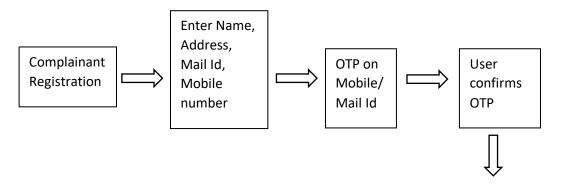
FRMC Portal

- 1. Registration of Complainant/Forgot Password etc
- 2. Registration of new Complain Or Updation of ongoing complaint
- 3. Updation by Nodal Officer
- 4. Updation by the office of FCO
- 5. Reports

1. Registration of Complainant:

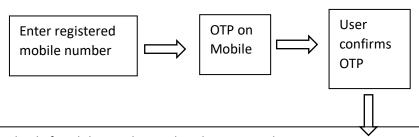


Check if another complainant is not registered with same mobile no.

If "YES", send appropriate message on registered mobile number

If "No", generate new "Complainant Registration No" and "Initial PWD" and send these details to registered mobile

Forgot Password/Complainant Registration Number



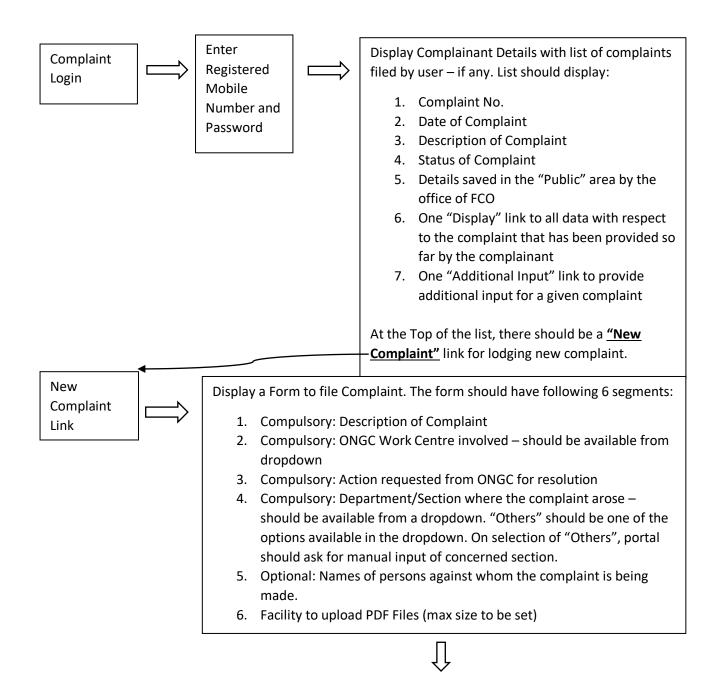
Check if Mobile Number is already registered.

If "YES",

- 1. Share Complainant Number on screen and
- 2. Ask for confirmation that PWD is to be regenerated.
- 3. Upon Confirmation, regenerate password and share on registered mobile number along with the Complainant Registration Number

If "No", inform user that mobile no is not registered and ask to either provide a registered mobile number or go to "Complainant Registration" menu.

2. Registration of new Complain Or Updation of ongoing complaint:



Inform user on mobile about registration of complaint, complaint number and mobile/mail ID of concerned Nodal Officer.

Send an acknowledgment mail to complainant along with an attachment containing Fraud Policy of ONGC

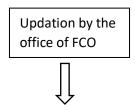


Trigger mails and SMS to Nodal Officer, FCO

3. <u>Updation by Nodal Officer:</u>

- (i) Nodal Officer should be able to view only those complaints that pertain to him/her.
- (ii) Nodal Officer should have the option of uploading preliminary report.
- (iii) Nodal Officer should have the option of other related documents along with facility to provide descriptions of the uploaded documents.

4. Updation by the office of FCO:



Users from the office of FCO should be able to

- 1. Update "Detailed Status" of each complaint under two sections
 - a) Public Visible to all users
 - b) Private Visible to only the users associated with the office of FCO
- 2. Only mark a given Status update as "Withdrawn to be ignored" without being able to delete it.
- 3. Update details of Nodal Officers, FCO and mapping of Work Centres to Nodal Officers
- 4. Change "Work Centre" or "Nodal Officer" marked against any open Complaint
- 5. Mark each complaint as
 - a) "With Nodal Officer"
 - b) "With FCO"
 - c) "Under FRMC deliberations for Closure/Investigation
 - d) "Under Investigation",
 - e) "Fraud Not Established after FRMC Deliberation" Complaint archived
 - f) "Fraud Established after FRMC Deliberation" Complaint archived
 - g) "Fraud Established after FRMC Deliberationas" Complaint kept open for follow up purposes

Change history – User name, Changes made, Time stamp – should be available for all changes done by the office of FCO

5. Reports

Users from the office of FCO should be able to download all underlying data and attachments.