



Nallamuthu Gounder Mahalingam College

(An Autonomous Institution, Affiliated to Bharathiar University)

90, Palghat Road, Pollachi -642001, Coimbatore, Tamil Nadu, India.

95th Rank in NIRF -2023 - Among Colleges in India.



4.2.2. The following information outlines the entries within the maintenance register for the IT infrastructure

DATE	Department	COMPLAINT/REQUEST/DETAILS	COMPLETION TIME	COMPLAINT/REQUEST BY	SOURCE OF TIME	SOLVED BY	SIGNATURE
08/03/2024	NCC	printer issue				RAMASAMY	
	Allegation Hall	LED Projector VGA cable having issue.				VISHNU, LINGARAJ	K. SRINIVASAN, MCA. Adm - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.
	Workshop						
	Aranganam						
12/03/2024	Med Computer Science	Network Issue	10:30	RAJITHA	11:00	DINESH	
12/03/2024	Dean Office	WiFi Network	11:00	SARAVANAN	11:30	M. LINGARAJ	
14/03/2024	Chemistry	SOFT WARE INSTALL	10:30	TADOMANU	11:30	M. RAMASAMY	
14/03/2024	Bio	OS INSTALL	11:00	HOP	10:30	M. LINGARAJ VISHNU	
14/03/2024	Bio	SYSTEM NOT WORKING	11:30	HOP	12:00	M. RAMASAMY	
14/03/2024	PHYSICAL EDUCATION	NETWORK CABLE	4:00	HOP	5:00	M. LINGARAJ M. RAMASAMY	
15/03/2024	NCC	OS INSTALL	10:00	HOP	4:00	M. LINGARAJ	
14/03/2024	Boardroom	WiFi Connection	12:00		1:00	VISHNU	
15/03/2024	BFS	INTER NET Issue IP ADDRESS	11:00	HOP	12:00	VISHNU DINESH	
15/03/2024	Library	Fiber cable & New Splicing	10:00	Dinakaran	11:00	M. Lingaraj V. Parvathu	
18/03/2024	IT	NET WORK CABLE NEW CONNECTION	2:00		4:30	M. RAMASAMY	



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Date	Department	COMPLAINT / REQUEST / DETAILS	Employee Time	COMPLAINT REPORT BY	SOLVED DATE & TIME	SOLVED BY	SIGNATURE & REMARKS
04/03/2024	IQAC	Requirement of an IP for wifi access on intranet basis	9:59 AM	Dr. Shanthi	04/03/2024, 11:00 AM	Vishnu Perambalur	Wifi temporarily connected to IP S.S. Shanthi 04/03/2024
04/03/2024		NGM email was not working, all the emails towards the domain was getting bounced. Impact - functioning of the server in college. Rectified the issue by fixing the configuration changes both from the admin console level and from the domain and DNS level.		M. Srinivasan	04/03/2024	NISHNU PERIBAKKER	 R. SRINIVASAN, M.C.A. Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.
04/03/2024	IQAC	document (Excel) was not getting downloaded as expected. → issue fixed		Dr. Shanthi	04/03/2024	Ms Merlin	A. Perumal 15-3-24
04/03/2024	Office	Printer issue for-jumpstart printing on Directorate for Pw documents			04/03/2024	Indiprith	
05/03/2024	Economics	UPS replacement along with keyboard replaced for one of the systems		Arulselvi	05/03/2024	Raghu, Vishnu	
05/03/2024	BBP	keyboard replacement		HOD	05/03/2024	Sarithosh	
05/03/2024	IT	Internet access issue. fixed by changing the IP		HOD	05/03/2024	Raghu	 K. SRINIVASAN, M.C.A. Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.
08/03/2024	Controller Section	Printer sharing for all the employees of the Controller division		Controller of Examinations	08/03/2024	K. Srinivasan, PERAMBALUR Vishnu	
07/03/2024	Maths. Aided	LCD issue - fixed by replacing result				RAMESHWARI	 K. SRINIVASAN, M.C.A. Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.



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Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Date	Solved Time	Solved by	Remarks
19/02/24	BCA	Network cable issues	2.00	HOD	19-02-2024	2.30	Sandesh	
19/02/24	Maths	software uninstal	3.30	Siva Sanger	19-02-2024	4.00	Dinesh	
19/02/24	ERP	Os Install	9.00	Brinivadan	19-02-2024	8.00	Manikandan K	
19/02/24	Placement cell	Network issue	10.30	PO	19-02-2024	1.15	Manikandan K	
20/02/24	BCA	Network Cable Crimping	12.00	HOD	20-02-2024	12.30	M. Rama Sany	
20/02/24	BCA	System Ram issues	12.30	HOD	20-02-2024	1.00	Merlin	
20/02/24	Office	Camera Ip change	12.40	Brinivadan	20-02-2024	1.30	M. Hingary	
21/02/24	Library	Camera Software Install	10.15	Manikandan	21-02-2024	11.15	Manikandan K	
21/02/24	MIB	Printer Install	10.30	HOD	21-02-2024	11.00	Dinesh	
21/02/24	Scan	wifi laptop networking	1.00	Saranbaba	21-02-2024	1.30	M. Hingary	
21/02/24	BCA	Network cable crimping	3.00	HOD	21-02-2024	5.00	M. Rama Sany	
21/02/24	MIB	System networking	3.30	HOD	21-02-2024	4.30	Dinesh	
21/02/24	Bca (IT)	System Ram problem	4.30	HOD	21-02-2024	4.35	Dinesh	
22/02/24	B.com (IT)	Os Install & software Install	7.00	HOD	22-02-2024	4.00	Merlin	
23/02/24	Physical Education	system sharing all system	4.00	HOD	22-02-2024	5.00	M. Hingary V. Ramasibi	
23/02/24	E content	Project finding	10.00	Ramadevi	23-02-2024	10.30	M. Rama Sany	


 M. Hingary
 Head of Department
 Department of Information Technology
 Nallamuthu Gounder Mahalingam College
 Pollachi - 642001
 K. SRINIVASAN, MCA,
 Advisor - Computing Infrastructure
 Nallamuthu Gounder Mahalingam College,
 POLLACHI - 642001.





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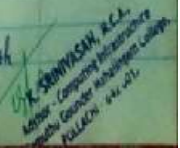
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Date	Department	Complaint Description	complaint time	Complaint by	Solved time	Solved Date	Solved by	Remarks
15/02/24	AI	System detail, IP Address, System count, Project Count, Printer count, Monitor count	9:30		4:00	16/02/24	V. Parvathy Dinash Santhosh Manikandan	
15/02/24	Computer science (Aided)	IP change OS Install, system problem solved	10:00	Srinivasan	1:00	16/02/24	M. Ramasamy	
15/02/24	Server Room	Server OS Install 2019	10:30		11:30	15/02/24	M. Hingoraj	
15/02/24	IT	OS Install Net work drives	4:00	Srinivasan	1:00 PM	16/02/24	M. Ramasamy	
16/02/24	MIB	OS Battery change, software Uninstall	10:30	HOD	12:00 AM	16/02/24	Dinash	
16/02/24	Economics	office install VPS	12:30	HOD	1:00	16/02/24	Dinash	
16/02/24	B.com (CA)	software Install	11:30	HOD	12:00	16/02/24	Santhosh	
16/02/24	computer science (Aided)	Monitor Install cable & password	3:00	Malathi	3:00	16/02/24	Santhosh	
17/02/24	ISO IQAC	quick heal total Security	5:00	Srinivasan	5:00	16/02/24	Manikandan	
17/02/24	IT	software problem	10:00	Sivasaj	10:15	19/02/24	Santhosh	





