

INDIAN INSTITUTE OF TECHNOLOGY MADRAS
ENGINEERING UNIT

Prof. A. Veeraragavan
Chairman (EU)

To

28.01.2015

The Heads of Departments and Centre's
IIT Madras

Dear Sir/Madam,

Sub:- Responsibilities for maintenance requests – Reg.

For service call maintenance request from all zones, a portal for ISCMS (Integrated Service Call Management System) has been introduced to register complaints by web/phone/email/SMS etc.

<http://iscms.iitm.ac.in/CRM/userlogin.php>

Or Click on Maintenance request from Engineering Unit web page to reach the above link

<http://enggunit.iitm.ac.in>

All are requested to register on the portal using above web link by using Register Now Option. After registration, the User name shall be with email id and password shall be last 5 digit number of mobile registered on the system that may have to be used to login to register complaints. However, the password may be changed after login to the system under settings.

IVRS/ISCMS telephone number - 8899 [044-2257-8899]

For queries and help please contact - 8146 [email : eu_eeeoffice@iitm.ac.in]

94440 08770

All are requested to register complaints online (by selecting New Ticket) for all Engineering Unit related services (Civil, Electrical, Telephones, Horticulture, Water Supply for all zones) to the above system.

The system will automatically assign the job to the concerned technician of contractor of respective zone or the concerned JE shall assign the job to attend the fault.

All minor works as defined in the system shall be completed within stipulated time and major works will be done separately based on feasibility.

The engineers responsible for maintenance requests are given below for kind information and further follow up action.

Name of the zone	Contact PABX for Follow up	Name & Contact Number of the JE/AE	Name & Contact Number of AEE/EE
Academic Zone			
Plumbing, Carpentry, Board of Infra Structure (BOI) renovation and other civil related works & debris disposal			
Institute Buildings	8188	Er. Ajaykrishnan 9444395493 ajaypuli@iitm.ac.in	Er. H. Anandaram 8167 / 9444008120 aram@iitm.ac.in
Workshop & workshop type Lab Buildings	8188	Er. P. Gopu 9444395492 gopu@iitm.ac.in	Er. K. Dharmaraj 8158 / 9444008117 dharmarajk@iitm.ac.in
Electrical Maintenance	8189	Er. V. Manickavasagam 8169 / 9444008137 mvasagam@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in
Residential Zone			
Plumbing, Carpentry, renovation and other civil related works and repairs, debris disposal			
(a) A, B, C, C1 & C2 type quarters	8192	Er. Roslin Gilda 9444008230 roslin@iitm.ac.in	Er. N. R. Vineetha 8196 / 9444396151 vnr@iitm.ac.in
(b) D and below type quarters	8192	Er. V. Asaithambi 9444395490 asaiv@iitm.ac.in	Er. K. Dharmaraj 8158 / 9444008117 dharmarajk@iitm.ac.in
Electrical Maintenance	8193	Er. V. Manickavasagam 8169 / 9444008137 mvasagam@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in

Name of the zone	Contact PABX for Follow up	Name & Contact Number of the JE/AE	Name & Contact Number of AEE/EE
Hostel Zone			
Plumbing, Carpentry, termite treatment, debris disposal and other civil works	8186	Er. K. Narayanaperumal 9444395486 knj@iitm.ac.in	Er. H. Anandaram 8167 / 9444008120 aram@iitm.ac.in
Electrical Maintenance	8187	Er. K. Ravichandran 8170 / 9444008133 ravi66@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in
All Zones			
Telephones	8141	Er. S. Padmanaban 8146 / 9444008770 pads@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in
Air conditioning, Fire Safety Systems and Lifts	8197	Er. K. Ravichandran 8170 / 9444008133 ravi66@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in
Street Lights & Substations	8185	Er. V. Manickavasagam 8169 / 9444008137 mvasagam@iitm.ac.in	Er. K. Viswanath 8164 / 9444008119 viswak@iitm.ac.in
Water supply, Pumping Operations, Drainage, Removal of blockages in sewerage lines	8190	Er. D. Rajavel 8190 / 9444395487 rajavel@iitm.ac.in	Er. K. Rizwan Ali 8171 / 9444008134 rizwank@iitm.ac.in
Fogging operations for mosquito control, desisting of drains, Lawns and Gardens, Trees and other Horticultural operations in the Campus	8194		Er. V. Seenivasan 8162 / 9444008121 vsrini@iitm.ac.in

All request letters for maintenance shall be addressed to the concerned Executive Engineer viz. Civil and Electrical.

Chairman (Engineering Unit)