basic error finding steps problem found in system temp file and browser history clear all this its working well
1525	IT04006	Deivathamizh Kudimagal-S/N	30/05/2022 09:54 AM	FEMALE MEDI WARD	System not working	Manikandan.K-IT	31/05/2022 04:41 PM	R.Pandian-IT		Assigned		
1526	IT04013	Deenathayalan.V(IT)	30/05/2022 03:00 PM	DENTAL LIBRARY	WINDOWS STORAGE SPACE FULL	Manikandan.K-IT	31/05/2022 04:36 PM	Deenathayalan.V(IT)	04/06/2022 09:46 AM	Closed	89 hours10 mins	issue Resolved

**Classification : 6**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1527	IT04003	Periassamy	30/05/2022 09:27 AM	MS Office Internet connection not working	Respected Sir, In Connection with the above short description, MS office internet is not working. I request you to fix the	Manikandan.K-IT	31/05/2022 04:42 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:36 PM	Completed	25 hours53 mins	System picked up unknown IP automatically. Given manual IP now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

problem as soon as possible.  
Thanking you,  
MS - PA

1528	IT04010	R. Anitha -DEO	30/05/2022 12:10 PM	Respiratory Medicine - Wi-Fi password issue	Manikandan.K-IT	31/05/2022 04:40 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:36 PM	Closed	25 hours56 mins	Wifi password given to PG for online classes
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**Classification : 2**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1529	IT04021	Deenathayalan.V(IT)	30/05/2022 03:10 PM	collection centre	BARCODE STICKER PRINTER NOT PRINTING	Manikandan.K-IT	31/05/2022 04:33 PM	Deenathayalan.V(IT)	04/06/2022 09:48 AM	Closed	89 hours14 mins	restart system now working

**Classification : 1**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1530	IT04012	Deenathayalan.V(IT)	30/05/2022 02:59 PM	CENTRAL LAB	5 PART AND 3 PART NOT POPULATED	Manikandan.K-IT	31/05/2022 04:36 PM	Deenathayalan.V(IT)	04/06/2022 09:46 AM	Closed	89 hours9 mins	network issue problem resolved

**Classification : 1**

**VMATRIX SERVER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1531	IT04025	Deenathayalan.V(IT)	30/05/2022 03:20 PM	VMATRIX SERVER	PRINTER NOT WORKING AND HMS SOFTWARE NOT WORKING	Manikandan.K-IT	31/05/2022 04:32 PM	Deenathayalan.V(IT)	04/06/2022 09:45 AM	Closed	89 hours13 mins	issue Resolved

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1532	IT04024	Deenathayalan.V(IT)	30/05/2022 03:15 PM	HR DEPT	GOOGLE MEET ID CREATED IN PHARMACY	Manikandan.K-IT	31/05/2022 04:32 PM	Deenathayalan.V(IT)	04/06/2022 09:45 AM	Closed	89 hours12 mins	email id and password created for B.pharma and d.pharma

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1533	IT04002	Kamaraj.K Pur.Officer.	30/05/2022 09:14 AM	PURCHASE	HMS NOT WORKING	Manikandan.K-IT	31/05/2022 04:42 PM	P.Vignesh-IT	02/06/2022 09:30 AM	Completed	40 hours47 mins	hms url missing and resolved the issue , rectified now

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1534	IT04035	T.Gopalakrishnan	31/05/2022 03:13 PM	Graphic card requirement	ASUS NVIDIA GeForce GT 730 2 GB GDDR5 Graphics Card required for Civil 3d graphical creation  Note : our system Ram 8GB memory (DDR4)	Manikandan.K-IT	31/05/2022 04:30 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1535	IT04028	R.Rubini	31/05/2022 09:36 AM	New Hard disk installation in Orthodontics	New Hard disk installation in Dental_Orthodontics	Manikandan.K-IT	31/05/2022 04:39 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:33 PM	Completed	25 hours54 mins	New Seagate 1 TB harddisk installed successfully. Windows 10 Pro OS and basic software installed. Now working fine.

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1536	IT04029	R.Rubini	31/05/2022 09:42 AM	PRINTER INSTALLATION	PRINTER INSTALLATION IN ORTHODONTICS	Manikandan.K-IT	31/05/2022 04:39 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:33 PM	Completed	25 hours53 mins	HP Laserjet M1136 MFP driver installed successfully. Now working fine.
1537	IT04034	NANTHESHWARI.N	31/05/2022 01:22 PM	Printer not working properly in premium girls hostel	Printer not working properly in premium girls hostel	Manikandan.K-IT	31/05/2022 04:30 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:20 PM	Completed	25 hours49 mins	Printer toner issue informed to user. Toner to be replaced.

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1538	IT04030	R.Rubini	31/05/2022 09:44 AM	Ticket module installation in Orthodontics	Ticket module installation in Orthodontics	Manikandan.K-IT	31/05/2022 04:39 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:30 PM	Completed	25 hours51 mins	HMS Ticket module installed and given demo for how to use
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**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1539	IT04032	Krishnamoorthy S -Mainten	31/05/2022 12:44 PM	Essl software issue in Gents Hospital	Essl software issue in Gents Hospital	Manikandan.K-IT	31/05/2022 04:31 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:29 PM	Completed	25 hours57 mins	Essl biometric software doubts clarified for how to given students resigned. Demo given to Mr.Rajkumar, Care Taker.
1540	IT04033	NANTHESHWARI. N	31/05/2022 01:20 PM	Essl biometric software clarification in premium hostell	Essl biometric software clarification in premium hostel	Manikandan.K-IT	31/05/2022 04:30 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:21 PM	Completed	25 hours50 mins	Essl biometric software doubts rectified for how to download absentees only

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1541	IT04031	Janaki.T-Aca Asst	31/05/2022 12:14 PM	Internet not working	Internet not working in Academic Office	Manikandan.K-IT	31/05/2022 04:31 PM	R.Pandian-IT	02/06/2022 12:26 PM	Completed	43 hours55 mins	I checked all basic diagnostic steps problem found in the network cable path reconfigure the network path and new internet IO and RJ45jack installed successfully its working well

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1542	IT04027	A.Kumaresan - Store	31/05/2022 09:15 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, yesterday Ds square switch 2 no's received from store, so please the It person, ( very urgent today month end) by A.kumaresan, store inchage,	Manikandan.K-IT	31/05/2022 04:31 PM	M.Ramesh kumar - Systems Engineer	02/06/2022 05:04 PM	Completed	48 hours32 mins	IT Related material verification and singing work completed by Mr.Mani, IT Incharge.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

svmc.  
cell 9843638505.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1543	IT04026	Neelavathi.C - Lab Tech	31/05/2022 09:02 AM	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Cell counter (3 part ) and Cell counter (5 part ) machine value is not populating in the system	Manikandan.K-IT	31/05/2022 04:32 PM	Deenathayalan. V(IT)	04/06/2022 09:44 AM	Completed	89 hours12 mins	network issue problem resolved
1544	IT04036	Muniamma.K	31/05/2022 04:42 PM	MOTHER BOARD FIXING	DEPT.OF BIOCHEMISTRY , HOD SIR ROOM MOTHER BOARD INSTALLATION	Manikandan.K-IT	31/05/2022 04:44 PM	P.Boopalan-IT	08/06/2022 01:56 PM	Completed	189 hours12 mins	motherboard problem is soved and install all basic softwares
1545	IT04037	Muniamma.K	31/05/2022 04:45 PM	SYSTEM VERY SLOW	DEPT.OF BIOCHEMISTRY DEMO HALL-I SYSTEM VERY SLOW PLEASE CHECK	Manikandan.K-IT	31/05/2022 04:49 PM	P.Boopalan-IT	31/05/2022 05:12 PM	Completed	0 hours23 mins	Clear all temp files and chache file and defragmentation now system is working fime

**Classification : 3**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1546	IT04040	Jagadheeswari N	01/06/2022 11:53 AM	Scanner error	Scanner error	Manikandan.K-IT	01/06/2022 06:22 PM	P.Boopalan-IT	08/06/2022 01:55 PM	Completed	163 hours33 mins	scanner problem is solved

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1547	IT04041	Vimalathithan.K.R	01/06/2022 04:32 PM	Network cable laying for Biometric device	Network cable laying for Biometric device	Manikandan.K-IT	01/06/2022 06:22 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:24 PM	Closed	0 hours1 mins	Permanent network cable (cat6) laying and casing laying work completed for biometric device connection purpose. Work done with Mr.Manikandan, Maintenance dept.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1548	IT04039	Jagadheeswari N	01/06/2022 11:50 AM	scanning for NAAC Details from IT department	scanning for NAAC Details from IT department, Medical College, Dental College, Nursing College,	Manikandan.K-IT	01/06/2022 06:22 PM	P.Boopalan-IT	08/06/2022 01:56 PM	Completed	163 hours33 mins	scanned all NAAC documents

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1549	IT04038	Sivasubramanian. K MRD	01/06/2022 09:58 AM	need network connection last system -mrd	need network connection last system -mrd office	Manikandan.K-IT	01/06/2022 06:23 PM	M.Ramesh kumar - Systems Engineer	01/06/2022 06:26 PM	Completed	0 hours3 mins	Given uplink from network switch to MRO office (5 Nos.). Now working fine

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1550	IT04043	Balachandran.P	02/06/2022 09:10 AM	Mail id password reset	Kindly reset the mail password academicsst4@svmc hrc.ac.in	Manikandan.K-IT	02/06/2022 10:43 AM	Deenathayalan. V(IT)	04/06/2022 09:41 AM	Closed	46 hours58 mins	temp.password:svmchrc@12345
1551	IT04044	Balachandran.P	02/06/2022 09:13 AM	Create Medistreer login id	Sri, Kindly create the medistreer login id and password for M4 section (A.O) office.	Manikandan.K-IT	02/06/2022 10:42 AM	P.Boopalan-IT	08/06/2022 01:55 PM	Completed	147 hours12 mins	ticket login to academic me4

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1552	IT04048	Umamaheswari.T	02/06/2022 11:22 AM	HR OFFICE IDCARD SECTION	ID CARD PRINTER CLEANING REQUIRED.	Manikandan.K-IT	02/06/2022 12:18 PM	R.Pandian-IT	02/06/2022 12:23 PM	Completed	0 hours5 mins	ID Card cleaning process completed



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1553	IT04051	Divya.T	02/06/2022 03:40 PM	UPS is not properly working	UPS is not properly working . the electricity is off the system automatically shutdown	Manikandan.K-IT	03/06/2022 01:11 PM	P.Boopalan-IT	08/06/2022 01:54 PM	Completed	120 hours43 mins	ups problem is solved

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1554	IT04047	Kowsalya.B	02/06/2022 10:37 AM	SVDC STORE	IN OUR SYSTEM REPORT PURCHASE AND ITEM TRANSFER REPORT NOT COME PL. RECTIFY THE SAME.	Manikandan.K-IT	02/06/2022 10:40 AM	Deenathayalan. V(IT)	04/06/2022 09:41 AM	Completed	47 hours0 mins	issue Resolved now report open
1555	IT04049	Manikandan.K-IT	02/06/2022 12:21 PM	HMS Mrd report file replace	HMS Mrd report file replace	Manikandan.K-IT	02/06/2022 12:24 PM	Deenathayalan. V(IT)	04/06/2022 09:40 AM	Completed	45 hours16 mins	file replaced in MRD all System

**Classification : 2**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1556	IT04042	Balachandran.P	02/06/2022 09:07 AM	CRRRI Attendacne	Kindly download the CRRRI attendance for the month of May 22	Manikandan.K-IT	02/06/2022 10:43 AM	P.Boopalan-IT	08/06/2022 01:54 PM	Completed	147 hours11 mins	work is don by ramesh sir

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1557	IT04045	A.Renuga Devi - New S/N	02/06/2022 09:53 AM	MALE ORTHO WARD	SYSTEM NOT WORKING VERY URGENT	Manikandan.K-IT	02/06/2022 12:19 PM	R.Pandian-IT	02/06/2022 12:24 PM	Completed	0 hours5 mins	I Checked all basic diagnostic steps problem found in system power cable reconfigure the power cable its working well
1558	IT04046	A.Renuga Devi - New S/N	02/06/2022 09:54 AM	FEMALE ORTHO WARD	SYSTEM NOT WORKING	Manikandan.K-IT	02/06/2022 12:18 PM	R.Pandian-IT	02/06/2022 12:25 PM	Completed	0 hours7 mins	I Checked all basic error finding steps problem found in

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

system network cable  
reconfigure the network cable  
its working well

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1559	IT04050	Savithri	02/06/2022 12:54 PM	SPECIAL OPD NEUROSURGERY ROOM INTERNET NOT CONNECTED	SPECIAL OPD NEUROSURGERY ROOM INTERNET NOT CONNECTED	Manikandan.K-IT	03/06/2022 01:11 PM	P.Vignesh-IT	06/06/2022 08:56 AM	Completed	67 hours45 mins	Software updated so the hms not working , after the update internet and system working fine

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1560	IT04052	Jayachitra.K Accounts	02/06/2022 04:26 PM	Audit Department	Billing Auto Generation need in IMCU, A SPL Ward (Room Rent, IMCU Charges, Monitoring Charges, Nursing Charges, SICU (0 POD- Free) then Payment	Manikandan.K-IT	03/06/2022 01:10 PM	Manikandan.K-IT	11/06/2022 11:49 AM	Completed	190 hours39 mins	discuss with auditor and then process

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1561	IT04054	Vanaja.N-DEO	03/06/2022 09:05 AM	SURGERY OFFICE MAIL ID & PASSWORD NOT WORKING	SURGERY OFFICE MAIL ID & PASSWORD NOT WORKING	Manikandan.K-IT	03/06/2022 01:10 PM	Deenathayalan. V(IT)	04/06/2022 09:39 AM	Completed	20 hours29 mins	send email id details

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1562	IT04057	Malarvizhi.S.OS nursing college	03/06/2022 10:04 AM	ICON	NEED TO CONNECT PRINTER FOR NAAC WORK-URGENT	Manikandan.K-IT	03/06/2022 01:09 PM	Deenathayalan. V(IT)	04/06/2022 09:40 AM	Completed	20 hours31 mins	printer connected in laptop

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1563	IT04059	Pushpa- DEO	03/06/2022 12:41 PM	Demo Room NO.1 UPS is not working	Demo Room NO.1 UPS is not working projector put on need to UPS service very emergency	Manikandan.K-IT	03/06/2022 01:08 PM	P.Boopalan-IT	08/06/2022 01:54 PM	Completed	120 hours45 mins	

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1564	IT04053	Ashokkumar.R MRD	03/06/2022 08:24 AM	Room Transfer -reg	MRD - one of the work is room transfers but this work is not save for the empty room and another try to be next empty room that time saved or not saved for this record. Long time for this problem created that time solved, but that time same problem created. User ID staff complains to HMS software.  Thanks & Regards MRT	Manikandan.K-IT	03/06/2022 01:10 PM	Manikandan.K- IT	11/06/2022 11:49 AM	Completed	190 hours39 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1565	IT04055	Shemila.D (Paramedical Tech)	03/06/2022 09:26 AM	SPL OPD LAB COLLECTION	SYSTEM NOT WORKING VERY URGENT	Manikandan.K-IT	03/06/2022 01:09 PM	R.Pandian-IT	23/06/2022 02:54 PM	Completed	481 hours44 mins	SYSTEM INTERNET SWITCH RESTART ITS WORKING WELL
1566	IT04058	Shalini.S-HR- Dept.	03/06/2022 10:17 AM	HRD	can` t power on the system (Shalini.S)	Manikandan.K-IT	03/06/2022 01:09 PM	P.Vignesh-IT	06/06/2022 08:55 AM	Completed	67 hours46 mins	power cable loose contact issue rectified and monitor working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1567	IT04056	Kasilingam.U - Insurance	03/06/2022 09:27 AM	HMS	Discharge summary not viewed in HMS software	Manikandan.K-IT	03/06/2022 01:09 PM	P.Vignesh-IT	14/06/2022 03:46 PM	Completed	266 hours37 mins	discharge summary is not opening in hms same thing informed to Mr mani sir

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1568	IT04071	Balachandran.P	04/06/2022 02:38 PM	Reset my mail id password	Mail id: academicsst4@svmc hrc.ac.in Sir, Kindly request you to reset mail id password	Manikandan.K-IT	07/06/2022 02:24 PM	Deenathayalan. V(IT)	11/06/2022 04:18 PM	Completed	97 hours53 mins	password reset

