



YENEPOYA

(DEEMED TO BE UNIVERSITY)

Recognized under Sec 3(A) of the UGC Act 1956

Accredited by NAAC with 'A' Grade

4.5.2

There are established systems and processes for maintaining physical and academic support facilities: (laboratory, library, sports facilities, computers, classrooms, etc.)

**Log book or other records
regarding maintenance
works**

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Screenshot of Maintenance work in Backbone Software

Information and Communication Technology BACKBONE ISSUE TRACKER SOFTWARE

The maintenance department has been utilizing the University Backbone modules for daily operation handling, including inventory management and issue tracking.

INVENTORY MODULE

- Items issue to various departments: Any item which is readily available in the Maintenance department stock is issued to departments immediately with inventory update.
- Items stock requisition and receiving: From the Maintenance department, the Items are indented from central stores. If items are available, then items are sent immediately; if not, procurement occurs, and then the items are issued.
- Stock return request: Items are returned if the items are found defective or not compatible with back to central stores.
- Item usage entry: As the items are used by the department, usage entry is made, thereby updating the inventory of the department.

BACKBONE ISSUE TRACKER

An issue tracking system allows recording and following up on every problem or "issue" that university user encounters concerning the maintenance department. An Issue tracker provides the user with a way to report an issue, track progression towards its resolution, and know who is responsible for resolving the issue.

The primary services of the issue tracker are.

- Issue Viewer: This option shows all the issues currently active and their status.
- Issue entry: Using this option, any campus user can raise an issue to maintenance, mark the priority of the issue and also provide a brief description of the issue.
- Issue close: This option is used by the maintenance staff to report the works done on the issue; there are options to keep the issues on "hold" or "In process". Once the issue is solved, the staff will "close" the issue.
- After the issue is closed by the maintenance staff, the campus user who raised the issue will close the issue to complete the workflow.



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Issue Closed Report

Issue Closed List

Branch Name: Department Name: MAINTENANCE

From Date: To Date: Status: Closed

Search Cancel

Issue No	Requested Date	Department Name	Description	Completed Date	Closed Date	Requested By	Closed By	Comments	Incharge Comments
61399	09:59	Maintenance	714 PHONE IS NOT WORKING	17:29	11:59	(PRIVATE / SPECIAL ROOMS - A)	MON7044	WORK DONE	Completed - ;
61402	08-06-2021 / 10:38	Maintenance	Console line code problem (telephon....	08-06-2021 / 17:28	08-06-2021 / 17:32	PRECILLA SHEEBHA(FRONT OFFICE)	PRE3427	thank you	Completed - ;
61405	08-06-2021 / 11:31	Maintenance	fan is not working	10-06-2021 / 18:18	20-07-2021 / 10:52	THREE A WING(OBSTETRICS WARD)	3AWING	WORK DONE	Completed - ;
61409	08-06-2021 / 13:22	Maintenance		08-06-2021 / 16:26	11-06-2021 / 09:28	Monisha Shivananana (PRIVATE / SPECIAL ROOMS - A)	MON7044	done	Completed - ;
61416	08-06-2021 / 15:18	Maintenance	I.V STAND IS BROKEN	06-07-2021 / 14:12	01-09-2021 / 10:56	BHAVYA P(OPHTHALMOLOGY & ENT FEMALE WARD)	BHA3041	COMPLETED	Completed - ;
61417	08-06-2021 / 15:30	Maintenance		09-06-2021 / 13:14	12-06-2021 / 16:40	EIGHT A WING(PAEDIATRICS - A WARD)	8AWING	ok	Completed - ;
61424	09-06-2021 / 10:29	Maintenance	Following maintainace works need to....	23-06-2021 / 09:45	15-07-2021 / 12:54	SHILPA(COMMUNITY MEDICINE)	SHI2001	done	Completed - ;
61426	09-06-2021 / 10:36	Maintenance		22-06-2021 / 10:43	23-09-2021 / 08:44	MUJEEB RAHIMAN(MRD)	MUJ320	DONE	On Hold - ; Completed - ;
61428	09-06-2021 / 10:50	Maintenance	REFRIGERATOR TEMPERATURE NOT CLOWING	09-06-2021 / 16:14	16-06-2021 / 16:30	THREE B WING(GYNEACOLOGY WARD)	3BWING	WORK DONE	Completed - ;

