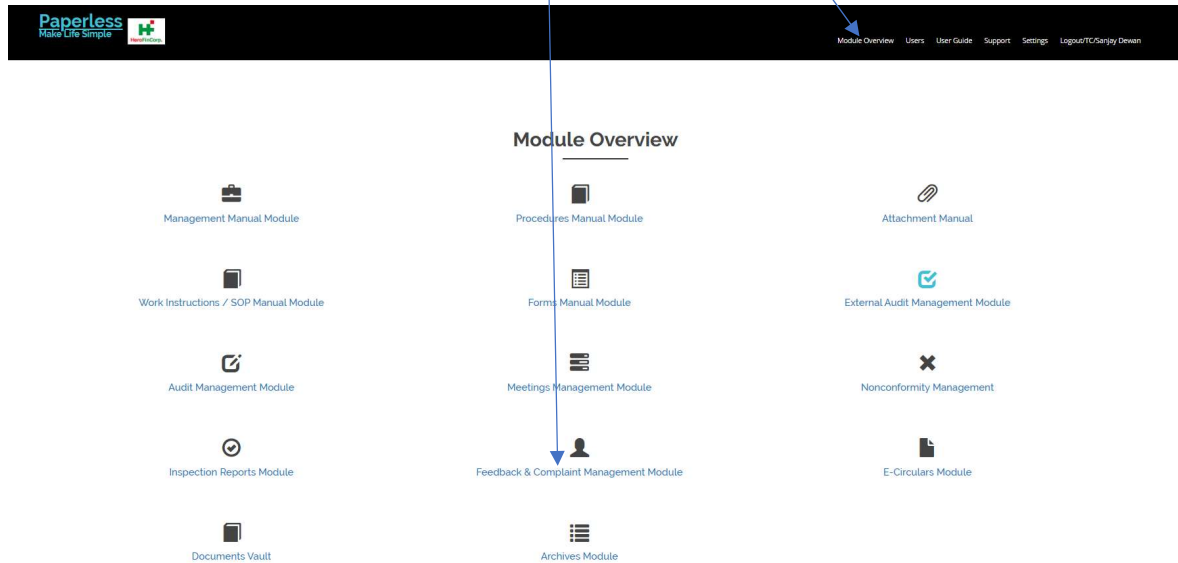


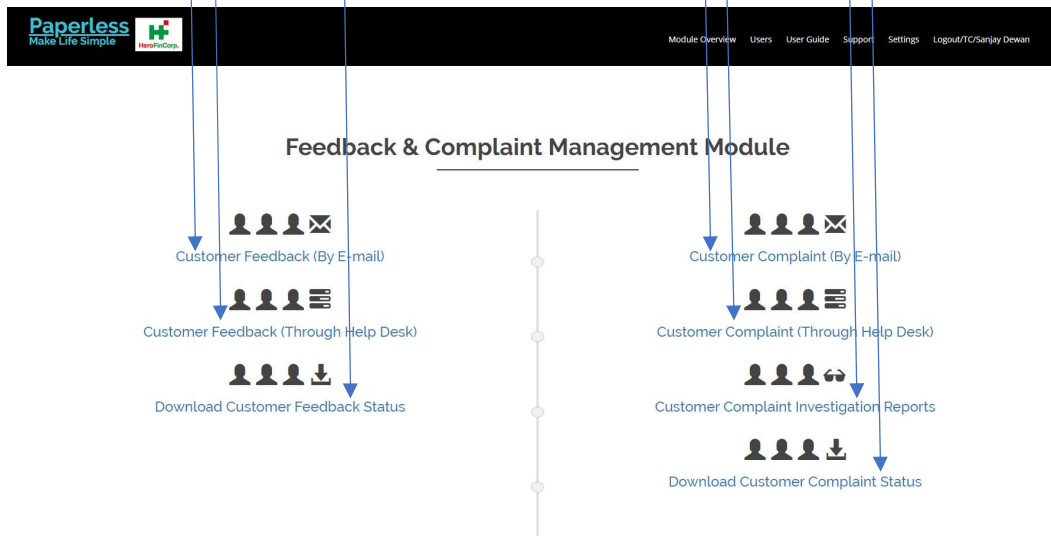
## Feedback & Complaint Management Module

1. You can create and manage any feedbacks (thru emails or help desks) & complaints from this module.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Feedback & Complaint Management Module.'







## Feedback & Complaint Management Module Dashboard

1. Here you will see all customer feedback and complaint management module.
2. By clicking here, the customer can give his feedback by e-mail.
3. By clicking here, the customer can give his feedback by through help desk.
4. By clicking here, the customer can download his feedback status.
5. By clicking here, the customer can give his complaint by e-mail.
6. By clicking here, the customer can give his complaint by through help desk.
7. By clicking here, the customer can search and edit his complaint investigation report through complaint number.
8. By clicking here, the customer can download his complaint status.



## Inprocess Status Dashboard - Customer Feedback (By E-mail)

1. Upon clicking the 'Customer Feedback (By E-mail)' the dashboard will open displaying following information.
2. By clicking here, you can add new customer feedback form.
3. You can view the customer feedback by clicking on .
4. You can edit the customer feedback by clicking on .
5. You can publish the customer feedback by clicking on .
6. You can archive the customer feedback by clicking on .
7. You can search here any customer feedback (by e-mail).
8. By clicking on 'Go to Dashboard' button to go back to the feedback and complaint management module dashboard.

### Customer Feedback (By E-mail)




















INPROCESS STATUS

[<< Go To Dashboard](#)

[+ Add New Form](#)

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)			Not Eligible	
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)			Not Eligible	
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)			Not Eligible	
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)			Not Eligible	
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)			Not Eligible	
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)			Not Eligible	
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)			Not Eligible	
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)			Not Eligible	
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	18-01-2024 17:09:15	Sanjay Dewan	Completed (1/1)				

## Adding the Customer Feedback (By E-mail)

1. By clicking here, you can add new customer feedback form.

[<< Go To Dashboard](#)

### Customer Feedback (By E-mail)

INPROCESS STATUS

[+Add New Form](#)

Show 10 entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)	<a href="#">👁</a>	<a href="#">✎</a>	Not Eligible	
2	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)	<a href="#">👁</a>	<a href="#">✎</a>	Not Eligible	
3	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)	<a href="#">👁</a>	<a href="#">✎</a>	Not Eligible	
4	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)	<a href="#">👁</a>	<a href="#">✎</a>	Not Eligible	
5	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)	<a href="#">👁</a>	<a href="#">✎</a>	Not Eligible	

2. Fill in all the relevant details.
3. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
4. Click to 'Submit'.

[<< Back](#)

### Customer Feedback (By E-mail)

Name of the company

S.No.	Customer name	Customer id	Addressed to (Name)	Addressed to (Position)	Addressed to (Mobile No.)	Email id
1	<input style="width: 80%;" type="text" value="Enter customer name here"/>	<input style="width: 80%;" type="text" value="Enter customer id here"/>	<input style="width: 80%;" type="text" value="Enter name here"/>	<input style="width: 80%;" type="text" value="Enter position here"/>	IN +91 <input style="width: 80%;" type="text" value="Enter mobile no here"/>	<input style="width: 80%;" type="text" value="Enter email id here"/>

Name	Position	Date	Signature
Facilitated by <input style="width: 80%;" type="text" value="Sanjay Dewan"/>	<input style="width: 80%;" type="text" value="Enter position here"/>	<input style="width: 80%;" type="text" value="30-01-2024"/>	<div style="border: 1px solid #ccc; width: 80px; height: 30px; margin: 0 auto;"></div> <a href="#" style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 5px;">Signature</a>

[Submit](#)

[<< Back](#)

#### Paperless Management System Signature Pad

OK
Cancel

S.No.	Customer name	Customer id	Addressed to (Name)	Addressed to (Position)	Addressed to (Mobile No.)	Email id
1	<input style="width: 80%;" type="text" value="Enter customer name here"/>	<input style="width: 80%;" type="text" value="Enter customer id here"/>	<input style="width: 80%;" type="text" value="Enter name here"/>	<input style="width: 80%;" type="text" value="Enter position here"/>	IN +91 <input style="width: 80%;" type="text" value="Enter mobile no here"/>	<input style="width: 80%;" type="text" value="Enter email id here"/>

Name	Position	Date	Signature
Facilitated by <input style="width: 80%;" type="text" value="Sanjay Dewan"/>	<input style="width: 80%;" type="text" value="Enter position here"/>	<input style="width: 80%;" type="text" value="30-01-2024"/>	<div style="border: 1px solid #ccc; width: 80px; height: 30px; margin: 0 auto;"></div> <a href="#" style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 5px;">Signature</a>

[Submit](#)

5. Then you will see 'Go to Dashboard' and 'Go to Customer Feedback (By E-mail)' button the alert box.
6. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
7. By clicking the button 'Go to Customer Feedback (By E-mail)', you will go to the inprocess status 'Customer Feedback (By E-mail)' dashboard.



