Sri Sri Sri Mookambika Educational Society's
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCE
Peddasettipalli (V), Proddatur-516360.

(Approved by A.I.C.T.E., New Delhi, Affiliated to JNTUA, Anantapuramu)

6.2.2. Implementation of E-Governance in areas of operation

Annual E- Governance Report

Introduction

In the digital age, the integration of technology into governance processes has become imperative for educational institutions to streamline operations, enhance transparency, and deliver superior services. This annual report provides an overview of the e-governance initiatives undertaken by Vaagdevi Institute of Technology & Science (VITS) during the reporting period.

Overview of E-Governance Initiatives

A company known as Winnou Systems & Services Pvt. Ltd was selected for implementing e-governance invarious domains of college administration. The website used for e-governance is www.vaagdevi.winnou.net . Students' attendance management, students' database,examination and continuous assessment record were made by automation process. Recognizing the transformative potential of e-governance, this annual report presents an overview of VITS implementation of e-governance across key operational domains, including Administration, Finance & Accounts, Students Admission & Support, and Examination.

1. Administration

E-governance initiatives in administration aimed to streamline processes, enhance efficiency, and improve service delivery. Key highlights include:

- Digitization of administrative records and documentation, facilitating easy access and retrieval of information.
- Implementation of an electronic workflow system for approval processes, reducing turnaround time and enhancing transparency.
- Development of an online grievance redressal mechanism for staff and students, promoting a culture of accountability and responsiveness.
- Integration of digital communication tools to enhance internal collaboration and communication among administrative departments.

PRINCIPAL
Vaagdevi Institute of Technology & Science
PEDDASETTIPALLI
PRODDATUR, Kadapa (Dist.)

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2. Finance & Accounts

E-governance initiatives in finance and accounts focused on automation, transparency, and compliance. Key achievements include:

- Implementation of an electronic procurement system, enabling streamlined purchasing processes and improved vendor management.
- Digitization of financial transactions and accounting records, ensuring accuracy, reliability, and auditability.
- Introduction of online budgeting and expenditure tracking tools, enhancing financial planning and monitoring capabilities.
- Adoption of electronic payment systems for payroll processing, vendor payments, and student fee collection, reducing manual errors and improving efficiency.

3. Student Admission & Support

E-governance initiatives in student admission and support aimed to simplify processes and enhance the student experience. Key initiatives include:

- Implementation of an online admission portal, allowing prospective students to apply for courses and submit documents electronically.
- Development of a centralized student database for managing admissions, registrations, and academic records.
- Introduction of an online counseling and support system for prospective and current students, providing guidance and assistance throughout their academic journey.
- Integration of digital platforms for student feedback and grievance redressal, ensuring timely resolution of issues and continuous improvement of services.

4. Examination

E-governance initiatives in examination focused on digitization, efficiency, and integrity. Key achievements include:

- Implementation of an online examination platform for conducting secure and proctored exams, ensuring fairness and confidentiality.
- Introduction of electronic hall ticket generation and distribution, reducing administrative overhead and eliminating paper-based processes.

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- Adoption of digital evaluation tools for faster and more accurate assessment of answer scripts, leading to timely result declaration.

- Implementation of a student portal for accessing exam schedules, results, and academic performance records, enhancing transparency and accountability.

Achievements

The e-governance initiatives at VITS have yielded significant achievements:

- Enhanced efficiency in administrative operations, resulting in time and cost savings.

- Reduction in manual paperwork and associated administrative burdens.

- Improved accessibility of services for students, faculty, and staff, irrespective of geographical location.

- Strengthened data security measures, ensuring the confidentiality and integrity of sensitive information.

- Positive feedback from stakeholders, indicating improved satisfaction and user experience.

Challenges and Solutions

Despite the successes, several challenges were encountered during the implementation of e-governance initiatives:

- Technical constraints such as infrastructure limitations and compatibility issues.

- Resistance to change from stakeholders accustomed to traditional processes.

- Concerns regarding data privacy and cybersecurity threats.

To address these challenges, VITS adopted various strategies:

- Upgradation of infrastructure and IT systems to support e-governance initiatives effectively.

- Conducting training and capacity-building programs to familiarize stakeholders with digital platforms and processes.

- Implementing robust cybersecurity measures to safeguard against data breaches and cyber attacks.

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Future Roadmap

Looking ahead, VITS is committed to advancing its e-governance agenda:

- Expanding existing e-governance services to cover additional administrative processes.
- Introducing innovative digital solutions to further enhance efficiency and transparency.
- Exploring the integration of emerging technologies like artificial intelligence for governance enhancements.
- Continuously monitoring and evaluating e-governance initiatives for ongoing refinement and improvement.

Conclusion

The e-governance initiatives at VITS have revolutionized administrative practices, paving the way for a more efficient, transparent, and responsive institution. As we continue our journey towards digital transformation, we remain dedicated to leveraging technology to deliver excellence in education and service delivery.

PRINCIPAL
Vaagdevi Institute of Technology & Science
PEDDASETTIPALLI
PRODDATUR. Kadapa (Dist)

Date: 21/08/2022.

MEETING NOTICE

The meeting of the Governing Body of Vaagdevi Institute of Technology & Science, Peddasettipalli, for the Academic Year 2022-23, will be held on 28-08-2022 at 10:00 A.M. in the college premises. All the Members of the Governing Body are requested to make it convenient to attend without fail. The agenda for the meeting is enclosed herewith for your information.

(Dr.S.D.Govardhan)
Principal

Encl: Agenda

To
All the Members of Governing Body.