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Issue Closed List									
Branch Name			Department Name						
From Date			To Date		Status				
								Search	Cancel
Issue No	Requested Date	Department Name	Description	Completed Date	Closed Date	Requested By	Closed By	Comments	Incharge Comments
60824	05-05-2021 / 10:20	Maintenance	REFRIGERATORS MONITOR NOT WORKING I....	05-05-2021 / 16:41	28-06-2021 / 12:04	FATHIMA ZOHARA(ONCOLOGY MALE WARD)	FAT6014	WORK DONE	Completed - ;
60825	05-05-2021 / 11:10	Maintenance	bedbugs treatment required for ward....	06-05-2021 / 16:48	15-05-2021 / 09:19	EIGHT C WING(PULMONARY MEDICINE MALE/FEMALE WARDS)	8CWING	ok	Completed - work done ;
60826	05-05-2021 / 11:13	Maintenance	we need to put pest control in 4 th....	07-05-2021 / 16:15	11-05-2021 / 11:29	FOUR A WING(GENERAL SURGERY MALE -A WARD)	4AWING	DONE	Completed - ;
60827	05-05-2021 / 11:26	Maintenance	bushesh required for bed side locke....	06-05-2021 / 16:56	15-05-2021 / 09:17	EIGHT B WING(PAEDIATRICS - B WARD)	8BWING	ok	Completed - ;
60828	05-05-2021 / 11:31	Maintenance	fan not working	06-05-2021 / 11:41	10-07-2021 / 09:35	PREETI JANARDHNA NAIK (DERMATOLOGY MALE/FEMALE WARDS)	PRE4338	ok	Completed - ;
60831	05-05-2021 / 12:20	Maintenance	TELEPHONE IS NOT WORKING PROPERLY....	05-05-2021 / 12:40	12-06-2021 / 16:16	SHARADHA VM(LABORATORY)	SHA252	WORKDONE	Completed - work done ;
60837	05-05-2021 / 14:58	Maintenance	mri room board broken,handrub stand....	06-05-2021 / 11:48	12-05-2021 / 10:00	SHARMILA(RADIOLOGY)	SHAR226	work done	Completed - ;
60841	05-05-2021 / 16:40	Maintenance	bedside locker door broken....	06-05-2021 / 16:57	15-05-2021 / 09:17	EIGHT B WING(PAEDIATRICS - B WARD)	8BWING	ok	Completed - ;

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Issue Closed List

Branch Name: Department Name:

From Date: To Date: Status:

Issue No	Requested Date	Department Name	Description	Completed Date	Closed Date	Requested By	Closed By	Comments	Incharge Comments
59996	01-04-2021 / 10:53	Maintenance	3RD END OT 1 THERE IS A LEAKAGE OF	05-04-2021 / 17:00	12-04-2021 / 13:47	PRATHIKSHA B(OT)	Pra3527	issue had been done	Completed - ;
60004	01-04-2021 / 12:13	Maintenance	STORE ROOM FAN NOT WORKING....	01-04-2021 / 14:25	08-04-2021 / 10:48	POOJA B V(GENERAL MEDICINE FEMALE -D WARD)	P004776	work done	Completed - ;
60007	01-04-2021 / 13:07	Maintenance	PLEASE REMOVE 2 COTS FROM 7 F WING....	09-04-2021 / 09:16	28-06-2021 / 11:47	SEVEN F WING(ONCOLOGY FEMALE WARD)	7FWING	WORK DONE	Completed - ;
60012	02-04-2021 / 08:50	Maintenance	725-D tube light is not working....	05-04-2021 / 10:57	09-04-2021 / 08:59	SHRUTHI B(PRIVATE / SPECIAL ROOMS -A)	SHR229	done	Completed - ;
60013	02-04-2021 / 09:00	Maintenance	NURSES ROOM SINK IS LEAKING....	05-04-2021 / 14:48	13-04-2021 / 11:32	TWO D WING(GENERAL MEDICINE FEMALE -D WARD)	2DWING	COMPLETED	Completed - ;
60019	02-04-2021 / 10:16	Maintenance	CUSHION CHAIR IS BROKEN	10-05-2021 / 10:12	01-09-2021 / 10:56	BHAVYA P(OPHTHALMOLOGY & ENT FEMALE WARD)	BHA3041	COMPLETED	Completed - ;
60023	02-04-2021 / 11:26	Maintenance	sink pipe broken water is leaking....	05-04-2021 / 14:45	29-04-2021 / 14:56	SHRUTHI B(PRIVATE / SPECIAL ROOMS -A)	SHR229	work done	Completed - ;
60026	02-04-2021 / 12:48	Maintenance	PLEASE FIX THE HOOK HANGER IN NURSE....	05-04-2021 / 11:31	13-04-2021 / 11:24	FIVE D WING (OPHTHALMOLOGY & ENT FEMALE WARD)	5DWING	COMPLETED	Completed - ;