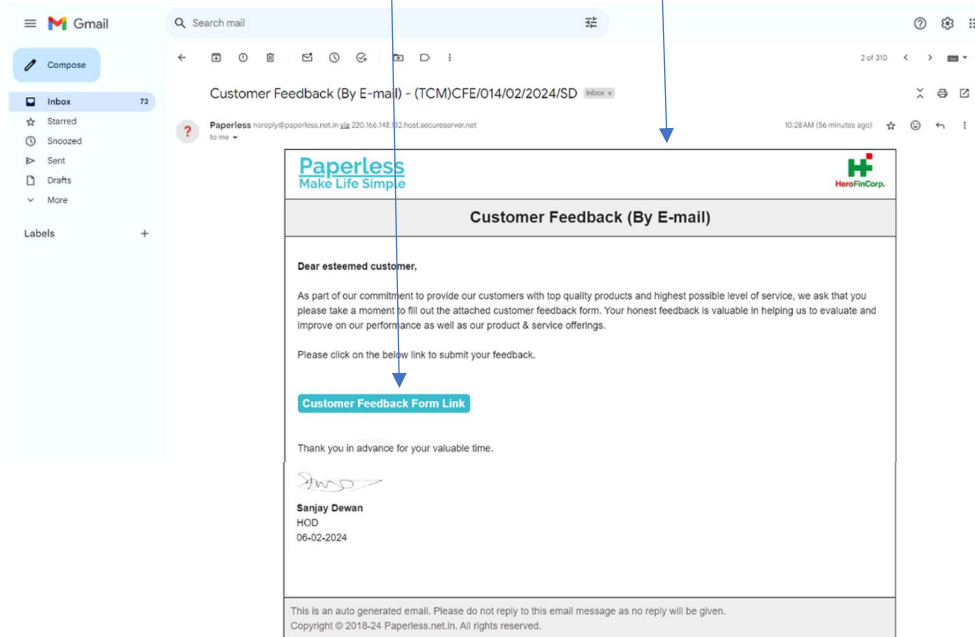
**Customer Feedback (By E-mail) has been saved successfully.**

Go To Dashboard

Go to Customer Feedback (By E-mail)

## Request Customer Feedback by E-mail

1. The receiver will receive a new mail for giving the customer feedback online without logging in to the application.
2. Click on 'Customer Feedback Form Link' for giving feedback and submitting the customer feedback form.



For any clarifications please write to ISO HFCL Telecollections at [iso.hfcltelecollections@herofinccorp.com](mailto:iso.hfcltelecollections@herofinccorp.com) or call at 2095005477 / 2065005478

Best Regards,  
Paperless Management System  
  
HeroFinCorp.

This is an auto generated email. Please do not reply to this email message as no reply will be given.

## Getting Customer Feedback and Submission

1. Upon clicking the 'Customer Feedback Form Link' button following page will open with the submitter name.
2. Update all the relevant details.


### CUSTOMER FEEDBACK FORM

LG

Dear esteemed customer,

As part of our commitment to provide our customers with top quality products and highest possible level of service, we ask that you please take a moment to fill out the attached customer feedback form. Your honest feedback is valuable in helping us to evaluate and improve on our performance and our product and service offerings.

Thankyou in advance for your valuable time.

  
**Sanjay Dewan**  
 HOD  
 06-02-2024

<b>Customer name</b>	Shyama Chauhan	<b>Customer id</b>	cust123
<b>Addressed to (Name)</b>	Sohan singh	<b>Addressed to (Position)</b>	HR

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Price competitive	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Level of technical expertise	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

**Your overall suggestions for improvement**

Enter your overall suggestions for improvement here

Name	Position	Date	Signature
<input style="width: 95%;" type="text" value="Enter name here"/>	<input style="width: 95%;" type="text" value="Enter position here"/>	<input style="width: 95%;" type="text" value="06-02-2024"/>	<div style="border: 1px solid #ccc; width: 95%; height: 20px; margin-bottom: 5px;"></div> <input style="width: 95%;" type="button" value="Signature"/>

Submit

3. If you want to give approval then select the date.
4. Click on the 'Signature' button and sign the approval.



5. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
6. Click to 'Submit'.

The screenshot shows a 'Paperless Management System Signature Pad' dialog box. A handwritten signature is visible in the center. Below the signature area are 'OK' and 'Cancel' buttons. In the background, a form contains a text field with 'Improvement', a table with columns 'Name', 'Position', 'Date', and 'Signature', and a 'Submit' button at the bottom. Blue arrows point from the instructions to the 'Signature' button, the signature area, the 'OK' button, and the 'Submit' button.

Name	Position	Date	Signature
Sonu Chauraiya	Jr. Developer	06-02-2024	

## Approval of Customer and Feedback by E-mail

1. Once you give the approval the following page will open.
2. Here you can see 'Thankyou' message.
3. If you try to submitted the same customer feedback again then following message will show up.


Thankyou very much for submitting the customer feedback form. Your co-operation is deeply appreciated.

Best Regards,  
Customer Care Team

You have already submitted your feedback and you are not allowed to resubmit again. Please contact customer care in case you want to resubmit your feedback.

Best Regards,  
Customer Care Team

## Viewing the Customer Feedback (By E-mail)

1. Click on 'View ' at the Inprocess status dashboard.
2. You can view the 'Customer Feedback Form' with signature.
3. By clicking on 'Back' button to go back to the previous page.

[<< Go To Dashboard](#)

### Customer Feedback (By E-mail)

INPROCESS STATUS

[+ Add New Form](#)

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)				Not Eligible
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)				Not Eligible
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)				Not Eligible
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)				Not Eligible
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)				Not Eligible
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)				Not Eligible
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)				Not Eligible
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)				Not Eligible
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	18-01-2024 17:09:15	Sanjay Dewan	Completed (1/1)				


4. By clicking here you can see the updated customer feedback with scorecard thru email.

[<< Back](#)

### Customer Feedback (By E-mail)

QHSE RISK CONSULTANTS LLP.

S.No.	Customer name	Customer id	Addressed to (Name)	Addressed to (Position)	Addressed to (Mobile No.)	Email id	Score		Mail status	Receiving status
							Product feedback	Service feedback		
1	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com	10	14	Sent	

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	13-01-2024	

[<< Back](#)


### Customer Feedback (By E-mail)

QHSE RISK CONSULTANTS LLP.

Date 13-01-2024 Customer feedback reference No. (TCM)CFE/001/01/2024/SD

<b>Customer name</b>	Rajni Nagar	<b>Customer id</b>	Cust 1
----------------------	-------------	--------------------	--------

<b>Addressed to</b>	Name Sonu	Position Jr. Developer	Mobile No. + 91 9810443109	Email Id gatepassmanager@gmail.com
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<b>Facilitated by</b>	Name Sanjay Dewan	Position HOD	Date 13-01-2024	Signature 
-----------------------	----------------------	-----------------	--------------------	--

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Improvement required
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
Product feedback score			10	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Improvement required
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	

5	Resolution of complaints	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
<b>Service feedback score</b>			<b>11</b>	

<b>Your overall suggestions for improvement</b>
Improvement

	Name	Position	Date	Signature
<b>Filled by</b>	Sonu Chauraiya	Jr. Developer	06-02-2024	

FEEDBACK IMPROVEMENT ACTION PLAN					
Feedback category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
<b>Product</b>	All not ok	TC - MIS	06-02-2024	09-02-2024	3
<b>Service</b>	All ok	TC - Training & Quality	06-02-2024	01-02-2024	5

## Editing the Customer Feedback (By E-mail)

1. Click on 'Edit
2. The customer feedback form will open showing all the entries.
3. You can search any customer feedback (by e-mail) form.

