

eSecretariat

Jaffna

Friday, 2017 September 29 2:52:58 PM

Vision

Establishing modern communication culture to deliver high quality public service

Mission

Devising speedy, reliable and effective Information and Communication Technology (ICT) System in District Secretariat and Divisional Secretariats

ePost

Government Service Tracking System

ICT Equipement Repair Report System

Customer Care For ICT Fault

e-Consumable Items Management System

Click here

© VSDT, ICT Unit, District Secretariat, Jaffna 2017

ICT Customer Care - Sign In

ICT Customer Care

New to Sign Up



Username

Password

Login

Forgott Password

Home

Carefully Read the
Description

Discription

- Assistance can be obtained regarding the fault ,repair and other services of ICT by using this Customer Care Services
- Every branches of District Secretariat, Jaffna also create two user accounts.
- Two User Accounts can be created by every Divisional Secretariat by signing up these user accounts. Branches of Divisional Secretariat are not allowed to create user accounts.

Important

Branches of Divisional Secretariat are not allowed to create user accounts.

lopment Team, ICT Unit District Secretariat, Jaffna

ICT Customer Care - Sign In

ICT Customer Care
New to Sign Up


Login

Forgott Password

Home

New customers Click here to **Sign Up**

Discription

- Assistance can be obtained regarding the fault ,repair and other services of ICT by using this Customer Care Services
- Every branches of District Secretariat, Jaffna also create two user accounts.
- Two User Accounts can be created by every Divisional Secretariat by signing up these user accounts. Branches of Divisional Secretariat are not allowed to create user accounts.

lopment Team, ICT Unit District Secretariat, Jaffna

ICT Customer Care - Sign Up

Name	Name
Username	Username
Password	Password
Retype Password	Retype Password
Branch	
Room No	Room No
Intercom No	Intercom No
Telephone No	Telephone No
Email	Email
	Sign Up Sign In

Fill the Sign up form

***District Secretariat customers select the branch Name**

***Divisional Secretariat customers select Divisional Secretariats Name Only**

Click here to **Sign Up**

After the sign Up Customers click here to **Sign in**

ICT Customer Care -ICT Unit Dist

ICT Customer Care - Sign In

ICT Customer Care

New to Sign Up



Login

Forgott Password

Home

Already sign up
Customers- type user name

Type Password

Select the branch of the
District Secretariat /
Divisional Secretariats &
Select the Division Name

Discription

- Assistance can be obtained regarding the fault ,repair and other services of ICT by using this Customer Care Services
- Every branches of District Secretariat, Jaffna also create two user accounts.
- Two User Accounts can be created by every Divisional Secretariat signing up these user accounts. Branches of Divisional Secretariat are not allowed to create user accounts.

lopment Team, ICT Unit District Secretariat, Jaffna

Forgot Password click

Go to home click

ICT Customer Care - Forgott Password

Email

Get Password

Type your email address

Click

ICT Customer Care -ICT Unit Distri

ICT Customer Care - Forgott Password

Email

Get Password

Username

Password

Sign In

Customer User name

Customer Password

Click

Customer Branch / Division

Customer User Name

Click to Logout

Logout

Welcome to ICT Customer care

User Name:-ictunit

Branch:-Information & Communication Technology Unit



District Secretariat,
Jaffna.



ICT Customer care,
ICT Unit.
Room No:- 07.
Intercom No:- 107.
Tel:-0212226621.



SERVICE REQUEST




Make Service Request

What's Going On?

Request Summary

ICT Customer Care -ICT Unit District Secretariat, Jaffna

Click here to service request

FR No

Customer Branch / Division

Type the Fault/ Work Description

Request sent to ICT Customer care

Field Report No:

68

Department / Branch:

Information & Communication Technology Unit

Address/ Room No:

Address/ Room No

Fault / Work Description:

Fault / Work Description

Problem Received Date :

17/10/02

Problem Received Time :

11:13:20am

Requester Name:

Requester Name

Designation:

Designation

Type the Requester Name

Type the Designation Name

Request Sent

Back

Click to set the request

Click back to Main page

ICT Customer Care -ICT Unit District Secretariat, Jaffna

Customer Branch / Division

Customer User Name

Click to Logout

Logout

Welcome to ICT Customer care

User Name:- ictunit

Branch:- Information & Communication Technology Unit



District Secretariat,
Jaffna.