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Issue Closed List

Branch Name: Department Name: MAINTENANCE

From Date: To Date: Status: Closed

Search Cancel

Issue No	Requested Date	Department Name	Description	Completed Date	Closed Date	Requested By	Closed By	Comments	Incharge Comments
59030	01-03-2021 / 12:15	Maintenance	to fix the notice board.	03-03-2021 / 16:57	04-03-2021 / 12:33	FOUR D WING(GENERAL SURGERY FEMALE -D WARD)	4DWING	done	Completed - ;
59032	01-03-2021 / 12:30	Maintenance	patient toilet komodo cap is broke....	10-03-2021 / 09:16	10-03-2021 / 15:55	FIVE D WING (OPHTHALMOLOGY & ENT FEMALE WARD)	5DWING	done	Completed - ;
59033	01-03-2021 / 12:56	Maintenance	laundry room wall patch work needed....	23-03-2021 / 10:28	26-03-2021 / 10:07	BHAVYA P(OPHTHALMOLOGY & ENT FEMALE WARD)	BHA3041	completed	Completed - ;
59035	01-03-2021 / 14:11	Maintenance	Central lab Drinking water purifie....	01-03-2021 / 16:01	29-03-2021 / 16:55	MOHAMMED ANSAR S N(LAB - COVID MOLECULAR MICROBIOLOGY)	MOH6038	DONE	Completed - ;
59037	01-03-2021 / 15:08	Maintenance	shiffing call bell	03-03-2021 / 14:32	03-04-2021 / 16:13	TWO F MICU(2F WING MICU)	2FMICU	done	Completed - ;
59060	02-03-2021 / 09:48	Maintenance	6ewing tub light not working....	02-03-2021 / 14:15	06-04-2021 / 12:30	CYNTHIA(6E CARDIAC WARD)	6EWING	work done	Completed - ;
59067	02-03-2021 / 10:25	Maintenance	6th floor ot pharmacy refrigerator	03-03-2021 / 12:59	19-03-2021 / 14:07	YASHASWINI(OT)	YAS2597	issue has been done	Completed - ;
59073	02-03-2021 /	Maintenance	PG saide fan not workino	03-03-2021 /	13-09-2021 /	JAYASHREE(ORAL MEDICINE &	JAY140	done	Completed - ;

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Issue Status Report												
Branch Name	M/S YENEPOYA MEDICAL COLLEGE HOSPITAL MEDICAL STOR											
Department (Request To)		Department (Requested By)										
	From Date	To Date	AND	OR								
Requested Date	01-12-2020	31-12-2020	<input checked="" type="radio"/>	<input type="radio"/>								
Expected Date			<input checked="" type="radio"/>	<input type="radio"/>								
Completed Date												
Status	Closed	Priority	-- Select --							Generate	Print	Cancel

Issue Status Report														
1	56809	01-12-2020	YMCH	NEUROLOGY MALE/FEMALE WARDS	Maintenance	REFRIGERATOR REDING NOT WORKING	02-12-2020 / 09:56	12-12-2020 / 00:00	(NEUROLOGY MALE/FEMALE WARDS)	High	Close	SHIVARAMA A	Hardware	Repair& Service
2	56812	01-12-2020	YMCH	NURSING COLLEGE	INFORMATION	projector shifting in MSc classroom, YNC	07-12-2020 / 15:54	06-02-2021 / 00:00	SHWETHA K (NURSING COLLEGE)	High	Close	Shw2617	MANISH	Hardware Other
3	56817	01-12-2020	YMCH	6E CARDIAC WARD	Maintenance	please fix patient bed side reel in 6 e wing cardiac ward	03-02-2021 / 15:51	06-04-2021 / 00:00	CYNTHIA(6E CARDIAC WARD)	Emergency	Close	6EWING	GANESH A	Hardware Furniture
4	56821	01-12-2020	YMCH	GENERAL SURGERY MALE - B WARD	Maintenance	patient wheel chair is not working.	03-12-2020 / 10:08	04-12-2020 / 00:00	FOUR B WING (GENERAL SURGERY MALE -B WARD)	Emergency	Close	4BWING	GANESH A	Hardware Furniture
5	56823	01-12-2020	YMCH	FRONT OFFICE	Maintenance	NEAR CASUALTY LADIES TOILET WATER BLOCK	02-12-2020 / 09:11	31-12-2020 / 00:00	MAHESH(FRONT OFFICE)	Low	Close	MAH4928	CYRIL NARESH DSOUZA	Hardware Plumbing
6	56825	01-12-2020	YMCH	GENERAL SURGERY MALE -	Maintenance	TELEPHONE IS NOT	02-12-2020 /	08-12-2020 /	FOUR C WING (GENERAL	Emergency	Close	4CWING	JAISON	Hardware Electrical

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