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Date	Department	Complaint Description	Complaint Time	Complainer	Solved date	Solved by	Solved Time	Remarks
12/02/24	HR	System OS installed & Software update	9:45 AM	HR	12/02/24	V. Manikandan	11:25 AM	
13/02/24	MIB	System sleep mode	10:00 AM	HOD	13/02/24	Dinush	10:15 AM	
13/02/24	Tamil	Network issue	10:30 AM	HOD	13/02/24	Sandosh	11:00 AM	
13/02/24	ITC	OS install software install	3:00 PM	HOD	13/02/24	M. Lingaraj	5:00 PM	
13/02/24	office	Network issue	11:00 PM	Thirumalare	13/02/24	M. Lingaraj	11:30 AM	
13/02/24	library	OS install software install Network Ip change	9:30 AM	Visaykumar	13/02/24	M. Ramalingam V. Parvathy M. Lingaraj	5:00 AM	
14/02/24	library	Monitor change	11:00 AM	Visaykumar	14/02/24	Dinush Sandosh	11:30 AM	
14/02/24	Tamil	Printer install	11:30 AM	HOD	14/02/24	Dinush	11:45 AM	
14/02/24	Tamil	web site block	11:30 AM	HOD	14/02/24	Lingaraj	11:00 PM	
14/02/24	library	OS install software install	9:30 AM	Visaykumar	14/02/24	M. Ramalingam	4:00 PM	
14/02/24	ITC	OS install software install	10:00	HOD	14/02/24	M. Lingaraj K. Manikandan	11:30 PM	
14/02/24	Control Room	quick check total 3 per hour security	2:00	Tamil selvi	14/02/24	M. Lingaraj	4:00 PM	
15/02/24	ITC	Network issue	10:00	HOD	15/02/24	Sandosh	10:15 PM	



General Office
Nallamuthu Gounder Mahalingam College
Pollachi - 642001
Tamil Nadu

K. Srinivasan, A.C.A.
Officer - Computer Information
Nallamuthu Gounder Mahalingam College
Pollachi - 642001



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Date	Department	Complaint Description	Complaint Time	Complaint by	Revised Time	Solved Date	Solved by	Remarks
06/02/24	Tamilnadu	Network switch complaint	3.00	HOD	11.00	07/02/24	K. Manikandan	
07/02/24	Board Room	Project connection	9.00	Dean	5.00	07/02/24	M. Ramasamy K. M. Rajul	
07/02/24	Alkadam Hall	Project connection	9.00	Dean	5.00	07/02/24	M. Santhosh	
07/02/24	OFFICE	Hard disk change	3.30	Tamilnadu	4.00	07/02/24	K. Manikandan	
07/02/24	OFFICE	S.M.P.S. Complaint	3.15	Drama	3.30	07/02/24	Dinesh	
08/02/24	Library	System Slow [Cloud Temp. File]	9.30	Vijay Sr	10.20 am	08/02/24	V. Pradeep	
08/02/24	B.S. (IT)	System issue	10.30	HOD	10.45 am	08/02/24	V. Pradeep	
08/02/24	Placement Support	Lab-5	10.15 am to 10.30	-	-	-	Merlin S	
09/02/24	Board Room	Web Connection	11.00 am	Srinivasan Sr	11.30 am	09/02/24	M. Ramasamy K. Rajul	
09/02/24	Office	Network Issue	11.30 am	Srinivasan Sr	11.45 am	09/02/24	V. Pradeep	
09/02/24	SSS	Network cable disconnection, sharing, printer sharing	11.30 am	Srinivasan Sr	12.15 PM	09/02/24	Dinesh	
09/02/24	Board Room	Network Issue	11.45	Ramasamy	12.00	09/02/24	M. Srinivasan	
09/02/24	IQAC	Network Issue	9.45 AM	Srinivasan Sr	10.30 am	09/02/24	K. Manikandan	
09/02/24	ERP	Software Issue	11.30	Srinivasan Sr	11.45 AM	09/02/24	K. Manikandan	
09/02/24	Board Room (SR)	Network Issue	2.00 PM	HOD	2.30 PM	09/02/24	K. Manikandan	



General Office
Nallamuthu Gounder Mahalingam College
Pollachi - 642001
Tamil Nadu, India

K. SRINIVASAN, A.C.A.
Advisor - Computing Infrastructure
Nallamuthu Gounder Mahalingam College
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Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Time	Solved Date	Solved by	Remarks
03/02/24	Hardware Room	Personal Hardware Room & Take the list of those present in the Hardware Room.	9.00 am	-	4.30 PM	03/02/24	Dr. Sathish A Rishal M Pangath V	
05/02/24	Beam (ce)	Software Complaint Printed the Software.	9.00 am	HOD	10.25 AM	05/02/24	Sathish M Pangath V	
05/02/24	MSW	Network Issue & Printer Issue.	10.35 am	HOD	11.20 AM	05/02/24	Sathish M Pangath V	
05/02/24	IT/A	Network Issue & Printer Issue.	11.30 am	Sathish M	5.00 PM	05/02/24	Halin P Dr. P	
05/02/24	Room	Mail Issue.	10.00 am	Srinivas Babu	11.20 am	05/02/24	Lingaj M	
06/02/24	Chemistry	Network Issue in laptop	10.00 am	HOD	10.30 am	06/02/24	Pangath M P	
06/02/24	PG (CS)	Network Issue	2.00 PM	HOD	2.20 PM	06/02/24	Dr. P	
06/02/24	Beam (ce)	File Corrupt / Issue Software Installation (CMS with 20)	11.00 am	HOD	11.30 am	06/02/24	Pangath V	
06/02/24	Beam (ce)	System not work Software Issues	10.30 AM	HOD	11.15 am	06/02/24	M. Lingaraj	
06/02/24	IT/ce	Network issues	2.00 PM	Harish Kumar R	2.15 PM	06/02/24	K. Manikandan	





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Date	Department	Complaint Time	Complaint Description	Complaint by	Reported Time	Solved Date	Solved by	Remarks
02/02/24	Placement Cell and vice chancellors	9:55 Am	network and wifi network issue.	PO	10.15 Am	02/02/24	K. Sankar	
01/02/24	Yoga	10.00 Am	Network Issue & Printer Issue (New cable layout from Yoga to BPS)	Yoga dept	11.45 Am	01/02/24	Dush Ranjith M Prajith V	
01/02/24	B. Com (CA)	12.00 Pm	New System fitted (Printer, keyboard, Mouse, CPU)	B. Com (HOD)	1.10 Pm	01/02/24	Dush Sathish A Prajith V	
01/02/24	Other	11.30 Am	Tender Tick Issue.	Services	12.00 Pm	01/02/24	Ligay M.	
01/02/24	Placement	2.00 Pm	System Sharing [Using all laptop for all, cable changed]	Placement office	2.30 Pm	01/02/24	Ligay M.	
02/02/24	Maths	9.00 Am	Network Issue [Research Room]	HOD	10.00 Am	02/02/24	Ligay M Ranjith M Prajith V	
01/02/24	CT	4.10 Pm	Network Issue [class room]	HOD	4.30 Pm	02/02/24	Dush	
02/02/24	IT	2.00 Pm	Printer Issue, System Sharing.	HOD	2.30 Pm	02/02/24	Dush Prajith V.	
02/02/24	Dean	9.00 Am	Wifi Issue	Services	9.30 Am	02/02/24	Ligay M.	
02/02/24	CS (SI)	2.00 Pm	Printer Issue, [class room Printer]	HOD	2.20 Pm	02/02/24	M. Prashanth	
02/02/24	Other	4.00 Pm	Network Issue	Principal (PO)	4.10 Pm	02/02/24	M. Prashanth	