ICT Customer care,
ICT Unit.
Room No:- 07.
Intercom No:- 107.
Tel:-0212226621.







Make Service Request

What's Going On?

Request Summary

ICT Customer Care -ICT Unit District Secretariat, Jaffna

Click What's going on

Customer Branch / Division

Click Back to Main Page

Customer User Name

ICT Customer care - What's Going On?

Name:- ictunit

Branch:- Information & Communication Technology Unit

Back

Report No	Fault/Work Request	Request Received Date	Responsibility Officer	Work Started	Work Finished Date	Services	Observations	Suggestion	Note	Status	What's Going On?
33	Laptop did not connect with Projector and Projector for main viewer also not working in Auditorium of the District Secretariat, Jaffna	2017-08-17	Mr.A.Wilson	2017-08-18	2017-08-18	New HDMI Splitter change	VGA Working	Change VGA Converter		Finished	Report

Request Details

Work Status

Click to view report

Report



Field Visit Report ICT Unit, District Secretariat, Jaffna



Field Report No:	1		
Department / Branch:	Information & Communication Technology Unit		
Address:	District Secretariat, Jaffna		
Fault / Work Description:	Upgrade the Network Switch		
Problem Received Date :	2017-07-05	Problem Received Time :	13:05:00
Received by:	Mr.R.Subagini	Designation:	ICT Assistant
Responsibility Officer:	Mr.D.Cyril Thanarajan	Designation:	ICT Assistant
Works Started Date :	2017-07-07	Works Started Time:	09:00:00
Work Finished Date :	2017-07-07	Works Finished Time:	16:00:00
Services			
1. 10U Cabinet wall mounting 2. fixing patch panel 3. 24port switch 4. Cat6 cabling			
Observations			
1.20 Ports Working			
Suggestion			
Need UPS 650 VA			
Note			
Team Members			
1.Mr.K.Jeyathas - OES 2.Mr.D.Cyril Thanarajan - ICT Assistant 3.Mr.A.Wilson - ICT Assistant 4.Mr.R.Kalichelvan - ICT Officer			

Items wise work detail

File No	Branch	Type of equipment	Reference	Fault	Work description	Suggestions	Savings
1	ICT Unit	10U Cabinet	10U		Wall Mounting		6000.00
1	ICT Unit	2 Power Points	13A		Fixing		800.00

Total Savings: Rs. 6900.00

Prepared by:

Mr.D.Cyril Thanarajan

Designation:

ICT Assistant

Checked by:

Mr.A.Wilson

Designation:

ICT Assistant

Recommended by:

Mr.R.Senthana

Designation:

ICT Officer

Back

Click Back to Main Page

Customer Branch / Division

Customer User Name

Click to Logout

Logout

Welcome to ICT Customer care

User Name:-ictunit

Branch:-Information & Communication Technology Unit



District Secretariat,
Jaffna.



ICT Customer care,
ICT Unit.
Room No:- 07.
Intercom No:- 107.
Tel:-0212226621.



SERVICE REQUEST




Make Service Request

What's Going On?

Request Summary

ICT Customer Care - ICT Unit District Secretariat, Jaffna

Click to view Summary

Customer Branch / Division

Customer User Name

Click Back to Main Page

ICT Customer care -Request Summary

User Name:-ictunit

Branch:-Information & Communication Technology Unit

Back

No of Requested Visits	No of Visited	No of to be Visited	Total Savings Amount
2	2	0	6900

ICT Customer Care -ICT Unit District Secretariat, Jaffna

Requested work details Summary