



LOGIN TO OCMS

[LOGIN](#)[RESET](#)

(Please Login to Proceed)

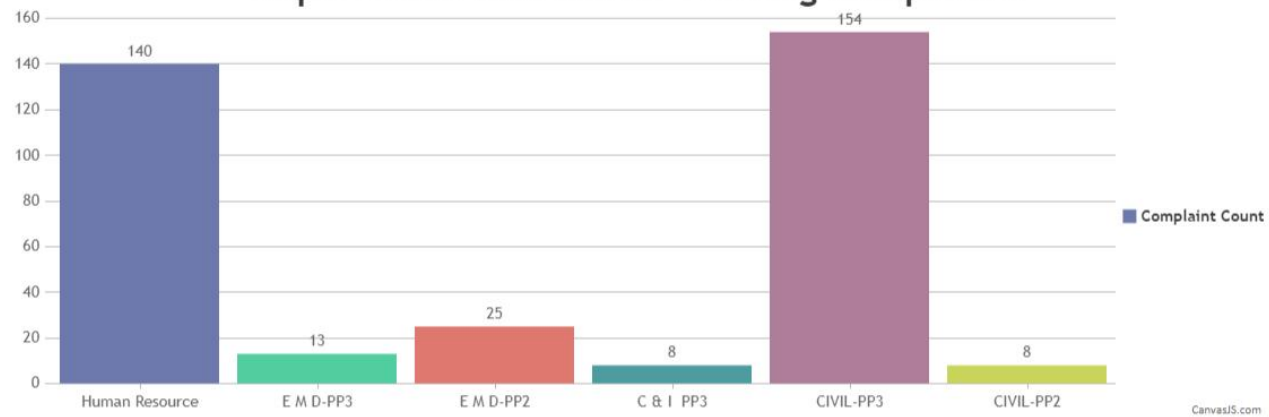
Instructions:

1.) Default Username & password is Employee Number.



Sat Sep 02 2023 10:22:37 GMT+0530 (India Standard Time)

Department wise List of Pending Complaints



[Register New Complaint](#)[Check Status Of Your Complaint](#)

Select Department:



Please fill the fields to register your complaint (Note: * marked fields are required)

Complaint Date: 02/09/2023

UserID:

100064

User Department:

Information Technology (8000)

Complaint for Department:

Complaint Type:



Complaint Description:

Contact No:

Location:

Upload Image>(*Note: Only '.JPG' , '.PNG' allowed)



Choose File

No file chosen

[Reset](#)[Submit](#)

[Register New Complaint](#)

Complaints Registered By You

Comp.No	Check Status Of Your Complaint		Complaint Desc	Location	Comp.Date	Comp.Status
5357	CIVIL-PP3	PP3	Toilet Flush tank water supplying tap is leaky that's why it being kept closed. May please attend . Second toilet door is not closing.	ERP side toilet	2023-08-28 [06:07:27]	N
5215	CIVIL-PP3	PP3	1. erp side toilet flush tap is leaking please attend. 2. door is not locking of toilet of toilet please attend.	admin building erp side ground floor	2023-07-10 [11:37:36]	N
4938	CIVIL-PP3	PP3	ims certificate display boards to be hanged at buh office, gm (onm) office, buh conference room, service building conference room, ccr, chp c/r, store.	admin building	2023-04-12 [11:20:57]	C
4899	CIVIL-PP3	PP3	1. tap of toilet erp side admin block ground floor throwing water out of basin. 2. both the flush tank is leaky and not operative. 3. door of both toilet is not shutting properly. 4. jug may be provided in toilet.	admin building erp side ground floor	2023-03-28 [14:17:37]	N
4878	CIVIL-PP2 & TOWNSHIP	TOWNSHIP	1. man door lock may be changed. 2. aluminium locking bolt of net door of main door may be replaced.	c-02/06, nspcl township	2023-03-20 [18:04:15]	C
3729	EMD-PP3 & TOWNSHIP	EMD-PP3	urgent requirement of power supply for safety message led board in front of service building.	service building	2022-02-21 [10:36:03]	C
3491	C&I EPBAX	PHONE DEFECTIVE	instrument not working	ts	2021-11-30 [10:26:48]	C
3408	EMD-PP3 & TOWNSHIP	EMD-PP3	the washroom light is not working since last week, please change it as soon as possible. location: admin building ground floor, near it dept.	beside mmg hall	2021-11-10 [10:39:02]	C
3288	C&I EPBAX	OTHERS(please	incoming call problem, also dial tone not working and	adm building around floor	2021-10-06	C

Complaint Status Legend: **N** - Newly Registered Complaint, **R** - Maintenance department Seen and Remarked the complaint, **C** - Complaint is closed

[Check Pending Complaints for Your Department](#)

[Check Complaints Attended By Your Department](#)

Complaints.

Complaint Status Legend: **N** - Newly Registered Complaint, **R** - Maintenance department Seen and Remarked the complaint, **C** - Complaint is closed

Check Pending Complaints Date wise

[Information](#)

[Check Pending Complaints for Your Department](#)

[Check Complaints Attended By Your Department](#)

[Attended Complaint Report](#)

Please Select

Date: dd/mm/yyyy

[Generate Report](#)

Check Attended Complaints Date wise

WELCOME , Umakant Singh to [ONLINE COMPLAINT MANAGEMENT SYSTEM](#) [LOGOUT](#)

[OCMS Home](#) [Complaints Register ▾](#) [Department's Complaints ▾](#) [Complaints of Other Deptt](#) [Reports ▾](#) [Administration Menu ▾](#) [Change my Password](#)

Please Select Department :

Select Department ▾
Select Department
C&I EPBAX
CIVIL-PP2 & TOWNSHIP
CIVIL-PP3
E M D-PP2
EMD-PP3 & TOWNSHIP
H R
IT