1.	President	-	Smt.G.Chandravathi
2.	Vice President	-	Smt.G.Chinnamma
3.	Secretary& Correspondent	-	Sri.G.Hussain Reddy
4.	Treasurer	-	Sri.P.R.Babajee
5.	Joint Secretary	-	Smt K.Usha Rani
6.	Director	-	Sri.G.Venkata Reddy
7.	Director	-	Sri.G.Jaya Simha Reddy
8.	Nominee of the Central Govt	-	No Nomination Received
9.	Nominee of the AICTE Committee	-	No Nomination Received
10.	Nominee of the JNTUA	-	Dr.V.B.Chitra
11.	Nominee of the State Govt	-	No Nomination Received
12.	Nominee of the D.T.E	-	No Nomination Received
13.	Principal	-	Dr.S.D.Govardhan

Nurturing Professionals with Values Since 2002

Sri Sri Sri Mookambika Educational Society's

VAAGDEVI INSTITUTE OF
TECHNOLOGY & SCIENCE

SRI SRI SRI MOOKAMBIKA
EDUCATIONAL SOCIETY

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(Approved by A.I.C.T.E., New Delhi, Affiliated to J.N.T.U.A, ANANTAPURAMU.) JNTUA College Code :

AGENDA FOR THE MEETING OF THE GOVERNING BODY OF VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCE, PEDDASETTIPALLI, FOR ACADEMIC YEAR 2022-23, TO BE HELD ON 28-08-2022 AT 10 A.M . IN THE COLLEGE PREMISES AT PEDDASETTYPALLI.

1. It is proposed to go for NAAC Accreditation.

2. It is proposed to go for Facial Recognition System (FRS) implementation for students attendance.

3. It is proposed to go for ERP Software through Winnou System for online administration.

4. It is proposed to go for Community Service Project for III B.Tech Students

5. It is proposed to go for NPTEL Swayam Courses Registration for R20 regulations.

6. It is proposed to organize Engineers day, Mathematics Day and NSS Events such as blood donation camp & tree plantations.

7. It is proposed to register APSCHE internships for all B.Tech students.

8. It is proposed to go for upgrading of Lab Equipment in Laboratories.

(Dr.S.D.Govardhan)
Principal

(Sri.G.Hussain Reddy)
Secretary& Correspondent

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MINUTES OF THE MEETING OF THE GOVERNING BODY OF VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCE, PEDDASETTIPALLI, FOR ACADEMIC YEAR 2022-23, HELD ON 28-08-2022 AT 10.00 A M. IN THE COLLEGE PREMISES.

<u>**MEMBERS PRESENT:**</u>

1.	President	-	Smt.G.Chandravathi
2.	Vice President	-	Smt.G.Chinnamma
3.	Secretary& Correspondent	-	Sri.G.Hussain Reddy
4.	Treasurer	-	Sri.P.R.Babajee
5.	Joint Secretary	-	Smt K.Usha Rani
6.	Director	-	Sri.G.Venkata Reddy
7.	Director	-	Sri.G.Jaya Simha Reddy
8.	Nominee of the Central Govt	-	No Nomination Received
9.	Nominee of the AICTE Committee	-	No Nomination Received
10.	Nominee of the JNTUA	-	Dr.V.B.Chitra
11.	Nominee of the State Govt	-	No Nomination Received
12.	Nominee of the D.T.E	-	No Nomination Received
13.	Principal	-	Dr.S.D Govardhan

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THE GOVERNING BODY HAS DISCUSSED THE AGENDA AND HAS TAKEN THE FOLLOWING RESOLUTIONS:

1. It is resolved to go for NAAC Accreditation.

2. It is resolved to go for Facial Recognition System (FRS) implementation for students attendance.

3. It is resolved to go for ERP Software through Winnou System for online administration.

4. It is resolved to go for Community Service Project for III B.Tech Students

5. It is resolved to go for NPTEL Swayam Courses Registration for R20 regulations.

6. It is resolved to organize Engineers day, Mathematics Day and NSS Events such as blood donation camp & tree plantations.

7. It is resolved to register APSCHE internships for all B.Tech students.

8. It is resolved to go for upgrading of Lab Equipments in Laboratories.

(Dr.S.D.Govardhan)
Principal

(Smt.G.Chandravathi)
President

(Sri.G.Hussain Reddy)
Secretary& Correspondent

(Smt.G.Chinnamma)
Vice President

(Sri.P.S.Babajee)
Treasurer

(Smt K.Usha Rani)
Joint Secretary

(Sri.G.Venkata Reddy)
Director

(Sri.G.Jaya Simha Reddy)
Director

(Dr.V.B.Chitra)
University Nominee

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INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31.03.2023

Expenses	Amount ₹	Income	Amount ₹
To Salaries	1,91,53,081	By Interest recd.	1,38,130
To Advertisement expenses	6,73,860	By College fee recd.	3,87,19,750
To Audit Fees	35,000		
To Telephone & Internet Charges	2,57,248		
To Electricity charges	21,04,903	By Expences exces over Income	1,44,04,964
To Printing & stationery exp.	3,41,195		
To Examination Expences	6,72,235		
To Interest Payments	85,67,857		
To Building Maintenance	16,07,267		
To Vehicle Maintenance	3,12,986		
To Electrical Maintenance	3,46,770		
To Computer maintenance	4,86,785		
To Bus Maintenance	3,15,930		
To Conference \Seminors\Work Shops	2,85,695		
To Merit Awards & Scholorships	1,25,000		
To Medical Expences	31,964		
To Website Maintenance	96,518	**-> Expenditure of E-Governance Implementation**	
To Library Maintenance	1,72,610		
To Seminors & Work Shops	2,18,965		
To Diesel, Petrol Maintenance	30,06,524		
To Travelling Expences	2,22,490		
To AICTE\JNTU Fees	41,62,530		
To Lab Maintenance	4,35,944		
To Depreciation	78,88,122		
To Placements & Recrutment Exp.	7,41,230		
To APPECMA Fees	70,000		
To Insurance	2,79,719		
To General expenses	6,50,416		
	5,32,62,844		**5,32,62,844**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS	TRUST	
F.Y	2022-23	
A.Y	2023-24	
PAN	AADTS2515H	