**Customer Feedback (By E-mail)**  
INPROCESS STATUS

[<< Go To Dashboard](#)  
[+ Add New Form](#)

Show 10 entries

Search:

S.No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)			Not Eligible	
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)			Not Eligible	
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)			Not Eligible	
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)			Not Eligible	
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)			Not Eligible	
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)			Not Eligible	
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)			Not Eligible	
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)			Not Eligible	
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	18-01-2024 17:09:15	Sanjay Dewan	Completed (1/1)				

[<< Back](#)

**Customer Feedback (By E-mail)**  
QHSE RISK CONSULTANTS LLP.

S.No.	Customer name	Customer id	Addressed to (Name)	Addressed to (Position)	Addressed to (Mobile No.)	Email id	Score		Mail status	Receiving status	Action
							Product feedback	Service feedback			
1	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com	10	14	Sent		

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	13-01-2024	

[<< Back](#)

**Customer Feedback (By E-mail)**  
QHSE RISK CONSULTANTS LLP.

<b>Customer name</b>	Rajni Nagar	<b>Customer id</b>	Cust 1
----------------------	-------------	--------------------	--------

	Name	Position	Mobile No.	Email id
Addressed to	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	13-01-2024	

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Yes
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	No
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
Product feedback score			10	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Need
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input checked="" type="checkbox"/>	Sorry
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
Service feedback score			14	

Your overall suggestions for improvement

Testing final process

Name	Position	Date	Signature
Vikrant Kumar	IT HEAD	15-01-2024	

FEEDBACK IMPROVEMENT ACTION PLAN							
S.No.	Feedback category	Choose category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
1	Product	<input checked="" type="checkbox"/>	All not ok	TC - MIS	06-02-2024	09-02-2024	3
2	Service	<input checked="" type="checkbox"/>	all ok	TC - Training & Qu	06-02-2024	01-02-2024	5

Submit

4. Fill / edit the feedback improvement action plan.

5. Click to 'Submit.'

6. Color Information:-

- ■ - If planned date of closure is less than actual date of closure then red color show up with deviation days.
- ■ - If planned date of closure is greater than and equal to actual date of closure then green color show up with deviation days.



## Publishing the Customer Feedback (By E-mail)

1. Click on 'Publish (📧)' at the dashboard to publish customer feedback.
2. Please remember that once you publish the customer feedback no amendments or changes can be done.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.

<< Go To Dashboard

### Customer Feedback (By E-mail)

INPROCESS STATUS

+Add New Form

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:18:32	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	18-01-2024 17:09:15	Sanjay Dewan	Completed (1/1)	👁	✎	📧	

INPROCESS STATUS

### Paperless Management System states

+Add New Form

Show 10 entries

Search:

Do you really want to publish the Form Customer Feedback (By E-mail), Ref No: (TCM)CFE/001/01/2024/SD as you would not be able to edit it after publishing?

OK
Cancel

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:18:32	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)	👁	✎	📧 Not Eligible	
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	02-02-2024 11:34:19	Sanjay Dewan	Completed (1/1)	👁	✎	📧	

Showing 1 to 9 of 9 entries Previous 1 9 Next

- Click 'OK' again if you finally agree to publish the customer feedback.
- By clicking on 'Cancel' you can cancel to publish customer feedback.

INPROCESS STATUS

Paperless Management System states

You agree to publish the Form: Customer Feedback (By E-mail), Ref No: (TCM)CFE/001/01/2024/SD?

OK
Cancel

S. No.	Ref No.						View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)			Not Eligible	
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)			Not Eligible	
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)			Not Eligible	
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)			Not Eligible	
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)			Not Eligible	
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)			Not Eligible	
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)			Not Eligible	
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)			Not Eligible	
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	02-02-2024 11:34:19	Sanjay Dewan	Completed (1/1)				

Showing 1 to 9 of 9 entries


- Then you will see 'Go to Dashboard' and 'Go to Customer Feedback (By E-mail)' button the alert box.
- By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
- By clicking the button 'Go to Customer Feedback (By E-mail)', you will go to the inprocess status 'Customer Feedback (By E-mail)' dashboard.

**Customer Feedback (By E-mail) has been published successfully.**

Go To Dashboard

Go to Customer Feedback (By E-mail)

## Archiving the Inprocess Customer Feedback

1. You can archive any customer feedback by clicking on .
2. Click 'OK' in the alert box if you agree with the statement in the alert box.
3. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.
4. Click on 'Go to Dashboard' to go back to the feedback and complaint management module dashboard.

### Customer Feedback (By E-mail)

INPROCESS STATUS

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)				Not Eligible
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)				Not Eligible
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)				Not Eligible
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)				Not Eligible
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)				Not Eligible
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)				Not Eligible
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)				Not Eligible
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)				Not Eligible
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	02-02-2024 11:34:19	Sanjay Dewan	Published, Completed (1/1)				

Showing 1 to 9 of 9 entries

Previous 1 Next

Paperless Management System states

Do you really want to archive the Form Customer Feedback (By E-mail), Ref No: (TCM)CFE/001/01/2024/SD?

OK
Cancel

<< Go To Dashboard

+Add New Form

Show 10 entries

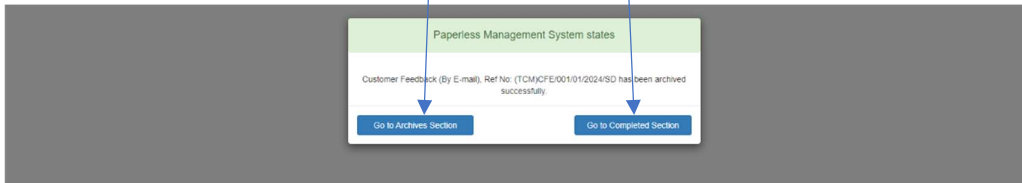
Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Status	View	Edit	Publish	Send To Archive
1	(TCM)CFE/011/02/2024/SD	01-02-2024 15:16:32	Sanjay Dewan			Pending (0/1)				Not Eligible
2	(TCM)CFE/010/01/2024/SD	30-01-2024 16:04:56	Sanjay Dewan			Pending (0/1)				Not Eligible
3	(TCM)CFE/009/01/2024/SD	30-01-2024 12:35:00	Sanjay Dewan			Pending (0/1)				Not Eligible
4	(TCM)CFE/007/01/2024/SD	18-01-2024 16:55:39	Sanjay Dewan			Pending (0/1)				Not Eligible
5	(TCM)CFE/006/01/2024/SD	18-01-2024 16:17:11	Sanjay Dewan			Pending (0/1)				Not Eligible
6	(TCM)CFE/005/01/2024/SD	18-01-2024 16:07:33	Sanjay Dewan			Pending (0/1)				Not Eligible
7	(TCM)CFE/004/01/2024/SD	13-01-2024 19:01:44	Sanjay Dewan			Pending (0/1)				Not Eligible
8	(TCM)CFE/002/01/2024/SD	13-01-2024 18:54:52	Sanjay Dewan			Pending (0/1)				Not Eligible
9	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	02-02-2024 11:34:19	Sanjay Dewan	Published, Completed (1/1)				


Showing 1 to 9 of 9 entries

Previous 1 Next

5. Then you will see 'Go to Archive Section' and 'Go to Completed Section' button the alert box.
6. By clicking the button 'Go to Archive Section', you will directly go to the archives of 'Customer Feedback (By E-mail)' dashboard in the archive module.
7. By clicking the button 'Go to Completed Section', you will go to the inprocess status 'Customer Feedback (By E-mail)' dashboard.



## Archived Status Dashboard – Customer Feedback (By E-mail)

1. Here you can view all archived customer feedback (by e-mail).
2. By clicking on the archive number given in front of the module name the archive form module dashboard page will open on your desktop.
3. You can search here any archived status customer feedback (by e-mail).
4. You can view any customer feedback (by e-mail) by clicking on .
5. Click on 'Back' to go back to the previous page.

