| SRN | all Reported Department | Breakdown Date | Time | Complaint Detail | Reported By | Call Attend | Action Taken | Call Complete Date | Time | Spare Used | Remark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | August 24. | | | | | | | | |
| 1) | N. College | 27.8.24 | 10:00Am | Network issue | Kailas | Vivit | Switch issue<br>Power suply Repair | ~~10:30pm~~<br>27.8.24 | 10:00pm | — | Issue solved |
| 2) | HR | 27.8.24 | 10:30pm | Tally software networking | Chippa sir | Vivit | Reinstall tall and configure Data | 27.8.24 | 10:15pm | — | issue solved |
| 3) | pharmacy | 27.8.24 | 10:45pm | printer not connected to printer usb port issue | Jay sir | Vivit Dinesh | printer issue solved | 27.8.24 | 11:00pm | | Solved |
| 4) | PRO | 27.8.24 | 11:30pm | Computer not working proper | Vaishali Jude | Vivit | issue solved | 27.8.24 | 11:19pm | | issue solved |
| 5) | HR | 27.8.24 | 12:30pm | Biometric Device screen touch issue | Abhijit | Vivit | Check all same but still networking | | | | |
| 6) | अकाऊट | 27/8/24 | 12:00Pm | NP/AV इनस्टॉल | अभिजित सर<br>मनोज सर<br>श्रीकांत सर<br>इरावती सर | Dinesh | New इनस्टॉल कि<br>" "<br>" "<br>" " | 27/8/24<br>27/8/24<br>27/8/24<br>27/8/24 | 12:55pm | | Issu soled<br>Issu soled<br>Issu soled<br>Issu soled |
| 7) | Blood Bank | 27/8/24 | 1:30 Pm | Printer Problem | | Dinesh | printer driver uninstall to install | 27/8/24 | 2:05Pm | | Completed |
| 8) | Billing | 27.8.24 | 3:00 pm | Network issue | Madake | Vivit/Dinesh | check the all port cleaning lan switch and Resolved issue | 27.8.24 | 3:30pm | | Issue solved |
| 9) | Billing | 27.8.24 | 3:30pm | printer sharing issue | Madake | Vivit | setup all Registry setting and Resolved | 27.8.24 | 4:00pm | | Issue Resolved |
| 10) | Billing | 27.8.24 | 4:00pm | investigation not cancelled | Kalle | Vivit | cancel all investigation | 27.8.24 | 4:15pm | | issue Resolved |
| 11) | MRD | 27.8.24 | 4:30pm | OT Not Add | Dhage mam | Vivit | problem solved and add OT | 27.8.24 | 5:00pm | | issue Resolved |
| 12) | Student section | 28.8.24 | 12:00pm | Nepro and scanner installation | Rampure | Dinesh | Installed Required Software | 28.8.24 | 12:30pm | | Install |

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|---|---|---|---|---|---|---|---|---|---|---|
| 14) | PRO | 28.8.24 | 2:25pm | Computer do not stent properly | Vaishali mam | Visit | cleanup all temp file and Restart | 28.8.24 3:15pm | — | Issue solved |
| 15) | Billing | 28.8.24 | 3:00pm | Investigation not cancelled | Swami | visit | problem Solved | 28.8.24 3:30pm | | Issue solved |
| 16) | pharmacy | 28.8.24 | 3:30pm | software issue | Raju | visit | problem Solved | 28.8.24 4:00pm | | Issue Solved |
| 17) | Nursing college | 28.8.24 | 4:00pm | printer not connected to pc | Bandgar | visit | Reset all Setup and Report per | 28.8.24 4:30pm | | Issue Solved |
| 18) | Account | 28.8.24 | 12:00pm | Software Report correction to pharmacy Dept | L.G | visit | work Done | 28.8.24 1:00pm | | work Done |
| 19) | IT Dept | 28.8.24 | 1:00pm | corel studio do not installed properly | visit | visit | installation Done After long time | 28.8.24 1:30pm | | Done |
| 20) | MJPJMy | 28.8.24 | 6:30pm | Requirment of Report from Software with Edit | Veerendra | visit | Edit Report and issue MJPJMy Dept | 28.8.24 5:00pm | | work Done |
| 21) | | | | | | | | | | |
| 21) | HR | 28.8.24 | 12:30pm | Biometric machine issue | Abhi | visit | Solved problem | 28.8.24 12:45pm | | solved |
| 22) | IT Dept | 28.8.24 | 5:00pm | Ticket Raised to Suvarna Soft all pending issue | visit | visit | Ticket raised to Suvarna Soft all pending issue | 28.8.24 6:00pm | | work Done |
| 23) | Billing | 29.8.24 | 10:00Am | Patient category Do not changed from Software | Navin | visit | issue solved | 29.8.24 10:15AM | | issue Solved |
| 24) | Blood Bank | 29.8.24 | 11:00pm | Hospital Name not showing in Soft. | Swara | visit | issue Solved | 29.8.24 11:15Am | | issue solved |
| 25) | MRD | 29.8.24 | 11:00Am | Bed occupancy report getting wrong | Ambadas | visit | checking all Report | | | |
| 26) | IT | 29.8.24 | 11:30Am | vedio Editing | Visit | visit | vedio Editing Done post online | 29.8.24 11:45Am | | Done |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| 29) | Billing | 29/8/24 | 11:30Am | toner low | Khokhariya sir | Dinesh | Toner refilling | 29/8/24 | 12 Pm | powder | call ok |