BALANCE SHEET AS AT 31.03.2023

Liabilitiies	Amount ₹		Assets	Amount ₹
Corpus Fund		23,86,500	Cash in hand	72,83,565
Reserves & surplus :			Cash at bank :	
Opening balance	6,68,19,975		- Fixed Deposits	2,51,763
Add ;during the yr	-1,44,04,964	5,24,15,011	- Others	9,41,773
Capital Fund :				
Opening balance	52,64,300		APSCHE Deposit	6,000
Add :during year	0	52,64,300	Electricity deposit	3,95,590
Secured loans		14,73,306	Sundry Debtors	4,43,12,553
Un Secured loans		5,60,49,606		
Sundry Creditors		9,94,647		
			Fixed assets :	6,53,92,126
		11,85,83,370		**11,85,83,370**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

DETAILS OF FIXED ASSETS : FIN YEAR 2022-23

Particulars	Rate %	Op. Balance 01.04.22	Additions up to 30.09.	after 01.10.22	Total	Depreciation for the year	Clo. balance 31.03.23
Air Conditioners	15%	2,99,837	1,10,000	4,00,000	8,09,837	91,476	7,18,361
Building	10%	4,24,50,031	25,35,450	18,75,640	4,68,61,121	45,92,330	4,22,68,791
Buses	15%	42,76,057	0	0	42,76,057	6,41,408	36,34,649
Computer Lab	40%	16,64,553	0	0	16,64,553	6,65,821	9,98,732
Electrical Inverter	15%	1,95,179	0	0	1,95,179	29,277	1,65,902
Electronic&Electrical Lab	15%	5,81,169	0	0	5,81,169	87,175	4,93,994
Fire Safety Materials	15%	3,25,546	0	0	3,25,546	48,832	2,76,714
Furniture	10%	83,67,191	60,000	0	84,27,191	8,42,719	75,84,472
Generator	15%	2,19,358	0	0	2,19,358	32,904	1,86,454
Innova Car	15%	17,49,083	0	0	17,49,083	2,62,362	14,86,721
I20 Asta Car	15%	2,21,434	0	0	2,21,434	33,215	1,88,219
Honda Brio Car	15%	3,94,759	0	0	3,94,759	59,214	3,35,545
Library	15%	14,25,546	1,99,556	14,30,701	30,55,803	3,51,068	27,04,735
Mahindra Van	15%	6,269	0	0	6,269	940	5,329
Mike Set	15%	17,422	0	0	17,422	2,613	14,809
Money Counting Machine	15%	1,212	0	0	1,212	182	1,030
Sports Items	15%	2,77,732	0	0	2,77,732	41,660	2,36,072
Television	15%	61,564	0	0	61,564	9,235	52,329
TVS Apache RTR Byke	15%	25,223	0	0	25,223	3,783	21,440
TVS Star City Byke	15%	3,257	0	0	3,257	489	2,768
Water Cooler	15%	46,323	0	0	46,323	6,948	39,375
Water Purifier&Water Cooler	15%	84,612	0	0	84,612	12,692	71,920
Xerox Machine	15%	73,776	0	0	73,776	11,066	62,710
Grass Cutting Machine	15%	3,88,500	0	32,500	4,21,000	60,713	3,60,287
Lands	0%	34,80,769	0	0	34,80,769	0	34,80,769
		6,66,36,401	29,05,006	37,38,841	7,32,80,248	78,88,122	6,53,92,126

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31.03.2022

Expenses	Amount ₹	income	Amount ₹
To Salaries	1,69,43,500	By Interest recd.	7,59,845
To Advertisement expenses	6,62,078	By College fee recd.	4,32,45,202
To Audit Fees	70,000		
To Telephone & Internet Charges	2,40,000		
To Electricity charges	17,83,534	By Expences exces over Income	56,49,865
To Printing & stationery exp.	11,23,550		
To Examination Expences	5,90,760		
To Interest payments	70,01,421		
To Building Maintenance	10,99,863		
To Vehicle Maintenance	2,53,965		
To Electrical Maintenance	4,95,680		
To Computer maintenance	5,16,390		
To Bus Maintenance	2,85,460		
To Conference \Seminors\Work Shops	3,15,680		
To Merit Awards & Scholorships	1,25,000		
To Medical Expences	23,730		
To Library Maintenance	2,15,880		
To Seminors & Work Shops	1,82,630		
To Diesel, Petrol Maintenance	26,98,820		
To Travelling Expences	1,69,490		
To AICTE\JNTU Fees	45,45,003		
To Lab Maintenance & Consumables	3,42,690		
To Depreciation	83,64,802		
To Placements & Recrutment Exp.	6,40,898		
To Website Maintenance	1,33,833	->Expenditure of E-Governance Implementation	
To Insurance	2,36,667		
To General expenses	5,93,588		
	4,96,54,912		**4,96,54,912**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS	TRUST
F.Y	2021-22
A.Y	2022-23
PAN	AADTS2515H

BALANCE SHEET AS AT 31.03.2022

Liabilitiies		Amount ₹	Assets	Amount ₹
Corpus Fund		23,86,500	Cash in hand	1,04,25,735
Caution deposits:				
Opening balance	17,86,000		Cash at bank :	
Add; During the yr	0		- Fixed Deposits	8,38,763
	17,86,000		- Others	32,74,533
Less: Repaid .	17,86,000	0		
Reserves & surplus :			APSCHE Deposit	6,000
Opening balance	7,24,69,840		Electricity deposit	3,95,590
Add ;during the yr	-56,49,865	6,68,19,975	Sundry Debtors	3,97,31,488
Capital Fund :				
Opening balance	52,64,300			
Add :during year	0	52,64,300	Fixed assets :	6,66,36,405
Secured loans		17,91,783		
Un Secured loans		4,42,41,924		
Sundry Creditors		8,04,032		
		12,13,08,514		**12,13,08,514**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