### Archives - Customer Feedback & Complaint Management

Module Name	Archive
Customer Feedback (By E-mail)	3
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7


<< Back

### Customer Feedback (By E-mail)

ARCHIVED STATUS

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TCM)CFE/001/01/2024/SD	13-01-2024 18:35:29	Sanjay Dewan	02-02-2024 11:34:19	Sanjay Dewan	02-02-2024 11:39:23	Sanjay Dewan	02-02-2024 11:49:33	Sanjay Dewan	
2	(TCM)CFE/008/01/2024/SD	19-01-2024 17:15:46	Sanjay Dewan	19-01-2024 17:23:39	Sanjay Dewan	19-01-2024 17:24:18	Sanjay Dewan	19-01-2024 17:24:32	Sanjay Dewan	
3	(TCM)CFE/003/01/2024/	13-01-2024 19:00:54	Sanjay Dewan	15-01-2024 11:32:16	Sanjay Dewan	15-01-2024 11:36:37	Sanjay Dewan	19-01-2024 10:42:49	Sanjay Dewan	


Showing 1 to 3 of 3 entries

Previous 1 Next

<< Back

### Archive - Customer Feedback (By E-mail)

QHSE RISK CONSULTANTS LLP.

S.No.	Customer name	Customer id	Addressed to (Name)	Addressed to (Position)	Addressed to (Mobile No.)	Email id	Score		Mail status	Receiving status
							Product feedback	Service feedback		
1	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+ 91 9810443 109	gatepassmanager@gmail.com	10	14	Sent	

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	13-01-2024	

[<< Back](#)

## Archive - Customer Feedback (By E-mail)

QHSE RISK CONSULTANTS LLP.

Date 13-01-2024

Customer feedback reference No. (TCM)CFE/001/01/2024/SD

Customer name	Rajni Nagar	Customer id	Cust 1
---------------	-------------	-------------	--------

	Name	Position	Mobile No.	Email Id
Addressed to	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	13-01-2024	

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Yes
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	No
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
Product feedback score			10	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	





3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Need
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input checked="" type="checkbox"/>	Sorry
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
<b>Service feedback score</b>			<b>14</b>	

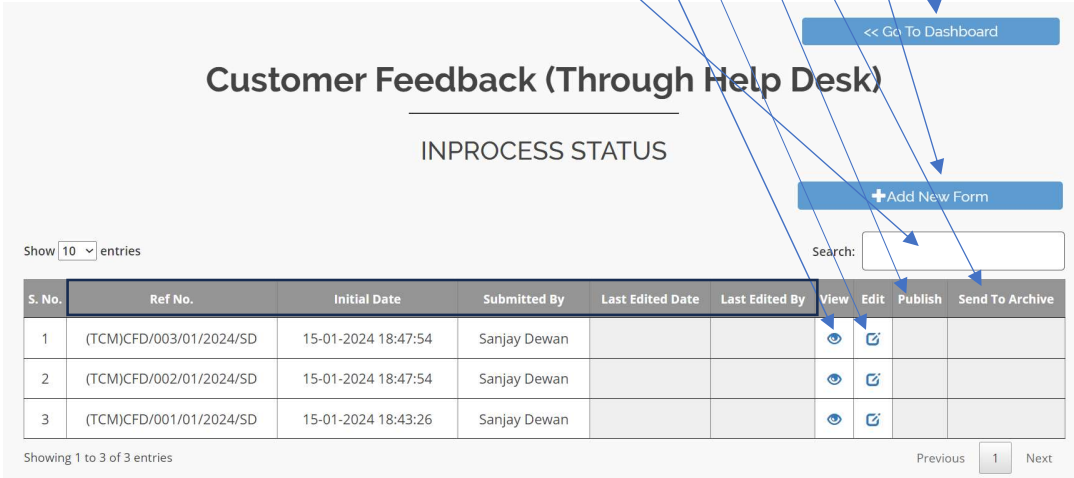
Your overall suggestions for improvement	
Testing final process	

	Name	Position	Date	Signature
Filled by	Vikrant Kumar	IT HEAD	15-01-2024	

FEEDBACK IMPROVEMENT ACTION PLAN					
Feedback category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
Product	1	TC - Collections Operations	18-01-2024	20-01-2024	2
Service	9	TC - Billing	18-01-2024	27-01-2024	9

## Inprocess Status Dashboard - Customer Feedback (Through Help Desk)







1. Upon clicking the 'Customer Feedback (Through Help Desk)' the dashboard will open displaying following information. In this case the form is filled on helpdesk device.
2. By clicking here, you can add new customer feedback form.
3. You can view the customer feedback by clicking on 
4. You can edit the customer feedback by clicking on 
5. You can publish the customer feedback by clicking on 
6. You can archive the customer feedback by clicking on 
7. You can search here any customer feedback (through help desk).
8. By clicking on 'Go to Dashboard' button to go back to the feedback and complaint management module dashboard.



**Customer Feedback (Through Help Desk)**  
INPROCESS STATUS

Show  entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
2	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
3	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 3 of 3 entries

Previous  Next



## Adding the Customer Feedback (Through Help Desk)

1. Upon clicking the 'Customer Feedback (Through Help Desk)' the dashboard will open displaying following information.
2. By clicking here, you can add new customer feedback form.

[<< Go To Dashboard](#)

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

[+ Add New Form](#)

Showing 10 entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
2	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
3	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 4 of 4 entries Previous 1 Next

3. Fill in all the relevant details. The helpdesk device shall be used in this case.

[<< Back](#)

### Customer Feedback (Through Help Desk)

**Dear esteemed customer,**

As part of our commitment to provide our customers with top quality products and highest possible level of service, we ask that you please take a moment to fill out the below customer feedback form. Your honest feedback is valuable in helping us to evaluate and improve on our performance and our product and service offerings.

Thank you in advance for your valuable time.

<b>Customer name</b>	<input style="width: 95%;" type="text" value="Enter customer name here"/>	<b>Customer id</b>	<input style="width: 95%;" type="text" value="Enter customer id"/>
<b>Addressed to</b>	<input style="width: 95%;" type="text" value="Enter name here"/>	<input style="width: 95%;" type="text" value="Enter position here"/>	<input style="width: 95%;" type="text" value="IN +91"/> <input style="width: 95%;" type="text" value="Enter mobile no"/>
<b>Facilitated by</b>	<input style="width: 95%;" type="text" value="Sanjay Dewan"/>	<input style="width: 95%;" type="text" value="Enter position here"/>	<input style="width: 95%;" type="text" value="30-01-2024"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="text"/>

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

**SERVICE FEEDBACK**

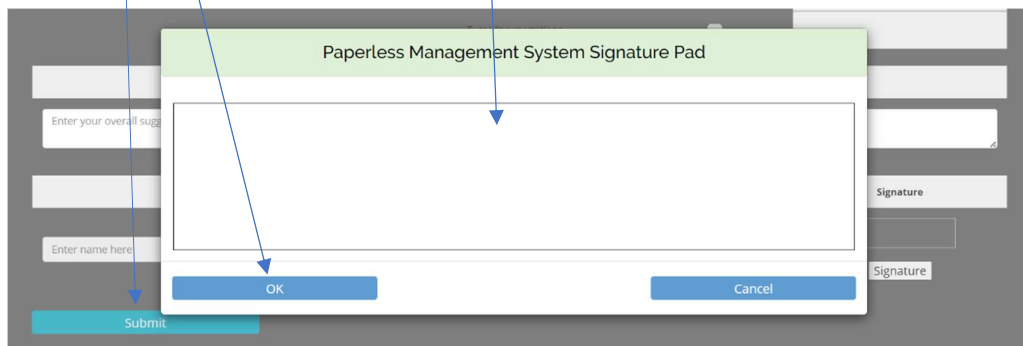
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

**Your overall suggestions for improvement**

Enter your overall suggestions for improvement here

Name	Position	Date	Signature
<input style="width: 95%;" type="text" value="Enter name here"/>	<input style="width: 95%;" type="text" value="Enter position here"/>	<input style="width: 95%;" type="text" value="30-01-2024"/>	<input style="width: 80%; height: 20px;" type="text"/> <input type="button" value="Signature"/>

4. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
5. Click on 'Submit'.