Approved On: 02/02/2024
By: M. Prashanth
Principal

K. Srinivasan, N.C.A.
NGMC - Coimbatore
Nallamuthu Gounder Mahalingam College
POLLACHI - 642 001.



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Date	Department	Complaint Description	Complaint Date/Time	Complaint by	Solved time	Solved Date	Solved by	Remarks
30/1/24	Scann Room	Internet was not accessible throughout the campus. Have checked the connectivity in all the devices and the communication/response all core nodes was working. Engaged the vendor as well but the issue was not resolved. Partially checked and configured the ports via switch and established. This has been performed as a work around. There were no issues observed in use and for the permanent fix has to be made by the vendor end.			20/01/2024	11:00 AM		Supported by Vendor
31/1/24	B.com (Finance)	Printer issues	11:00	Lingaraj	11:10	31/01/2024	A. Santhosh	
	B.com (Audit)	IP change	11:15	Lingaraj	11:30	31/01/2024	A. Santhosh	
	B.com (CA)	Network issue	12:00	Lingaraj	12:30	31/01/2024	A. Santhosh	
31/1/24	Aditiakshara aranganam	New Network cable spread switch connected	10:00	Lingaraj	5:00	31/01/2024	M. Ramany M. Ragul V. paranyathi	
31/1/24	B.com (CSP)	Network cable criming	12:00	HOD	12:15	31/01/2024	K. Manikand	
31/1/24	slau mand cell	Network cable change	11:30	Prabakaran	11:45	31/01/2024	K. Manikand	
31/1/24	ERP	network software install	10:00	Kalai	10:30	31/01/2024	K. Manikand	
	office	Printer install	3:00	Anvial	3:30	31/01/2024	K. Manikand	
31/1/24	M.S.W	Network issue	11:00	HOD	11:30	31/01/2024	Dinesh .P	
	Computer Science	Network issue	12:00	HOD	12:30	31/01/2024	Dinesh .P	
1/2/24	DA	OS Install and Software Install	11:00 AM	HOD	11:30 AM	1/2/24	K. Manikand	
1/2/24	Tamil side	network issue	12:30 pm	HOD	12:50 pm	1/2/24	K. Manikand	



Signature of K. Manikand
K. Manikand
HOD
Computer Science
Nallamuthu Gounder Mahalingam College
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Signature of K. Manikand
K. Manikand
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24/1/24	SCB - Dep	Cable damage TD - port room	10:00	Prith	10:30	24/01/2024	Emmanuel M. Rajul	
27/1/24	IT	Network sub-issue	9:00	kingary	10:00	22/1/2024	M. kingary	
28/1/24	office	Printer issue	11:00	kingary	11:15	23/1/24	M. kingary	
28/1/24	computer science	Network issue switch off	11:00	HO2	11:15	23/1/24	Srinath	
29/1/24	Exam office	Printer issue	10:30	kingary	10:45	23/1/24	M. kingary	
29/1/24	Exam cell	OS install and network	10:00	dayarathna	12:15	23/1/24	K. manikandan	
29/1/24	Lab 6 and 9 workshop	work shop Software Install	11:30		11:45	24/1/24	K. manikandan Srinath V. Varadachari manish	
30/1/24	Exam (ID)	Printer Software Install	11:30 AM	HO2	12:30 PM	30/1/24	K. manikandan M. Rajul	
30/1/24	Exam (PA)	network issue	1:45 PM	HO2	2:30 PM	30/1/24	K. manikandan	
30/1/24	Exam (FAMIL)	New monitor setup and Network issue	11:30 AM	HO2	12:00 PM	30/1/24	Rajul	
31/1/24	BCA DA	Android App. not opening (for all, not App. from Google) AC1/A01, AC2/A10, AC3/A32 AC4	12:00 AM	K. manikandan				
29/1/24	Exam	OS Install & Software backup	10:00	HO2	4:00	29/1/24	M. kingary	
29/1/24	B.com (Coded)	OS Install and Software backup	11:00	HO2	4:00	31/1/24	M. kingary	
30/1/24	Exam Room	Network [EPP]	9:00	K. Srinivasan	5:00	30/1/24	M. kingary	
30/1/24	office	OS Install	12:50	Thiruvananthapuram	1:00	30/1/24	M. kingary	

General Office
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18/1/24	DI	Laptop network network issue and Software update Projector Vuna cable issue	3:40 PM	HOD	3:50 PM	18/1/24	K. Mani Kumar	
18/1/24	Placement cell	network issue	2:15 PM	P.O	2:30 PM	18/1/24	K. Mani Kumar	
19/1/24	Bsc C.E.S	Network issue	11:00	HOD	11:30	19/1/24	P. Anish V. Paranjoti	
19/1/24	B.com (IB)	Network issue	2:00	HOD	2:15	19/1/24	K. Mani Kumar	
19/1/24	OFFICE	Network issue	12:30	P. Anish	12:45	19/1/24	M. Lingaraj	
19/1/24	J Block	Fiber cable w/ Media Converter. Not working	2:30	Vishnu	3:00	19/1/24	M. Lingaraj K. Mani Kumar	
20/1/24	Dean office	email synchronization	11:00	Coimbatore	11:15	20/1/24	M. Lingaraj	
20/1/24	Tamil media	Network Issue	10:15	HOD	10:30	20/1/24	K. Mani Kumar	
20/1/24	B.com (IB)	Network and Software update	12:30	HOD	2:00 PM	20/1/24	K. Mani Kumar	
22/1/24	Pa (CS)	Network & Print Issue	12:00	HOD	12:30	22/1/24	V. Poojithi	
22/1/24	Parent cell	Print Issue	From 3:00 PM	Parent Sr	2:30 PM	22/1/24	V. Poojithi	
22/1/24	pg English	Network issue	1:00 PM	HOD	1:30 PM	22/1/24	M. Ramaiah	
22/1/24	Library	Network issue System Problem	2:30 PM	HOD	4:30 PM	22/1/24	M. Ramaiah A. Santhosh	

K. SRINIVASAN, MCA.
Address - Computing Infrastructure
Nallamuthu Gounder Mahalingam College
POLLACHI - 642 001.

NGMC IQAC

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10/11/24	Pca Computer Science	network issues	8.00	HOD	2.30	11/1/24	V Paranyathi	
11/1/24	B.com (CA)	IP change	11.00	HOD	11.30	11/1/24	M. Ragul	
11/1/24	Lab 7	OS Install	3.00	lingaraj	4.30	11/1/24	Moolin	
11/1/24	Hall Bca	project feeling	10.00	HOD	2.00	11/1/24	A. Sarathesh	
12/1/24	Pa Computer	Network Issue	10.20	HOD	10.30	12/1/24	Desh P	
2/1/24	BBA	Network Slows Issue Keyboard Problem	9.50	HOD	10.20	12/1/24	Desh P Parth V	
12/1/24	Hall (Arakkar)	Printer Fitting	9.00		10.30	12/1/24	Ranjay M Rishi M.	
12/1/24	Hall (Arakkar)	Printer Fitting	9.20		10.40	12/1/24	Desh P Parth V	
12/1/24	E-Commerce	As faulted system faulted Network Problem	11.00	HOD	12.30	12/1/24	Lingaraj M Ranjay M	
12/1/24	E-Commerce	UPS Battery	10.00	HOD	10.30	12/1/24	A. Sarathesh	
18/11/24	OFFICE	Inter net issues	9.00	Rangaraj	9.15	18/11/24	M. lingaraj	
18/11/24	M.I.B	Ip change	10.30	HOD	10.45	18/11/24	M. Ragul	
18/11/24	NIRF	Monitor change	2.00	HOD	2.30	18/11/24	Moolin	
18/11/24	physical Education	Printer Install	3.00	Arock	3.00	18/11/24	M. lingaraj	
18/11/24	B.com (Pa)	network issue and software update	12.15	HOD	1.15	18/11/24	Kanakkudan	

Government of Tamil Nadu
 Higher Education Department
 Coimbatore
 Nallamuthu Gounder Mahalingam College
 Pollachi - 642 001

 K. SRINIVASAN, I.C.A.
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 POLLACHI - 642 001.



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90, Palghat Road, Pollachi -642001, Coimbatore, Tamil Nadu, India.