<u>**DETAILS OF FIXED ASSETS :**</u> **FIN YEAR 2021-22**

Particulars	Rate %	Op. Balance 01.04.21	Additions up to 30.09.21	after 01.10.21	Total	Depreciation for the year	Clo. balance 31.03.22
Air Conditioners	15%	3,52,749	0	0	3,52,749	52,912	2,99,837
Building	10%	4,16,28,091	27,61,950	26,30,520	4,70,20,561	45,70,530	4,24,50,031
Buses	15%	50,30,656	0	0	50,30,656	7,54,598	42,76,058
Computer Lab	40%	27,74,255	0	0	27,74,255	11,09,702	16,64,553
Electrical Inverter	15%	92,222	0	1,26,260	2,18,482	23,303	1,95,179
Electronic&Electrical Lab	15%	6,83,728	0	0	6,83,728	1,02,559	5,81,169
Fire Safety Materials	15%	3,82,995	0	0	3,82,995	57,449	3,25,546
Furniture	10%	77,55,003	26,500	14,35,620	92,17,123	8,49,931	83,67,192
Generator	15%	2,58,068	0	0	2,58,068	38,710	2,19,358
Innova Car	15%	20,57,745	0	0	20,57,745	3,08,662	17,49,083
I20 Asta Car	15%	2,60,511	0	0	2,60,511	39,077	2,21,434
Honda Brio Car	15%	4,64,422	0	0	4,64,422	69,663	3,94,759
Library	15%	16,61,753	5,672	8,902	16,76,327	2,50,781	14,25,546
Mahindra Van	15%	7,376	0	0	7,376	1,106	6,270
Mike Set	15%	20,497	0	0	20,497	3,075	17,422
Money Counting Machine	15%	1,426	0	0	1,426	214	1,212
Sports Items	15%	3,26,743	0	0	3,26,743	49,011	2,77,732
Television	15%	29,328	43,100	0	72,428	10,864	61,564
TVS Apache RTR Byke	15%	29,674	0	0	29,674	4,451	25,223
TVS Star City Byke	15%	3,832	0	0	3,832	575	3,257
Water Cooler	15%	54,498	0	0	54,498	8,175	46,323
Water Purifier&Water Cooler	15%	99,544	0	0	99,544	14,932	84,612
Xerox Machine	15%	86,795	0	0	86,795	13,019	73,776
Grass Cutting Machine	15%	0	0	4,20,000	4,20,000	31,500	3,88,500
Lands	0%	34,80,769	0	0	34,80,769	0	34,80,769
		6,75,42,680	28,37,222	46,21,302	7,50,01,204	83,64,799	6,66,36,405

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY		STATUS	TRUST
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES		F.Y	2020-21
PEDDA SETTYPALLI (V)		A.Y	2021-22
PRODDATUR		PAN	AADTS2515H

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31.03.2021

Expenses	Amount ₹	income	Amount ₹
To Salaries	2,75,82,771	By Interest recd.	5,28,075
To Advertisement expenses	5,58,189	By College fee recd.	5,88,13,485
To Audit Fees	35,000		
To Telephone & Internet Charges	2,40,000		
To Electricity charges	14,38,940		
To Building Maintenance	8,55,384		
To Vehicle Maintenance	4,90,615		
To Electrical Maintenance	2,15,380		
To Computer maintenance	4,65,930		
To Bus Maintenance	3,85,620		
To Website Maintenance	1,34,654	->Expenditure of E-governance Implementation	
To Conference \Seminors\Work Shops	2,83,415		
To Merit Awards & Scholorships	1,42,000		
To Medical Expences	21,410		
To Printing & stationery Expences	2,43,300		
To Interest payments	52,61,577		
To Lab Maintenance & Consumables	2,75,350		
To Journals & Subscriptions	1,28,453		
To Library Maintenance	8,56,488		
To Diesel, Petrol Maintenance	19,46,023		
To Travelling Expences	50,490		
To AICTE\JNTU Fees	52,47,933		
To Depreciation	92,66,358		
To Placements & Recrutment Exp.	8,83,900		
To Insurance	8,15,754		
To General expenses	12,06,522		
To Excess of Inocme over Expences	3,10,104		
	5,93,41,560		**5,93,41,560**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent,

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

		STATUS	TRUST
		F.Y	2020-21
		A.Y	2021-22
		PAN	AADTS2515H

BALANCE SHEET AS AT 31.03.2021

Liabilitiies		Amount ₹	Assets	Amount ₹
Corpus Fund		23,86,500	Cash in hand	2,88,281
Caution deposits:				
Opening balance	23,14,000		Cash at bank :	
Add; During the yr	8,000		- Fixed Deposits	32,90,763
	23,22,000		- Others	30,13,413
Less: Repaid .	5,36,000	17,86,000		
Reserves & surplus :			APSCHE Deposit	6,000
Opening balance	7,21,59,736		Electricity deposit	3,95,590
Add ;during the yr	3,10,104	7,24,69,840	Sundry Debtors	4,47,02,055
Capital Fund :				
Opening balance	52,64,300		Fixed assets :	6,75,42,680
Add :during year	0	52,64,300		
Secured loans		24,85,911		
Un Secured loans		3,26,35,145		
Sundry Creditors		22,11,085		
		11,92,38,781		**11,92,38,781**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