## Customer Feedback (Through Help Desk) - Mail Confirmation

1. Once you submit the added new form the 'Email Confirmation' page will open. Here you can send the document / form to any internal or external user.
2. Write any comment from sender here.
3. On the right panel you can send the document by e-mail to any internal users or clients, as per your choice, by checking the box against their names.
4. On the left panel you can send the document by e-mail to any of the external user by typing their email ids separated with commas.
5. Click on 'Send Mail' and the document will be delivered via email to all recipients with your comments.
6. An alert box will show up then click 'OK'.
7. Click on 'Go to Dashboard' button to go back to the feedback and complaint management module dashboard.
8. Click on 'Go to Feedback (Through Help Desk)' button to go back to the inprocess customer feedback (through help desk) dashboard.

**Customer Feedback (Through Help Desk) has been saved successfully.**

Write comments from sender

Comments from sender

You can enter multiple email id's below, separated by commas, for sending this form to any receiver / third party

Please select users / clients for creating a working group who shall be involved in working and closure of this form.

<input type="checkbox"/> Abhishek Kumar	<input type="checkbox"/> Balraj Thakur	<input type="checkbox"/> Bhabani Shankar Sutar	<input type="checkbox"/> Goutam Mitra
<input type="checkbox"/> Ajay Jhamtani	<input type="checkbox"/> Harish Das	<input type="checkbox"/> Harsh Parmar	<input type="checkbox"/> Manish Sharma
<input type="checkbox"/> Mohit Gupta	<input type="checkbox"/> Navneet Siddarth	<input type="checkbox"/> Nihar Dagit	<input type="checkbox"/> Parulash Das
<input type="checkbox"/> Prabhakar Verma	<input type="checkbox"/> Prabodh Agrawal	<input type="checkbox"/> Pramod Yadav	<input type="checkbox"/> Prashant Elach
<input type="checkbox"/> Raju Vachher	<input type="checkbox"/> Rajani Dayma	<input type="checkbox"/> Sanjay Desani	<input type="checkbox"/> Shaik Kunal Devendrakumar
<input type="checkbox"/> Shibu Senthil Kumar	<input type="checkbox"/> Shrusi Mendle	<input type="checkbox"/> Sonu Chaurasia	<input type="checkbox"/> Sudip Banerjee
<input type="checkbox"/> Sundeeep P Bhanushali	<input type="checkbox"/> Udit Chikara	<input type="checkbox"/> Vinees Agrawal	

Send Mail

Go To Dashboard

Go to Feedback (Through Help Desk)

Paperless Management System states

Email has been sent to selected recipients.

OK

## Viewing the Customer Feedback (Through Help Desk)

1. Click on 'View ' at the Inprocess status dashboard.
2. You can view the 'Customer Feedback Form' with signature.
3. By clicking on 'Back' button to go back to the previous page.

[<< Go To Dashboard](#)

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

[+Add New Form](#)

Show 10 entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
2	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
3	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 4 of 4 entries Previous 1 Next

[<< Back](#)

### Customer Feedback (Through Help Desk)

Date 15-01-2024

Customer feedback reference No. (TCM)CFD/004/01/2024/SD


<b>Customer name</b>	Rajni Nagar	<b>Customer id</b>	Cust123	
	<b>Name</b>	<b>Position</b>	<b>Mobile No.</b>	<b>Email id</b>
<b>Addressed to</b>	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com
	<b>Name</b>	<b>Position</b>	<b>Date</b>	<b>Signature</b>
<b>Facilitated by</b>	Sanjay Dewan	HOD	15-01-2024	

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Test 1
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Demo 2
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	



4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
<b>Product feedback score</b>			10	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Test 3
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input checked="" type="checkbox"/>	Demo 4
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
<b>Service feedback score</b>			14	

Your overall suggestions for improvement				
Demo				
	Name	Position	Date	Signature
<b>Filled by</b>	Vikrant Kumar	IT HEAD	15-01-2024	

FEEDBACK IMPROVEMENT ACTION PLAN					
Feedback category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
Product	2	TC - Billing	18-01-2024	20-01-2024	2
Service	8	TC - Audit	18-01-2024	15-01-2024	3

4. Color Information:-

-  - If planned date of closure is less than actual date of closure then red color show up with deviation days.
-  - If planned date of closure is greater than and equal to actual date of closure then green color show up with deviation days.

## Editing the Customer Feedback (Through Help Desk)

1. Click on 'Edit ' at the Inprocess status dashboard.
2. The customer feedback form will open showing all the entries.
3. Edit the customer feedback, as necessary.
4. You can search any customer feedback (through help desk) form.

[<< Go To Dashboard](#)

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
2	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
3	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 4 of 4 entries Previous 1 Next

[<< Back](#)

### Customer Feedback (Through Help Desk)

<b>Customer name</b>	Sonu Chauralya	<b>Customer id</b>	002
<b>Addressed to</b>	<b>Name</b>	<b>Position</b>	<b>Mobile No.</b>
	Sonu Churasya	Developer	+ 91 9876543210
<b>Facilitated by</b>	<b>Name</b>	<b>Position</b>	<b>Date</b>
	Sanjay Dewan	HOD	30-01-2024
			<b>Signature</b>

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Improvement required
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
<b>Product feedback score</b>			<b>10</b>	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory2
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Improvement required2
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input checked="" type="checkbox"/>	Unsatisfactory3
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
Service feedback score			11	

**Your overall suggestions for improvement**

Your Overall suggestion improvement1

	Name	Position	Date	Signature
Filled by	Sonu Chauraiya	Developer	30-01-2024	

FEEDBACK IMPROVEMENT ACTION PLAN							
S.No.	Feedback category	Choose category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
1	Product	<input checked="" type="checkbox"/>	Enter action taken in case the score is < 8 / between	Select Department	dd-mm-yyyy	dd-mm-yyyy	
2	Service	<input checked="" type="checkbox"/>	Enter action taken in case the score is < 8 / between	Select Department	dd-mm-yyyy	dd-mm-yyyy	

[Submit](#)

5. Fill / edit the feedback improvement action plan.
6. Click to 'Submit.'



## Updating the Customer Feedback (Through Help Desk)

1. Once you submit the document / form for updating a new page will open. Here you can send the document / form to any internal or external user.
2. Write any comment from sender here.
3. On the right panel you can send the document by e-mail to any internal users or clients, as per your choice, by checking the box against their names.
4. On the left panel you can send the document by e-mail to any of the external user by typing their email ids separated with commas.
5. Click on 'Send Email'.
6. Click on 'Go to Dashboard' to go back to the feedback and complaint management module dashboard.
7. Click on 'Go to Feedback (Through Help Desk)' to go back to the inprocess customer feedback (through help desk) dashboard.
8. An alert box will show up then click 'OK'.

Customer Feedback (Through Help Desk) has been updated successfully.

The screenshot shows a web form titled "Comments from sender" with a success message: "Customer feedback (Through Help Desk) has been updated successfully." Below the message are two input fields. The left field is for email IDs, with a note: "You can enter multiple email id's below separated by commas, for sending this form to any receiver / third party". It contains the email "qhsatesting@gmail.com". The right field is for selecting users/clients, with a note: "Please select users / clients for creating a working group who shall be involved in working and closure of this form." It contains a list of names with checkboxes, where "Soni Chauhan" is selected. Below the form are two buttons: "Send M:ail", "Go To Dashboard", and "Go to Feedback (Through Help Desk)".

Below the form, there are two alert boxes. The first is a "Paperless Management System states" box with the message "Email has been sent to selected recipients." and an "OK" button. The second is a similar box with the message "Email has been sent to selected recipients." and an "OK" button.

## Publishing the Customer Feedback (Through Help Desk)

1. Click on 'Publish (📢)' at the dashboard to publish customer feedback.
2. Please remember that once you publish the customer feedback no amendments or changes can be done.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'OK' again if you finally agree to publish the customer feedback.
5. By clicking on 'Cancel' you can cancel to publish customer feedback.