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Date	Department	Complaint Description	Complaint Time	Complainant	Solved Date	Solved Time	Solved by	Remarks
9/11/24	Placement	Network issues	11:00	Prabhakar	9-11-24	11:30	M. Kingaraj	
9/11/24	Tamil	IP change	11:30	HOD	9-11-24	11:45	M. Ramasay	
9/11/24	IT sec	IP change	2:00	EMA	9-11-24	2:15	Merlin	
10/11/24	Hall (BCA) Department	Projector fitting	9:30	HOD	10/11/24 11/11/24	2:00	A. Senthosh M. Ragul	
10/11/24	Lab 7	4 CPU SMP5 change	10:00	Kingaraj	10/11/24	3:00	Merlin	
10/11/24	office	Internet issues	2:00	Sivakumar	10/11/24	2:30	M. Kingaraj	
10/11/24	Tamil Dept Hall	Projector fitting	2:00	HOD	10/11/24	4:00	V. Parayandi P. Dush	
10/11/24	Pol. Botany	Network issues	3:30	HOD	10/11/24	3:45	P. Dinesh M. Ramasay	
11/11/24	IT office	Internd cable disconnect, heating switch power card disconnect	1:40	Rangaraj	11/11/24	3:00	M. Kingaraj M. Ramasay	
11/11/24	E.COM	OS Install and software Install	11:00	HOD	11/11/24	12:00	M. Kingaraj	
11/11/24	B.Sc (IT)	Printer Install	11:30	HOD	11/11/24	11:45	P. Dinesh K. SRINIVASAN, A.C.A. In-charge - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.	



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Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Time	Solved by	Solved by	Remarks
5/1/24	Finance	Ip address (Network) system connectivity	10.00	HOD	10.30	M. Kingary P. Dinash	M. Kingary P. Dinash	
6/1/24	Bca	os install (software back network issue (collapse))	11.15	HOD	11.30	6-01-24	P. Dinash	
5/1/24	MIS	os Install (software backup) IP change	10.00	HOD	4.00	6-01-24	A. Santhosh M. Kingary	
5/1/24	Tuition	Printer wire	11.30	HOD	11.30	6-01-24	V. Paranjoti	
5.1.24	Bsc (IT)	os Install and software install	10.00	HOD	2.00	5-01-24	K. Manikand	
6/1/24	OFFICE	Internal working problem	1.00	Sivakumar	1.30	6-01-24	M. Kingary	
6/1/24	Ba Tamil department (Aided) (Sr)	IP change	11.00	HOD	11.30	6-01-24	M. Ramasamy K. Manikand	
6/1/24	ISO	System fitting Network issues	3.00	K. Srinivasan	4.30	6-01-24	V. Paranjoti A. Santhosh P. Dinash	
6/1/24	BBA	os Install software Install System fitting	2.00	HOD	10.00	8-01-24	M. Kingary P. Dinash	
6/1/24	Library Block	Fiber cable 6 month Network Cisco switch Router Fiber splicing	10.00	K. Srinivasan	4.30	8-01-24	M. Kingary M. Ramasamy K. Manikand M. Rajal	

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18				19			
Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Time	Solved by	Remark
22/12/23	I.T	New System Software Installed	10:00 AM	Shanthi	10:30 AM	K. Manikandan	
22/12/23	AI	Network Issue	11:30 AM	HOD	11:45 AM	K. Manikandan	
23/12/23	DS	Network and Software Installed	11:45 AM	HOD	12:00 AM	K. Manikandan	
12B/12/23	Chemistry	network & software Installed.	12:45	HOD	1:30 PM	M. Raghul K. Manikandan	
22/12/23	I.T	Network Issue New cable install	10:20 AM	Srinivasan Sa	4:00 PM	M. Lingaraj V. Parangathi K. Manikandan M. Raghul	
30/12/23	ERP	System assembling & Network connection checked	11:00 AM	Divisional Dir	1:00 PM	M. Ramasamy P. Dinakirubalan	
2/1/24	Placement Cell	Network issue	1:15 PM	Prabakaran Sir	2:10 PM	A. Santhosh P. Dinakirubalan	
2/1/24	Yoga department	OS Install	12:00 AM	HOD	3:00 PM	M. Lingaraj M. Raghul	
3/1/24	Dean Office	Network issue	10:45 AM	Subash Sir	11 AM	A. Santhosh P. Dinakirubalan	
4/1/24	M.S.W Postgraduate	Network Issue, Printer Issue	10:30 AM	Vignesh Sir	11 AM	P. Dinakirubalan V. Pranjith	
5/1/24	B.A	Network Issue, Printer Issue	10:00 AM	HOD	10:30 AM	V. Pranjith	
0/1/24	B.COM(CA) B.COM(CPA)	IP change system network Printer Issue Software uninstalled	11:00 AM	HOD	12:26	P. Dinakirubalan Santhosh	

NALLAMUTHU GOUNDER
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 MAHARAJAN COLLEGE
 K. SRINIVASAN, A.C.A.
 Assistant - Computer Infrastructure
 Nallamuthu Gounder Mahalingam College
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16				17				
Date	Department	Complaint Description	Complaint time	Complaint by	Solved time	Solved date	Solved by	Remarks
15/12/23	SSAC	OS Install	10:15	Shanthi	11:30	15/12/23	P. Dinkalabhan M. Lingaraj	
	IT cell	Software install	2:00	Shanthi	2:45	15/12/23	M. Lingaraj	
16/12/23	Principal Room	New system fitting	3:30	Principal	4:00	16/12/23	M. Paghul	
16/12/23	B. Com	OS Install	10:30	HOD	12:30	16/12/23	K. Manikandan	
16/12/23	Service Room	Main network not working	4:30	IT cell	4:35	16/12/23	M. Lingaraj	
16/12/23	Tamil aided	network issue	10:30	HOD	11:15	18/12/23	K. Manikandan	
18/12/23	IT cell	Software install (OS)	10:30	Shanthi	11:30	18/12/23	M. Lingaraj	
18/12/23	B. Com	OS Install	1:00	HOD	4:00	18/12/23	M. Lingaraj	
19/12/23	B. Com (Finance)	Networking new cable New line Install	6:00	HOD	12:45	19/12/23	M. Ramasamy M. Paghul	
19/12/23	Workshop Hall	WiFi (password) create	8:15	P. Dink	9:15	19/12/23	K. Manikandan P. Dinkalabhan	
20/12/23	IT cell	Printer Install RAM Install SSD Hard disk Pen drive 2 TB Hard disk	11:00	Shanthi	4:00	20/12/23	K. Manikandan M. Lingaraj	
20/12/23	Tamil							
20/12/23	office	network cable work	1:00	Shanthi	1:15	20/12/23	M. Lingaraj	