<u>DETAILS OF FIXED ASSETS :</u>	Rate	Op. Balance	FIN YEAR 2020-21 Additions		Total	Depreciation	₹ Clo. balance
Particulars	%	01.04.20	up to 30.09.20	after 01.10.20		for the year	31.03.21
Air Conditioners	15%	3,61,999	53,000	0	4,14,999	62,250	3,52,749
Building	10%	4,18,78,767	30,70,350	12,35,670	4,61,84,787	45,56,695	4,16,28,092
Buses	15%	59,18,418	0	0	59,18,418	8,87,763	50,30,655
Computer Lab	40%	24,40,801	17,73,700	3,06,943	45,21,444	17,47,189	27,74,255
Electrical Inverter	15%	26,320	82,176	0	1,08,496	16,274	92,222
Electronic&Electrical Lab	15%	8,04,386	0	0	8,04,386	1,20,658	6,83,728
Fire Safety Materials	15%	4,50,582	0	0	4,50,582	67,587	3,82,995
Furniture	10%	86,16,671	0	0	86,16,671	8,61,667	77,55,004
Generator	15%	3,03,609	0	0	3,03,609	45,541	2,58,068
Innova Car	15%	24,20,877	0	0	24,20,877	3,63,132	20,57,745
I20 Asta Car	15%	3,06,484	0	0	3,06,484	45,973	2,60,511
Honda Brio Car	15%	5,46,379	0	0	5,46,379	81,957	4,64,422
Library	15%	19,55,003	0	0	19,55,003	2,93,250	16,61,753
Mahindra Van	15%	8,677	0	0	8,677	1,302	7,375
Mike Set	15%	24,114	0	0	24,114	3,617	20,497
Money Counting Machine	15%	1,678	0	0	1,678	252	1,426
Sports Items	15%	3,84,404	0	0	3,84,404	57,661	3,26,743
Television	15%	34,504	0	0	34,504	5,176	29,328
TVS Apache RTR Byke	15%	34,911	0	0	34,911	5,237	29,674
TVS Star City Byke	15%	4,508	0	0	4,508	676	3,832
Water Cooler	15%	64,115	0	0	64,115	9,617	54,498
Water Purifier&Water Cooler	15%	1,17,111	0	0	1,17,111	17,567	99,544
Xerox Machine	15%	1,02,112	0	0	1,02,112	15,317	86,795
Lands	0%	34,80,769	0	0	34,80,769	0	34,80,769
					0	0	0
		7,02,87,199	49,79,226	15,42,613	7,68,09,038	92,66,358	6,75,42,680

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS	TRUST
F.Y	2019-20
A.Y	2020-21
PAN	AADTS2515H

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31.03.2020

Expenses	Amount ₹	income	Amount ₹
To Salaries	2,69,46,513	By Interest recd.	7,45,275
To Advertisement expenses	3,25,480	By College fee recd.	5,43,76,381
To Audit Fees	35,000		
To Telephone & Internet Charges	4,85,730	By Expences exces over Income	44,05,303
To Electricity charges	23,35,890		
To Building Maintenance	7,06,790		
To Vehicle Maintenance	4,53,620		
To Electrical Maintenance	1,62,480		
To Computer maintenance	5,92,625		
To Bus Maintenance	4,15,380		
To Website Maintenance	1,37,495	->Expenditure of E-Governance Implementaion	
To Conference \Seminors\Work Shops	2,65,930		
To Merit Awards & Scholorships	2,66,000		
To Printing & stationery exp.	2,12,790		
To Interest payments	70,91,671		
To Lab Maintenance & Consumables	95,275		
To Library Maintenance	3,15,680		
To Diesel, Petrol Maintenance	22,50,895		
To Travelling Expences	3,25,130		
To AICTE\JNTU Fees	61,35,700		
To Depreciation	90,16,935		
To Placements & Recrutment Exp.	4,10,360		
To General expenses	5,18,180		
To Medical Expences	25,410		
	5,95,26,959		**5,95,26,959**

For Sri Sri Sri Mookambika Educational Society

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VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS	TRUST	
F.Y	2019-20	
A.Y	2020-21	
PAN	AADTS2515H	

BALANCE SHEET AS AT 31.03.2020

Liabilities		Amount ₹	Assets	Amount ₹
Corpus Fund		23,86,500	Cash in hand	3,52,311
Caution deposits:				
Opening balance	23,74,000		Cash at bank :	2,44,59,401
Add; During the yr	65,000			
	24,39,000			
Less: Repaid .	1,25,000	23,14,000		
Reserves & surplus :			APSCHE Deposit	6,000
Opening balance	7,63,07,442		Electricity deposit	3,95,590
Add ;during the yr	-44,05,303	7,19,02,139	Sundry Debtors	3,74,07,146
Capital Fund :				
Opening balance	52,64,300		Fixed assets :	7,02,87,200
Add :during year	0	52,64,300		
Secured loans		27,96,145		
Un Secured loans		4,27,66,077		
Sundry Creditors		54,78,487		
		13,29,07,648		**13,29,07,648**

For Sri Sri Sri Mookambika Educational Society

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VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
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Particulars	Rate %	Op. Balance 01.04.19	Additions up to 30.09.19	after 01.10.19	Total	Depreciation for the year	Clo. balance 31.03.20
DETAILS OF FIXED ASSETS :			FIN YEAR 2019-20				₹
Air Conditioners	15%	3,22,881	1,03,000	0	4,25,881	63,882	3,61,999
BMW 530D Car	15%	40,14,354	-40,14,354	0	0	0	0
Building	10%	4,60,26,917	3,27,011	1,68,665	4,65,22,593	46,43,826	4,18,78,767
Buses	10%	65,76,021	0	0	65,76,021	6,57,602	59,18,419
Computer Lab	40%	40,68,002	0	0	40,68,002	16,27,201	24,40,801
Electrical Inverter	15%	30,965	0	0	30,965	4,645	26,320
Electronic&Electrical Lab	15%	9,46,337	0	0	9,46,337	1,41,951	8,04,386
Fire Safety Materials	15%	19,105	0	4,69,560	4,88,665	38,083	4,50,582
Furniture	10%	95,74,079	0	0	95,74,079	9,57,408	86,16,671
Generator	15%	3,57,187	0	0	3,57,187	53,578	3,03,609
Innova Car	15%	0	0	26,17,164	26,17,164	1,96,287	24,20,877
I20 Asta Car	15%	3,60,569	0	0	3,60,569	54,085	3,06,484
Honda Brio Car	15%	6,42,799	0	0	6,42,799	96,420	5,46,379
Library	15%	23,00,004	0	0	23,00,004	3,45,001	19,55,003
Mahindra Van	15%	10,208	0	0	10,208	1,531	8,677
Mike Set	15%	28,369	0	0	28,369	4,255	24,114
Money Counting Machine	15%	1,974	0	0	1,974	296	1,678
Sports Items	15%	4,52,240	0	0	4,52,240	67,836	3,84,404
Television	15%	40,593	0	0	40,593	6,089	34,504
TVS Apache RTR Byke	15%	41,072	0	0	41,072	6,161	34,911
TVS Star City Byke	15%	5,303	0	0	5,303	795	4,508
Water Cooler	15%	75,430	0	0	75,430	11,315	64,115
Water Purifier&Water Cooler	15%	1,37,778	0	0	1,37,778	20,667	1,17,111
Xerox Machine	15%	1,20,132	0	0	1,20,132	18,020	1,02,112
Lands	0%	34,80,769	0	0	34,80,769	0	34,80,769
		7,96,33,088	-35,84,343	32,55,389	7,93,04,134	90,16,934	7,02,87,200