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1569	IT04060	Ashokkumar.R MRD	04/06/2022 08:53 AM	Barcode printer -Reg.	MRD OPD registration counter Barcode sticker printer not working.	Manikandan.K-IT	04/06/2022 02:18 PM	R.Pandian-IT	06/06/2022 03:07 PM	Completed	48 hours49 mins	Printer setting reconfigured its working well
1570	IT04066	Ashokkumar.R MRD	04/06/2022 12:17 PM	Admission counter printer-Reg.	MRD Admission counter printer is not working. Printing page some of missing lines.	Manikandan.K-IT	04/06/2022 02:17 PM	R.Pandian-IT	06/06/2022 03:06 PM	Completed	48 hours49 mins	Printer setting reconfigured its working well
1571	IT04067	Anandh.D	04/06/2022 12:26 PM	Dental accounts	Printer Not Working.....	Manikandan.K-IT	04/06/2022 02:16 PM	R.Pandian-IT	06/06/2022 03:05 PM	Completed	48 hours48 mins	Printer sharing problem rectified its working well
1572	IT04063	Kandasamy.R- Civil	04/06/2022 10:53 AM	PRINTER NOT WORKING	PRINTER NOT WORKING	Manikandan.K-IT	04/06/2022 02:17 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1573	IT04065	Ashokkumar.R MRD	04/06/2022 12:16 PM	OPD census-Reg.	OPD census and OPD created census different.	Manikandan.K-IT	04/06/2022 02:17 PM	Manikandan.K-IT	11/06/2022 11:49 AM	Completed	165 hours31 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1574	IT04069	Balamurugan.J.DE O	04/06/2022 02:20 PM	System installation after SSD installation for Principal office	System installation after SSD installation for Principal office	Manikandan.K-IT	07/06/2022 02:30 PM	Deenathayalan.V(IT)	11/06/2022 04:21 PM	Completed	97 hours51 mins	ram and ssd installed
1575	IT04073	Muniamma.K	04/06/2022 04:13 PM	SYSTM NOT WORKING	DEPT.OF BIOCHEMISTRY . DEMO HALL- I SYSTEM NOT WORKING , OS INSTALLATION	Manikandan.K-IT	07/06/2022 02:29 PM	P.Boopalan-IT	08/06/2022 01:53 PM	Completed	23 hours23 mins	instal new windows 7 OS and install all basic software setup successfully

**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1576	IT04070	Balamurugan.J.DE O	04/06/2022 02:23 PM	Internet not working in Principal Office	Internet not working in Principal Office	Manikandan.K-IT	07/06/2022 02:30 PM	R.Pandian-IT		Assigned		
1577	IT04072	P. Saranya	04/06/2022 02:57 PM	OT OFFICE	Respected Sir ,Anesthesiology hod system internet connect not working sir ,Please check Sir	Manikandan.K-IT	07/06/2022 02:29 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1578	IT04061	A.Kumaresan - Store	04/06/2022 09:01 AM	It related materials received, checking the It dept	Dear sir, Kindly for information, today morning one dell monitor received form store at community	Manikandan.K-IT	04/06/2022 02:18 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

medicine. So please  
check the It person.,  
by  
A.kumaresan,  
store incharge,  
svmc.  
cell 9843638505.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1579	IT04074	Muniamma.K	04/06/2022 04:15 PM	MONITOR INSTALLATION	DEPT.OF BIOCHEMISTRY HOD SIR NEW MONITOR INSTALLATION	Manikandan.K-IT	07/06/2022 02:29 PM	P.Boopalan-IT	08/06/2022 01:54 PM	Completed	23 hours24 mins	monitor changed
1580	IT04064	Sugunakumari.J	04/06/2022 11:30 AM	system not working in research lab - Physiology Dept	system not working in research lab	Manikandan.K-IT	04/06/2022 02:17 PM	P.Boopalan-IT	08/06/2022 01:52 PM	Completed	95 hours34 mins	system problem is soved
1581	IT04062	P.Usha -DEO	04/06/2022 09:24 AM	Display Promblem	Display Promblem.	Manikandan.K-IT	07/06/2022 02:30 PM	P.Boopalan-IT	08/06/2022 01:52 PM	Completed	23 hours21 mins	
1582	IT04068	KALA.P	04/06/2022 02:07 PM	Dental - Academic Assistant	System functioning very slow.so please kindly do the needful at the earliest. (.because we are expecting dci inspection)	Manikandan.K-IT	04/06/2022 02:16 PM	R.Pandian-IT		Assigned		

**Classification : 4**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1583	IT04081	R.Veeraraghavan-Observer	06/06/2022 02:14 PM	SYSTEM NOT WORKING IN ORTHO OPD	SYSTEM NOT WORKING IN ORTHO OPD	Manikandan.K-IT	07/06/2022 02:28 PM	R.Pandian-IT	23/06/2022 02:52 PM	Completed	384 hours23 mins	System Power cable refixed its working well

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1584	IT04083	Vanaja.N-DEO	06/06/2022 04:45 PM	SURGERY DEPARTMENT MAIL	SURGERY DEPARTMENT MAIL	Manikandan.K-IT	07/06/2022 02:28 PM	Deenathayalan. V(IT)	11/06/2022 04:22 PM	Completed	97 hours54 mins	dept.email id password reset

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ID , PASSWARD NOT OPENED  
 ID , PASSWARD NOT OPENED (SHOWN CONTACT ADMIN). URGENT PLEASE SOLVE THE PROBLEM

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1585	IT04076	Umamaheswari.T	06/06/2022 09:49 AM	HR OFFICE IDCARD SECTION	CHANGE THE NEW RIBBON-ID CARD PRINTER	Manikandan.K-IT	07/06/2022 02:29 PM	R.Pandian-IT	23/06/2022 02:30 PM	Completed	384 hours0 mins	NEW ID CARD RIBBON CHANGED SUCCESSFULLY ITS WORKING WELL

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1586	IT04082	K.Bhanupriya	06/06/2022 04:18 PM	Need user name and password for NICU	Need user name and password for NICU	Manikandan.K-IT	07/06/2022 02:24 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1587	IT04079	Kowsalya.B	06/06/2022 11:17 AM	SVDC STORE	IN OUR hms SOFTWARE PURCHASE DIRECT INVOICE NOT SHOWN DRAFT AND INVOICE. PL. RECTIFY THE SAME.	Manikandan.K-IT	07/06/2022 02:28 PM	Deenathayalan. V(IT)	16/06/2022 04:39 PM	Completed	218 hours10 mins	issue Resolved
1588	IT04077	Nagarathinam.V (Stores)	06/06/2022 10:09 AM	Credit purchase GRN status Reopen(PINV/CS/22-23/0596 06/06/2022)	Credit purchase GRN status Reopen (Details already sent through mail) GRN NO: PINV/CS/22-23/0596 06/06/2022 Supplier Name: SRI VISHVA TRADERS	Manikandan.K-IT	07/06/2022 02:29 PM	Manikandan.K-IT	11/06/2022 11:49 AM	Closed	93 hours20 mins	issue resolved

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1589	IT04080	S.Pazhaniammal	06/06/2022 11:26 AM	internet problem	internet problem	Manikandan.K-IT	07/06/2022 02:28 PM	P.Boopalan-IT	08/06/2022 01:52 PM	Completed	23 hours23 mins	internet problem solved
1590	IT04078	S.Udhaya -MRD	06/06/2022 10:53 AM	DISCHARGE SUMMARY SERVER SYSTEM	SYSTEM HANGING	Manikandan.K-IT	07/06/2022 02:28 PM	R.Pandian-IT	23/06/2022 02:52 PM	Completed	384 hours23 mins	SYSTEM RESTAT ITS WORKING WELL

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1591	IT04075	Baskaran.R.Trans. Manag.	06/06/2022 08:29 AM	DEO SYSTEM NOT WORKING	DEO SYSTEM NOT WORKING	Manikandan.K-IT	07/06/2022 02:29 PM	R.Pandian-IT	23/06/2022 02:51 PM	Completed	384 hours22 mins	SYSTEM RESTAT ITS WORKING WELL

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1592	IT04091	Divya.T	07/06/2022 12:55 PM	Install the SPSS software	Install the SPSS software in HOD mam laptop	Manikandan.K-IT	07/06/2022 02:23 PM	P.Boopalan-IT		Assigned		
1593	IT04097	Pukazenti N.R. DGM	07/06/2022 04:51 PM	DGM OFFICE - Creation of packages for MBBS & Dental students	Kindly create packages in the software. Package details sent through mail. Create as: 1. MHC - 1st year MBBS 2022 - Rs. 460 2. MHC - 1st year Dental 2022- Rs. 460	Manikandan.K-IT	08/06/2022 09:56 AM	Deenathayalan. V(IT)	11/06/2022 04:23 PM	Completed	78 hours27 mins	update in hms software

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1594	IT04099	Arunpandian.A	07/06/2022 05:17 PM	PHARMACY ACCOUNTS	pharmacy accounts and paramedical accounts internet and tally connection problem,Kindly solved to this problem sir	Manikandan.K-IT	09/06/2022 09:36 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1595	IT04094	Manikandan.K-IT	07/06/2022 02:32 PM	New Email ID	New Email ID internalauditor@svmchrc.ac.in	Manikandan.K-IT	07/06/2022 02:32 PM	Deenathayalan. V(IT)	11/06/2022 04:29 PM	Completed	97 hours56 mins	created in medical college domain Temp.password:svmchrc@12
1596	IT04096	Manikandan.K-IT	07/06/2022 02:37 PM	New Email ID for Engg domain	We request you to create a new domain mail id for newly joined faculty members as mentioned below,  1. Mr. R. Danasegaran, AP/CSE - Email Id: Danasaras1983@svcet.ac.in 2. Ms. Suguna Devi, AP/BME - Email Id: Suguna.bme@svcet.ac.in 3. Mr. Dhillip, Exam Cell Assistant Coordinator - Dhillip193@svcet.ac.in  Kindly do the needful for the same.	Manikandan.K-IT	07/06/2022 02:37 PM	Deenathayalan. V(IT)	11/06/2022 04:24 PM	Completed	97 hours46 mins	created in svcet domain
1597	IT04095	Manikandan.K-IT	07/06/2022 02:32 PM	New Email ID	New email id dietician@svmchrc.ac.in	Manikandan.K-IT	07/06/2022 02:33 PM	Deenathayalan. V(IT)	11/06/2022 04:22 PM	Completed	97 hours49 mins	already email id available in domain reset don temp.password:svmchrc@123

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1598	IT04087	MEERA.R	07/06/2022 10:56 AM	ENDOSCOPY	PAPER IS JAMMED IN THE PRINTER. PRINTER IS NOT WORKING. PLS DO THE NEEDFUL.	Manikandan.K-IT	07/06/2022 02:27 PM	R.Pandian-IT	10/06/2022 01:02 PM	Closed	70 hours34 mins	PAPER JAM ISSUE RESOLVED , NOW PRINTER WORKING FINE
1599	IT04084	Ashokkumar.R MRD	07/06/2022 10:15 AM	Barcode printer-Reg.	OPD 2nd counter barcode printer not working. Mrs. Vijiyalakshmi,DEO informed to Mr,Deena, IT department.	Manikandan.K-IT	07/06/2022 02:27 PM	Deenathayalan. V(IT)	11/06/2022 04:24 PM	Completed	97 hours56 mins	issue Resolved

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1600	IT04090	Kaviyarasu.S - Pharm	07/06/2022 12:22 PM	MAIN PHARMACY HOSPITAL	MAIN PHARMACY HMS NOT WORKING SIR	Manikandan.K-IT	07/06/2022 02:26 PM	R.Pandian-IT	10/06/2022 01:02 PM	Completed	70 hours35 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1601	IT04098	Maragatham.T	07/06/2022 04:58 PM	Academic file copy to CD	Academic file copy to CD for sending the details to Pondicherry University	Manikandan.K-IT	08/06/2022 09:56 AM	P.Boopalan-IT	08/06/2022 01:51 PM	Completed	3 hours54 mins	filesmare copy to cd for PU

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1602	IT04092	Divya.T	07/06/2022 12:58 PM	Replace the new monitor	Replace the new monitor in HOD mam Room	Manikandan.K-IT	07/06/2022 02:23 PM	P.Boopalan-IT	08/06/2022 01:50 PM	Completed	23 hours27 mins	changed new dell monitor for HOD mam system

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1603	IT04085	Suba	07/06/2022 10:19 AM	dneta1 mrd	MRD PRINTER NOT WORKING (HP LASERJET 1020 PLUS)	Manikandan.K-IT	07/06/2022 02:27 PM	R.Pandian-IT	23/06/2022 02:47 PM	Completed	384 hours19 mins	PRINTER PICKUP ROLLER PROBLEM PRINTER SERVICE REQUEST GIVEN ITS WORKING WELL
1604	IT04086	Suba	07/06/2022 10:19 AM	dneta1 mrd	MRD PRINTER NOT WORKING (HP LASERJET 1020 PLUS)	Manikandan.K-IT	07/06/2022 02:27 PM	R.Pandian-IT	23/06/2022 02:50 PM	Completed	384 hours23 mins	PRINTER PAPER JAM CLEARED ITS WORKIGN WELL
1605	IT04088	K.Suganthi -DEO	07/06/2022 11:00 AM	TONER SET FOR HP LASER PRINTER	THIRD FLOOR ,ORTHO OFFICE	Manikandan.K-IT	07/06/2022 02:27 PM	R.Pandian-IT	10/06/2022 01:02 PM	Closed	70 hours35 mins	TONER REFIXED ITS WORKING

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1606	IT04089	Nandhakumar S-Accounts	07/06/2022 11:22 AM	UPS Problem	UPS Problem	Manikandan.K-IT	07/06/2022 02:23 PM	P.Boopalan-IT	08/06/2022 01:50 PM	Completed	23 hours26 mins	wrote new ups battery for system
1607	IT04093	Nirosha.V-Lab	07/06/2022 01:02 PM	Printer machine not working	printer machine not working for the last few weeks, I request you to kindly services the printer machine	Manikandan.K-IT	07/06/2022 02:26 PM	R.Pandian-IT	23/06/2022 02:51 PM	Completed	384 hours24 mins	PRINTER PICKUP ROLLER PROBLEM PRINTER SERVICE REQUEST GIVEN

**Classification : 5**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1608	IT04106	Soussila.M	08/06/2022 12:59 PM	Need NVDA software installation in ICON Office	Need NVDA software installation in ICON Office	Manikandan.K-IT	09/06/2022 09:30 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:26 PM	Completed	8 hours55 mins	NVDA Software installed to Nursing office 2 system. Instructed by Mrs.Kavitha, Nursing faculty.

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1609	IT04103	Malarvizhi.S.OS nursing college	08/06/2022 11:44 AM	WIFI CONNECTION	WIFI CONNECTION AND PASSWORD FOR THE NAAC PERSONS - MR. SARAVANAN & MR. PON MURUGAN	Manikandan.K-IT	09/06/2022 09:35 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:18 PM	Completed	8 hours43 mins	Campus wifi password created for NACC persons Mr.Ponmurugan and Mr.Saravanan
1610	IT04105	J.SASIKUMAR	08/06/2022 12:28 PM	Physiotherapy college office and principal Room net work Problem	Good Afternoon Sir, Physiotherapy college pharmacy building 6th floor office Room and Principal Room system network will be not function so I kindly request to check and find it sir Thank you sir	Manikandan.K-IT	09/06/2022 09:31 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1611	IT04100	Gounabady.R - DEO	08/06/2022 09:06 AM	printer not working in ophthal ward	Printer not working in ophthal ward its very urgent, third floor, hospital	Manikandan.K-IT	08/06/2022 09:57 AM	R.Pandian-IT	10/06/2022 01:01 PM	Completed	51 hours4 mins	PRINTER SERVER RESTART PRINTER WORKING WELL
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**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1612	IT04108	Soussila.M	08/06/2022 01:07 PM	Need HMS user name and password	Need HMS user name and password	Manikandan.K-IT	09/06/2022 09:30 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:30 PM	Completed	9 hours0 mins	HMS User name and password created and given demo for stores indent module.
1613	IT04110	Mathangi.M	08/06/2022 02:42 PM	ENT OPD STAFF LOGIN ID WANT TO BE ACTIVATED OR CREATED NEW ONE	S4189 VALLI .V ENT OPD STAFF Login ID want to be replace , check weather its working or not, else create new one	Manikandan.K-IT	09/06/2022 09:36 AM	R.Pandian-IT		Assigned		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1614	CT1286	Malini K	08/06/2022 03:46 PM	HOD system is not power on	HOD system is not power on	Manikandan.K-IT	09/06/2022 09:29 AM	P.Boopalan-IT		Assigned		

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1615	CT1285	Malini K	08/06/2022 03:45 PM	internet connection problem and not working	internet connection problem and not working	Manikandan.K-IT	09/06/2022 09:30 AM	P.Boopalan-IT		Assigned		
1616	IT04101	Anand.N	08/06/2022 09:17 AM	Internet not working in Pharmacy Accounts	Internet not working in Pharmacy Accounts	Manikandan.K-IT	09/06/2022 09:36 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:27 PM	Completed	8 hours51 mins	Pharmacy college accounts working from (through access point)10.1.4 series for Tally software purpose. Access point not working. Remove access point at Pharmacy college and Dental college. Reset access point, receiver and reconfigured & reinstalled both sides. Now working fine.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Work done with help of Mr.Manikandan, Maintenance Department.