[Generate Report](#)

Complaint Status Legend: **N** - Newly Registered Complaint, **R** - **C** - Complaint is closed

See Complaints of Others Departments

Employee Wise Report

Employee you have search for : [Umakant Singh](#)

Comp.No.	Comp.Dept.	Complaint Type	Comp.Date	Comp.Status
5357	CIVIL-PP3	PP3	2023-08-28 [Time : 06:07:27]	N
5215	CIVIL-PP3	PP3	2023-07-10 [Time : 11:37:36]	N
4938	CIVIL-PP3	PP3	2023-04-12 [Time : 11:20:57]	C
4899	CIVIL-PP3	PP3	2023-03-28 [Time : 14:17:37]	N
4878	CIVIL-PP2 & TOWNSHIP	TOWNSHIP	2023-03-20 [Time : 18:04:15]	C
3729	EMD-PP3 & TOWNSHIP	EMD-PP3	2022-02-21 [Time : 10:36:03]	C
3491	C&I EPBAX	PHONE DEFECTIVE	2021-11-30 [Time : 10:26:48]	C
3408	EMD-PP3 & TOWNSHIP	EMD-PP3	2021-11-10 [Time : 10:39:02]	C
3288	C&I EPBAX	OTHERS(please specify))	2021-10-06 [Time : 12:31:52]	C
3287	EMD-PP3 & TOWNSHIP	EMD-PP3	2021-10-05 [Time : 14:13:03]	C
2897	CIVIL-PP3	PP3	2021-06-17 [Time : 12:03:19]	N
2863	EMD-PP3 & TOWNSHIP	EMD-PP3	2021-06-10 [Time : 11:52:10]	C
2470	EMD-PP3 & TOWNSHIP	EMD-PP3	2021-02-09 [Time : 09:51:51]	C
2467	EMD-PP3 & TOWNSHIP	EMD-PP3	2021-02-08 [Time : 14:28:30]	C
2335	C&I EPBAX	PHONE DEFECTIVE	2021-01-07 [Time : 16:19:25]	C
2322	CIVIL-PP3	PP3	2021-01-05 [Time : 14:53:07]	C

This is **Report** (Employee wise Report) section . Here you can search by typing Employee name In input field.

LIST OF PENDING COMPLAINTS FOR YOUR DEPARTMENT

Please Select Complaint Type:

Select Complaint Type

Generate Report

NO RECORDS EXIST

Employee Wise Reports

List of Pending Complaints with DESCRIPTION

Pending Complaints For Your Department

Summary of Complaints

Department Wise Summary of Complaints

View the status of pending complaints categorized by department to gain insights into ongoing issues and track their progress

WELCOME , Umakant Singh to **ONLINE COMPLAINT MANAGEMENT SYSTEM** **LOGOUT**

OCMS Home

Complaints Register ▾

Department's Complaints ▾

Complaints of Other Deptt ▾

Reports ▾

Administration Menu ▾

Change my Password

LIST OF PENDING COMPLAINTS WITH DESCRIPTION A

Please Select Complaint Type:

Material exit Problem ▾

Generate Repo

NO RECORDS EXIST

Employee Wise Reports

List of Pending Complaints with DESCRIPTION

Pending Complaints For Your Department

Summary of Complaints

Department Wise Summary of Complaints

This informs users that they can view all of their complaints by selecting different complaint types from a dropdown. This allows users to filter and explore complaints based on their types

192.168.100.9:8080/Online_complaint/complaint_reg/pending_complaints_details.php

OCMS Help | OCMS Feedback

Developed by IT department, NSPCL BHILAI, © 2023 all rights reserved by NSPCL, BHILAI

Summary Complaints

Please Select Date: Start Date: End Date:

[Employee Wise Reports](#)[List of Pending Complaints with DESCRIPTION](#)[Pending Complaints For Your Department](#)[Summary of Complaints](#)[Department Wise Summary of Complaints](#)

Generate a chronological summary of complaints, organized by date, to track their resolution progress and gain a clear overview of how issues have been addressed over time.

Department Wise Complaint Summary

Please Select the Department and Dates to see the Complaint summary

Select Plant: ▾ Select Department: ▾ Start Date:

[Employee Wise Reports](#)[List of Pending Complaints with DESCRIPTION](#)[Pending Complaints For Your Department](#)[Summary of Complaints](#)[Department Wise Summary of Complaints](#)[Report](#)

"Generate department-specific summaries of complaints by selecting the plant, department, and specifying a date range. This allows you to filter and view reports based on your criteria and analyze complaint data effectively."

MANAGE COMPLAINT TYPE MASTER

Select the department for which complaint type to be added/modified.

Select Department:

Select Complaint Types: Complaint Type Description:

[Add](#)

[Modify](#)

This page handles only by Admin. Here we Add and modify our complaint Types.

MANAGE USER MASTER

Enter the UserID which need to be added/modified.

User ID:

[Submit](#)

[Add New](#)

Here Admin can modify Employee Info by submit Employee Number and Add new Employee Info by click Add New Button.

Change Password

User ID:

Your Name:

Old Password:

New Password:

Confirm New Password:

Here User can change there password.

Feedback Form

Comments:

Posted By (Your Name):

User Designation:

User Department:

Select Smiley:

☐ 😊 ☐ 😐 ☐ 😞

Select Plant:

☐ Bhilai ☐ Durgapur ☐ Rourkela ☐ Corporate

Submit

Employee Name	Department	Comments	Reaction	Date	Plant
manoj kumar prajapati	chp pp2	sir please reset my passwaard Emp no.500056		2022-06-04 12:38:08	Bhilai
ROHIT WILSON TIRKEY	oprn.pp-3			2020-02-10 11:48:41	Bhilai