<< Go To Dashboard

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

+ Add New Form

Show 10 entries      Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
2	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
3	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 4 of 4 entries      Previous 1 Next

Paperless Management System states

Do you really want to publish the Form Customer Feedback (Through Help Desk), Ref No: (TCM)CFD/008/01/2024/SD as you would not be able to edit it after publishing?

OK      Cancel

<< Go To Dashboard

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

+ Add New Form

Show 10 entries      Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/008/01/2024/SD	30-01-2024 15:56:45	Sanjay Dewan	30-01-2024 16:53:13	Sanjay Dewan				
2	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
3	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
5	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 5 of 5 entries      Previous 1 Next

Paperless Management System states

You agree to publish the Form Customer Feedback (Through Help Desk), Ref No: (TCM)CFD/008/01/2024/SD?

OK      Cancel

<< Go To Dashboard

### Customer Feedback (Through Help Desk)

INPROCESS STATUS

+ Add New Form

Show 10 entries      Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/008/01/2024/SD	30-01-2024 15:56:45	Sanjay Dewan	30-01-2024 16:53:13	Sanjay Dewan				
2	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
3	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
5	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 5 of 5 entries      Previous 1 Next

## Publishing the Customer Feedback (Through Help Desk)

1. Once you submit the document / form for publishing a new page will open. Here you can send the document / form to any internal or external user.
2. Write any comment from sender here.
3. On the right panel you can send the document by e-mail to any internal users or clients, as per your choice, by checking the box against their names.
4. On the left panel you can send the document by e-mail to any of the external user by typing their email ids separated with commas.
5. Click on 'Send Email'.
6. Click on 'Go to Dashboard' to go back to the feedback and complaint management module dashboard.
7. Click on 'Go to Completed Section' to go back to the inprocess status customer feedback (through help desk) dashboard.
8. An alert box will show up then click 'OK'.

Customer Feedback (Through Help Desk) has been published successfully.

Comments from sender

Customer feedback (Through Help Desk) has been published successfully.

You can enter multiple email id's below, separated by commas, for sending this form to any receiver / third party

qhsatesting@gmail.com

Please select users / clients for creating a working group who shall be involved in working and closure of this form.

<input type="checkbox"/> Abhishek Kumar	<input type="checkbox"/> Balaj Thekur	<input type="checkbox"/> Bhabani Shankar Sutar	<input type="checkbox"/> Gauram Mlora
<input type="checkbox"/> Gopal Jhamtani	<input type="checkbox"/> Harsh Das	<input type="checkbox"/> Harsh Parmar	<input type="checkbox"/> Manish Sharma
<input type="checkbox"/> Mohit Gupta	<input type="checkbox"/> Navleen Saksari	<input type="checkbox"/> Nihar Dagi	<input type="checkbox"/> Parulash Das
<input type="checkbox"/> Prabhakar Verma	<input type="checkbox"/> Prabudh Agrawal	<input type="checkbox"/> Pramod Yadav	<input type="checkbox"/> Prashant Bhatt
<input type="checkbox"/> Puja Vachher	<input type="checkbox"/> Roshan Dayma	<input type="checkbox"/> Sangay Devan	<input type="checkbox"/> Shah Kiran Devendrakumar
<input type="checkbox"/> Shibu Senthil Kumar	<input type="checkbox"/> Shrusi Handa	<input checked="" type="checkbox"/> Sonu Chaurasia	<input type="checkbox"/> Sudip Banerjee
<input type="checkbox"/> Sundeeep P Bhanushali	<input type="checkbox"/> Udit Chharia	<input type="checkbox"/> Vineet Agrawal	

Send Mail

Go To Dashboard


Go to Feedback (Through Help Desk)

Paperless Management System states

Email has been sent to selected recipients.

OK

## Inprocess Status Dashboard in Archive

1. You can archive any customer feedback by clicking on .
2. Click 'OK' in the alert box if you agree with the statement in the alert box.
3. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.
4. Click on 'Go to Dashboard' to go back to the complaint and feedback management module dashboard.
5. Then you will see 'Go to Archive Section' and 'Go to Inprocess Section' button the alert box.
6. By clicking the button 'Go to Archive Section', you will directly go to the archived customer feedback in the Archive Module.
7. By clicking the button 'Go to Inprocess Section', you will go to the inprocess status 'Customer Feedback (Through Help Desk)' dashboard.

**Customer Feedback (Through Help Desk)**  
INPROCESS STATUS

Show  entries

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	(TCM)CFD/008/01/2024/SD	30-01-2024 15:56:45	Sanjay Dewan	30-01-2024 16:53:13	Sanjay Dewan				
2	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan				
3	(TCM)CFD/003/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
4	(TCM)CFD/002/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan						
5	(TCM)CFD/001/01/2024/SD	15-01-2024 18:43:26	Sanjay Dewan						

Showing 1 to 5 of 5 entries Previous  Next

**Paperless Management System states**


Do you really want to archive the Form Customer Feedback (Through Help Desk). Ref No: (TCM)CFD/008/01/2024/SD

INPROCESS STATUS

**Paperless Management System states**

Customer Feedback (Through Help Desk) - Ref No: (TCM)CFD/004/01/2024/SD has been archived successfully

## Archive Status Dashboard – Customer Feedback (Through Help Desk)

1. Here you can view all archived customer feedback (through help desk).
2. By clicking on the archive number given in front of the module name the archive form module dashboard page will open on your desktop.
3. You can search here any archived status customer feedback (through help desk).
4. You can view any customer feedback (through help desk) by clicking on .
5. Click on 'Back' to go back to the previous page.

### Archives - Customer Feedback & Complaint Management






[<< Back](#)

Module Name	Archive
Customer Feedback (By E-mail)	3
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7

### Customer Feedback (Through Help Desk)

ARCHIVED STATUS

Show  entries
Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TCM)CFD/004/01/2024/SD	15-01-2024 18:47:54	Sanjay Dewan	19-01-2024 17:29:31	Sanjay Dewan	30-01-2024 17:33:49	Sanjay Dewan	30-01-2024 17:33:59	Sanjay Dewan	
2	(TCM)CFD/008/01/2024/SD	30-01-2024 15:56:45	Sanjay Dewan	30-01-2024 16:53:13	Sanjay Dewan	30-01-2024 17:08:24	Sanjay Dewan	30-01-2024 17:33:20	Sanjay Dewan	
3	(TCM)CFD/007/01/2024/SD	19-01-2024 17:28:22	Sanjay Dewan	19-01-2024 17:31:52	Sanjay Dewan	19-01-2024 17:32:12	Sanjay Dewan	19-01-2024 17:32:28	Sanjay Dewan	
4	(TCM)CFD/005/01/2024/SD	15-01-2024 18:47:55	Sanjay Dewan	16-01-2024 12:40:09	Sanjay Dewan	18-01-2024 16:43:31	Sanjay Dewan	18-01-2024 16:43:42	Sanjay Dewan	
5	(TCM)CFD/006/01/2024/SD	18-01-2024 16:28:07	Sanjay Dewan	18-01-2024 16:37:07	Sanjay Dewan	18-01-2024 16:38:53	Sanjay Dewan	18-01-2024 16:39:49	Sanjay Dewan	

Showing 1 to 5 of 5 entries Previous  Next

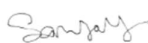
### Archive - Customer Feedback (Through Help Desk)

Date 15-01-2024

Customer feedback reference No. (TCM)CFD/004/01/2024/SD

<b>Customer name</b>	Rajni Nagar	<b>Customer id</b>	Cust123
----------------------	-------------	--------------------	---------

<b>Addressed to</b>	<b>Name</b>	<b>Position</b>	<b>Mobile No.</b>	<b>Email id</b>
	Sonu	Jr. Developer	+ 91 9810443109	gatepassmanager@gmail.com

<b>Facilitated by</b>	<b>Name</b>	<b>Position</b>	<b>Date</b>	<b>Signature</b>
	Sanjay Dewan	HOD	15-01-2024	

Please indicate below, by ticking the appropriate number, your opinion of our products / service.