**Classification : 2**

**MOTHERBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1617	IT04102	N.Senbagavalli	08/06/2022 10:10 AM	DENTAL PURCHASE	MOTHER BOARD REPLACE - OMR DEPT	Manikandan.K-IT	09/06/2022 09:35 AM	Deenathayalan. V(IT)	11/06/2022 04:25 PM	Completed	54 hours49 mins	replaced motherboard and cpu fan SMPS completed

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1618	IT04109	A.Kumaresan - Store	08/06/2022 02:29 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, today afternoon SS Power systems, Ups battery 3 bill received from store, So please check You IT person, By A.kumaresan, store inchage, svmc, cell 9843638505.	Manikandan.K-IT	09/06/2022 09:30 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:25 PM	Completed	8 hours55 mins	IT Related material verification and singing work completed

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1619	IT04104	Baskaran.R.Trans. Manag.	08/06/2022 11:55 AM	Password for WIFI	We need a password for wifi (college & hospital) for the following (transportmanager@sv mchrc.ac.in) 1. Baskaran .R - Transport Manager 2. Vigneshwaran - DEO	Manikandan.K-IT	09/06/2022 09:31 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:18 PM	Completed	8 hours46 mins	Campus wifi password created for Mr.Baskaran, Transport Manager.

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1620	IT04107	Nirosha.V-Lab	08/06/2022 12:59 PM	Printer machine not working	Printer machine not working for the last few week, I request you to please kindly services printer machine	Manikandan.K-IT	09/06/2022 09:30 AM	M.Ramesh kumar - Systems Engineer	09/06/2022 06:24 PM	Completed	8 hours53 mins	Printer paper jam issue. Gear given noise. Printer to be serviced informed to Mr. Mani sir
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1621	IT04112	Banumathy.S.DEO	09/06/2022 09:58 AM	MALE SURGER WARD	System not working	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT	23/06/2022 02:46 PM	Completed	313 hours30 mins	Power cable refixed its working well

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1622	IT04111	Ashokkumar.R MRD	09/06/2022 09:44 AM	Internet -Reg	MRD -MRO system not working for Internet	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT	23/06/2022 02:45 PM	Completed	313 hours29 mins	system date and time changed INTERNET OPTION ENABLE ITS WORKING WELL

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1623	IT04115	M.Celine -S/N	09/06/2022 03:53 PM	SYSTEM NOT WORKING	SYSTEM NOT WORKING IN MED OPD.	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT	23/06/2022 02:47 PM	Completed	313 hours31 mins	Power cable refixed its working well
1624	IT04116	M.Celine -S/N	09/06/2022 03:56 PM	PRINTER NOT WORKING	PRINTER NOT WORKING IN MED OPD.	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1625	IT04114	Elangovan	09/06/2022 03:45 PM	sub store	mouse and key not working.	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT	23/06/2022 02:46 PM	Completed	313 hours30 mins	MOUSE AND KEYBOARD USB WIRE DAMAGED BY RAT NEW KEYBOARD AND MOUSE REQUEST GINVEN

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1626	IT04113	Bhuvanewary.P-W/S	09/06/2022 12:45 PM	STORE INDENTS NOT WORKING	Good Afternoon sir, Psychiatry department not working store indent. Please check sir. In Psychiatry ward staff Create ID & password Thank you	Manikandan.K-IT	10/06/2022 01:15 PM	M.Ramesh kumar - Systems Engineer	14/06/2022 05:28 PM	Completed	100 hours13 mins	HMS software store indent module doubts rectified. Now working fine. HMS User name and password given to ward staffs.
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**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1627	IT04124	S.pavithra	10/06/2022 10:31 AM	Store indent software not display in dept name	Store indent software not display in dept name pls rectify it	Manikandan.K-IT	10/06/2022 01:09 PM	Manikandan.K-IT	11/06/2022 11:48 AM	Completed	22 hours39 mins	issue resolved
1628	IT04120	Vennila.S	10/06/2022 09:59 AM	Need HMS user id and password in Psychiatry ward	Need HMS user id and password in Psychiatry ward	Manikandan.K-IT	10/06/2022 01:14 PM	M.Ramesh kumar - Systems Engineer	14/06/2022 01:36 PM	Completed	96 hours22 mins	HMS Software user name and password created and given to ward staffs.

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1629	IT04130	K.Suganthi -DEO	10/06/2022 04:49 PM	PRINTER PROBLEM	THIRD FLOOR ,ORTHO OFFICE (PRINTER PROBLEM)	Manikandan.K-IT	11/06/2022 03:01 PM	R.Pandian-IT	23/06/2022 02:28 PM	Closed	287 hours26 mins	PRINTER CONTROL PANNEL SETUP RECONFIGURED ITS WORING WELL

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1630	IT04121	Vennila.S	10/06/2022 10:05 AM	HMS Store indent module demo in Psychiatry	HMS Store indent module demo in Psychiatry	Manikandan.K-IT	10/06/2022 01:14 PM	M.Ramesh kumar - Systems Engineer	14/06/2022 01:35 PM	Completed	96 hours20 mins	Given HMS store module demo for user

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1631	IT04126	Pushpa- DEO	10/06/2022 11:40 AM	printer not working	printer not working	Manikandan.K-IT	10/06/2022 01:08 PM	P.Boopalan-IT		Assigned		
1632	IT04125	D. Pokkilai -S/N	10/06/2022 10:33 AM	ENT OPD	SYSTEM NOT WORKING	Manikandan.K-IT	10/06/2022 01:13 PM	R.Pandian-IT	13/06/2022 10:30 AM	Completed	69 hours16 mins	I checked all basic error finding steps problem found in system power cable its working well
1633	IT04117	Dr.Savitha B Hiremath	10/06/2022 09:32 AM	MICRO LAB HOSPITAL	SYSTEM NOT WORKING	Manikandan.K-IT	10/06/2022 01:15 PM	R.Pandian-IT	13/06/2022 10:31 AM	Completed	69 hours16 mins	I CHECKED ALL BASIC ERROR FINDING PROBLEM FOUND SYSTEM POWER CABLE ITS WORKING WELL
1634	IT04118	Indhuja.E S/N	10/06/2022 09:42 AM	MSW	SYSTEM NOT WORKING	Manikandan.K-IT	10/06/2022 01:14 PM	R.Pandian-IT	13/06/2022 10:32 AM	Completed	69 hours18 mins	I CHECKED ALL BASIC ERROR FINDING STEPS PROBLEM FOUND IN THE POWER CABLE REFIX THE

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1635	IT04123	ChinnaKrishnan	10/06/2022 10:18 AM	PURCHASE	INTERNET NOT WORKING	Manikandan.K-IT	10/06/2022 01:09 PM	M.Ramesh kumar - Systems Engineer	14/06/2022 01:33 PM	Completed	96 hours23 mins	System picked up unknown IP automatically. Already given manual IP but system picked up in 192 series. Given another free IP now working fine.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1636	IT04122	T.Gopalakrishnan	10/06/2022 10:00 AM	Ticket software modification	Ticket software to be added in store indent option as per our indent issuing to store and another its to be modified in category list. The ``central store`` option unable to visible	Manikandan.K-IT	10/06/2022 01:14 PM	M.Ramesh kumar - Systems Engineer		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1637	IT04127	R.Veeraraghavan-Observer	10/06/2022 01:00 PM	ID NOT WORKING	ORTHO OPD STAFF ID NOT WORKING ID NO. ; S4574	Manikandan.K-IT	10/06/2022 01:13 PM	R.Pandian-IT	23/06/2022 02:28 PM	Completed	313 hours14 mins	ID PASSWORD RESET COMPLITED
1638	IT04129	Nandhakumar S-Accounts	10/06/2022 02:31 PM	WIFI Not working	WIFI Not working Admin Office College	Manikandan.K-IT	11/06/2022 11:48 AM	Manikandan.K-IT	11/06/2022 11:49 AM	Completed	0 hours0 mins	issue resolved
1639	IT04128	Nandhakumar S-Accounts	10/06/2022 02:30 PM	UPS Battery Change	UPS Battery Change	Manikandan.K-IT	11/06/2022 11:48 AM	P.Boopalan-IT		Assigned		
1640	IT04119	Sathiyarayanan .R	10/06/2022 09:45 AM	Access to Store indent option	Good Morning Sir,  I request IT dept. to give me the access to raise indent to get stationeries from central store. Till now I am unable to access. Kindly do the needful asap. Thank you	Manikandan.K-IT	10/06/2022 01:14 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 5**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1641	IT04133	Manikandan.K-IT	11/06/2022 11:41 AM	New Email ID for Engg domain	We request you to create a new domain mail id for newly joined faculty members as mentioned below,  1. Mr. R. Danasegaran, AP/CSE - Email Id: Danasaras1983@svcet.ac.in 2. Ms. Suguna Devi, AP/BME - Email Id: Suguna.bme@svcet.ac.in 3. Mr. Dhilip, Exam Cell Assistant Coordinator - Dhilip193@svcet.ac.in	Manikandan.K-IT	11/06/2022 11:43 AM	Deenathayalan. V(IT)	11/06/2022 04:28 PM	Completed	4 hours45 mins	email id created in domain
1642	IT04134	Manikandan.K-IT	11/06/2022 11:41 AM	New Email ID for Engg domain	Respected Sir/madam,  Herewith I have attached the First Year Students List for creating new domain	Manikandan.K-IT	11/06/2022 11:42 AM	Deenathayalan. V(IT)	11/06/2022 05:32 PM	Completed	5 hours49 mins	new email id created in our svcet domain

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

ID (Batch 2021-2025)  
for your reference.

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1643	IT04142	Deenathayalan.V(I T)	11/06/2022 02:27 PM	central store	12A tonner catride rellfile coordinate with ventor	Manikandan.K-IT	11/06/2022 02:59 PM	Deenathayalan.V(IT)	11/06/2022 04:27 PM	Closed	1 hours28 mins	20 12 A tonner refilled

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1644	IT04132	Anbarasan K Bio-Med.	11/06/2022 11:22 AM	UPS Battery	BAttery received from store. Kindly come and install it ASAP.	Manikandan.K-IT	11/06/2022 11:47 AM	Deenathayalan.V(IT)	11/06/2022 04:28 PM	Completed	4 hours40 mins	battery replaced
1645	IT04137	Deenathayalan.V(I T)	11/06/2022 02:22 PM	Bio medical UPS Battery	New UPS Battery installation	Manikandan.K-IT	11/06/2022 03:00 PM	Deenathayalan.V(IT)	11/06/2022 04:25 PM	Closed	1 hours25 mins	new ups battery installed

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1646	IT04141	Deenathayalan.V(I T)	11/06/2022 02:26 PM	injection opd	user id password rest in hms software	Manikandan.K-IT	11/06/2022 02:59 PM	Deenathayalan.V(IT)	11/06/2022 04:27 PM	Closed	1 hours27 mins	user id password reset in hms software
1647	IT04136	Agnes Sisilia Mary - SN	11/06/2022 12:34 PM	MALE ORTHO WARD STORE INDENT NOT RAISED IN MY WARD,BECAUSE OF NOT OPENED IN MY ID, PLEASE RAISED MY NO IN STORE INDENT[HMS]	MALE ORTHO WARD STORE INDENT NOT RAISED IN MY WARD,BECAUSE OF NOT OPENED IN MY ID, PLEASE RAISED MY NO IN STORE INDENT[HMS]	Manikandan.K-IT	11/06/2022 03:00 PM	Deenathayalan.V(IT)	11/06/2022 04:18 PM	Completed	1 hours18 mins	now check role assign to you sister
1648	IT04138	Deenathayalan.V(I T)	11/06/2022 02:23 PM	CENTRAL LAB	cell count 3 part and five part machine not populated in HMS software	Manikandan.K-IT	11/06/2022 03:00 PM	Deenathayalan.V(IT)	11/06/2022 04:28 PM	Closed	1 hours28 mins	network issue problem resolved

**Classification : 3**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1649	IT04131	Tamizhselvi S	11/06/2022 11:04 AM	printer not working and internet not working	printer not working and internet not working	Manikandan.K-IT	11/06/2022 11:48 AM	P.Boopalan-IT		Assigned		
1650	IT04143	Tamizhselvi S	11/06/2022 02:50 PM	internet not working	internet not working	Manikandan.K-IT	11/06/2022 02:59 PM	P.Boopalan-IT	21/06/2022 08:38 AM	Completed	233 hours39 mins	now internet problem is solved now internet is working
1651	IT04139	Deenathayalan.V(I T)	11/06/2022 02:24 PM	pharmacy hospital	Pharmacy manager system no display issue smps problem auto restart cpu	Manikandan.K-IT	11/06/2022 02:59 PM	Deenathayalan. V(IT)	11/06/2022 04:26 PM	Closed	1 hours26 mins	no display issue

**Classification : 3**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1652	IT04135	Malarvizhi.S.OS nursing college	11/06/2022 12:12 PM	KEYBOARD & UPS INSTALLATION	Keyboard for principal mam and ups for Mrs. Sousila - DEO	Manikandan.K-IT	11/06/2022 03:00 PM	Deenathayalan. V(IT)	13/06/2022 11:35 AM	Completed	44 hours34 mins	installation completed

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1653	IT04140	Deenathayalan.V(I T)	11/06/2022 02:25 PM	physiology	google meet id created in webinar	Manikandan.K-IT	11/06/2022 02:59 PM	Deenathayalan. V(IT)	11/06/2022 04:26 PM	Closed	1 hours26 mins	google meet id created in online1@svmchrc.ac.in

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1654	IT04148	Manikandan.K-IT	13/06/2022 11:10 AM	New Email ID	Kindly provide the new mail Id for the welfare section & appraisal Section separately.  Appraisal Section - hr-appraisal@svmchrc.ac.in Welfare Section : hr-welfare@svmchrc.ac.in	Manikandan.K-IT	13/06/2022 11:11 AM	Deenathayalan. V(IT)	13/06/2022 04:59 PM	Completed	5 hours48 mins	email id created in domain Temp.password:svmchrc@123

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1655	IT04145	S.pavithra	13/06/2022 09:06 AM	printer problem	printer problem in our dept. system	Manikandan.K-IT	13/06/2022 04:50 PM	P.Vignesh-IT	20/06/2022 09:02 AM	Completed	160 hours11 mins	printer issue rectified

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1656	IT04146	Umamaheswari.T	13/06/2022 09:08 AM	HR OFFICE IDCARD SECTION	change new UPS	Manikandan.K-IT	13/06/2022 10:50 AM	R.Pandian-IT	23/06/2022 02:26 PM	Completed	243 hours36 mins	NEW MICROTEC UPS INSTALLED SUCCESSFULLY ITS WORKING WELL

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1657	IT04147	Manimegalai.M-DEO	13/06/2022 11:09 AM	HMS BOOKMARK MISSING	HMS BOOKMARK MISSING	Manikandan.K-IT	13/06/2022 11:11 AM	P.Vignesh-IT	14/06/2022 03:45 PM	Completed	28 hours33 mins	hms bookmark added in chrome for store indent and ticket
1658	IT04149	Kamashi @ Asha	13/06/2022 01:00 PM	account hospital	Sir, Mr. Thanigai sir system software not working urgent	Manikandan.K-IT	13/06/2022 04:50 PM	Deenathayalan. V(IT)	13/06/2022 05:03 PM	Completed	0 hours12 mins	network issue problem resolved

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1659	IT04150	I.IIakiya -DEO	13/06/2022 04:27 PM	NABH Office	Please disconnect the system for room shifting process.	Manikandan.K-IT	13/06/2022 04:50 PM	P.Vignesh-IT	14/06/2022 03:45 PM	Completed	22 hours55 mins	all the systems are disconnected and reconnected by Mr Pandian

**Classification : 1**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1660	IT04144	Ashokkumar.R MRD	13/06/2022 08:57 AM	Barcode printer- Regarding	MRD- OPD registration counter -2, Barcode printer not working. Please very urgent .	Manikandan.K-IT	13/06/2022 04:50 PM	R.Pandian-IT	23/06/2022 02:25 PM	Completed	237 hours35 mins	
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**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1661	IT04151	Malarvizhi.S.OS nursing college	14/06/2022 08:54 AM	ICON OFFICE	Good Morning Sir, Sharing network is not working in my system.	Manikandan.K-IT	17/06/2022 01:25 PM	R.Pandian-IT	23/06/2022 02:24 PM	Completed	144 hours59 mins	FOLDER SHARING OPTION ENABLED ITS WORKING WELL