For Sri Sri Sri Mookambika Educational Society

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VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS TRUST
F.Y 2018-19
A.Y 2019-20
PAN AADTS2515H

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31.03.2019

Expenses	Amount ₹	income	Amount ₹
To Salaries	2,53,32,417	By Interest recd.	6,46,209
To Advertisement expenses	2,70,714	By College fee recd.	4,34,65,829
To Audit Fees	35,000		
To Telephone & Internet Charges	4,45,152	By Expences exces over Income	1,12,56,374
To Electricity charges	22,26,409		
To Building Maintenance	5,54,310		
To Vehicle Maintenance	1,35,275		
To Electrical Maintenance	1,15,362		
To Computer maintenance	3,24,936		
To Bus Maintenance	2,21,360		
To Website Maintenance	1,37,591 ->Expenditure of E-Governance Implementation		
To Interest payments	39,86,928		
To Bank Charges	2,895		
To Placements & Recrutment Exp.	3,54,100		
To Merit Awards & Scholorships	3,04,000		
To Medical Expences	25,410		
To Printing & stationery exp.	1,75,615		
To Lab Maintenance & Consumables	65,355		
To Conference \Seminors\Work Shops	2,15,480		
To Library Maintenance	2,78,551		
To Diesel, Petrol Maintenance	20,06,391		
To Travelling Expences	2,50,435		
To AICTE\JNTU Fees	55,78,875		
To Depreciation	1,14,28,162		
To Insurance	6,70,956		
To General expenses	2,19,233		
To Profession Tax	7,500		
	5,53,68,412		5,53,68,412

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

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VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

STATUS	TRUST
F.Y	2018-19
A.Y	2019-20
PAN	AADTS2515H

BALANCE SHEET AS AT 31.03.2019

Liabilitiies		Amount ₹	Assets	Amount ₹
Corpus Fund		23,86,500	Cash in hand	37,08,208
Caution deposits:				
Opening balance	35,39,000		Cash at bank	95,61,337
Add; During the yr	50,000			
	35,89,000			
Less: Repaid .	12,15,000	23,74,000		
Reserves & surplus :			APSCHE Deposit	6,000
Opening balance	8,75,63,816		Electricity deposit	3,58,890
Add ;during the yr	-1,12,56,374	7,63,07,442	Sundry Debtors	2,86,09,025
Capital Fund :				
Opening balance	52,64,300		Fixed assets :	8,01,72,375
Add :during year	0	52,64,300		
Secured loans		12,11,607		
Un Secured loans		3,42,20,126		
Sundry Creditors		2,83,147		
TDS Payable		3,68,713		
		12,24,15,835		**12,24,15,835**

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SRI SRI SRI MOOKAMBICA EDUCATIONAL SOCIETY
VAAGDEVI INSTITUTE OF TECHNOLOGY & SCIENCES
PEDDA SETTYPALLI (V)
PRODDATUR

DETAILS OF FIXED ASSETS :   FIN YEAR 2018-19   ₹

Particulars	Rate %	Op. Balance 01.04.18	Additions up to 30.09.18	after 01.10.18	Total	Depreciation for the year	Clo. balance 31.03.19
Air Conditioners	15%	3,24,860	55,000	0	3,79,860	56,979	3,22,881
BMW 530D Car	15%	47,22,770			47,22,770	7,08,416	40,14,354
Building	10%	4,90,98,964	26,52,605	0	5,17,51,569	51,75,157	4,65,76,412
Buses	10%	63,06,690	10,00,000	0	73,06,690	7,30,669	65,76,021
Computer Lab	40%	52,24,004	15,56,000	0	67,80,004	27,12,002	40,68,002
Electrical Inverter	15%	36,430	0	0	36,430	5,465	30,965
Electronic&Electrical Lab	15%	11,13,338	0	0	11,13,338	1,67,001	9,46,337
Fire Safety Materials	15%	22,477	0	0	22,477	3,372	19,105
Furniture	10%	1,06,37,866	0	0	1,06,37,866	10,63,787	95,74,079
Generator	15%	4,20,220	0	0	4,20,220	63,033	3,57,187
I20 Asta Car	15%	4,24,199	0	0	4,24,199	63,630	3,60,569
Honda Brio Car	15%	7,56,234	0	0	7,56,234	1,13,435	6,42,799
Library	15%	12,17,934	14,87,953	0	27,05,887	4,05,883	23,00,004
Mahindra Van	15%	0	0	0	0	0	0
Mike Set	15%	33,375	0	0	33,375	5,006	28,369
Money Counting Machine	15%	2,322	0	0	2,322	348	1,974
Sports Items	15%	5,32,047	0	0	5,32,047	79,807	4,52,240
Television	15%	47,756	0	0	47,756	7,163	40,593
TVS Apache RTR Byke	15%	48,320	0	0	48,320	7,248	41,072
TVS Star City Byke	15%	6,239	0	0	6,239	936	5,303
Water Cooler	15%	88,741	0	0	88,741	13,311	75,430
Water Purifier&Water Cooler	15%	1,62,092	0	0	1,62,092	24,314	1,37,778
Xerox Machine	15%	1,41,332	0	0	1,41,332	21,200	1,20,132
Lands	0%	34,80,769	0	0	34,80,769	0	34,80,769
						0	0
		8,48,48,979	67,51,558	0	9,16,00,537	1,14,28,162	8,01,72,375

CHARTERED ACCOUNTANT
M.No. 202927
A.V. SAI PRASAD
PRODDATUR-516360

For Sri Sri Sri Mookambika Educational Society

Secretary / Correspondent.