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Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Time	Solved Date	Solved by	Remarks
07/12/23	M.I.B	System Not Working	11:30 AM	HOD	12:30 PM	07/12/23	V.Prasad	
08/12/23	Chemistry	OS Issue	9:00 AM	HOD	2:00 PM	08/12/23	M. Lingaraj	
08/12/23	M.I.B	OS Issue	11:00 AM	HOD	2:00 PM	08/12/23	M. Lingaraj	
09/12/23	Placement Cell	System not working (Power Cable Issue)	12:45 PM	Sekir Sir	1:00 PM	09/12/23	V.Prasad	
09/12/23	A.I	Printer cable issue and network issue	10:00 AM	hod	10:05 AM	09/12/23	K. Mani Kishor	
11/12/23	M.B	System fitting	11:45 AM	Principal	12:45 AM	11/12/2023	P. Divya	
11/12/23	Placement Cell	Network issue	11:40 AM	Placement officer	12:00 PM	11/12/2023	K. Mani Kishor	
11/12/23	Tamil aided	Software installed	12:00 PM	Hod	1:45 PM	11/12/2023	K. Mani Kishor	
12/12/23	Placement cell	Network issue	12:00 PM	Placement officer	12:10 PM	12/12/2023	Rajesh Sankar	
12/12/23	IT cell	System networking	10:00	shankar	10:30	12/12/2023	M. Lingaraj	
12/12/23	M.I.B	Software install	11:30	Hod	12:00	12/12/2023	M. Lingaraj	
13/12/23	English literature	Network issue	9:15	Hod	10:15	13/12/2023	K. Mani Kishor	
13/12/23	English Department A.B.D (A.I.P.C)	Printer software update	2:00 PM	Hod mem	2:30 PM	13/12/2023	K. Mani Kishor	
14/12/23	Physical Education	networking	9:30 AM	Hod	4:00 PM	14/12/2023	P. Divya	
	"	VPS not fitting	4:00 PM	Hod	4:30 PM	14/12/2023	V. Pongali	



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Date	Department	Complain Description	Complain time	Complain by	Solved time	Solved date	Solved by	Remarks
25/11/23	E.com	Network Switch off	1.00	HOD	2.00	25/11/23	M. Lingaraj	
27/11/23	lab 3	Windows update off	10.00	Vishnu	4.30	27/11/23	M. Parashu M. Lingaraj K. Manikanta V. Paranjathi	
27/11/23	ITAC	Quick heal Antivirus Install	2.25/11/23 4.00	Govindarajan	3.30	27/11/23	M. Lingaraj	
01/12/23	IT-Port Lab-02-	IT-Port. Problem Replace - New-Port - 2 NOS.				01-12-2023	M. Parashu	
01/12/23	Practical Cell	Network issue	10.45 am	Practical Cell	11.45 am	01/12/2023	K. Manikanta	
5/12/23	2.cology	Network issue	10.00 AM	HOD	10.30 am	5/12/2023	M. Parashu	
05/12/23	Bcom (BA)	Network Cable Issue	12.30 PM	HOD	12.45 PM	05/12/23	K. Manikanta	
05/12/23	Placement Cell	Software Install	2.30 PM	Placement officer	2.45 PM	05/12/23	K. Manikanta	
05/12/23	HR	Printer Issue	10.15 AM	HR	10.30 AM	05/12/23	K. Manikanta	
05/12/23	ITAC	Printer Install	1.15 PM	Dean	1.30 PM	05/12/23	M. Lingaraj	
05/12/23	ITAC	Scan software Install	2.30 PM	Dean	4.00 PM	05/12/23	M. Lingaraj	
06/12/23	English Aided	Printer software issue.	4.00 AM	HOD	11.30 AM	05/12/23	K. Manikanta	
06/12/23	Tamil Aided	Network issue	12.45 PM	HOD	12.55 PM	06/12/23	K. Manikanta	
07/12/23	APD subunit	monitor Change.	11.45 AM	HOD	12.30 PM	06/12/23	K. Manikanta	





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Date	Department	Complaint Description	Complaint time	Complaint by	Solved time	Solved date	Solved by	Remarks
19/11/23	Library	Network cable disconnected	1:15	Veeranakkannan	1:30	19/11/23	M. Kingaraj	
15/11/23	History	Chrome Uninstall and Install	3:10	History department	4:00	15/11/23	P. Ananthakrishnan	
14/11/23	Zoology	Network cable disconnected	12:30	HOD	12:45	14/11/23	M. Kingaraj	
15/11/23	66 Lab 7	Key board Key not working 9 key board	9:30	Kingaraj	11:00	15/11/23	P. Ananthakrishnan Pagal	
15/11/23	ITCC	Network & System OS	11:45 Am	URSA	12:15 Pm	15/11/23	K. Manikula	
17/11/23	Yoga	Network cable disconnected	9:15	HOD	9:50	17/11/23	M. Kingaraj	
20/11/2023	Economics	Network issue	1:05	HOD	1:15	20/11/23	M. Ramasamy	
20/11/2023	AI & DA	Network issue	2:10	HOD	2:25	20/11/23	M. Ramasamy	
20/11/23	NCC	Network issue B Port Requested	10:00 Am	Tamilansan	11:20 Pm	20/11/23	K. Manikula	
22/11/23	B.com (Pr)	Software (new) install and Printer Troubleshoot	10:30 Am	Sayathipri	11:30 Am	22/11/23	K. Manikula	
23/11/23	AI & DA	Software Installation Issue	12:30 Pm	HOD	1:15 Pm	23/11/23	K. Manikula	
27/11/23	Placement Cell	new System and New UPS fitting	11:30 Am	Parthick	11:45 Am	27/11/23	K. Manikula	
27/11/23	NCC	System OS And Network	2:30 Pm	Tamilansan	3:15 Pm	27/11/23	K. Manikula	
25/11/23	IQAC	System check	4:00 Pm	B. R. Nivasan	9:45 Pm 1:00 Pm	25/11/23	M. Kingaraj V. Parthivalli	



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8				9				
Date	Department	Complaint Description	Complaint Time	Complaint by	Solved Time	Solved Date	Solved by	Remarks
9/10/23	B.com PA	Printer Not Working Software Installation	9.30 AM	HOD	10.00 AM	9/10/23	V. Parvathi	
2/10/23	B. Com CDM	Network Issue	10.00 AM	HOD	10.25 AM	2/10/23	M. Parvathy	
9/10/23	Tamil (ASST)	UPS Installation	2.00 PM	HOD	2.15 PM	9/10/23	V. Parvathi	
8/10/23	B.com (PA)	System (OS) Problem and Network Issue	10.00 PM	HOD	12.30 PM	9/10/23	K. Manikandan	
2/10/23	B. CA	System (OS) Repair	10.00 AM	HOD	1.00 PM	2/10/23	K. Manikandan	
2/10/23	Tamil (SF)	Network Issue Network Cable Change	12.30 PM	HOD	2.30 PM	2/10/23	K. Manikandan	
9/10/23	Botany	System SMPS Problem	9.30 AM	HOD	10.30 AM	9/10/23	K. Manikandan	
9/10/23	B.com (CA)	Projector Lab for lamp Cable Issue & Network Cable Issue	9.00 AM	HOD	9.10 AM	9/10/23	K. Manikandan	
9/10/23	DI (Department)	Projector (V. USA) Cable Issue	9.30 AM	HOD	9.35 AM	9/10/23	K. Manikandan	
10/10/23	PG (CA)	Network Issue	2.00 PM	HOD	2.30 PM	10/10/23	V. Parvathi K. Manikandan	
10/10/23	AS-DA	Network Issue	12.50 PM	HOD	1.05 PM	10/10/23	V. Parvathi	
13/10/23	B.A. Economic	Network Issue	11.15 AM	HOD	11.30 PM	13/10/23	M. Kingery	
17/10/23	B.Sc. Computer Science	Laptop Network IP change	10.30 AM	Rajani	11.45 AM	17/10/23	M. Kingery	

