

## **EDP Cell - Complaint Cum Service Report Form**

**EDP Cell - G T B HOSPITAL, GOVT OF NCT OF DELHI,**  
**DILSHAD GARDEN, SHAHDARA, DELHI 110095.**

### **Complaint Cum Service Report Form - EDP Cell**

Name of User: - \_\_\_\_\_ Designation \_\_\_\_\_

Department/Section: - \_\_\_\_\_

Room No./Ward Number: \_\_\_\_\_, Floor \_\_\_\_\_, Building: \_\_\_\_\_

Details of Machine: - Make \_\_\_\_\_ Type \_\_\_\_\_

Model: \_\_\_\_\_, Serial No.: \_\_\_\_\_

Nature of Complaint (PI tick): Networking ☐ Hardware ☐ Software ☐

Time and date of Complaint submission \_\_\_\_\_

Brief Description of complaint: - \_\_\_\_\_

(Eg: computer not booting, UPS not working, internet connectivity, software malfunction, etc.)

Most convenient time and date for availability of user \_\_\_\_\_

(Please provide at least two options of 30 Min time periods)

User's contact Number:- \_\_\_\_\_

Note: - Hard Disk related issue and replacement may lead to loss of data it is advisable for the user to backup the important data/files & applications prior to repair activity.

Signature

Form may be downloaded from GTB Hospital webpage.

Ext. Number of EDP Cell, Room 131, OPD Block: ph. 2166)

(MOI/C Signature)

#### **For office use only**

Complaint registration no. \_\_\_\_\_ Date \_\_\_\_\_

Attended By:- \_\_\_\_\_ Date & time \_\_\_\_\_

Nature of defect/Problem:- \_\_\_\_\_

Repaired/Repairable time frame:- \_\_\_\_\_

## **EDP Cell - Complaint Cum Service Report Form**

Machine warranty Status: Under Warranty / Under AMC/CMC/ Not in contract.

If not in warranty/contract (AMC/CMC)

### **Estimate of Repairs/Parts**

Machine Serial No.	Faulty Part Description	Estimated Cost	Remarks

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**EDP Cell: MOI/C/ Programmer/ Asst Programmer**

**Signature/Date**

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### **Functioning Report**

The complaint has been satisfactory attended and the machine is working now

(Time: \_\_\_\_\_, Date: \_\_\_\_/ \_\_\_\_/ \_\_\_\_).

Signature:- \_\_\_\_\_

Name:-

Date:-

\_\_\_\_\_  
Counter signature of EDP Cell staff