1. **Task 2:** Customer visit acknowledgement (**Mode:** App/Laptop/ Desktop)
2. **Responsibility:** HO
3. **Verification by Service Engineer (tick mark) after complaint registration:**

* Rly zone
* Rly Location
* Complaint No.
* Letter No.
* Coach/loco no.
* Product
* Product description
* Nature of Problem
  + Warranty/ out of warranty
* Material required / Not required.

Note: If any data is incorrect (like coach no) but the complaint is genuine FSE should be able to edit in this screen.

If complaint is not Ok one text column stating not ok, one text column stating reason (drop down), one (tick mark) to close the complaint & one attachment for joint note. If complaint is not to be closed in spite of not ok complaint, then text column stating the same.

If complaint is closed, then no further action required.

1. **Output message from system (Mode:** Text message/ WhatsApp)

* **Acknowledgement to customer after Service Engineer visit (for Ok complaint):**

Our service Engineer has attended to the complaint received as per following details:

* Date of attention
* Complaint No.
* Letter No.
* Coach/loco no.
* Product
* Product description
* Nature of problem
* Designated Service Engineer Mobile No.

Necessary action is being initiated.

* **Acknowledgement to customer after Service Engineer visit (for not Ok complaint):**

Our service Engineer has attended to the complaint received as per following details:

* Date of attention
* Complaint No.
* Letter No.
* Coach/loco no.
* Product
* Product description
* Nature of problem
* Designated Service Engineer Mobile No.

The complaint was not pertaining to EKL due to “reason in drop down menu selected by service engineer”. We request to kindly close the complaint.