

## IPAS COMPLAINT MANAGEMENT SYSTEM

Register Complaint

Status

Dealer Login

Admin Login

## REGISTER COMPLAINT

Division/HQ

Section

User ID

Name

Mobile

COMPLAINT DESC

SUBMIT

CLEAR

AFTER SUBMISSION  
UNIQUE ID  
WILL BE  
GENERATED BY  
SYSTEM

ADMIN PAGE

RECEIVED FROM USER

①

IPAS ID

SG ID

COMPLAINT

②

IPAS ID

SG ID

COMPLAINT

③

IPAS ID

SG ID

COMPLAINT

④

IPAS ID

SG ID

COMPLAINT

RETURNED FROM DEALER

①

IPAS ID

SG ID

COMPLAINT

②

IPAS ID

SG ID

COMPLAINT

③

IPAS ID

SG ID

COMPLAINT

④

IPAS ID

SG ID

COMPLAINT

ADMIN PAGE

SYSTEM GENERATED ID

COMPLAINT DESCRIPTION

REMARKS

FORWARD TO

RESOLVED

FORWARD

DEALER PAGE

①

IPAS ID

SG ID

COMPLAINT

②

IPAS ID

SG ID

COMPLAINT

③

IPAS ID

SG ID

COMPLAINT

④

IPAS ID

SG ID

COMPLAINT

⑤

IPAS ID

SG ID

COMPLAINT

DEALER PAGE

SYSTEM GENERATED ID

COMPLAINT  
DESCRIPTION

REMARKS

FORWARD TO  
ADMIN

ADMIN PAGE (RETURN FROM DEALER)

SYSTEM GENERATED ID

COMPLAINT DESCRIPTION

REMARKS OF ADMIN

REMARKS OF DEALER

RESOLVED

STATUS

COMPLAINT ID/IPAS ID

SUBMIT

COMPLAINT DETAILS

PENDING / UNDER PROCESS / RESOLVED

REMARKS ADMIN

REMARKS DEALER (IF)