PRODUCT FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Overall product quality	Unsatisfactory	<input checked="" type="checkbox"/>	Test 1
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
2	Meets your specifications	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input checked="" type="checkbox"/>	Demo 2
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
3	Includes proper documentation	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Product on time delivery	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
<b>Product feedback score</b>			<b>10</b>	

SERVICE FEEDBACK				
S.No.	Performance parameter	Rating scale	Selected rating	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"
1	Responsive to your needs	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
2	Technical support	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input checked="" type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	

3	Order accuracy	Unsatisfactory	<input type="checkbox"/>	Test 3
		Improvement required	<input checked="" type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
4	Service on time delivery	Unsatisfactory	<input checked="" type="checkbox"/>	Demo 4
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input type="checkbox"/>	
5	Resolution of complaints	Unsatisfactory	<input type="checkbox"/>	
		Improvement required	<input type="checkbox"/>	
		Meets expectations	<input type="checkbox"/>	
		Exceeds expectations	<input checked="" type="checkbox"/>	
<b>Service feedback score</b>			<b>14</b>	

<b>Your overall suggestions for improvement</b>
Demo

	Name	Position	Date	Signature
Filled by	Vikrant Kumar	IT HEAD	15-01-2024	

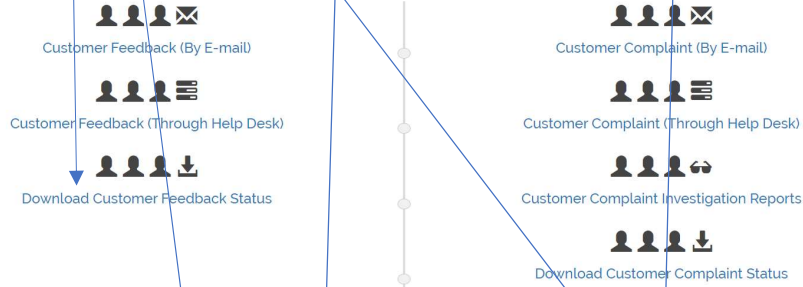
FEEDBACK IMPROVEMENT ACTION PLAN					
Feedback category	Action taken in case the score is < 8 / between 9 to 12	Department responsible	Planned date of closure	Actual date of closure	Deviation days
Product	2	TC - Billing	18-01-2024	20-01-2024	2
Service	8	TC - Audit	18-01-2024	15-01-2024	3

# Downloading the Customer Feedback Status

1. By clicking here, you can download the customer feedback status.
2. Here you can download the customer feedback status by entering 'From date' and 'To date' as per your downloading requirement.
3. Click on 'Go'.
4. By clicking here, you can download the customer feedback status in excel sheet format.



## Feedback & Complaint Management Module



### Download Customer Feedback Status





From date:  To date:


Download Customer Feedback Status

Customer Feedback (Via Email)																	
GENERAL DETAILS			FACILITATED BY				CUSTOMER DETAILS										
S.No.	Type	Company name	Customer feedback ref No.	Submitted by (Employee name)	Dated	Name	Position	Date	Customer name	Customer id	Contact person name	Contact person position	Contact person mobile No.	Contact person email id	Overall product quality		
5	1	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/015/02/2024/5	Sanjay Dewan	HOD	06-02-2024	Sanjay	06-02-2024	Kailash kher	cust1234	Hemant jafola	MR	+91 9897898111	gatepass@live@gmail.com		
6	2	Email	IG	TC/MC/FE/014/02/2024/3	Sanjay Dewan	HOD	06-02-2024	Sanjay	06-02-2024	Shyama	cust123	Sohan Singh	HR	+91 7998000088	ephe1@gmail.com	1	
7	3	Email	IG	TC/MC/FE/013/02/2024/5	Sanjay Dewan	HOD	05-02-2024	Sanjay	05-02-2024	Shyama	cust112	Gauran nager	MR	+91 7998000088	ephe1@gmail.com		
8	4	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/012/02/2024/5	Sanjay Dewan	HOD	05-02-2024	Sanjay	05-02-2024	Kailash kher	cust111	Raman joshi	HR	+91 9897898111	gatepass@live@gmail.com		
9	5	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/011/02/2024/5	Sanjay Dewan	HOD	01-02-2024	Sanjay	01-02-2024	Sonu	2	Sonu	Developer	+91 9895471336	gatepassmanager@gmail.co		
10	6	Email	HCL Resolutions	TC/MC/FE/009/02/2024/5	Sanjay Dewan	Director	30-01-2024	Sanjay	30-01-2024	Gurmandar Singh	00765	Gurmandar Singh	Mobile User Customer	+91 8768889009	gatepassmanager@gmail.co		
11	7	Email	QHSE	TC/MC/FE/2009/02/2024/5	Sanjay Dewan	HOD	30-01-2024	Sanjay	30-01-2024	Sonu Chauravya	2	Delhi	Developer	+91 9831387411	ghstesting@gmail.com		
12	8	Email	Paperless management	TC/MC/FE/008/02/2024/5	Sanjay Dewan	HOD	19-01-2024	Sanjay	19-01-2024	Sonu	1	Major vihar, Delhi	Sonu	+91 9876543210	ghstesting@gmail.com	1	
13	9	Email	QHSE	TC/MC/FE/007/02/2024/5	Sanjay Dewan	HOD	18-01-2024	Sanjay	18-01-2024	Sonu Chauravya	2	Delhi	Developer	+91 9876543210	gatepassmanager@gmail.co		
14	10	Email	QHSE	TC/MC/FE/006/02/2024/5	Sanjay Dewan	HOD	18-01-2024	Sanjay	18-01-2024	Sonu Chauravya	ghstesting@gmail.co	Delhi	PHP Developer	+91 9876543210	gatepassmanager@gmail.co		
15	11	Email	QHSE	TC/MC/FE/005/02/2024/5	Sanjay Dewan	HOD	18-01-2024	Sanjay	18-01-2024	Sonu Chauravya	sonu@gmail.com	Delhi	Developer	+91 9999999999	gatepassmanager@gmail.co		
16	12	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/004/02/2024/5	Sanjay Dewan	HOD	13-01-2024	Sanjay	13-01-2024	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co		
17	13	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/003/02/2024/5	Sanjay Dewan	HOD	13-01-2024	Sanjay	13-01-2024	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	3	
18	14	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/002/02/2024/5	Sanjay Dewan	HOD	13-01-2024	Sanjay	13-01-2024	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co		
19	15	Email	QHSE RISK CONSULTANTS LLP	TC/MC/FE/001/02/2024/5	Sanjay Dewan	HOD	13-01-2024	Sanjay	13-01-2024	Rajni Nagar	Cust 1	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	
Customer Feedback (Via Help Desk)																	
GENERAL DETAILS			FACILITATED BY				CUSTOMER DETAILS										
S.No.	Type	Customer feedback ref No.	Submitted by (Employee name)	Dated	Name	Position	Date	Customer name	Customer id	Contact person name	Contact person position	Contact person mobile No.	Contact person email id	Overall product quality	Comments are mandatory in case the selected rating is "Unsatisfactory" or "Improvement required"		
24	1	Help	TC/MC/FE/008/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Sonu Chauravya	Developer	+91 9810443109	gatepassmanager@gmail.co	1	Unsatisfactory		
25	2	Help	TC/MC/FE/007/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Sonu	Developer	+91 9876543210	ghstesting@gmail.com	1	OK		
26	3	Help	TC/MC/FE/006/01/2024/01	18-01-2024	Sanjay Dewan	HOD	18-01-2024	Sanjay	18-01-2024	Delhi	Developer	+91 2354678911	gatepassmanager@gmail.co	1	Unsatisfactory		
27	4	Help	TC/MC/FE/005/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Rajni Nagar	Cust112	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	Test 1
28	5	Help	TC/MC/FE/004/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Rajni Nagar	Cust112	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	Test 1
29	6	Help	TC/MC/FE/003/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Rajni Nagar	Cust112	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	Test 1
30	7	Help	TC/MC/FE/002/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Rajni Nagar	Cust112	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	Test 1
31	8	Help	TC/MC/FE/001/01/2024/01	15-01-2024	Sanjay Dewan	HOD	15-01-2024	Sanjay	15-01-2024	Rajni Nagar	Cust112	Sonu	Jr. Developer	+91 9810443109	gatepassmanager@gmail.co	1	Test 1



## Inprocess Status Dashboard - Customer Complaint (By E-mail)









1. Upon clicking the 'Customer Complaint (By E-mail)' the dashboard will open displaying following information.
2. By clicking here, you can add new customer complaint form.
3. You can view the customer complaint by clicking on 
4. You can edit the customer complaint by clicking on 
5. You can publish the customer complaint by clicking on 
6. You can publish the customer complaint by clicking on 
7. You can search here any customer complaint (by e-mail).
8. By clicking on 'Go to Dashboard' button to go back to the feedback and complaint management module dashboard.



