

**V.O.Chidambaranar Port Trust
E.D.P.Centre**

EDP-GENZT-MIS-HWCIR-V1-15

Dated: 12 .03.2015

CIRCULAR

1) It is informed that to improve the helpdesk facility to attend the hardware related issues like PCs/Printers/UPS problems, a circular dt 06.12.2013 was issued to register the complaint calls in online system.(Copy enclosed Annexure A)

2) In addition to that one more circular dt 21.12.2014 was issued to send the consolidated complaint details from each Department to EDP centre on every Monday with the required details like section, location, system details and nature of complaint (Copy enclosed Annexure B)

3) In majority of the cases, it is noticed that the proper procedure was indicated at Para 1 & 2 were not followed but grievances are expressed during the operational review meeting about the nonfunctioning of the PCs/Printers/UPS etc.

4) With a view to further improve the system, the following Computer Assistants have been nominated as responsible persons for monitoring hardware related complaints from the departments to ensure whether the complaints are addressed on time. Name of responsible EDP assistants identified for each department is listed below.

Name	Responsible locations
Mrs. M.Vanitha - D.P.O Overall In charge	
1. Bhuvaneshwari, Programmer	Mechanical Department Admin & Site Offices, EDP Centre
2. Manikanda Prabhu Programmer	Call Point Office / CHD Admin Office
3. Venkat, Programmer	Berth offices, Blue gate and rest of the Traffic Site Offices
4. Peralagan, Computer Assistant	Pass section, CDC, Revene Section, Traffic Department (Admin Office)

5. Anbu Roja, Computer Assistant	Finance Department
6. Hamithal, Computer Assistant	Administration Department, Vigilance Department
7. Ramar Computer Assistant	Engg. Civil Department Admin & Site Offices
8. Subin Computer Assistant	Marine Department Admin & Site Offices
9. Mahesh <i>Computer. Assst.</i>	Medical Department, Port Dispensary

5) Each department should follow the below mentioned procedure for any hardware related issues.

- i. Register the hardware related complaint through online system available in Intranet system. In case of finding difficulties, Help desk (2152) may be contacted for reporting the complaint.
- ii. All call sheets registered by the user through online system/ Help desk call will be printed out by helpdesk and handed over to hardware engineer for addressing the complaints
- iii. The person identified for each department will be responsible for monitoring and reviewing the calls to ensure whether the hardware issues are addressed on time.
- iv. Calls will be closed by the respective nominated person after viewing the feedback status in system along with confirmation from the respective department.
- v. Weekly review on the complaints received from each department will be made by Sr. DD EDP & DPO


Sr. Deputy Director/EDP

To

All HODs, VOC Port Trust

Copy to:

PS to CPT, PA to DCPT