SOFTWARE AS A SERVICE [SaaS]

- SUPPORT POLICY

VERSION 1.01

CONTACT US @

Winnou Systems & Services Private Limited

H. #: 1-2-597/13, Kanodia House, Lower Tank Bund Road, Hyderabad – 500 029

www.winnou.com

Support No. +919177001105, 040-23264404

E-mail: support@winnou.com

WINNOU "SOFTWARE AS A SERVICE (SaaS)" SUPPORT POLICY [MANTIS – A BUG TRACKER]

Effective Date: Nov 1, 2010

OVERVIEW

The Winnou Software as a Service ("SaaS") Support Policies applies to the support provided by Winnou as part of onEdu offering provided to you. This document along with the proposal agreement signed with you, defines the scope of support activity, level and process.

As used in these SaaS Support Policies, "you" and "your" refers to the individual of your Organization that has ordered SaaS from Winnou, as applicable. The SaaS Support Policies are subject to change at Winnou's discretion; however, Winnou policy changes will not result in a material reduction in the level of SaaS support provided during the period.

SUPPORT TERMS

Support Period

SaaS support is effective from the effective date specified above and ends upon the expiration or termination of the SaaS offering. Winnou is not obligated to provide SaaS support beyond the end of the support period.

Technical Contacts

Your nominated representatives are the sole liaisons between you and Winnou for support under SaaS offering. Your nominated representatives must have, knowledge about the onEdu application, SaaS support process (explained in "Annexure I") and your Winnou environment in order to help resolve system issues and to assist Winnou in analyzing and resolving service requests. When submitting a service request @ MANTIS (explained in "Customer Support Systems"), your representative should have a baseline understanding of the problem that you are encountering and ability to reproduce the problem in order to assist Winnou in diagnosing and categorizing the problem. **To avoid interruptions in support services, you must notify Winnou whenever your representative responsibilities are transferred to another individual.**

At times, Winnou may recommend specific training to help avoid repetitive service requests that may improve the overall efficiency of issue resolution process.

SaaS - Application Updates

"Update" means a subsequent release of the onEdu Application which Winnou generally makes available for its SaaS customers at no additional fee. As part of support under SaaS, Winnou will provide updates to onEdu during the support period when available (as determined by Winnou). Winnou is under no obligation to develop any future services, programs or functionality. If an update for onEdu is made available to you pursuant to these SaaS Support Policies, it shall replace the previous version of onEdu.

Support for older versions of onEdu may be discontinued by Winnou with a minimum notification period of six weeks. Any such notification will also suggest an upgrade path and process.

First and Second Line Support

Winnou expects you to have a single point contact, who will be responsible for checking the issues, understanding the details and deciding whether it is a usage problem or a technical issue. Once confirmed that it is a technical issue he/she will log the same in Mantis Support Tracker along with Priority (definitions are provided in the Priority Section).

First Line Support (responsibility of customer nominated technical contact) shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance,

functionality or operation of the onEdu, (ii) a direct response to users with respect to problems or issues with the onEdu, (iii) a diagnosis of problems or issues of the onEdu, and (iv) a resolution of problems or issues for onEdu.

Second Line Support (responsibility of Winnou) shall consist of (i) a diagnosis of problems or issues with onEdu, and (ii) reasonable efforts to resolve reported and verifiable errors in the onEdu so that it performs in all material respects.

Winnou upon review of service requests logged by your nominated technical contact may recommend specific organization and process changes to assist you with the practices described in these SaaS Support Policies.

WINNOU SaaS SUPPORT
Winnou SaaS support consists of:
- The Second Line Support described above
- Program updates, fixes, security alerts and critical patch updates
- General maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests during business hours (09:00AM to 06:00PM) and non-technical customer service during holidays.
- Support during after office hours, holidays and weekends can be extended based on prior intimation with a notice of at least 3 days.
- Access to Mantis (24 x 7 web-based customer support system), including the ability to log service requests online
- Any other support activity as per the proposal agreement

CUSTOMER SUPPORT SYSTEMS
Mantis Support Tracker is Winnou's customer support tracking system for SaaS support. Access to Mantis is limited to your designated technical contact. Access to Mantis is included as a part of the Winnou SaaS policy. Your support requests will be processed as per Annexure – 1 mentioned in page 6.

SECURITY PRACTICES FOR SaaS SUPPORT
Winnou is deeply committed to the security of SaaS support. In providing SaaS support, Winnou will adhere to the Winnou SaaS Security Practices as defined below and follows stringent security practices.

If the entire application is deployed at your end,
- You have to ensure an updated antivirus patch at all times in order to protect your server and database from the viruses. Server should be placed in locked area with sufficient power backup and access to authorized personnel only.
- You have to ensure not to share your server administrator password with any unauthorized individual.
- The server password can be retained in an envelope sealed and handed over to the management or authorized personnel for their usage whenever required.
- File sharing facility shall be disabled on the server(s).

Winnou confirms that,
- Whenever Winnou is logging onto your server with the help of remote tools (Team Viewer / Log Me in / Secure Shell) to upload the latest developments or to view your issues / bugs practically, a log file of activities conducted will be written and can be shared at any point of time.
- Remote login access to your server is limited to System Administrator and Technical Support team Lead at Winnou.

If the entire application is deployed at our end, Winnou confirms that,
- Server passwords will be retained only with System Administrator.
- FTP access will be disabled in order to ensure the security of your database and application.

OUT OF SCOPE FOR SaaS SUPPORT:

All activities not specifically identified as in scope are considered out of scope. They include the following, but are not limited to:

- Reinstallation of application and / or database upon your request.
- Development of new feature requests by your organization.
- Data conversion and updates after initial implementation.

Note: Out of scope items shall be taken up by Winnou upon approval of effort, schedule and cost by you. Charges applicable depend on the severity of disaster and allocation of resources. Database can only be restored till the last backup available.