| 28) | Micro | 29.8.24 | 12:00pm | projecter not connected to laptop | Poonam madam | Visit | issue solved | 29.8.24 | 12:30pm | — | issue solved |
| 29) | Billing | 01:00pm | | New Service Required in software | Ashwin | Visit | New Service Added in Software | 29.8.24 | 1:15pm | | work Done |
| 30) | CCL | 1:30pm | | Xerox machine Toner Jam | Vanaj | Visit/Dinesh | issue solved | 1:45pm | | | issue solved |
| 31) | Account | 2:30pm | | Scanner Machine installation | Manoj | visit | Scanner Machine installation Done | 29.8.24 | 3:00pm | | work Done |
| 32) | Billing | 29.8.24 | 3:00pm | pre Discount not Done to patients | Madake | visit | Discount issue Solved | 29.8.24 | 3:20pm | | issue solved |
| 33) | Billing | 29.8.24 | 4:30pm | New Service Required in Software | Nradake | visit | New Service Added in Software | 29.8.24 | 4:50pm | | work Done |
| 34) | Radio | 30/8/24 | 12 Pm | Toner low | | Dinesh. | Toner refilling | 30/8/24 | 12:15 | — | call OK |
| 35) | Samapan | 30.8.24 | 9:00 Am | Internet Arrangement | | visit | Arrange Maigenet Done | 30.8.24 | 11:30am | | work Done |
| 36) | Pharmacy | 30.8.24 | 12:00pm | New Item master issue | Raju | visit | issue Resolved | 30.8.24 | 12:15pm | | issue solved |
| 37) | Account | 30/8/24 | 12:15Pm | Toner low | | Dinesh. | Toner refilling | 30/8/24 | 12:30Pm | | call OK. |
| 38) | Billing | 30/8/24 | 1:00 pm | patient category did not change | Ashwin | Visit | issue solved | 30.8.24 | 1:30pm | | issue solved |
| 39) | Samapan | 30.8.24 | 7:00pm | Semina Setup | Kadadiya | Visit | Semina Setup | 30.8.24 | 7:00pm | | work Done |
| 40) | DN. office | 31/8/24 | 11:15 Am | Toner low | Rupesh. sir | Dinesh | Toner refilling | 31/8/24 11:30Am | 11:30Am | | call OK. |
| 41) | Billing | 31.8.24 | 10:00Am | pre Discount issue | Madake | visit | pre Discount issue solved | 31.8.24 | 10:20am | | issue solved |
| 42) | cath Labs | 31.8.24 | 11:00Am | System not Started with | Anita | visit | Ram issue Replace Ram solved issue | | | | issue solved |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| 43) | MJPJAY | 3.8.24 | 12:00pm | Back dated Report Requirment | Rani | Vinit | Back dated Report Requirment Complete | 31.8.24 | 12:30pm | — | work Done |
| 44) | Account | 31/8/24 | 1.00 Pm | Toner low | maroj sir | Dinesh. | Toner refilling | 31/8/24 | 1.30 | | call OK |
| 45) | Billing | 31/8/24 | 9.15 am | Printer Problem Network issue | | Dinesh | Printer new PC Install and Printer Network sharing Problem sold | 31/8/24 | 9.30 Am | | call OK. |
| 46) | surgery | 31/8/24 | 2.45 Pm | NP/AV New | shivraj sir | Dinesh. | New NP AV Install New key update | 31/8/24 | 3.00 | | call OK. |
| 47) | Pharmacy | 31/8/24 | 9.30 Am | Toner low | | Dinesh. | Toner refilling | 31/8/24 | 10.am | | call OK |
| | | | September. 24 | | | | | | | | |
| 48) | Pathology | 2.9.24 | 11:30Am | Backup issue | shital | Vinit | check All Backup | | | | |
| 49) | pharmary | 2.9.24 | 12.05Am | Software issue | Prem | Vinit | Software issue Solved | 2.9.24 | 12:30pm | | issue Solved |
| 50) | Comunity Medicine | 2.9.24 ~~12:30p~~ | 12:30pm | projector Setup | Mumbre Sir | Vinit | projector setup | 2.9.24 | 1:00pm | | work Done |
| 51) | phamary | 2.9.24 | 1:00pm | Stock not sharing is Software | Reju | Vinit | problem Solved | 2.9.24 | 1:30pm | | issue Solved |
| 52) | Billing | 2.9.24 | 2:30pm | Billing not Done P pt. in Software | Swami | Vinit | problem solved | 2.9.24 | 2:45pm | | issue Solved. |
| 53) | Admission cell | 2.9.24 | 11:00 Am | printer not working | Rupesh | Vinit | printer issue Solved | 2.9.24 | 11:20pm | | issue Solved |
| 54) | HR | 3.9.24 | 11:00 Am | printer not working properly | chippa Sir | Vinit | Repairing the printer | 3.9.24 | 11:30Am | | issue Solved |
| 55) | Blood Bank | 3.9.24 | 12:00pm | Requirement of Data upation in Software | Kumbhar | Vinit | Software ~~up~~ Data updation Complete | 3.9.24 | 12:30pm | | work Done |
| 56) | Billing | 3/9/24 | 3.30 Pm | OS windows problem | | Vinit sir / Dinesh | PC formatting and New windows install | 3/9/24 | 5.Pm | | call OK. |
| 57) | Lecture-2 | 4.9.24 | 11:30pm | projector not Connected to Laptop | Poonam | Vinit | problem Solved | 4.9.24 | 11:45Am | | issue Solved |