



**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY**  
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**University IT Services Cell**  
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Ref.: GGSIPU/UITs/Circular/2017-18/31.07  
March 15, 2018

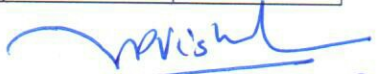
**CIRCULAR**

**Subject: Complaints of AMC of Computers, Servers and LCD Projectors**

It is stated that the work order for comprehensive AMC of Computers, Servers and LCD Projectors has been awarded on August 16, 2016 to M/s Neotell India, 201A, Ansal Classique Tower, J-Block Community Center, Rajouri Garden, New Delhi-11027 on August 16, 2016. M/s Neotell India has deputed three engineers to solve/ troubleshoot the problems related to hardware (component level) as well as software level (including driver's software) or any other unexpected or unforeseen problem. As per MoU, the down time of computers, servers and LCD Projectors will be 03 days after the lodge of the complaints after which penalty will be charged. The faulty parts will be replaced with genuine original spare parts.

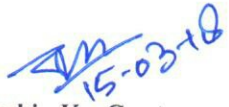
It has been observed that there are lot of complaints regarding the above which have not been resolved for a long period. Therefore all Dean / HoD of USS / Departments are requested to provide the details of pending complaints related to above with date of lodging complaints through URL: <https://goo.gl/forms/C2pXwee7zsKBgXsul> **before 22-March-2018** so that further necessary action may be taken accordingly.

SN	1)Name & 2)Mobile No. of User	Deptt. & Location (Block & Room No.)	1)Nature of Complaints & 2) date of complaints lodge on	Details of equipment's (make / serial No.)	Action taken by Engineer	Details of parts / equipment which was handover to engineer / UITs for repairing purpose.	Remarks of User

  
15-3-2018  
(Dr. V.P. Vishwakarma)  
Head, UITs

Copy to the following for information and necessary action please

- All Deans/Directors/COE/COF/Librarian/EE,UWD/JR/DR/Branch Heads
- AR to Hon'ble Vice Chancellor
- PS to Pro Vice Chancellor
- AR to Registrar
- Guard file

  
15-03-18  
Sachin Kr. Gupta  
(STA, UITs)