



## Purchase & Inventory Control Office (PICO)

Maulana Mohammed Ali Jauhar Marg, New Delhi-110025 Telefax : 26982759 (Direct)  
EPABX : 26981717, 26988044, 26985176, 26984075 Extn. 323 Grams : 'JAMIA'

No. F /PICO/JMI/2010

14.06.2010

### CIRCULER

In continuation of earlier Office Order No: PICO/JM/2010 dated 14-06-2010, M/s. Crac Info Systems Pvt. Ltd. has been engaged for carrying out annual maintenance of PCs, Peripherals, and UPS Systems in Jamia w.e.f July 01, 2010.

All authorized users of IT facilities in Jamia are requested to contact the IT Helpdesk, set up by the above company in room no 008 of FTK-Centre for Information & Technology, JMI for complaints / problems /assistance relating to PCs, Peripherals, Networking, MIS, Antivirus installation etc in the following modes:

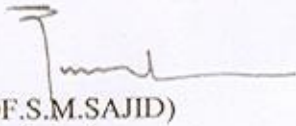
Through Jamia's EPBX System: EPBX Exten.No.4266  
Mr. Abdul Attari  
IT Helpdesk Coordinator

Through E-Mail: [ithelpdesk@jmi.ac.in](mailto:ithelpdesk@jmi.ac.in)

Through Jamia MIS Administration Module (Complaint Management System)

The Users are advised to always take the Complaint No against which their complaint is logged by the IT Helpdesk. Delays, if any, may be escalated as per the escalation chart available on <http://www.jmi.ac.in/Notices/notice2010/ITHelpdesk.2010.pdf>

It is further requested that departments may keep proper record of all the maintenance work carried out by the company in their respective departments for service evaluation purposes.

  
(PROF.S.M.SAJID)  
Registrar

Copy for information & necessary action to:

- All Deans of faculties/ HoDs /Directors of Centres / Heads of School /Offices of JMI
- The Director, CIT, JMI.
- Secretary to Vice-Chancellor.

File Tracking System

File #. 1126/ADCF-1297

Dated. 17/7/10