PRIORITY DEFINITIONS

Service requests for SaaS programs may be submitted by you online through Winnou's web-based customer support system (Mantis), by email, or by telephone. The service request priority level is selected by you and Winnou. It should be based on the following priority definitions:

IMMEDIATE – (Priority 1, Response Time*: Within 1 business hr)

Your production use of the onEdu is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Priority 1 service request has one or more of the following characteristics:

- Software is expired
- A critical function of onEdu is not functioning

Winnou will use reasonable efforts to respond to Priority 1 service requests within one (1) hour.

Winnou will work 24x7 until the Priority 1 service request is resolved or a reasonable workaround is implemented. You must provide Winnou with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this priority classification with great care, so that valid Priority 1 situations obtain the necessary resource allocation from Winnou.

URGENT – (Priority 2, Response Time: Within 3 business Hrs)

You experience a severe loss of service. Important features of the onEdu are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

NORMAL – (Priority 3, Response Time: Within 12 business Hrs)

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

LOW – (Priority 4, Response Time: Within 24 business Hrs)

You request information, an enhancement, or documentation clarification regarding the onEdu, but there is no impact on the operation of such program. You experience no loss of service. The result does not impede the operation of a system.

Winnou business hours – 09:00 AM to 06:00 PM on all days except Sundays, Saturdays and declared holidays. Holiday list of Winnou is available upon request.

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* **Response time is defined as the time taken by Winnou to acknowledge a logged issue from the time it is logged into Mantis.**

SERVICE REQUEST PRIORITY LEVEL

Initial Priority Level – At the time Winnou accepts a service request, Winnou will record an initial priority level of the service request based on the priority definitions defined above. Winnou's initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The priority level of a service request may be adjusted as described below.

Downgrades Of Priority Levels – If, during the service request process, the issue no longer warrants the priority level currently assigned based on its current impact on the production operation of the onEdu, then the priority level will be downgraded to the priority level that most appropriately reflects its current impact.

Upgrade of Priority Levels – If, during the service request process, the issue warrants the assignment of a higher priority level than that currently assigned based on the current impact on the production operation of the SaaS program, then the priority level will be upgraded to the priority level that most appropriately reflects its current impact. In requesting any assignment of a higher severity level, you must provide Winnou with sufficient information that demonstrates the increased impact of the issue on the production operation of the service.

Adherence to Priority Level Definitions – You shall ensure that the assignment and adjustment of any priority level designation is accurate based on the current impact on the production operation of the SaaS program. You acknowledge that Winnou is not responsible for any failure to meet performance standards caused by your misuse or mis-assignment of priority level designations.

SERVICE REQUEST ESCALATION

If you believe in good faith that you have not received quality or timely assistance in response to a SaaS service request or that you urgently need to communicate important support related business issues to Winnou management, your technical contact may escalate the service request by contacting Winnou and requesting that the service request be escalated. The escalation process should not be used if you wish to change the reported business impact of the issue.

For service requests that are escalated, the Winnou support analyst will engage the Winnou service request escalation manager who will be responsible for managing your escalation. The Winnou service request escalation manager will work with you to develop an action plan and allocate the appropriate Winnou resources. If the issue underlying the service request continues to remain unresolved, you may contact the Winnou service request escalation manager to review the service request and request that it be escalated to the next level within Winnou as required. To facilitate the resolution of an escalated service request, you are required to provide contacts within your organization that are at the same level as that within Winnou to which the service request has been escalated.

SERVICE REQUEST ESCALATION HIERARCHY CHART
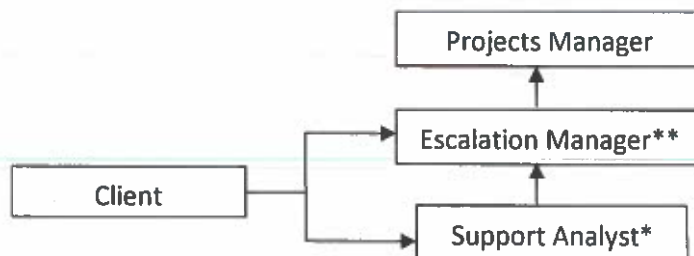
*   Winnou Support Analyst will escalate the service request to Escalation Manager (Internal Process)
**   In case the service request is not resolved @ point 1, client can directly escalate to the Escalation Manager

Winnou ensures that your service request will be resolved in the above two levels of escalation.

ANNEXURE-I

SUPPORT FLOW OF MANTIS

```
MANTIS                 Contact customer & update Mantis
   |                              ▲
   ▼                            YES
Help Desk                        |
   |                    ┌──────────────────┐
   ▼         NO         /   Need            \        NO
Confirm Issue ────────<    clarification     >──────────┐
   |                    \                    /           |
  YES                    └──────────────────┘            ▼
   ▼                                            Notify customer of right usage
Assign to Tech Support Team Lead
   |
   ▼
Assign to Developers ◄──────────────────────┐
   |                                         |
   ▼                                    Update Mantis
  ( A )                                      ▲
   |                                         |
   ▼         NO                              |
  / Issue \ ─────────────────────────────────┘
  < Fixed? >
   \      /
  YES
   ▼
Update Mantis        To be tested in        NO      YES      Update Mantis
status as "To be ──▶     test        ──▶  < Fixed? > ──▶   status as "move to
tested"                environment                          Production"
                                                                |
┌────────────────────┐                                          ▼
│       ( A )         │                                    Migrate to
│         |           │                                    Production
│         ▼           │                                    Environment
│   Review issue      │                                         |
│         |           │                                         ▼
│         ▼           │                                   Notify Customer
│   Confirm issue     │                                         |
│         |           │                                         ▼
│         ▼           │                                   Update Mantis
│     Fix Issue       │
│         |           │
│         ▼           │
│ Test fixed issue in Dev │
│     Environment     │
│         |           │
│         ▼           │
│   Update Mantis     │
└────────────────────┘
```