1. **Task 1:** Customer complaint registration (**Mode:** App/Laptop/ Desktop)
2. **Segregation**
3. **Responsibility:** HO
4. **General comments:**
5. Letter where only response is to be sent to be segregated in first stage.
6. Master data has to be provided for bold details mentioned in Annexure-A
7. Each drop down should have an option for “As per Annexure attached.”
8. Each screen to have attachment option.
9. Each complaint to have Unique identification no (Ticket).
10. **Annexure-A (Screen-1)**
11. Details to be provided while logging a complaint in CMS portal as per following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.no** | **Details to be provided** | **Warranty Rejection** | **Letter** | **Verbal** | **Dropdown/manual** |
| 1. | Letter no. (Letter, warranty Rejection) |  |  | n/a | Manual |
| 2. | Date of letter |  |  | n/a | Dropdown |
| 3. | Complaint no. |  |  | n/a | Manual |
| 4. | Date of Complaint/failure |  |  |  | Dropdown |
| 5. | PO/Contract No. |  | n/a | n/a | Manual |
| 6. | PO/Contract Date. |  | n/a | n/a | Dropdown |
| 7. | Challan no. |  | n/a | n/a | Manual |
| 8. | Challan Date. |  | n/a | n/a | Dropdown |
| 9. | IC No. |  | n/a | n/a | Manual |
| 10. | IC Date. |  | n/a | n/a | Dropdown |
| 11. | PL no. |  | n/a | n/a | Manual |
| 12. | **Rly Zone** |  |  |  | Dropdown |
| 13. | **Rly Location** |  |  |  | Dropdown |
| 14. | **Sub location (depot, shed, workshop)** |  |  |  | Dropdown |
| 15. | **Inspection by** |  |  |  | Dropdown |
| 16. | Inspection Official |  |  |  | Manual |
|  | Zero KM/ Warranty |  |  |  | Dropdown |
| 17. | Coach/loco no. |  |  |  | Manual |
| 18. | **Nature of Problem** |  |  |  | Dropdown |
| 19. | **Product description** |  |  |  | Dropdown |
| 20. | **Sub-Product description** |  |  |  | Dropdown |
| 21. | Mfg. date, month & Year |  |  |  | Dropdown |
| 22. | Qty etc. |  |  |  | Dropdown |
| 23. | Claim amount. |  | n/a | n/a | Manual |
| 24. | **Service engineer Name** |  |  |  | Dropdown |

1. **Formats for reference:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Responsibility** | **Mode** | **Format** |
| Verbal | SE/HO | Call, WhatsApp, mail | N/A |
| letter | SE/HO | Letter |  |
| Warranty Rejection | SE/HO | IREPS |  |

1. **Output message from system (Mode:** Text message/ WhatsApp)
2. **Acknowledgement to customer after complaint registration:**

* **Rly. SSE:**
* **Normal complaint:**

We acknowledge the receipt of complaint as per following details:

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

Our Service Engineer will contact you shortly.

OR

* **Duplicate complaint: -**

We acknowledge the receipt of complaint. However, it is repeat complaint. Details are as follows:

* New Complaint No.
* Old complaint No.
* Coach/loco no.
* Product
* Nature of problem

We request to kindly closed the repeat complain no: xxxx

* **Service Engineer:** - (Text)
* **Normal complaint:** -

Following complaints has been received to EKL. Details are as follows:

* Rly zone
* Rly Location
* Complaint No.
* Letter No.
* Coach/loco no.
* Product
* Customer Mobile No.

Please visit the customer for attending complaint

* **Duplicate complaint: -**

Following complaints has been received to EKL. However, it is repeat complaint. Details are as follows:

* Rly zone
* Rly Location
* Complaint No.
* Old complaint No.
* Letter No.
* Old letter no.
* Coach/loco no.
* Product
* Customer Mobile No.

Please visit the customer to close duplicate complaint.

1. **Duplicate complaint verification logic: -**

* Coach / loco no.
* Product
* Product Sr. no.
* Mfg. month & Year

If these points match, Complaint need to be treated as Duplicate.