

Dept./Section

Date

IT Services Dept. may please note the following information for further action:

Time taken for repairs

- Quick, < 1 hr
- Average, 1-4 hr
- Too slow, >4 hr

Following were handled

- Virus cleaning
- General guidance
- Basic troubleshooting

After repair, operation of equipment

- Satisfied
- Average
- Not satisfied

Overall performance

- Good
- Average
- Poor

Person attending complaints

- Friendly
- Neutral
- Unfriendly

Knowledge level of service personnel

- Very good
- Good
- Average
- Fair
- Poor

Standby provided, in case equipment taken out

- Yes
- No
- Does not apply

Network problems handled

- Yes
- No
- Does not apply

Software installation/repair undertaken

- Yes
- No
- Does not apply

Support provided during relocation of equipment

- Yes
- No
- Does not apply

Any other remarks

*Use additional sheets, if required**Use ITS03 for sending information on components taken away for repair*

Dept. Head

Section Officer

For use in ITSD – Ref: ITS/11:

Head (IT Services)

Noting

- Minor issues listed at Sl. No. _____ have been noted in the complaint register
- The issues listed at Sl. No. _____ is/are major and have been taken up for rectification

Other Remarks

Signature of ITSD Officer