

University of Mumbai



No. DICT/ 172 /2023-24

Department of Information and Communication Technology (DICT)

Room No. 9, Dr. Shankar Dayal Sharma Bhavan,
Vidyanagari Campus, Kalina, Santacruz(East),
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Tel: 2654 3254, 2654 3117

Website: <https://www.mu.ac.in> Email: director@ucc.mu.ac.in

Date: 21st August, 2023.

CIRCULAR

1. Department of Information and Communication Technology has arranged for centralized services to attend various hardware related issues for desktops, laptops, printers, scanners and projectors through a third party non-comprehensive AMC for all departments, sections at Fort and Kalina campus. It may be noted that any spares required for any repairs based on AMC report will have to be arranged by the respective department, section and budged by following proper process.

2. Department of Information and Communication Technology has also arranged for Antivirus software licenses for all departments, sections.

The users can raise issues tickets regarding desktops, laptops, printers, scanners, projectors and Antivirus software licenses through various channels like helpdesk, emails and online application. The details of all the channels are given below.

Helpdesk - 9619482027 / 8104595584 (Working days 10.30 am to 6.00 pm)

Email - amc.dict@mu.ac.in

Online - helpdesk.mu.ac.in

All departments, sections and units are expected to extend their cooperation and avail the services.

Dr. Pravin Shinkar

Additional Charge- (DICT) (UCC)

Copy to -:

1. Hon'ble Vice Chancellor
2. Hon'ble Pro Vice Chancellor
3. The Finance and Accounts Officer, Finance & Account Section
4. All Directors, University of Mumbai
5. All Head of Departments, University of Mumbai
6. All Employees.