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 Office of the Director of Higher Education - 642 001
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DATE	DEPARTMENTS	COMPLAINT/MATERIAL DETAILS	COMPLAINT TIME	COMPLAINT BY	SOLVED BY	SIGNATURE	REMARKS
21/11/2019	UPS	90KVA UPS for lab-5 replaced with new EL75 tubular batteries do numbers			ALL STAFF		
21/11/2019	Director's Office	New cobridge Replaced (Printstar brand)			VISHNU.		
21/11/2019	Office	internet issue.			VISHNU, TAMILNADU		
21/11/2019	wi-fi	laze server update					
21/11/2019	NIRF-ARIIA	website updation for ARIIA ranking.			VISHNU.		
22/11/2019	wi-fi	laze server updated for all the wifi devices			VISHNU.		
22/11/2019	Accounts Server	Connection related issues			VISHNU.		
25/11/2019	Director's Office	wifi related issues.		Typist	VISHNU.		
25/11/2019	Director's Office	Google sheets extra related Problem.			VISHNU.		
25/11/2019	ISO	Anti-virus request for ERP system.		Mr. Arund	VISHNU.		
25/11/2019	Director's office	System on laptop Problem		Dean Academic	VISHNU.		
25/11/2019	Accounts System	Mouse problem.		Mr. Aravind.	VISHNU.		
22/11/2019	Board room	wifi on Powers Connection problem.			VISHNU		* Replaced the adapter for the device with Mr. Manikandan (Internet)
29/11/2019	internet issue	wi-fi looping related issues.			VISHNU, TAMILNADU		
30/11/2019	NIRF	Internet issue.			VISHNU.		
30/11/2019	Internet line	upgraded & load balanced at 3.45 PM			VISHNU		

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DATE	DEPARTMENT	COMPLAINT- DESCRIPTION	COMPLAINT TIME	COMPLAINT BY	SOLVED TIME	SOLVED DATE	SOLVED BY	REMARKS
10.10.2021	Office	Network Issue	10:30am	C. Tamilarasu (wifi purpose)	11:50 am	11.10.2021	C. Tamilarasu	
8.10.2021	BCA	LCD - Back problem (green color display)		K. Sankar			M. Ramasamy	
10.10.2021	Computer Lab	online Examination Support		(All Staff)			All Staff	
21.10.2021	Computer Lab	online examination Support		(All Staff)			All Staff	
21.10.2021	B. Com (A)	Printer problem (Circuit board) Replaced.		F. Suresh Kumar		21.10.2021	M. Ramasamy	
25/10/2021	Human Excellence	Monitor - Problem (It is not working) Network Facility is needed in (wifi) are departments?		P. Jayalalitha	11:30 am.			
26/10/2021	BCA	Network cable connect					M. Kingoraj	
27/10/2021	Computer science (Aided)	Network issues	2.15		3.30	21-10/2021	M. Kingoraj M. Ramasamy	
28/10/21	Board Room	CCD system Fitting	2.30		4.00		M. Suresh	
22.11.2021	DEP of Human Excellence	INA 216T SSD Mother Board problem Replaced another system. S.NO: INA03001GZ HP Pro 3330 Micro Tower CPU Mother Board problem S.N: INA216T8SD			12.00			Replaced. HP Compaq. Hawlett Packard. dC7900 S.N: INA 03001GZ
22/11/2021	"	One computer is not working in D Block.						
8/11/2021	BCA	HP Pro 3360 Micro Tower System CPU Board Problem. Replaced another System		K. Haridas		18.11.2021	C. Tamilarasu	System Replaced Hawlett Packard S.N: INA 03001SF

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செயலாளர்
கணினி அமைப்பு
நல்லமது குண்டர் மாலிங்கம் கல்லூரி
பொலாச்சி - 642 001





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Date	Department	Complaint Description	Complaint time Date	Complaint by	Solved time	Solved date	Solved by	Remarks
25/09/2023	Dean Office	Laptop mail network	2.15	Dean	2.40	25/09/23	M. hingaraj	
	office	Dhandpani network cable issues	1.00	dhandpani	1.10	25/09/23	M. hingaraj	
25/09/2023	IQAC	network cable problem	12.00 AM		2.30 PM	25/09/23	K. Marikandan	
26/09/2023	Economics	System fitting & NEW network cable crimping	10.00	HOD	12.45	26/09/23	A. Ramasamy	
26/09/2023	BSc(CS) SF	Network cable network	11.06 AM	HOD	12.30 PM	26/09/23	K. Marikandan	
26/09/2023	HISTORY	Network issue	2.15	Gayathri	2.20	26/09/23	M. Ramasamy	
26/09/23	Board Room	meeting	3.00	Dean	5.00 PM	26/09/2023	A. Ramasamy	
27/09/23	Board Room	meeting	9.30	Dean	10.00	27/09/23	M. Ramasamy	
27/09/23	Economics	Network issue NEW cable	10.39	HOD	11.10	27/09/23	A. Ramasamy	
27/09/23	BCA	System (OS) issue	10.36 AM	HOD	12.30 PM	27/09/23	K. Marikandan	
27/09/23	BSc (CS) SF	System arranged network cable (new system) issue	1.00 PM	HOD	3.30 PM	27/09/23	K. Marikandan	
27/09/23	BCA	System & Problem (slow processing)	3.30 PM	HOD	4.20 PM	27/09/23	K. Marikandan	
29/09/23	Tamil (SF)	UPS Replacement	2.00 PM	HOD	2.30 PM	29/9/23	K. Marikandan	
30/9/23	BBA	Printer Issue	3.00 PM	HOD	3.30 PM	30/9/23	V. Parajothi	
4/10/23	Tamil (SF)	Network Issue	10.00 AM	HOD	11.00 AM	4/10/23	V. Parajothi K. Marikandan	

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DATE	DEPARTMENT	COMPLAINT- DESCRIPTION	COMPLAINT TIME	COMPLAINT BY	SOLVED TIME	SOLVED DATE	SOLVED BY	REMARKS
03/12/2021	Lab 5	Monitor replaced Old Monitor SN: CN-065 TPN-64180-385 -OTPB New Monitor SN: CN02020F85	10:00am	K.Sanjay	10:30am	03/12/2021	C.Tamilarasam	Monitor Replaced SN: CN02020F85
03/12/2021	B.Sc (IT)	Networking	10:30		11:10		M. Lingaraj M. Ramasamy	
03/12/2021	B.com(Ecom)	Printer issues	1:00	M. Lingaraj				
04/12/2021	B.Sc Computer	Network cable connected		M. Lingaraj			M. Ramasamy E. Sureshkumar	
06/12/2021	History	Monitor replaced SN: CNT0215357		M. Lingaraj			K. Sanjay	
06/12/2021	BCA	Monitor replaced SN: CNT020527M					K. Sanjay	
06/12/2021	BA English	Network issues		M. Lingaraj			M. Lingaraj	
9/12/2021	B.Sc-CT	System OS problem (Startup recovery Problem)	11:00am	A. Kalirani			C. Tamilarasam	Bad Sector Problem Replace new Hard disk
11/12/21	Office	lap keyboard ^{some} keys not working	2:00:00	Dhandakshi	2:30	11/12/21	Replace Tvs keypad K. B. Dhan	SN: 6VW4XW9 Old SN: 5UM5Bcay

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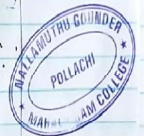
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Date	Department	Complainant Description	Complainant Time	Complainant by	Solved Time	Solved Date	Solved by	Remarks
25/09/2023	Dean Office	Laptop mail networking	2.15	Dean	2.40	25/09/23	M. Hingari	
	Office	Dhandpani network cable issues	1.00	Dhandpani	1.10	25/09/23	M. Hingari	
25/09/2023	IQAC	network cable problem	12.00 AM		2.30 PM	25/09/23	K. Manikandan	
26/09/2023	Economics	System fitting & New network cable crimping	10.00	HOD	12.45	26/09/23	M. Ramasamy	
26/09/2023	Bsc (CS) SF	network cable networking	11.06 AM	HOD	12.30 PM	26/09/23	K. Manikandan	
26/09/2023	HISTORY	network issue	2.15	Gayathri	2.20	26/09/23	M. Ramasamy	
26/09/23	Board Room	meeting	3.00	Dean	5.00 PM	26/09/2023	M. Ramasamy	
27/09/23	Board Room	meeting	9.30	Dean	10.00	27/09/23	M. Ramasamy	
27/09/23	Economics	network issue New cable	10.39	HOD	11.10	27/09/23	M. Ramasamy	
27/09/23	BCA	System (OS) issue	10.36 AM	HOD	12.30 PM	27/09/23	K. Manikandan	
27/09/23	Bsc (CS) SF	System arrange & network cable (new system) issue	1.00 PM	HOD	3.30 PM	27/09/23	K. Manikandan	
27/09/23	BCA	System & Problem (low processing)	3.30 PM	HOD	4.20 PM	27/09/23	K. Manikandan	
29/09/23	Tamil (SF)	UPS Replacement	2.00 PM	HOD	2.30 PM	29/9/23	K. Manikandan	
30/9/23	BBA	Printer Issue	3.00 PM	HOD	3.30 PM	30/9/23	V. Parvathi	
4/10/23	Tamil (SF)	Network Issue	10.00 AM	HOD	11.00 AM	4/10/23	V. Parvathi K. Manikandan	