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1662	IT04154	Sudhakar.M.Phar m	14/06/2022 12:10 PM	UPS-BATTERY installation	UPS-Battery should not backup so refill new battery for good back up.	Manikandan.K-IT	17/06/2022 01:21 PM	P.Vignesh-IT	20/06/2022 09:00 AM	Completed	67 hours38 mins	BATTERY REPLACEMENT DONE

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1663	IT04153	Deenathayalan.V(I T)	14/06/2022 09:57 AM	PICU AND NICU	USER ID S4559 STORE ADDED IN HMS SOFTWARE	Manikandan.K-IT	17/06/2022 01:21 PM	Deenathayalan. V(IT)	17/06/2022 02:17 PM	Closed	0 hours55 mins	issue Resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1664	IT04152	Manimegalai.M- DEO	14/06/2022 09:16 AM	System is not starting	past one month system is getting slow and not starting sometimes it get hanged we have lot of training documentations works so do the needful	Manikandan.K-IT	18/06/2022 12:32 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

from morning system  
is not starting /  
functioning  
System no 2 Nursing  
Educator

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1665	IT04155	Pushpa.K-DEO	14/06/2022 01:25 PM	CT 6 slice report typing system mouse not working	CT 6 slice report typing system mouse not working	Manikandan.K-IT	17/06/2022 01:20 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1666	IT04156	Nandhakumar S- Accounts	14/06/2022 03:59 PM	Windows Update	Windows update problem	Manikandan.K-IT	17/06/2022 01:20 PM	P.Boopalan-IT	21/06/2022 08:38 AM	Completed	91 hours17 mins	resolve windows update problem pause and disble mode

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1667	IT04168	Jagadheeswari N	15/06/2022 01:16 PM	Os Instalation	OS instalation In Naac Office Computer	Manikandan.K-IT	17/06/2022 01:16 PM	P.Boopalan-IT		Assigned		
1668	IT04174	Jagadheeswari N	15/06/2022 04:33 PM	install printer , scanner software	install printer , scanner software but os installtion my computer is there loss this software	Manikandan.K-IT	17/06/2022 01:14 PM	P.Boopalan-IT	21/06/2022 08:35 AM	Completed	91 hours21 mins	instal printer scanner and full system assemble in council hall for NAAC

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1669	IT04158	Manikandan.K-IT	15/06/2022 08:59 AM	New Email ID for Engg domain	Hereby I bring to your notice that the below mentioned II yr(CSE) student transferred	Manikandan.K-IT	15/06/2022 08:59 AM	Deenathayalan. V(IT)	16/06/2022 04:39 PM	Completed	31 hours39 mins	

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

from RAAK college so  
kindly create the new  
official mail id for him.

1. Karmel Ajay -  
Register  
Number(19TD1513),  
Email ID: Karmel  
Ajay19TD1513@svcet.  
ac.in

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1670	IT04172	Ashokkumar.R MRD	15/06/2022 04:04 PM	HP laser printer-Reg.	MRD HP laser printer not working	Manikandan.K-IT	17/06/2022 01:15 PM	R.Pandian-IT	23/06/2022 02:48 PM	Completed	145 hours33 mins	Printer power cable refixed its working well
1671	IT04159	Manikandan.K-IT	15/06/2022 09:00 AM	ID CARD Printer CONNECTION	ID card printer connection in digital marketing	Manikandan.K-IT	15/06/2022 09:01 AM	Deenathayalan. V(IT)	16/06/2022 04:39 PM	Completed	31 hours37 mins	issue Resolved
1672	IT04169	Mathangi.M	15/06/2022 03:23 PM	ENT OPD Procedure room printer is not working properly	ENT OPD Procedure room printer is not working properly	Manikandan.K-IT	17/06/2022 01:16 PM	P.Vignesh-IT	20/06/2022 09:00 AM	Completed	67 hours44 mins	printer restarted and given deep clean so now printer working fine
1673	IT04171	Malarvizhi.S.OS nursing college	15/06/2022 03:26 PM	ICON	NEED TO PRINTER SOFTWARE INSTALLATION IN SEMINAR HALL FOR NAAC PURPOSE	Manikandan.K-IT	17/06/2022 01:15 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 4**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1674	IT04164	Sudhakar.M.Pharm	15/06/2022 10:48 AM	UPS-BATTERY installation (IT04154-yesterday created idno)	UPS-Battery should not backup so refill new battery for good back up.	Manikandan.K-IT	17/06/2022 01:17 PM	P.Vignesh-IT	20/06/2022 09:02 AM	Completed	67 hours45 mins	ups battery replacement done , now the UPS working fine

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1675	IT04173	Ashokkumar.R MRD	15/06/2022 04:07 PM	HMS software -Reg.	MRD AMRO system not working for HMS software	Manikandan.K-IT	17/06/2022 01:14 PM	R.Pandian-IT	23/06/2022 02:43 PM	Completed	145 hours28 mins	IP SETTING RECONFIGURED ITS WORKING WELL
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**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1676	IT04163	Sathiyarayanan .R	15/06/2022 10:22 AM	System not getting on	Good morning Sir,  I hereby bring to your kind notice that My system when I switch on today(15.06.2022) morning at 8.30am, its not getting started. So kindly do needful. Thank you	Manikandan.K-IT	17/06/2022 01:17 PM	P.Vignesh-IT	20/06/2022 09:03 AM	Completed	67 hours45 mins	NEW BOARD GIVEN IN REQUISITION FORM
1677	IT04157	Radhika.N-S/N	15/06/2022 08:48 AM	ENT OPD	system not working	Manikandan.K-IT	17/06/2022 01:18 PM	P.Vignesh-IT	20/06/2022 09:01 AM	Completed	67 hours43 mins	lan connectivity issue rectified , now the system working fine
1678	IT04166	Jagadheeswari N	15/06/2022 01:14 PM	Computer Shifting	Computer Shifting in Councill Hall	Manikandan.K-IT	17/06/2022 01:16 PM	P.Boopalan-IT		Assigned		
1679	IT04170	Mathangi.M	15/06/2022 03:24 PM	ENT OPD computer is not working properly	ENT OPD computer is not working properly	Manikandan.K-IT	17/06/2022 01:16 PM	R.Pandian-IT		Assigned		
1680	IT04167	Jagadheeswari N	15/06/2022 01:15 PM	Computer Shifting	Computer Shifting from Physiology to Councill Hall	Manikandan.K-IT	17/06/2022 01:16 PM	P.Boopalan-IT		Assigned		

**Classification : 5**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1681	IT04165	Jagadheeswari N	15/06/2022 01:13 PM	It Password Create (google network wifi)	5 Members naac Related Wifi password create	Manikandan.K-IT	17/06/2022 01:16 PM	P.Boopalan-IT	21/06/2022 08:37 AM	Completed	91 hours20 mins	creating new guest password for NAAC staff with support of RAMESH sir IT

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1682	IT04160	Muniamma.K	15/06/2022 09:24 AM	MONITOR NOT WORKING	DEPT.OF BIOCHEMISTRY DEMO HALL- I, MONITOR NOT WORKING & KEY BOARD BIN BREAKAGE	Manikandan.K-IT	17/06/2022 01:18 PM	P.Boopalan-IT		Assigned		
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**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1683	IT04162	Nandhakumar S- Accounts	15/06/2022 10:06 AM	Medical College Admin WIFI Not Working	Medical College Admin WIFI Not Working	Manikandan.K-IT	17/06/2022 01:17 PM	Manikandan.K-IT		Assigned		
1684	IT04161	Nirosha.V-Lab	15/06/2022 09:26 AM	SYSTEM KEY BOARD NOT WORKING	System key board not been working for the 12 hours, I request you to kindly services the system key board.	Manikandan.K-IT	17/06/2022 01:18 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1685	IT04181	Umamaheswari.T	16/06/2022 10:25 AM	HR OFFICE IDCARD SECTION	KEYBOARD IS NOT WORKING	Manikandan.K-IT	17/06/2022 01:12 PM	R.Pandian-IT	23/06/2022 09:30 AM	Completed	140 hours17 mins	usb port refixed its working well
1686	IT04175	S.Sharmila -HR Asst.	16/06/2022 09:35 AM	keyboard not working	keyboard not working	Manikandan.K-IT	17/06/2022 01:14 PM	R.Pandian-IT	23/06/2022 09:31 AM	Completed	140 hours17 mins	keyboard usb reconfigured successfully

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1687	IT04176	R.Rubini	16/06/2022 10:17 AM	Need internet connection for Dental Orthodontics	Need internet connection for Dental Orthodontics (Ortho Library and Demo hall) for inspection purpose	Manikandan.K-IT	17/06/2022 01:14 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1688	IT04186	Kumaravel.K	16/06/2022 01:06 PM	CCTV not working in Premium canteen	CCTV not working in Premium canteen	Manikandan.K-IT	17/06/2022 01:11 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1689	IT04180	Umamaheswari.T	16/06/2022 10:23 AM	HR OFFICE IDCARD SECTION	PRINTER NEED TO SHARE	Manikandan.K-IT	17/06/2022 01:13 PM	R.Pandian-IT	23/06/2022 09:28 AM	Completed	140 hours14 mins	Printer shared successfully its working well

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1690	IT04178	R.Rubini	16/06/2022 10:20 AM	UPS not working in Dental Orthodontics	UPS not working in Dental Orthodontics	Manikandan.K-IT	17/06/2022 01:13 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1691	IT04184	P.Usha -DEO	16/06/2022 11:05 AM	HMS not working in Eye bank	HMS not working in Eye bank	Manikandan.K-IT	17/06/2022 01:12 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1692	IT04188	NANTHESHWARI.N	16/06/2022 01:11 PM	Bio metric device not connected in Premium Girls Hostel	Bio metric device not connected in Premium Girls Hostel	Manikandan.K-IT	17/06/2022 01:11 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1693	IT04177	R.Rubini	16/06/2022 10:19 AM	System not working in dental orthodontics	System not working in dental orthodontics	Manikandan.K-IT	17/06/2022 01:13 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1694	IT04185	Reshma	16/06/2022 12:18 PM	system not working in demo room	system not working in demo room	Manikandan.K-IT	17/06/2022 01:11 PM	P.Boopalan-IT	15/07/2022 12:40 PM	Completed	671 hours28 mins	system problem is resolved
1695	IT04189	Tamizhselvi S	16/06/2022 02:13 PM	PRINTER NOT WORKING	PRINTER NOT WORKING	Manikandan.K-IT	17/06/2022 01:11 PM	P.Boopalan-IT	15/07/2022 12:41 PM	Completed	671 hours30 mins	printer problem is solved delete all pending files and resart printer spooler
1696	IT04192	Malini K	16/06/2022 02:48 PM	HOD monitor is not working and claim warrenty	HOD monitor is not working and claim warrenty	Manikandan.K-IT	17/06/2022 01:09 PM	P.Boopalan-IT	15/07/2022 12:41 PM	Completed	671 hours32 mins	
1697	IT04183	Umamaheswari.T	16/06/2022 10:27 AM	HR OFFICE IDCARD SECTION	SHARE FILE IS NOT OPEN	Manikandan.K-IT	17/06/2022 01:12 PM	R.Pandian-IT	23/06/2022 09:27 AM	Completed	140 hours15 mins	Share file configured successfully its working well

**Classification : 5**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1698	IT04193	NANTHESHWARI.N	16/06/2022 04:08 PM	Internet not working in A Block Room No.202	Internet not working in A Block Room No.202	Manikandan.K-IT	17/06/2022 01:09 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1699	IT04187	Kumaravel.K	16/06/2022 01:06 PM	Internet not working in Premium Canteen	Internet not working in Premium Canteen	Manikandan.K-IT	17/06/2022 01:11 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1700	IT04190	Suresh.R	16/06/2022 02:37 PM	Internet not working in MLT Office	Internet not working in MLT Office	Manikandan.K-IT	17/06/2022 01:11 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1701	IT04182	KAYALVIZHI.K	16/06/2022 10:23 AM	NO INTERNET CONNECTION	NO INTERNET CONNECTION	Manikandan.K-IT	17/06/2022 01:12 PM	R.Pandian-IT	23/06/2022 02:44 PM	Completed	145 hours31 mins	IP SETTING RECONFIGURED ITS WORKING WELL

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1702	IT04191	Malini K	16/06/2022 02:47 PM	HOD sir system is not working	HOD sir system is not working	Manikandan.K-IT	17/06/2022 01:10 PM	P.Boopalan-IT	15/07/2022 12:42 PM	Completed	671 hours31 mins	
1703	IT04179	Umamaheswari.T	16/06/2022 10:22 AM	HR OFFICE IDCARD SECTION	KEYBOARD IS NOT WORKING	Manikandan.K-IT	17/06/2022 01:13 PM	R.Pandian-IT	23/06/2022 09:28 AM	Completed	140 hours15 mins	Keyboard fully not working so we recommend to contaminated the key board and new keyboard request given , alternate keyboard given

**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1704	IT04204	S.Chellammal - DEO	17/06/2022 04:44 PM	SPL OPD, MASTER HEALTH CHECKUP, LAN CASING WORK TO BE DONE	SPL OPD, MASTER HEALTH CHECKUP, LAN CASING WORK TO BE DONE	Manikandan.K-IT	18/06/2022 12:31 PM	M.Ramesh kumar - Systems Engineer	20/06/2022 01:08 PM	Completed	48 hours37 mins	New Cat 6 cable laying work completed in Special OPD Master Health Checkup Room. Work completed with Mr.Pandiyan and Mr. Vignesh

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1705	IT04200	Ashokkumar.R MRD	17/06/2022 11:57 AM	Network patch cable- Reg.	MRD office to be connected network patch cable.	Manikandan.K-IT	17/06/2022 01:06 PM	M.Ramesh kumar - Systems Engineer	20/06/2022 01:06 PM	Completed	71 hours59 mins	New D-Link cat6 network cable connected in MRD network switch and user end. 7 Nos.

**Classification : 1**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1706	IT04195	S.Balaraman	17/06/2022 10:36 AM	KVMS Software need admin password	KVMS Software need admin password	Manikandan.K-IT	17/06/2022 01:09 PM	M.Ramesh kumar - Systems Engineer	20/06/2022 01:10 PM	Completed	72 hours1 mins	Given Admin password for KVMS Pro software in Fire Safety office

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1707	IT04194	Malarvizhi.S.OS nursing college	17/06/2022 09:26 AM	ICON	UPS BATTERY PROBLEM IN OFFICE AND VP SYSTEM.	Manikandan.K-IT	17/06/2022 01:12 PM	P.Vignesh-IT	20/06/2022 08:59 AM	Completed	67 hours46 mins	CHECKED AND FOUND IT HAS BATTERY BACKUP ISSUE, GIVEN REQUISITION FOR NEW BATTERY

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1708	IT04199	Ashokkumar.R MRD	17/06/2022 11:53 AM	case sheeet received entry -Reg.	case sheet received entry not proper working for HMS software.	Manikandan.K-IT	17/06/2022 01:07 PM	Manikandan.K- IT		Assigned		
1709	IT04203	Manikandan.K-IT	17/06/2022 02:12 PM	MRD printer sharing	Kindly share the MRD Printers and add it with Doctor application server system to check the direct print option in doctor application server, then only we can move MRD module in Doctor application server system.	Manikandan.K-IT	17/06/2022 02:17 PM	Deenathayalan. V(IT)	17/06/2022 02:18 PM	Completed	0 hours1 mins	installation completed and sharing done

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1710	IT04196	Vaishnavi.R.S/N	17/06/2022 11:08 AM	emg ward	system not working	Manikandan.K-IT	17/06/2022 01:08 PM	R.Pandian-IT	23/06/2022 09:26 AM	Completed	140 hours17 mins	System internet setting reconfigured its working well
1711	IT04201	Kaviyarasu.S - Pharm	17/06/2022 01:07 PM	MAIN PHARMACY	SYSTEM NOT WORKING SIR	Manikandan.K-IT	17/06/2022 01:08 PM	Deenathayalan. V(IT)	17/06/2022 01:12 PM	Completed	0 hours3 mins	SMPS REPLACED FOR TEMP. NOW WORKING REQUIREMENT GIVEN FOR SMPS
1712	IT04202	Deenathayalan.V(I T)	17/06/2022 01:08 PM	MRD Dishcharge	NEW SSD 256 CHANGED AND WINDOWS 10 OS BASIC SOFTWARE INSTALLED	Manikandan.K-IT	17/06/2022 01:09 PM	Deenathayalan. V(IT)	17/06/2022 01:12 PM	Closed	0 hours3 mins	BASIC SOFTWARE INSTALLED AND NEW SSD CHANGED VMATRIX INSTALLED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 3**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1713	IT04197	Vaishnavi.R.S/N	17/06/2022 11:09 AM	emg ward	monitor problem	Manikandan.K-IT	17/06/2022 01:07 PM	R.Pandian-IT	23/06/2022 09:27 AM	Completed	140 hours19 mins	Monitor power cable issue refix the power cable its working well

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1714	IT04198	Gunasundari.K - Lab	17/06/2022 11:22 AM	approved column FBS only highlighter other test cannot be highlighter	approved column FBS only highlighter other test cannot be highlighter	Manikandan.K-IT	17/06/2022 01:07 PM	Manikandan.K- IT		Assigned		

**Classification : 1**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1715	IT04212	Manikandan.K-IT	18/06/2022 12:27 PM	New Email ID for Engg domain	We request you to create a new domain mail id for newly joined faculty Mr. S. Balaji , Assistant Professor/BME Department as mentioned below,  1. Mr. S. Balaji, AP/BME - Email Id: Balaji.S@svcet.ac.in	Manikandan.K-IT	18/06/2022 12:28 PM	Deenathayalan. V(IT)	20/06/2022 11:33 AM	Completed	47 hours5 mins	email id created in domain

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1716	IT04207	S.Udhaya -MRD	18/06/2022 10:25 AM	HMS SERVER	NEED TO CONFIGURE TICKET MODULE	Manikandan.K-IT	18/06/2022 12:30 PM	R.Pandian-IT	23/06/2022 09:26 AM	Completed	116 hours56 mins	Ticket module crate and full ticket module explained and bookmark also fixed

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1717	IT04209	Thiruvengada Perumal	18/06/2022 10:40 AM	Kindly attend the Computer problem in Exam Cell & Library sir	Sir In our Pharmacy College Ground Floor Exam Cell & Library computers are in problem, due to this problem many works are in pending so please rectify the problem immediately sir.	Manikandan.K-IT	18/06/2022 12:28 PM	P.Vignesh-IT	22/06/2022 09:15 AM	Completed	92 hours47 mins	LIBRARY ISSUE RECTIFIED , INSTALLED NEW OS AND NEED TO CHANGE CMOS BATTERY , EXAM CELL SYSTEM NEW USER CREATED FOR THE ISSUE , NOW BOTH ARE WORKING FINE
1718	IT04213	Shalini.S-HR-Dept.	18/06/2022 12:28 PM	HRD	Mr.Anthony peter , Training & Development System is not working.  Kindly rectify the issue as soon as possibe.	Manikandan.K-IT	18/06/2022 12:31 PM	R.Pandian-IT	21/06/2022 10:26 AM	Completed	69 hours54 mins	I checked all basic error finding steps problem found in system vga issue
1719	IT04211	Mathangi.M	18/06/2022 11:14 AM	ENT OPD	OPD 4 system is not working properly due to IP issue	Manikandan.K-IT	18/06/2022 12:30 PM	R.Pandian-IT	21/06/2022 10:24 AM	Completed	69 hours54 mins	IP issue solved its working well

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1720	IT04208	K.Sundaramoorthy (Purchase)	18/06/2022 10:30 AM	net work problem	for past 2 days our system internet not working. every time this type of problem came. pl. rectify the same.	Manikandan.K-IT	18/06/2022 12:30 PM	R.Pandian-IT	21/06/2022 10:19 AM	Completed	69 hours49 mins	I checked all basic error finding steps i find out the problem is internet not an issue its working well properly user change the browser chrome setting because different user access the same system that is the issue i explained every thing user cant understand the technical issue that is why they feel internet problem now its working well
1721	IT04215	Nandhakumar S-Accounts	18/06/2022 04:26 PM	Lan Cable Problem	Lan Cable Problem not connect internet	Manikandan.K-IT	20/06/2022 10:08 AM	P.Boopalan-IT	15/07/2022 12:40 PM	Completed	602 hours31 mins	INTERNET LAN PROBLEM SOLVED

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1722	IT04205	Ashokkumar.R MRD	18/06/2022 08:42 AM	Barcode printer-Reg.	MRD-Registration OPD counter -2. Barcode printer not working.	Manikandan.K-IT	18/06/2022 12:30 PM	Deenathayalan. V(IT)	20/06/2022 11:33 AM	Completed	47 hours2 mins	issue Resolved

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1723	IT04214	R. Karthick	18/06/2022 03:07 PM	NABH OFFICE	Keyboard needs to be changed	Manikandan.K-IT	18/06/2022 03:22 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1724	IT04206	K.Suganthi -DEO	18/06/2022 10:21 AM	PRINTER PROBLEM - THIRD FLOOR , HP LASER JET P1108	ORTHOO OFFICE	Manikandan.K-IT	18/06/2022 12:30 PM	R.Pandian-IT	21/06/2022 10:25 AM	Closed	69 hours54 mins	Printer paper jam is cleared its working well
1725	IT04210	D. Pokkilai -S/N	18/06/2022 11:04 AM	ENT ward	We need networking connection in Ent ward, to enter discharge entry work process please arrange as soon as possible	Manikandan.K-IT	18/06/2022 12:30 PM	R.Pandian-IT	21/06/2022 10:29 AM	Completed	69 hours59 mins	I Checked all basic error finding steps problem found in wall terminated io issue new internet IO and Face plate request given

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1726	IT04221	NANTHESHWARI. N	20/06/2022 11:43 AM	Essl biometric software issue in premium hostel	Essl biometric software issue in premium hostel	Manikandan.K-IT	20/06/2022 12:19 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1727	IT04219	Pukazenti N.R. DGM	20/06/2022 10:53 AM	DGM OFFICE - rate correction in lab investigations	Kindly correct the rate in the software for the below mentioned test	Manikandan.K-IT	20/06/2022 12:19 PM	Deenathayalan. V(IT)	25/06/2022 04:19 PM	Completed	123 hours59 mins	updated in HMS s/w



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

Test name Old rate  
 New rate  
 Bicarbonate 1100 600  
 Calcium 125 300  
 Phosphorus 170 300

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1728	IT04222	NANTHESHWARI. N	20/06/2022 11:45 AM	Biometric device not working in Ladies Hostel	Biometric device not working in Ladies Hostel	Manikandan.K-IT	20/06/2022 12:19 PM	M.Ramesh kumar - Systems Engineer	20/06/2022 01:06 PM	Completed	0 hours46 mins	Network cable issue rectified now working fine.

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1729	IT04216	Ashokkumar.R MRD	20/06/2022 08:54 AM	Laser printer-Reg.	MRD- Office Laser printer not working.	Manikandan.K-IT	20/06/2022 10:08 AM	R.Pandian-IT	21/06/2022 10:17 AM	Completed	24 hours8 mins	power cable refixed its working well
1730	IT04217	Celine.A-S/N	20/06/2022 09:53 AM	MMW	PRINTER MACHINE NOT WORKING IN MMW.	Manikandan.K-IT	20/06/2022 10:08 AM	R.Pandian-IT	21/06/2022 10:16 AM	Completed	24 hours8 mins	Printer power cable refixed its working well

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1731	IT04227	Malini K	20/06/2022 03:50 PM	UPS power is not working in demo room	System power is not working in demo room	Manikandan.K-IT	25/06/2022 10:27 AM	P.Boopalan-IT	15/07/2022 12:39 PM	Completed	482 hours11 mins	

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1732	IT04220	Jayachitra.K Accounts	20/06/2022 11:22 AM	Audit Department	Kindly create ``Pain Clinc`` - Department Test Create Pain relief Procedure 500/- Pain relief Procedure with C - Arm 1000/-	Manikandan.K-IT	20/06/2022 12:00 PM	Manikandan.K-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1733	IT04228	Balachandran.P	20/06/2022 04:38 PM	CRRi attendance	request to send May month CRRi attendance report	Manikandan.K-IT	25/06/2022 10:22 AM	M.Ramesh kumar - Systems Engineer		Assigned		
1734	IT04224	NITHYA S	20/06/2022 02:47 PM	DISCHARGE SUMMERY 1	System not working suddenly power off	Manikandan.K-IT	25/06/2022 12:30 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1735	IT04226	Malini K	20/06/2022 03:47 PM	Monitory installation	New dell monitor install for HOD room, warranty is claimed Department of pathology	Manikandan.K-IT	25/06/2022 10:24 AM	P.Boopalan-IT	15/07/2022 12:38 PM	Completed	482 hours14 mins	

**Classification : 1**

**Google Meet**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1736	IT04223	Manikandan.K-IT	20/06/2022 12:28 PM	Google meet ID creation	Google meet ID creation for Governing Body meeting 22nd june 11.15 to 2.00 pm by dean medical college	Manikandan.K-IT	20/06/2022 12:30 PM	Deenathayalan. V(IT)	25/06/2022 04:18 PM	Completed	123 hours48 mins	google meet id created in online1@svmchrc.ac.in

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1737	IT04225	Balachandran.P	20/06/2022 03:01 PM	CRRi attendance	FMG candidates are going to complete their internship. so kindly request you to send the bio-metric attendance list for the month of June 2022 to	Manikandan.K-IT	25/06/2022 10:24 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

till date.

1738	IT04218	MEERA.R	20/06/2022 09:58 AM	SURGERY OPD	SYETEM IS NOT WOeking IN SURGEY HOD ROOM .PLS DO THE NEEDFUL.	Manikandan.K-IT	20/06/2022 10:08 AM	R.Pandian-IT	21/06/2022 10:15 AM	Closed	24 hours7 mins	I Checked all basic error finding steps problem found in system network port reconnect the port its working well
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**Classification : 2**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1739	IT04235	R.Veeraraghavan-Observer	21/06/2022 02:23 PM	ORTHO OPD SEMINAR ROOM PROJECTOR NOT PROPERLY WORKING	ORTHO OPDM SEMINAE ROOM PROJECTOR NOT PROPERLY WORKING	Manikandan.K-IT	25/06/2022 10:22 AM	P.Vignesh-IT	25/06/2022 02:28 PM	Completed	4 hours5 mins	vga cable issue , changed new cable now working fine

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1740	IT04234	Bharanitharan	21/06/2022 02:11 PM	PHARMACY COLLEGE STORE	Dear sir, Kindly install new version of tomcat.	Manikandan.K-IT	25/06/2022 10:20 AM	Deenathayalan. V(IT)	27/06/2022 04:22 PM	Completed	54 hours2 mins	new version installed ps store in pharmacy
1741	IT04236	Ilavarasi.I.Elect.	21/06/2022 03:51 PM	Need store indent module in Substore-Maintenance	Need store indent module in Substore-Maintenance	Manikandan.K-IT	25/06/2022 10:17 AM	M.Ramesh kumar - Systems Engineer		Assigned		
1742	IT04229	K.Sundaramoorthy (Purchase)	21/06/2022 10:45 AM	GRN NO.PINV/SD/22-23/0055 08.06.20200	grn no.PINV/SD/22-23/0055 GRN 0055 DT.08.06.22 PL. OPEN THE GRN	Manikandan.K-IT	25/06/2022 10:21 AM	Deenathayalan. V(IT)	27/06/2022 12:38 PM	Completed	50 hours17 mins	Status Updated in HMS Pls check sir PINV/SD/22-23/0055`
1743	IT04233	Bharanitharan	21/06/2022 02:08 PM	PHARMACY COLLEGE STORE	Dear sir, If i take closing stock heading will shown shri venkateshwara pharmacy. So kindly change the heading shri venkateshwara college of pharmacy.	Manikandan.K-IT	25/06/2022 10:20 AM	Deenathayalan. V(IT)	27/06/2022 04:22 PM	Completed	54 hours2 mins	Report name changed but not reflected in REPORT

**Classification : 4**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1744	IT04230	S.pavithra	21/06/2022 10:54 AM	install any desk App	install any desk App	Manikandan.K-IT	25/06/2022 10:21 AM	P.Boopalan-IT	15/07/2022 12:38 PM	Completed	482 hours16 mins	

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1745	IT04232	Nagarathinam.V (Stores)	21/06/2022 01:05 PM	Material Checking Purpose:	Material Checking Purpose: SUPPLIER NAME : Mahaveer infotech 1. COMPUTER HP DESKTOP HP280G6 - 02 set (Insurance dept) 2. COMPUTER HP DESKTOP HP280G6 - 01 set (Accounts dept) 3. SMPS Zebronic 450w - 01 nos (Pharmacy dept) 4. EPSON INK 003 (Black, Yellow, Magenta, Cyan) - 4 nos ( Ent Opd) 5. D-Link I/o Connector - 30 nos 6. BATTERY 2032 3V (CMOS BATTERY) 30 nos 7. Key board & Mouse - 01 set (Sub store)	Manikandan.K-IT	25/06/2022 10:17 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1746	IT04231	E.Chitra	21/06/2022 11:05 AM	LT-NO:504050 pls change the unit in reference range	LT-NO:504050 pls change the unit in reference range column (mg/dl)	Manikandan.K-IT	25/06/2022 10:18 AM	Manikandan.K-IT		Assigned		

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1747	IT04242	Malarvizhi.S.OS nursing college	22/06/2022 03:46 PM	ICON LIBRARY	IN COMPUTER LAB , COMPUTER ASK PASSWORD TO OPEN	Manikandan.K-IT	25/06/2022 12:29 PM	P.Vignesh-IT	25/06/2022 02:27 PM	Completed	1 hours57 mins	all the systems are checked and set the password in default , now all are working fine
1748	IT04238	LOGESWARI.R	22/06/2022 09:30 AM	system not working and not power on	system not working and not power on	Manikandan.K-IT	25/06/2022 12:30 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1749	IT04240	A.Kumaresan - Store	22/06/2022 12:32 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Today Morning 2 bills IT related materials received , So please check the It person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	25/06/2022 10:15 AM	M.Ramesh kumar - Systems Engineer		Assigned		
1750	IT04239	A.Kumaresan - Store	22/06/2022 12:29 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Yesterday Morning 7 bills IT related materials received , So please check the It person, thank you sir. by A.kumaresan store incharge, svmc cell 9843638505.	Manikandan.K-IT	25/06/2022 10:15 AM	M.Ramesh kumar - Systems Engineer		Assigned		
1751	IT04241	A.Kumaresan - Store	22/06/2022 02:57 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Today Afternoon SS Power systems 3 bills IT related materials received , So please	Manikandan.K-IT	25/06/2022 10:15 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

check the It person,  
thank you sir.  
by  
A.kumaresan  
store incharge,  
svmc  
cell 9843638505.