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DATE	DEPARTMENT	Complaint Description	Complaint Time	Complaint By	Solved time	Solved Date	Solved By	Remarks
19/05/2022	Computer Science (SD)	Support LCD, Syllan	9:00 AM	Arul Kumar	9:30	19/05/2022	E. Suresh V. Subash K. Sanjay	
19/05/2022	Director Office	System Installation Printer Installation Network Cable (Crimbs)	9:30 AM	Dean, Unapathi	12:30 PM	19/05/2022	E. Suresh V. Subash K. Sanjay	
30/5/2022	Human Excellence	Install the computer & WIFI Internet is not working	3:10 PM	S. Jeyalalithini				
16/5/2022	office	Network network	12: PM		9:30 AM	17/06/2022	M. Lingaraj	K. SRINIVASAN, M.C.A., Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College, PULLACHI - 642 001.
	Director office	Network network	12:30 PM	Dean	4:30 PM	17/06/2022	M. Lingaraj M. Ramasamy K. Prabhu	
29/6/2022	BSc IT	System OS Problems		Hod	12:00 PM	29/6/2022		Replace New Hard disk S.no. 2N1V6H72 OK Hard disk S.no. 2N1VPRM85
27/06/2022	160	Network cable Complaint	9:30	K. Srinivasan	9:50	27/06/2022	M. Lingaraj M. Ramasamy	
28/06/2022	Director office Tamil	Network issues	9:30	Dean	9:30	28/06/2022	M. Lingaraj M. Ramasamy V. Subash	
02-07-22	Server Room	Internet Line Problem	Problem time 12:30 pm	Solved time 4:30				



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DATE	DEPARTMENT	COMPLAINT / MATERIAL DETAILS	COMPLAINT TIME	COMPLAINT BY	SOLVED BY	SIGNATURE	REMARKS
17/12/2019	B.COM.P.D.	UPS problem		H.O.D.			visited and completed the work with electrician Mr. Rajan.
18/12/2019	APD	system problem.					need to check the
19/12/2019	BCA	LCD Projector Problem S/No: Q71P637A AAAAC0541	1.10PM				informed to technicians in Coimbatore (1.12PM)
19/12/2019	B.Com. Finance	printer issue.					
19/12/2019	B.Com.C.A.	2 systems issue.		H.O.D.	RAMASAMY PRABU.		
19/12/2019	Director	laptop issue, win7 installed, anti-virus installation			TAMILARASAN.		
19/12/2019	Dean-Research	Laptop browser related issue.					
19/12/2019	Director's Office	Ms word related alignment and other properties of a document.		typist			
19/12/2019	B.Com. B&I	projector cable related problem		staff			* cable loose
19/12/2019	CT	cable provided for this projector. (previous complaint)		Ms. Kalavani			informed electrician to install the cable for the mounted projector
19/12/2019							

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Date	Department	Complaint / material Request	Complaint By	Solved By	REmarks
15/9/21	B. Com (Aided)	Network Cable Crimping		C. Tamilarasan	
15/9/21	AI Kandarhau	LCD System Fitting	2 pmtk25	M. Ramasamy	
16/9/21	office	Printer issues		M. Lingaraj	
16/9/21	Board Room	LCD system fitting		M. Ramasamy	
16/9/21	BCA	Key Board Problem Replaces rtfw keyBoard S/N: B2AMPONVB3T5DB S/N old: RADJZT320452		M. Ramasamy	
16.09.2021	MSW	D-Link DES-1008C 8-port Switch installation S.No. ASTL309033131		E. Sureshkumar	
17/9/2021	Controller session	Network issues		Tamilarasan Prabhu	
17/9/2021	IT IT	Net work issues		M. Ramasamy	
17/9/2021	Board Room	Lcd system Fitting		M. Ramasamy	
20/09/2021	lab 6	Monitor Replace 1. CNCO470NT1 2. CNCO470NT4 3. CNCO470BJT 4. CNCO470NVW 5. CNCO470NT7 6. CNCO470NPH 7. CNCO470NSK		M. Lingaraj K. Sarjaya V. Subash	

Computer Cell, Coimbatore
Pollachi - 642 001



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DATE	DEPARTMENT	COMPLAINT/MATERIAL	DETAILS REPAIR TIME	COMPLAINT BY	SOLVED BY	SIGNATURE
05/02/2020	B (Om.BG)	system Display related problems		H.O.	PROBL.	
05/02/2020	SERVER ROOM	Distribution of systems to other departments from computer lab & old systems			All staffs	
05/02/2020	Bology (UG)	internet related problems in one of the systems in the department.		Mr. muthukumar	TAMILARSON, PROBL.	
05/02/2020	Placement cell	internet tethering related problem		Mr. Prabhakaran	lingaraj	
7/2/2020	BCA	old-mathboard, smps, Ram mouse (bc lab items)		for taking value added class	S. Jagan	
17/2/20	BCA	A/c not functioning		HOD		

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DATE	DEPARTMENT	COMPLAINT/MATERIAL REQUEST	DETAILS REQUEST	COMPLAINT TIME	COMPLAINT BY	SOLVED BY	REMARKS / SIG/NATURE
29/01/2020	Office	Mr. Ramraj system internet issue					
29/01/2020	Server Room	creation of WiFi username & password for all the faculties in the MERD Block.					
29/01/2020	Maths Aided	Ngnm Email ID creation					
29/01/2020	Director office	Typist system replacement					
29/01/2020	B.com. Finance	internet connection established with new cable.			TAMILKESAVAN, VISWANATHAN, RAMASAMY	TAMILKESAVAN, VISWANATHAN, RAMASAMY	} P. installed new cable in R.D.
05/02/2020	Physics Dept.	internet issue.			" "	" "	
05/02/2020	Physics Lab	internet related issue.			" "	" "	
05/02/2020	PA chemistry	Printer related issue.			H.O.D.		
05/02/2020	Office- Accounts	printer related issues.			Mr. senthil Selvam.		
05/02/2020	Server Room	MAC binding for the static IP for the staff systems in computer lab. Testing Completed, working fine.				VISHNU.	} Dr. B. MUTHUKUMARAN, M.A., M.Phil., B.Ed., Ph.D., PRINCIPAL, N.G.M.C. College, Pollachi - 642 001 Coimbatore District.
05/02/2020	Physics- Research Lab	systems problem			Scholar	TAMILKESAVAN.	
05/02/2020	Server Room	Address objects updation in firewall.				VISHNU.	} K. SRINIVASAN, M.C.A., Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College POLLACHI - 642 001.
05/02/2020	Library	N-list accessing related issues in library systems			Librarian	VISHNU.	