**Classification : 3**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1752	IT04237	Suba	22/06/2022 08:57 AM	MRD DENTAL	MRD PRINTER NOT WORKING ( EPSON LX-310)	Manikandan.K-IT	25/06/2022 10:17 AM	R.Pandian-IT		Assigned		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1753	IT04247	Jagadheeswari N	23/06/2022 12:20 PM	scanner and printer installation fault	scanner and printer installation fault in os installation	Manikandan.K-IT	25/06/2022 10:28 AM	P.Boopalan-IT	15/07/2022 12:37 PM	Completed	482 hours9 mins	scanners and printers all are installed in council hall for NAAC porpose

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1754	IT04244	Umamaheswari.T	23/06/2022 09:31 AM	HR OFFICE IDCARD SECTION	connect the id card printer	Manikandan.K-IT	25/06/2022 10:23 AM	P.Vignesh-IT	25/06/2022 02:26 PM	Completed	4 hours3 mins	id card printer connected , now working fine

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1755	IT04243	Thanikaivel.S-Accounts	23/06/2022 09:16 AM	Accounts dept. (H)	Server System's UPS problem	Manikandan.K-IT	25/06/2022 10:26 AM	Deenathayalan. V(IT)	25/06/2022 04:21 PM	Completed	5 hours54 mins	ups battery replaced

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1756	IT04253	MURALI.K	23/06/2022 02:44 PM	HMS User login Creation	HMS User login Creation	Manikandan.K-IT	25/06/2022 10:26 AM	Deenathayalan. V(IT)	25/06/2022 04:21 PM	Completed	5 hours55 mins	completed
1757	IT04252	MURALI.K	23/06/2022 02:43 PM	HMS User login Creation	HMS User login Creation	Manikandan.K-IT	25/06/2022 10:26 AM	Deenathayalan. V(IT)	25/06/2022 04:21 PM	Completed	5 hours54 mins	created in hms software

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1758	IT04249	Jagadheeswari N	23/06/2022 12:22 PM	Internet and wifi connection error	Internet and wifi connection error in councill hall naac office	Manikandan.K-IT	25/06/2022 10:28 AM	P.Boopalan-IT	15/07/2022 12:34 PM	Completed	482 hours6 mins	clear all wifi problems
1759	IT04245	Jayachitra.K Accounts	23/06/2022 12:02 PM	Audit Department	Internal Auditor - System installation in Dental College 4th Floor Accounts department	Manikandan.K-IT	25/06/2022 10:14 AM	Deenathayalan. V(IT)	25/06/2022 04:20 PM	Completed	6 hours5 mins	basic s/w installed and tally erp9 also done
1760	IT04246	Jagadheeswari N	23/06/2022 12:19 PM	Assemble computer connections in Council Hall	Assemble computer connections in Council Hall	Manikandan.K-IT	25/06/2022 10:25 AM	P.Boopalan-IT	15/07/2022 12:36 PM	Completed	482 hours10 mins	assemble multiple sytems for NAAC purpose in council hall
1761	IT04248	Jagadheeswari N	23/06/2022 12:21 PM	computer shortcut Problem	computer shortcut Problem	Manikandan.K-IT	25/06/2022 10:28 AM	P.Boopalan-IT	15/07/2022 12:35 PM	Completed	482 hours7 mins	shortcut problem is resolved
1762	IT04254	Muniamma.K	23/06/2022 03:06 PM	CPU NOT WORKING	DEPT.OF BIOCHEMISTRY , DEMO HALL -I CPU NOT WORKING	Manikandan.K-IT	25/06/2022 10:27 AM	P.Boopalan-IT	15/07/2022 12:38 PM	Completed	482 hours10 mins	

**Classification : 5**

**K7 ENDPOINT SECURITY**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1763	IT04251	Thiruvengada Perumal	23/06/2022 01:24 PM	Kindly attend the virus issue problem in principal roomsir	Sir In our Pharmacy College Ground floor principal room computer is in virus issue so please rectify	Manikandan.K-IT	25/06/2022 12:29 PM	P.Vignesh-IT	25/06/2022 02:27 PM	Completed	1 hours57 mins	through k7 virus deleted and scan everything looks good and fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

the problem sir

**Classification : 1**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1764	IT04262	S.Chellammal - DEO	24/06/2022 02:43 PM	PLASTIC SURGERY UPS BATTERY NEEDS TO BE FIXED	PLASTIC SURGERY UPS BATTERY NEEDS TO BE FIXED	Manikandan.K-IT	25/06/2022 10:24 AM	P.Vignesh-IT	25/06/2022 02:26 PM	Completed	4 hours1 mins	changed new battery, now working fine

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1765	IT04260	Pukazenti N.R. DGM	24/06/2022 10:52 AM	DGM OFFICE - Creation of package - Cardio mini package	To, The IT Department, Kindly create a cardiology package in the software as per the attached file. (Package starts from 27.06.22)	Manikandan.K-IT	25/06/2022 10:13 AM	Deenathayalan. V(IT)	25/06/2022 04:20 PM	Completed	6 hours6 mins	updated in HMS s/w

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1766	IT04259	Thanikaivel.S- Accounts	24/06/2022 10:17 AM	Accounts dept. (H)	HP Laserjet Printer problem	Manikandan.K-IT	25/06/2022 10:13 AM	M.Ramesh kumar - Systems Engineer		Assigned		
1767	IT04255	Balamurugan.J.DE O	24/06/2022 08:39 AM	DENTAL COLLEGE OFFICE	Please install color printer for principal system and DCI camera view for May 21 2022 from 08.30 am to 4.00pm	Manikandan.K-IT	25/06/2022 12:29 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:19 PM	InProgress	95 hours50 mins	Colour printer installed at Dental Conference hall by Mr. Pandiyan, IT.

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1768	IT04263	R.Usha -S/N	24/06/2022 03:09 PM	MSW	SYSTEM INTERNET NOT WORKING	Manikandan.K-IT	25/06/2022 10:13 AM	M.Ramesh kumar - Systems Engineer		Assigned		
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**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1769	CT1298	Muniamma.K	24/06/2022 03:23 PM	NO NETWORK CONNECTION	DEPT.OF BIOCHEMISTRY, OFFICE ROOM SYSTEM NETWORK NOT WORKING	Manikandan.K-IT	25/06/2022 10:05 AM	P.Boopalan-IT	15/07/2022 12:32 PM	Completed	482 hours27 mins	INTERNET LAN PROBLEM SOLVED
1770	IT04264	R. Anitha -DEO	24/06/2022 03:04 PM	Pulmonary medicine - Internet connection D-link I/O	New I/O connector fixed in Pulmo department	Manikandan.K-IT	25/06/2022 10:24 AM	P.Vignesh-IT	27/06/2022 12:37 PM	Completed	50 hours12 mins	new D link I/O successfully connected by Mr Ramesh sir and Mr Pandian sir.
1771	IT04258	Balamurugan.J.DE O	24/06/2022 10:04 AM	DENTAL COLLEGE OFFICE	SIR EPF UAN WEBSITE NOT OPENING PLEASE RECTIFY THANK YOU	Manikandan.K-IT	25/06/2022 10:14 AM	Deenathayalan. V(IT)	25/06/2022 04:19 PM	Completed	6 hours5 mins	now check

**Classification : 3**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1772	IT04257	Vimalathithan.K.R	24/06/2022 09:19 AM	Barcode printer not working in Dental Library	Barcode printer not working in Dental Library	Manikandan.K-IT	25/06/2022 12:28 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:40 PM	Completed	96 hours11 mins	Barcode printer driver problem. Driver uninstall and reinstalled now working fine.
1773	IT04256	T.Gopalakrishnan	24/06/2022 09:17 AM	Barcode printer not working in Dental Library	Barcode printer not working in Dental Library	Manikandan.K-IT	25/06/2022 12:28 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 2**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1774	IT04266	A.Kumaresan - Store	24/06/2022 04:44 PM	It related materials received, checking the It dept	Dear sir, Kindly for information, Today evening Fine cons	Manikandan.K-IT	25/06/2022 10:01 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

private limited 1 bill ,IT  
related materials  
received , So please  
check the It person,  
thank you sir.  
by  
A.kumaresan  
store incharge,  
svmc  
cell 9843638505.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1775	IT04261	Divya.T	24/06/2022 02:38 PM	department Printer is not working	In our department Printer is not working	Manikandan.K-IT	25/06/2022 10:13 AM	P.Boopalan-IT	15/07/2022 12:33 PM	Completed	482 hours19 mins	printer problem is solved delete all pending files and resart printer spooler
1776	IT04265	Kasilingam.U - Insurance	24/06/2022 03:50 PM	Insurance office	Scan not working	Manikandan.K-IT	25/06/2022 10:25 AM	P.Vignesh-IT	25/06/2022 02:22 PM	Completed	3 hours57 mins	checked and rectified working fine now

**Classification : 2**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1777	IT04271	Umadevi.S	25/06/2022 03:38 PM	Need HMS user ID and password in TB & Chest OPD	Need HMS user ID and password in TB & Chest OPD	Manikandan.K-IT	27/06/2022 03:08 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1778	IT04268	K.Sundaramoorthy (Purchase)	25/06/2022 12:15 PM	dental purchase	pl. open GRN NO.pinv/sd/22-23/0081 dt,24.06.2022	Manikandan.K-IT	25/06/2022 12:25 PM	Manikandan.K-IT		Assigned		
1779	IT04272	Jayamala	25/06/2022 03:42 PM	Need HMS user ID and password in DVL OPD	Need HMS user ID and password in DVL OPD	Manikandan.K-IT	27/06/2022 03:08 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1780	IT04267	K.Sundaramoorthy (Purchase)	25/06/2022 11:15 AM	DENTAL PURCHASE	WE RECD 20 NOS V-CLOUD DEVICE FOR OUR DENTAL LIBRARY PL CHECK QUALITY AND PASS THE BILL	Manikandan.K-IT	25/06/2022 12:27 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1781	IT04269	Nagarathinam.V (Stores)	25/06/2022 01:02 PM	Material checking purpose	Material Checking Purpose: SS POWER SYSTEMS 1. UPS BATTERY 12v 7AH - 1nos (Accounts dept) 2. UPS BATTERY 12v 7AH - 1nos (OG Office)	Manikandan.K-IT	27/06/2022 01:12 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:18 PM	Closed	47 hours6 mins	IT Related material and bills verified and signed at Central Stores

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1782	IT04270	R.Usha -S/N	25/06/2022 03:22 PM	MSW	K.POKAZHANTHI STAFF NURSE WORKING MALE SURGERY WARD REQUEST TO OPEN ID NUMBER.	Manikandan.K-IT	27/06/2022 03:08 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1783	IT04285	Balamurugan.J.DE O	27/06/2022 12:14 PM	dental principal system	new color printer need to install	Manikandan.K-IT	27/06/2022 01:08 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1784	IT04277	Ashokkumar.R MRD	27/06/2022 10:18 AM	Laser printer-Reg.	MRD-Registration IP counter laser printer not working.	Manikandan.K-IT	27/06/2022 03:07 PM	R.Pandian-IT		Assigned		
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**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1785	IT04273	Kasilingam.U - Insurance	27/06/2022 08:42 AM	HMS	we are not able to view discharge summary in HMS software for Insurance patient.	Manikandan.K-IT	27/06/2022 03:08 PM	Manikandan.K-IT		Assigned		
1786	IT04280	Ashokkumar.R MRD	27/06/2022 11:42 AM	HMS-Reg.	HMS software very slow for OP Registration and Admission	Manikandan.K-IT	27/06/2022 03:06 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1787	IT04275	S.Balaraman. Fire Officer	27/06/2022 09:50 AM	FIRE AND SAFETY DEPT	system slow and desktop files are missing	Manikandan.K-IT	27/06/2022 01:09 PM	R.Pandian-IT		Assigned		
1788	IT04281	Ashokkumar.R MRD	27/06/2022 11:43 AM	computer - Reg.	MRD- Office one computer not working	Manikandan.K-IT	27/06/2022 03:06 PM	R.Pandian-IT		Assigned		
1789	IT04278	NITHYA S	27/06/2022 11:11 AM	DIS SUMMERY 1	SYSTEM NOT WORKING	Manikandan.K-IT	27/06/2022 03:07 PM	R.Pandian-IT		Assigned		

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1790	IT04279	Divya.T	27/06/2022 11:29 AM	Internet is not working	In our department Statistician mam room Internet is not working	Manikandan.K-IT	27/06/2022 03:06 PM	P.Vignesh-IT	27/06/2022 04:11 PM	Completed	1 hours4 mins	internet issue rectified and network working now
1791	IT04287	Malarvizhi.S.OS nursing college	27/06/2022 02:28 PM	ICON	THE HOD OF PSYCHIATRIC SIR NEED TO CONNECT INTERNET (LAN) - NO INTERNET	Manikandan.K-IT	27/06/2022 03:05 PM	P.Vignesh-IT	27/06/2022 04:11 PM	Completed	1 hours6 mins	ip issue checked and rectified now working fine

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

CONNECTION

**Classification : 2**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1792	IT04284	Balamurugan.J.DE O	27/06/2022 12:13 PM	dental office academic system	new usb keyboard need to installed	Manikandan.K-IT	27/06/2022 01:08 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1793	IT04283	Balamurugan.J.DE O	27/06/2022 12:12 PM	Dental Office	New Mouse need to Install	Manikandan.K-IT	27/06/2022 01:08 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1794	IT04288	Nagarathinam.V (Stores)	27/06/2022 03:45 PM	Stores Material Verify	Material Checking Purpose: Diamond system 1. TP-LINK POE INJECTOR - 01 nos - CCTV	Manikandan.K-IT	28/06/2022 03:04 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:18 PM	Closed	21 hours14 mins	IT Related material verification and online warranty checking work completed. Logitech web camera, Head set with mic and CPU cooling fan for Community Medicine. D-Link 8 port N/W switch - Academic Hospital, TVS gold keyboard - Discharge summary, Dell Keyboard with mouse - Biochemistry.
1795	IT04282	Nagarathinam.V (Stores)	27/06/2022 11:43 AM	Stores Material Verify	Material Checking Purpose: Mahaveer Infotech 1. Key Board - 01 nos - HR DEPT 2. Mouse - 01 nos - HR Dept 3. OFC Patch Cable - 2 nos - CCTV 4. MOUSE - 01 nos - NAAC 2. UPS BATTERY 12v 7AH - 1nos (OG Office)	Manikandan.K-IT	27/06/2022 01:08 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1796	IT04286	Dharmaraj.D Purchase Asst.	27/06/2022 01:11 PM	HMS NOT WORKING	HMS NOT WORKING	Manikandan.K-IT	27/06/2022 03:05 PM	P.Vignesh-IT	27/06/2022 04:11 PM	Completed	1 hours5 mins	issue rectified and HMS working fine now
1797	IT04276	Anbarasan K Bio-Med.	27/06/2022 09:51 AM	Biomedical - Printer	Not working properly	Manikandan.K-IT	27/06/2022 03:07 PM	R.Pandian-IT		Assigned		
1798	IT04274	S.Balaraman. Fire Officer	27/06/2022 09:48 AM	FIRE AND SAFETY DEPT	fireofficer@svmchrc.ac.in  Please reset the password for mail id thanks	Manikandan.K-IT	27/06/2022 01:09 PM	R.Pandian-IT		Assigned		

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1799	IT04290	Jagadheeswari N	28/06/2022 09:00 AM	screen resolution fault	screen resolution fault naac Department	Manikandan.K-IT	28/06/2022 02:57 PM	P.Boopalan-IT	15/07/2022 12:31 PM	Completed	405 hours34 mins	resolve screen resolution problem
1800	IT04303	Jagadheeswari N	28/06/2022 05:12 PM	installation Antivirus urgent for NAAC Office	installation Antivirus urgent for NAAC Office all Criteria Documents is therein Naac System	Manikandan.K-IT	29/06/2022 12:20 PM	P.Boopalan-IT	15/07/2022 12:25 PM	Completed	384 hours5 mins	

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1801	IT04289	Jagadheeswari N	28/06/2022 08:57 AM	mail Id Create for Naac office	naacsurvey@gmail.com mail id create for urgent plz Naac office	Manikandan.K-IT	28/06/2022 03:03 PM	Deenathayalan. V(IT)	28/06/2022 03:06 PM	Completed	0 hours3 mins	gmail id not created if you need you will create. only official email created in IT Dept.

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1802	IT04302	Banumathy.S.DEO	28/06/2022 03:42 PM	UPS Battery received & change the new battery	UPS Battery received & change the new battery	Manikandan.K-IT	28/06/2022 05:03 PM	Deenathayalan. V(IT)	01/07/2022 11:58 AM	Completed	66 hours55 mins	Exit ups battery changed and installation completed
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**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1803	IT04293	Bharanitharan	28/06/2022 10:45 AM	PHARMACY COLLEGE STORE	Dear sir, In pharmacy college store stock and accounts closing stock there is mismatching some materials. So kindly item return from admin and library department material.	Manikandan.K-IT	28/06/2022 02:54 PM	Manikandan.K-IT	29/06/2022 12:40 PM	Completed	21 hours45 mins	issue resolved
1804	IT04299	Ashokkumar.R MRD	28/06/2022 02:47 PM	Tomcat-Reg.	MRO computer Tomcat not working.	Manikandan.K-IT	28/06/2022 02:53 PM	R.Pandian-IT		Assigned		
1805	IT04292	Pokkilai.J-Lab Tech	28/06/2022 10:33 AM	4582 LOGIN HMS ID ASSCESS	4582 LOGIN HMS ID ASSCESS IN COLLECTION DEPARTMENT CENTRAL LAB	Manikandan.K-IT	28/06/2022 02:55 PM	Manikandan.K-IT	29/06/2022 12:40 PM	Completed	21 hours45 mins	issue resolved

**Classification : 3**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1806	IT04301	Viji	28/06/2022 03:30 PM	pharmacy college biometric is not working	pharmacy college bio metric is not connected.	Manikandan.K-IT	28/06/2022 03:37 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:16 PM	Completed	20 hours39 mins	Biometric device LAN cable disconnected from user end. Now connected and working well. Informed to Office Manager, Pharmacy College.