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DATE	DEPARTMENT	COMPLAINT DETAILS	COMPLAINT TIME	COMPLAINT BY	STATUS	SAVED TIME	RESOLVED BY	REMARKS
26/07/2018	Faculty Room	Small Board access issues with preinstalled tools.		Aditya Sir.	Solved		VISHNU	2. Pen tool access issue.
	Library	Deliver digital repository access denied issue in Digital library		Librarian			VISHNU	
	Server Room	Feedback Management Software (Cms) drawbacks and requirements to White hat global solution Company.					THIRUKANASAN	K. SRINIVASAN, M.C.A., Advisor - Computing Infrastructure Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.
	Office (A.C.)	Monitor power issue.		A.C.			RAMANJANY	Solved.
		Site problem in LMS informed with Manikandan. (follow up).					VISHNU	N need follow up.
	IT - Computer Lab-3	Internet Connection for Computer Lab-3 for the registration of online courses (NPTEL & SWAYAM).	1:00pm	DANANJAYI			VISHNU	
	ISO Cell	ups backup issue.	11:05pm	Yashwanth			VISHNU, SURESH	Replaced with new. updated in stock note.
	Alkonda Hall	internet Connection request for 27/07/2018 Webinar.		Yashwanth				
	Vivekananda Manager	Internet Connection request for 28/07/18 for workshop.		Yashwanth				
	BBA	Printer problem		H.O.D.			RAMANJANY	
27/07/2018	Placement cell	System problem UPS problem		Placement officer				
	NIS	System and printer issues		RAMANJANY				



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DATE	DEPARTMENT	COMPLAINANT DETAILS	COMPLAINT TIME	COMPLAINT BY	SIGNATURE	SOLVED TIME	SOLVED BY	REMARKS
17/09/18	PG.English	Projector issue. New one sent for service. (Replacement Clearances) Projector Received. Consumables (Viva cable, Remote, Power cable, Bag) not received. SI. NO.: Q71P941AAAMACD787			<i>R</i>		<i>R</i>	
20/09/18	BSc CS Lab	VPS Problem leads to power failure	20/9 9:45pm	KS.	<i>KS</i>		Narasimhan A.C. 20/09/18	K. SRINIVASAN, MCA M.A. in Computing & Information Systems Nallamuthu Gounder Mahalingam College, POLLACHI - 642 001.
20/09/2018	English Language Lab.	CMOS Battery changed for 8-systems.			<i>R</i>	26/9/18		updated in stock note.
	LAB - 07	Battery water changed.					Electician.	Dr. R. MUTHUKUMARAN, M.A. in Phil. & Ed. Ph.D. PRINCIPAL NGMC College, Pollachi - 642 001 Coimbatore District
	LAB - 08	Mouse problem 2 nos replaced with new logical Mouse.			LIJAGAT			updated in stock note.
	Alumni	System Problem.					Sureshkumar	
	Block-D	New Block internet cable installation					VISHNU	Follow-up.
	Server Room	Demo for Online Examination Package with 180 users Simultaneously. Installed the package in the system kept in Server Room with 4GB RAM capacity.					AK lab staff.	
	Lab 405	A/C problem?		BCA Ho.D.				informed to AC technician
26/09/2018		Smart Board verification and usage checking in various departments.					VISHNU	
		Demo for campus wi-fi in various areas with mobile devices.					VISHNU TAMUNGOON 20/09/18	
	IT/CI	Internet Connectivity loss in some frequent timings in CI & IT.						Row-11





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80				81				
DATE	DEPARTMENT	COMPLAINT DETAILS	COMPLAINT TIME	COMPLAINT BY	SOLVED	SOLVED TIME	SIGNATURE	REMARKS
3-9-2018	Lab 4	Serial No. M6D384307416 S.M.P.S Problem to replace the S.M.P.S	10:45					
04.09.2018	Chemistry Aided	LG DVD Writer USB		A.O.D.				
03.09.2018	E.Com.	Net connectivity issue	9:55		E. Sureshkumar			
04.09.2018	B.Com.CA	RAM slot issue	9:35		E. Sureshkumar			
06.09.2018	B.A.Tamil(Mid)	Net connectivity issue	10:45		Vishnu E. Sureshkumar			
06.09.2018	APT	Net connectivity issue	2:25		E. Sureshkumar			
06.09.2018	BS.CS(D3)	Additional Labhour Provided extra lab hours for Computer Science (BT) in Computer Lab-1						
10/09/2018	Accounts	Accounts system freezing and new installation of Windows. Backing up all the data.		Amiteshwari	TAMILARASAN VISHNU		TAMILARASAN VISHNU	SOLVED
11/09/2018	Jaykannasa	New system installation, UPS, Printer installation, Internet Cable installation			VISHNU PRASU SURESHKUMAR			System took from 1000th SVA used HDD changed out with hard drive to Printer and UPS took from 32nd room
11/09/2018	B.com Aided	A.O.D. system failure						
11/09/2018	Library	Installation of picture manager utility		Librarian				
11/09/2018	Alkondabhalai	System with LCD projection including Internet connectivity.		ISO Cell	VISHNU			

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DATE	DEPARTMENT	COMPLAINT	COMPLAINT TIME	COMPLAINT BY	RESOLVED BY	RESOLVED TIME	REMARKS
20/7/18	B.Sc (CT)	Department UPS need to be repaired	11:15 AM	Ms. J. Priya	J.P.	09/08/2018	Replaced with working ups with new Battery. (sys warranty)
27.07.2018	B.Sc Chemist	Desktop Lense are changed into pdf issue	2.30 PM	Dr. P. Indumathy	M. Ramasamy	3:00	
1.08.2018	B.Sc. Chemistry	Printer connectivity problem	10.50 AM	Dr. P. Indumathy		11.00 AM	
1.08.2018		Printer Canon Installation	2.30 PM	Dr. P. Indumathy	M. Ramasamy	2.45 PM	
2/8/2018	English Language UG / CIP	Monitor - Problem - Monitor changed	2:00	Dr. P. Indumathy			
01/08/2018	APD	Hard disk problem. Replaced with new hard disk. Cannot backup older data. changed CMOS Battery. * Added 1GB RAM for the system additionally.		P. Srinivasan	Nivedita		The failure HDD also attached with the system. Additional RAM took from library system.
01/08/2018	Zoology	ups problem rectified		Dr. P. Indumathy			Replaced with new ups Battery with sys warranty.
02/08/2018	P.O.	ups for newly installed system.		Dr. P. Indumathy		01:00 PM	sys warranty for ups Battery.
07/08/18	B.Sc Botany	Printer Problem	3:00 PM	P. Srinivasan	K. Srinivasan		
7/08/18	M.Sc Botany	System not working. changed motherboard + Smps not working		P. Srinivasan		12:00 PM	Replace New 4gbx4 Giga byte motherboard + New Smps.
10/8/18	B.Sc. Chemistry	Monitor Display problem	12:35 PM	R. Indumathy		12:40 PM	



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74		Received sign.		75		
DATE	DEPARTMENT	COMPLAINT	COMPLAINT BY	COMPLAINT BY	SOLVED BY	REMARKS
1.	BCA	Smart Board & equipments	[Signature]	[Signature]		
2.	Library	Smart Board & equipments	[Signature]			
3.	Chemistry	Smart Board & equipments				Get Signature from Principal
4.	MIB	Smart Board & Equipment	[Signature]			
5.	Virtual Room	Smart Board & Equipment	[Signature]			[Signature]
6.	Language lab	Smart Board & Equipment	[Signature]			
7.	Zoology	Smart Board & Equipment		[Signature]		
8.	E-commerce English	Smart Board & Equipment	M.V. J.	[Signature]		
9.	Computer Science (Hida)	Smart Board & Equipments		[Signature]		
10.	Commerce (P.A.)	Smart Board & Equipments		[Signature]		
11.	E-Content Room	Smart Boards & Equipments	[Signature]			
12.	MCA SEM I & II (P.A. Room)	Smart Board & Equipments	[Signature]			
13.	Botany (Ug)	Smart Board & Equipments	[Signature]			
14.	TAMIL (S.F.)	IQ Board & Table	[Signature]			

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