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1807	IT04298	Vimalathithan.K.R	28/06/2022 02:25 PM	v cloud point install in - 20 computer	v cloud point install in - 20 computer	Manikandan.K-IT	28/06/2022 02:53 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1808	IT04296	Balachandran.P	28/06/2022 12:31 PM	HOD system not working	HOD system not working	Manikandan.K-IT	28/06/2022 02:54 PM	P.Boopalan-IT	15/07/2022 11:50 AM	Completed	404 hours55 mins	
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**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1809	IT04297	Pushpa- DEO	28/06/2022 01:18 PM	internet not working	internet not working	Manikandan.K-IT	28/06/2022 02:54 PM	P.Boopalan-IT	15/07/2022 11:50 AM	Completed	404 hours56 mins	INTERNET LAN PROBLEM SOLVED
1810	IT04295	Balachandran.P	28/06/2022 12:31 PM	Internet not working	Internet not working	Manikandan.K-IT	28/06/2022 02:54 PM	P.Boopalan-IT		Assigned		

**Classification : 2**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1811	IT04304	Srinivasan.A- Librarian	28/06/2022 06:46 PM	BARCODE PRINTER IS NOT WORKING	BAR CODE PRINTER IS NOT WORKING	Manikandan.K-IT	29/06/2022 12:20 PM	M.Ramesh kumar - Systems Engineer	29/06/2022 12:36 PM	Completed	0 hours16 mins	Barcode printer problem solved now working fine.

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1812	IT04300	Balachandran.P	28/06/2022 03:06 PM	Create Anatomy DEO id	Name: P. ANITHA Designation: Dept. Secretary Dept: Anatomy	Manikandan.K-IT	28/06/2022 05:04 PM	Manikandan.K-IT	29/06/2022 12:40 PM	Completed	19 hours36 mins	created in HMS
1813	IT04291	Nirosha.V-Lab	28/06/2022 09:23 AM	microbiology hospital	Printer machine not working, I request you to kindly services the printer machine ..	Manikandan.K-IT	28/06/2022 02:57 PM	R.Pandian-IT		Assigned		
1814	IT04294	Nandhakumar S- Accounts	28/06/2022 11:09 AM	Chrome Reinstalling	Chrome Reinstalling	Manikandan.K-IT	28/06/2022 02:54 PM	P.Boopalan-IT	15/07/2022 12:25 PM	Completed	405 hours31 mins	

**Classification : 3**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1815	IT04307	Pukazenti N.R. DGM	29/06/2022 10:29 AM	DGM OFFICE - Inclusion of test name	Sir, Kindly include the below mentioned test name in the software. General Rate:1. Malaria (Peripheral smear) - Pathology - Rs.150/- 2. Japanese Encephalitis IgM (Elisa) - Microbiology - Rs. 1000/- 3. Chikungunya IgM (Elisa) - Microbiology - Rs. 750/- Speciality Rate:1. Malaria (Peripheral smear) - Pathology - Rs.180/- 2. Japanese Encephalitis IgM (Elisa) - Microbiology - Rs. 1200/- 3. Chikungunya IgM (Elisa) - Microbiology - Rs. 900/-	Manikandan.K-IT	29/06/2022 12:39 PM	Manikandan.K-IT	29/06/2022 12:39 PM	Completed	0 hours0 mins	created in HMS
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**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1816	IT04306	Bharanitharan	29/06/2022 10:13 AM	PHARMACY COLLEGE STORE	Dear manikandan sir, We purchase 3rd semester record note for 106 students. I transfer 106 record note admin department. But one students discontinued so that one set of record note item return form admin department. So please do needful.	Manikandan.K-IT	29/06/2022 12:19 PM	Manikandan.K-IT	29/06/2022 12:40 PM	Completed	0 hours20 mins	issue resolved

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1817	IT04312	S.pavithra	29/06/2022 02:15 PM	cal lab computers few not working	cal lab computers few not working	Manikandan.K-IT	30/06/2022 09:40 AM	P.Boopalan-IT		Assigned		
1818	IT04310	Sugunakumari.J	29/06/2022 02:01 PM	HOD system very slow	Department of physiology HOD system very slow & not working properly Download governance meeting video file in HOD system	Manikandan.K-IT	30/06/2022 09:40 AM	P.Boopalan-IT		Assigned		
1819	IT04311	S.pavithra	29/06/2022 02:14 PM	hod system ups battery not working	hod system ups battery not working	Manikandan.K-IT	30/06/2022 09:40 AM	P.Boopalan-IT	15/07/2022 12:44 PM	Completed	363 hours4 mins	recharge new ups battery

**Classification : 3**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1820	IT04308	Malini K	29/06/2022 10:59 AM	Internet not working	Internet not working	Manikandan.K-IT	29/06/2022 12:39 PM	P.Boopalan-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1821	IT04309	Nagarathinam.V (Stores)	29/06/2022 12:55 PM	Material checking purpose	Material checking purpose 1. Toner Powder Refill 88A - 06 nos 2. Toner Powder Refill 12A - 09 nos	Manikandan.K-IT	30/06/2022 09:40 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1822	IT04305	Nandhakumar S- Accounts	29/06/2022 09:26 AM	Network UPS Not Working During Power Cut Change New UPS Battery	Network UPS Not Working During Power Cut Change New UPS Battery Medical College AO Office	Manikandan.K-IT	29/06/2022 12:39 PM	P.Boopalan-IT		Assigned		

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1823	IT04314	S.Sharmila -HR Asst.	30/06/2022 10:13 AM	keyboard installation	keyboard installation	Manikandan.K-IT	30/06/2022 10:41 AM	R.Pandian-IT		Assigned		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1824	IT04317	Ashokkumar.R MRD	30/06/2022 01:49 PM	Software -Reg.	MRD-MRO computer software not working.	Manikandan.K-IT	06/07/2022 04:58 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1825	IT04319	Bharanitharan	30/06/2022 02:29 PM	PHARMACY COLLEGE STORE	Dear sir, HMS new version not open morning itself. We have 4 invoice in this month. So kindly do needful.	Manikandan.K-IT	06/07/2022 04:57 PM	Deenathayalan. V(IT)	07/07/2022 10:56 AM	Completed	17 hours59 mins	select the store ps
1826	IT04316	Ashokkumar.R MRD	30/06/2022 01:48 PM	Tomcat-Reg.	MRD-MRO computer tomcat not working	Manikandan.K-IT	06/07/2022 04:58 PM	R.Pandian-IT		Assigned		
1827	IT04313	Manikandan.K-IT	30/06/2022 09:39 AM	Dental Store intend training and implementation	Dental Store intend training and implementation for all departments	Manikandan.K-IT	30/06/2022 09:39 AM	Deenathayalan. V(IT)	01/07/2022 11:58 AM	Completed	26 hours18 mins	store not default assign

**Classification : 3**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1828	IT04315	Santhi.K Admin	30/06/2022 12:31 PM	printer not working & monitor not working	printer not working & monitor not working	Manikandan.K-IT	06/07/2022 04:58 PM	P.Boopalan-IT	15/07/2022 12:43 PM	Completed	211 hours44 mins	printer problem is solved delete all pending files and resart printer spooler
1829	IT04318	Malarvizhi.S.OS nursing college	30/06/2022 01:58 PM	ICON computer lab	In computer lab NAAC work is going, all computers are working	Manikandan.K-IT	06/07/2022 04:58 PM	P.Vignesh-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

slowly.so we need  
your support urgently.

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1830	IT04328	Malarvizhi.S.OS nursing college	01/07/2022 04:40 PM	ICON	NEED TO UPS INSTALLATION FOR OFFICE AND VP SYSTEM	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1831	IT04326	Kamaraj.K Pur.Officer.	01/07/2022 01:07 PM	PURCHASE	SOFTWARE NOT WORKING	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1832	IT04324	Shalini.S-HR- Dept.	01/07/2022 12:09 PM	HRD	Training & Development System is not working	Manikandan.K-IT	04/07/2022 09:42 AM	P.Vignesh-IT		Assigned		
1833	IT04322	Backiya.B S/N	01/07/2022 09:34 AM	MSW	SYSTEM NOT WORKING	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned		
1834	IT04321	Dr.Balamugundan R.- SR (Ortho)	01/07/2022 09:24 AM	MALE ORTHO WARD	System not working very urgent	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned		
1835	IT04325	Malarvizhi.S.OS nursing college	01/07/2022 12:43 PM	COMPUTER	Dr. Rathidevi - HOD Community Health Nursing - System not working - Most Urgent	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned		

**Classification : 4**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1836	IT04323	Pushpa.K-DEO	01/07/2022 11:58 AM	System date and time change - Physics mam room	System date and time change - Physics mam room	Manikandan.K-IT	06/07/2022 04:57 PM	R.Pandian-IT		Assigned	
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**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1837	IT04327	Nagarathinam.V (Stores)	01/07/2022 02:19 PM	Material checking purpose	Material checking purpose Supplier Name: ELECT INFO TECHNOLOGY: 1. YMCKO RIBBON CASSETTE (300 prints) - 1 nos 2. ULTRA PVC ID CARD - 500 nos	Manikandan.K-IT	04/07/2022 09:42 AM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1838	IT04329	Viji	02/07/2022 08:40 AM	Dental college biometric is not working	Dental college biometric is not working	Manikandan.K-IT	06/07/2022 04:57 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1839	IT04332	Mathangi.M	02/07/2022 09:53 AM	ENT WARD	SYSTEM NOT WORKING	Manikandan.K-IT	06/07/2022 04:56 PM	R.Pandian-IT		Assigned		
1840	IT04331	Mathangi.M	02/07/2022 09:52 AM	ENT OPD	ENT SPEECH THEAROPHY ROOM INTERNET LINE ISSUE PLS SOLVE THE PROBLEM	Manikandan.K-IT	06/07/2022 04:56 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**V CLOUD DEVICE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1841	IT04330	Angelice Pereira.A	02/07/2022 09:24 AM	Medicine Opd - DEO	System not working	Manikandan.K-IT	06/07/2022 04:56 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1842	IT04338	Pukazenti N.R. DGM	04/07/2022 10:00 AM	DGM OFFICE - Creation of company name in the software	Kindly add the below mentioned company name under the corporate slot in the software. ``Gokul Cosmetics``	Manikandan.K-IT	04/07/2022 01:19 PM	Deenathayalan. V(IT)	07/07/2022 10:58 AM	Completed	69 hours39 mins	package created in HMS Software
1843	IT04339	Pukazenti N.R. DGM	04/07/2022 10:02 AM	DGM OFFICE - Creation of package - Gokul cosmetics	Please create a package for the Gokul Cosmetics company as per the attachment.  `` Gokul Cosmetics - Annual Health Checkup 2022 - Rs. 1543/-``	Manikandan.K-IT	04/07/2022 01:17 PM	Deenathayalan. V(IT)	07/07/2022 10:58 AM	Completed	69 hours41 mins	package created in HMS Software
1844	IT04342	Pukazenti N.R. DGM	04/07/2022 01:21 PM	DGM OFFICE - Creation of package - Nimco product	Please create a package for the Gokul Cosmetics company as per the attachment. ``Nimco Product - Annual Health Checkup 2022 - Rs. 1543/-``	Manikandan.K-IT	06/07/2022 04:55 PM	Deenathayalan. V(IT)	07/07/2022 10:58 AM	Completed	18 hours2 mins	package created in HMS Software

**Classification : 3**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1845	IT04344	P.Makeswari - DEO	04/07/2022 03:41 PM	CT scan room - Catridge problem	CT scan room - Catridge problem - HP Laser jet 10201	Manikandan.K-IT	06/07/2022 04:55 PM	R.Pandian-IT		Assigned		
1846	IT04345	P.Makeswari - DEO	04/07/2022 03:44 PM	CT scan room - Need to connect Epson	CT scan room - Need to connect Epson	Manikandan.K-IT	06/07/2022 04:55 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

printer

printer

**Classification : 2**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1847	IT04333	S.Chellammal - DEO	04/07/2022 09:25 AM	SPECIAL OPD DEO ROOM UPS PROBLEM	SPECIAL OPD DEO ROOM UPS PROBLEM	Manikandan.K-IT	04/07/2022 09:41 AM	P.Vignesh-IT		Assigned		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1848	IT04335	Manikandan.K-IT	04/07/2022 09:41 AM	Purchase tomcat issue	Purchase tomcat issue	Manikandan.K-IT	04/07/2022 09:41 AM	Deenathayalan. V(IT)	07/07/2022 10:58 AM	Completed	73 hours17 mins	instance tomcat7 running in purchase manager system

**Classification : 1**

**TALLY ERP9**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1849	IT04336	Thanikaivel.S-Accounts	04/07/2022 09:57 AM	Accounts dept. (H)	Tally software installed to Mrs. Jayachitra's system	Manikandan.K-IT	06/07/2022 04:56 PM	Deenathayalan. V(IT)	07/07/2022 10:57 AM	Completed	18 hours1 mins	installation completed

**Classification : 1**

**NETWORK SHARING**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1850	IT04337	Umamaheswari.T	04/07/2022 10:00 AM	HR OFFICE IDCARD SECTION	network share is not working	Manikandan.K-IT	06/07/2022 04:56 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1851	IT04346	Nagarathinam.V (Stores)	04/07/2022 04:57 PM	Material Checking Purpose	Material Checking Purpose 1. Toner 12A Compactable - 20 nos	Manikandan.K-IT	06/07/2022 04:47 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

2. Toner 88A  
Compactable - 10 nos

1852	IT04343	Nagarathinam.V (Stores)	04/07/2022 02:35 PM	Material Checking Purpose	Material Checking Purpose 1. Mouse (Dell MS116) - 1nos (Billing dept)	Manikandan.K-IT	06/07/2022 04:48 PM	M.Ramesh kumar - Systems Engineer		Assigned	
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**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1853	IT04341	Pukazenti N.R. DGM	04/07/2022 01:20 PM	DGM OFFICE - Creation company name in software	Kindly add the below mentioned company name under the corporate slot in the software. ``Nimco Product``	Manikandan.K-IT	06/07/2022 04:55 PM	Deenathayalan. V(IT)	07/07/2022 10:57 AM	Completed	18 hours2 mins	package created in HMS Software
1854	IT04340	Murali.E .S.N	04/07/2022 12:17 PM	HP laser jet 1020 plus printer not working	HP laser jet 1020 plus printer not working in imcu	Manikandan.K-IT	06/07/2022 04:56 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1855	IT04353	P. Saranya	05/07/2022 01:14 PM	OT OFFICE	Respected Sir, Anesthesiology office printer not working sir, kindly please check Sir thank you.	Manikandan.K-IT	06/07/2022 04:53 PM	R.Pandian-IT		Assigned		
1856	IT04348	Umamaheswari.T	05/07/2022 10:02 AM	HR OFFICE IDCARD SECTION	Change id card ribbon	Manikandan.K-IT	06/07/2022 04:54 PM	R.Pandian-IT		Assigned		

**Classification : 2**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1857	IT04350	V. SATHIYA	05/07/2022 10:58 AM	reception	need user id access S4606	Manikandan.K-IT	06/07/2022 04:54 PM	R.Pandian-IT		Assigned		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1858	IT04354	MONISHA .S	05/07/2022 04:35 PM	CAMP Dept	S4600,S4601 User id access need for Store intend	Manikandan.K-IT	06/07/2022 04:53 PM	R.Pandian-IT		Assigned		
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1859	IT04355	Malarvizhi.S.OS nursing college	05/07/2022 04:44 PM	ICON PRINCIPAL	IN PRINCIPAL ROOM NEED TO INSTALL NEW COMPUTER AND COLOR PRINTER.	Manikandan.K-IT	06/07/2022 04:52 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1860	IT04347	Lakshmi.P- HR Office	05/07/2022 09:53 AM	Internet not working in HRD	Internet not working in HRD	Manikandan.K-IT	06/07/2022 04:55 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1861	IT04351	K KALIYARASAN	05/07/2022 10:59 AM	ORTHO OPD	MOUSE IS NOT WRKING IN ORTHO OPD 4.PLS DO THE NEEDFUL.	Manikandan.K-IT	06/07/2022 04:53 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1862	IT04352	Divya.T	05/07/2022 11:32 AM	chrome in not opening	In our department office system chrome in not opening	Manikandan.K-IT	06/07/2022 04:53 PM	P.Boopalan-IT	15/07/2022 12:42 PM	Completed	211 hours48 mins	reinstall chrome
1863	IT04349	K KALIYARASAN	05/07/2022 10:58 AM	ORTHO OPD	SYSTEM IS NOT WORKING IN HOD ROOM (ORTHO OPD).PLS DO THE NEEDFUL	Manikandan.K-IT	06/07/2022 04:54 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 2**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1864	IT04364	Pushpa.K-DEO	06/07/2022 03:10 PM	Library room- Need to Network connection	Library room- Need to Network connection	Manikandan.K-IT	06/07/2022 04:46 PM	M.Ramesh kumar - Systems Engineer		Assigned		
1865	IT04361	Thiruvengada Perumal	06/07/2022 02:24 PM	Kindly attend the Computer problem in 2nd floor HOD room sir & Network problem	Sir In our Pharmacy College net work problem in 2nd floor seminar hall & Computer problem in 2nd floor HOD room, So please rectify the problem sir	Manikandan.K-IT	06/07/2022 04:51 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1866	IT04358	Sudhakar.M.Pharm	06/07/2022 11:43 AM	BILLING PRINTER NOT WORKING	BILLING PRINTER NOT WORKING	Manikandan.K-IT	06/07/2022 04:52 PM	R.Pandian-IT		Assigned		
1867	IT04366	Pushpa.K-DEO	06/07/2022 04:55 PM	MRI room printer not working	MRI room printer not working	Manikandan.K-IT	06/07/2022 04:55 PM	R.Pandian-IT		Assigned		
1868	IT04356	Malarvizhi.S.OS nursing college	06/07/2022 09:32 AM	PRINTER	OLD COLOUR PRINTER IN PRINCIPAL MADAM ROOM TO BE INSTALLED IN OFFICE	Manikandan.K-IT	06/07/2022 04:52 PM	R.Pandian-IT		Assigned		

**Classification : 3**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1869	IT04363	Pushpa.K-DEO	06/07/2022 02:59 PM	Ticket, purchase and request purpose- Mrs. Indu (S4603)	Ticket, purchase and request purpose- Mrs. Indu (S4603)	Manikandan.K-IT	06/07/2022 04:50 PM	R.Pandian-IT		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1870	IT04362	Lilly Pushpam - S/N	06/07/2022 02:48 PM	CHANGE OF WARD	CHANGE OF WARD FROM MSANX TO MSW FOR LILLY PUSHPAM	Manikandan.K-IT	06/07/2022 04:51 PM	R.Pandian-IT		Assigned	
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**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1871	IT04359	P.Usha -DEO	06/07/2022 12:08 PM	Display problem	Display problem	Manikandan.K-IT	06/07/2022 04:51 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Classification : 1**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1872	IT04360	Malarvizhi.S.OS nursing college	06/07/2022 02:22 PM	Internet	HOD - Community Health Nursing (Dr. Rathidevi) HOD - Mental Health Nursing (Mr. Ganesan) Internet not working	Manikandan.K-IT	06/07/2022 04:51 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1873	IT04357	I.IIakiya -DEO	06/07/2022 09:46 AM	NABH OFFICE	Keyboard button not working properly. kindly solve this issue	Manikandan.K-IT	06/07/2022 04:52 PM	R.Pandian-IT		Assigned		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1874	IT04365	Nagarathinam.V (Stores)	06/07/2022 03:42 PM	Material Checking Purpose	Material Checking Purpose 1. UPS BATTERY 12v 7AH - 2nos (Admin office collage / Pharmacology)	Manikandan.K-IT	06/07/2022 04:45 PM	M.Ramesh kumar - Systems Engineer		Assigned		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1875	CT1304	Kanaka.P -Lab tech	07/07/2022 09:58 AM	Biochemistry lab	Dimension machine dmw communication error	Manikandan.K-IT				Created		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1876	IT04369	R.Kala -S/N	07/07/2022 10:05 AM	emergency ward software issue	in store indent tab not showing the ward name to check status of indent	Manikandan.K-IT				Created		
1877	IT04376	D.Valli -S/N	07/07/2022 03:53 PM	ENT OPD	Store not assign in our user id for store indent	Manikandan.K-IT				Created		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1878	IT04373	Lakshmi.P- HR Office	07/07/2022 12:46 PM	Mr. Antony computer shout down issue	Mr. Antony computer shout down issue	Manikandan.K-IT				Created		
1879	IT04368	M.Vijayalakshmi - S/N	07/07/2022 10:04 AM	PAED WARD	SYSTEM NOT WORKING	Manikandan.K-IT				Created		
1880	IT04367	Malarvizhi.S.OS nursing college	07/07/2022 09:47 AM	COMPUTER	PRINCIPAL MADAM ROOM COMPUTER NOT WORKING - MOST URGENT	Manikandan.K-IT				Created		
1881	IT04370	A.Praveena - Lab Tech	07/07/2022 10:28 AM	BLOOD COLLECTION	GMAIL NOT WORKING	Manikandan.K-IT				Created		

**Classification : 4**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1882	IT04372	Suresh.R	07/07/2022 10:55 AM	Internet not working in MLT Office	Internet not working in MLT Office	Manikandan.K-IT				Created	
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**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1883	IT04377	Vanaja.N-DEO	07/07/2022 04:26 PM	surgery HOD room computer not working	surgery HOD room computer not working ( PG inspection on 12 th july - URGENT)	Manikandan.K-IT				Created		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1884	IT04375	S.Balaraman. Fire Officer	07/07/2022 03:04 PM	fire and safety dept	(Purchase)Store option is not showing for my id please give access to my HMS id for use the store indent and add the from store as fire dept.	Manikandan.K-IT				Created		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1885	IT04374	P.Anitha	07/07/2022 02:18 PM	Printer toner	Need to fill printer toner. have to take printout for NAAC work	Manikandan.K-IT				Created		
1886	IT04371	Bhuvanewary.P-W/S	07/07/2022 10:25 AM	DEPARTMENT OF PSYCHIATRY SYSTEM VERY SLOW PLEASE CHECK	Morning sir, department of Psychiatry my system is very slow please rectify sir. Thankyou sir.	Manikandan.K-IT				Created		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1887	IT04384	KALA.P	08/07/2022 11:13 AM	SVDC - Academic Assistant	Academic Assistant System - functioning very slowly. Please do the needful at the earliest.	Manikandan.K-IT				Created	
1888	IT04380	S.Balaraman. Fire Officer	08/07/2022 09:58 AM	FIRE AND SAFETY DEPT	NEED TO INSTALL OS	Manikandan.K-IT				Created	

**Classification : 2**

**BARCODE PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1889	IT04382	R.Kala -S/N	08/07/2022 10:33 AM	PRINTER NOT WORKING	PRINTER NOT WORKING	Manikandan.K-IT				Created		

**Classification : 1**

**MOUSE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1890	IT04379	Vanaja.N-DEO	08/07/2022 09:49 AM	Surgery office computer mouse working very slow.	Surgery office computer mouse working very slow.	Manikandan.K-IT				Created		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1891	IT04385	Nagarathinam.V (Stores)	08/07/2022 04:20 PM	Stores Material Verify	Stores Material Verify 1.Adapter 12v 1A - 01nos (Admin Office NAAC) 2.Adapter 5v 1A - 01nos (Admin Office NAAC)	Manikandan.K-IT				Created		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1892	IT04381	S.Balaraman. Fire Officer	08/07/2022 09:58 AM	FIRE AND SAFETY DEPT	please install HikVISION and Video viewer To our system	Manikandan.K-IT				Created		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1893	IT04378	Srinivasan.A-Librarian	08/07/2022 09:25 AM	STORE INDENT - NOT SAVE - MOST URGENT SIR PLEASE	STORE INDENT - NOT SAVE - MOST URGENT SIR PLEASE	Manikandan.K-IT						Created
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**Classification : 2**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1894	IT04386	Reshma	09/07/2022 12:00 PM	Printer not working properly paper struck and jam	Printer not working properly paper struck and jam	Manikandan.K-IT				Created		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1895	IT04387	Reshma	09/07/2022 12:01 PM	Demo room system not working	Demo room system not working	Manikandan.K-IT				Created		

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1896	IT04388	P.Anitha	09/07/2022 12:46 PM	HOD's System CMOS battery changed	HOD's System CMOS battery has been changed	Manikandan.K-IT				Created		

**Classification : 1**

**SOFTWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1897	IT04394	Savithri	11/07/2022 01:02 PM	SPECIAL OPD ECHO ROOM NEW UPS CHANGES	SPECIAL OPD ECHO ROOM NEW UPS CHANGES	Manikandan.K-IT				Created		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
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**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1898	IT04392	S.pavithra	11/07/2022 11:14 AM	department system change by professor room	department system change by professor room	Manikandan.K-IT				Created
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1899	IT04389	Thiruvengada Perumal	11/07/2022 10:17 AM	Kindly attend the Computer & Network problem in 3 floors sir	Sir In our Pharmacy College Computer & network problem issue is there in 1st,2nd,3rd floors HOD rooms please rectify the problems without fail sir, sessional exam is going for B.Pharm, D.Pharm students,so please rectify the problem sir.	Manikandan.K-IT				Created
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**Classification : 2**

**INTERNET CONNECTION**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1900	IT04393	S.pavithra	11/07/2022 11:40 AM	internet cable not working	internet cable not working	Manikandan.K-IT				Created		

**Classification : 1**

**Stores Material verify**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1901	IT04390	Nagarathinam.V (Stores)	11/07/2022 10:37 AM	Stores Material Verify	Stores Material Verify 1.Epson Ink Bolltle 664 CYAN - 01 2..Epson Ink Bolltle 664 MEGENTA - 01 3..Epson Ink Bolltle 664 YELLOW - 01 4.Epson Ink Bolltle 664 BLACK- 01 5.Mouse (Dell MS116) - 01	Manikandan.K-IT				Created		
1902	IT04391	A.Kumaresan - Store	11/07/2022 10:45 AM	materials checking ( It dept related) incharge printed not working	Dear sir, Kindly for information, Today morning Two camera received from store at IT dept. Please chick it person. Store incharge printed	Manikandan.K-IT				Created		



**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

not working please  
chick you sir.,  
by  
A.kumaresan  
store inchage,  
svmc.  
cell 9843638505.

**Classification : 2**

**EMAIL ID**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1903	IT04397	Manikandan.K-IT	12/07/2022 01:07 PM	icon new email ID	Sir, Please create a mail id for new faculties. 1. Nandhini.S - Medical Surgical Nursing - nandhinish@icon.ac.in 2.Abirami.I - Tutor - abiramii@icon.ac.in	Manikandan.K-IT	12/07/2022 01:12 PM	Deenathayalan.V(IT)		Assigned		
1904	IT04398	Manikandan.K-IT	12/07/2022 01:09 PM	icon new email ID	mail ids: valueadded@icon.ac.in n addon@icon.ac.in mou@icon.ac.in rrc@icon.ac.in rotaract@icon.ac.in yrc@icon.ac.in uba@icon.ac.in swatchbharath@icon.ac.in c.in sna@icon.ac.in criteriai@icon.ac.in criteriaii@icon.ac.in criteriaiii@icon.ac.in criteriaiv@icon.ac.in criteriav@icon.ac.in criteriavi@icon.ac.in criteriavii@icon.ac.in criteriaviii@icon.ac.in	Manikandan.K-IT	12/07/2022 01:12 PM	Deenathayalan.V(IT)		Assigned		

**Classification : 2**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1905	IT04400	Vimalathithan.K.R	12/07/2022 04:00 PM	Network switch, mouse -2 nos, ups-	Network switch, mouse -2 nos, ups-	Manikandan.K-IT				Created		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

1nos, Ram- 1nos, Ram-  
 1nos(16GB), keyboard 1nos(16GB), keyboard  
 -1nos to be install. -1nos to be install.

**Classification : 1**

**KEYBOARD**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1906	IT04399	Muniamma.K	12/07/2022 03:49 PM	MOUSE , PRINTER NOT WORKING	DEPT.OF BIOCHEMISTRY OFFICE ROOM SYSTEM MOUSE & PRINTER NOT WORKING	Manikandan.K-IT				Created		

**Classification : 1**

**MONITOR**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1907	IT04396	Shalini.S-HR-Dept.	12/07/2022 11:35 AM	HRD	Training & Development System not working (Mr.Anthony Peter)	Manikandan.K-IT	12/07/2022 01:12 PM	P.Vignesh-IT		Assigned		

**Classification : 1**

**LAPTOP**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1908	IT04395	Pushpa- DEO	12/07/2022 09:31 AM	Lenova Demo room laptop is not working	Lenova Demo room laptop is not working	Manikandan.K-IT	12/07/2022 01:12 PM	P.Boopalan-IT		Assigned		

**Classification : 1**

**NETWORK**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1909	IT04404	S.Balaraman. Fire Officer	13/07/2022 02:55 PM	Internet not working in Fire safety officer	Internet not working in Fire safety officer	Manikandan.K-IT				Created		

**Classification : 1**

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**PRINTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1910	IT04406	ChinnaKrishnan	13/07/2022 04:56 PM	PURCHASE	EPSON L3110 PRINTER MAKING NOISE WHILE PRINTING	Manikandan.K-IT				Created		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1911	IT04403	ChinnaKrishnan	13/07/2022 02:06 PM	PURCHASE	HMS NOT WORKING	Manikandan.K-IT				Created		
1912	IT04405	N.Suresh -S/N	13/07/2022 04:08 PM	Casualty opd	im moved from ortho to Casualty dept ,please change my id from ortho to casualty, since i've tried to use the store it showing ortho dept so please change my dept.	Manikandan.K-IT				Created		

**Classification : 2**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1913	IT04402	K.Suganthi -DEO	13/07/2022 01:03 PM	PRINTER CARTRIDGE REPLACE	THIRD FLOOR , ORTHO OFFICE PRINTER NEW CARTRIDGE REPLACE	Manikandan.K-IT				Created		
1914	IT04401	Srikrishnan .N	13/07/2022 10:00 AM	system is not power on	CPU is not power on... URGENT	Manikandan.K-IT				Created		

**Classification : 2**

**CCTV**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1915	IT04413	S.Balaraman. Fire Officer	14/07/2022 01:00 PM	FIRE AND SAFETY DEPT	PLS INSTALL CCTV IN MY SYSTEM	Manikandan.K-IT				Created		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**UPS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1916	IT04410	Divya.T	14/07/2022 11:05 AM	USP is not working	In our USP is not working	Manikandan.K-IT				Created		

**Classification : 1**

**HMS**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1917	IT04409	Lilly Pushpam - S/N	14/07/2022 10:25 AM	male surgery ward	please change my department from male surgery anex to male surgery main ward , so then only i can able to get material from store , pls do the needful ASAP.	Manikandan.K-IT				Created		

**Classification : 1**

**Biometric**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1918	IT04407	Viji	14/07/2022 08:39 AM	Dental college biometric is not working	YESTERDAY FACE READING REGISTERED BUT IN DOWNLOADED STATEMENT BIO METRIC NOT SHOWN FOR ALL THE EMPLOYEES	Manikandan.K-IT				Created		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1919	IT04408	Muniamma.K	14/07/2022 10:05 AM	SYSTEM NOT WORKING	DEPT.OF BIOCHEMISTRY . DEMO HALL - SYSTEM NOT WORKING	Manikandan.K-IT				Created		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

**Classification : 1**

**ACCESS POINT**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1920	IT04414	K KALIYARASAN	14/07/2022 02:43 PM	ORTHO OPD 4 SYSTEM IS NOT WORKING	ORTHO OPD 4 SYSTEM IS NOT WORKING PLEASE DO THE NEEDFULL	Manikandan.K-IT				Created		
1921	IT04415	K KALIYARASAN	14/07/2022 02:48 PM	ORTHO OPD 4 MOUSE IS NOT WORKING	ORTHO OPD 4 MOUSE IS NOT WORKING PLEASE DO THE NEEDFUL L	Manikandan.K-IT				Created		
1922	IT04411	Gounabady.R - DEO	14/07/2022 11:20 AM	printer not working in the B scan room	Printer not working in the B- scan room, Ophthal Department, first floor, hospital side. very urgent	Manikandan.K-IT				Created		
1923	IT04412	I.Sumangali. Lab Tech	14/07/2022 11:25 AM	SOFTWARE PROBLEM	IN COLLECTION CENTRE SOFTWARE PROBLEM	Manikandan.K-IT				Created		

**Classification : 4**

**HARDWARE**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1924	IT04416	T.Gopalakrishnan	15/07/2022 10:19 AM	Graphic card requirement	Gigabyte GeForce GT 710 2GB DDR3 graphics card requirement our system utilization	Manikandan.K-IT				Created		

**Classification : 1**

**COMPUTER**

S.No	Ticket No.	Created by	Created Date & Time	Short Description	Detail Description	Assigned by	Assigned Date & Time	Assigned To	Completed Date & Time	Status	Turn Around Time	Remarks
1925	IT04418	Sugunakumari.J	15/07/2022 10:55 AM	virus problem	Department of physiology virus problem	Manikandan.K-IT				Created		
1926	IT04417	Vimalathithan.K.R	15/07/2022 10:01 AM	V cloud device -5nos not working.	V cloud device -5nos not working.	Manikandan.K-IT				Created		

**Ticket Category Wise Details From 01/01/2022 To 31/12/2022**

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<b>Category : 1926</b>	<b>Classification : 2</b>
<b>Category Grand Total: 1926</b>	<b>Total Classification : 1926</b>
	<b>classification Grand Total: 1926</b>