Customer Complaint (By E-mail)

Show 10 entries

Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			 	Not Eligible
2	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			 	Not Eligible
3	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			 	Not Eligible
4	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			 	Not Eligible
5	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			 	Not Eligible

Showing 1 to 5 of 5 entries

Previous 1 Next

## Adding the Customer Complaint (By E-mail)

1. By clicking here, you can add new customer complaint form.

The screenshot shows the 'Customer Complaint (By E-mail)' dashboard. At the top right, there is a '<< Go To Dashboard' button. Below it is a '+ Add New Form' button. The main area displays a table with 5 entries. The table has columns: S.No., Ref No., Complaint No., Initial Date, Submitted By, Status, View, Edit, Publish / Close, and Send To Archive. Below the table, it says 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'.

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
3	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

2. Fill in all the relevant details.
3. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
4. Click to submit.

The screenshot shows the 'Customer Complaint (By E-mail)' form. At the top right, there is a '<< Back' button. The form has a table with columns: S.No., Customer name, Customer id, Customer address, Addressed to (Name), Addressed to (Mobile No.), and Email id. Below this table is a section for 'Facilitated by' with fields for Name, Position, Date, and Signature. At the bottom left, there is a 'Submit' button.

S.No.	Customer name	Customer id	Customer address	Addressed to (Name)	Addressed to (Mobile No.)	Email id
1	<input type="text" value="Enter customer name here"/>	<input type="text" value="Enter customer id here"/>	<input type="text" value="Enter customer address here"/>	<input type="text" value="Enter name here"/>	<input type="text" value="IN +91"/> <input type="text" value="Enter mobile no. here"/>	<input type="text" value="Enter email id here"/>

Name	Position	Date	Signature
<input type="text" value="Sanjay Dewan"/>	<input type="text" value="Enter position here"/>	<input type="text" value="30-01-2024"/>	<input type="text" value="Signature"/>

The screenshot shows the 'Paperless Management System Signature Pad' overlaying the form. The signature pad is a large white rectangle with a green header. Below it are 'OK' and 'Cancel' buttons. The background form is dimmed.

Paperless Management System Signature Pad

OK Cancel

5. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (By E-mail)' button the alert box.
6. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
7. By clicking the button 'Go to Customer Complaint (By E-mail)', you will go to the inprocess status 'Customer Complaint (By E-mail)' dashboard.

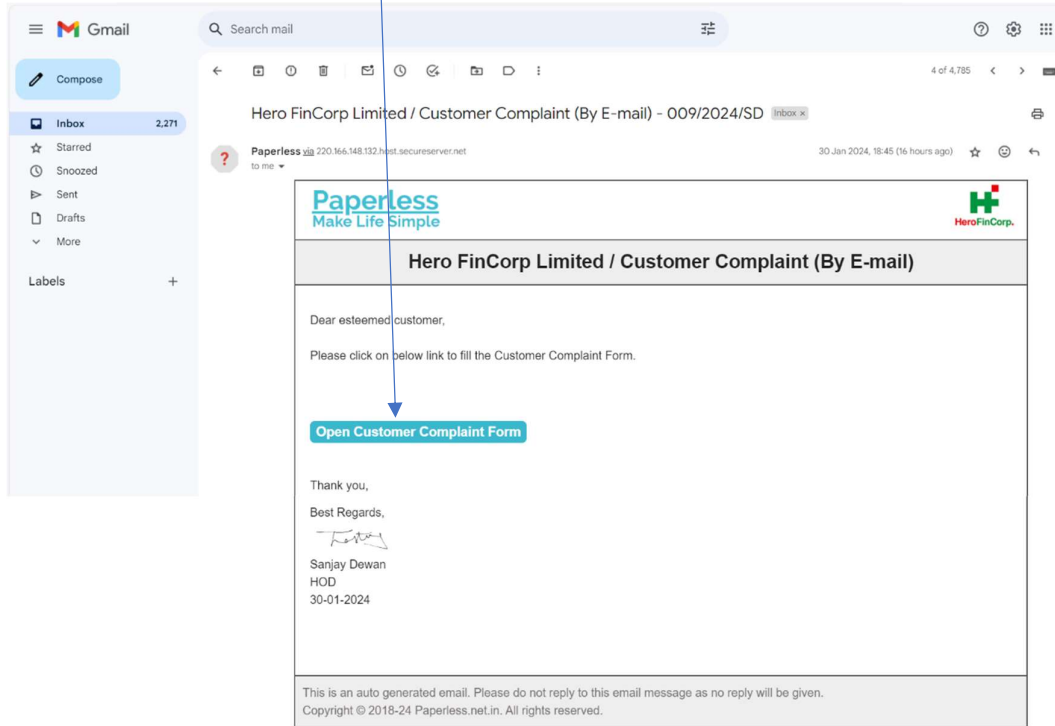
**Customer Complaint (By E-mail) has been saved successfully.**

Go To Dashboard

Go to Customer Complaint (By E-mail)

## Requesting Customer Complaint and Submission

1. The receiver will receive a new mail for submitting the customer feedback form online without logging in to the application.
2. Click on 'Open Customer Complaint Form' for complaint and submitting the customer feedback form.



For any clarifications please write to ISO HFCL Telecollections at [iso\\_hfcltelecollections@herofincorp.com](mailto:iso_hfcltelecollections@herofincorp.com) or call at 7065005477 / 7065005478

Best Regards,

Paperless Management System



## Filling the Customer Complaint and Submission


1. Upon clicking the 'Open Customer Complaint Form' button following page will open.
2. Update all the relevant details.
3. You can upload any supporting document by clicking on 'Choose File' and choosing the PDF document.
  - Attached any image.
4. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
5. Click to 'Submit'.

### Customer Complaint (By E-mail)

Dear esteemed customer,  
Please fill Customer Complaint Form  
Thankyou,  
Best regards,


  
Sanjay Dewan  
HOD  
30-01-2024

Customer complaint No.	CCEM/009/30/01/2024	Receipt date	30 / 01 / 2024
Name of customer	Sonu Chauraiya	Address of customer	Delhi
Customer ID	003	Name of complainant	Sonu Chaurasiya
Email id of complainant	qhsetesting@gmail.com	Mobile No. of complainant	9874561000
Office No. (with area code) of complainant	Enter ar Enter office No. here	Nature of compliant	Select Nature of Compliant
Description of complaint	all ok	Attach any image	Choose File download.jpg

Name	Position	Date	Signature
Sonu Chauraiya	developer	31-01-2024	 Signature Clear


Submit

Paperless Management System Signature Pad



OK Cancel

Improvement

Name	Position	Date	Signature
Sonu Chauraiya	Jr. Developer	06-02-2024	 Signature Clear

Submit

## Submitting of Customer Complaint by E-mail

1. Once you submit the complaint the following page will open.
2. Here you can see 'Thankyou' message.
3. If you try to approve the same customer Complaint again then following message will show up.

Thankyou very much for submitting the customer complaint form. Your co-operation is deeply appreciated.

Best Regards,  
Customer Care Team

You have already submitted your complaint and you are not allowed to resubmit again. Please contact customer care in case you want to resubmit your complaint.

Best Regards,  
Customer Care Team

## Viewing the Customer Complaint (By E-mail)

1. Click on 'View ' at the Inprocess status dashboard.
2. You can view the 'Customer Complaint Form' with signature.
3. By clicking on 'Back' button to go back to the previous page.

### Customer Complaint (By E-mail)

Show 10 entries
Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publis / Close	Send To Archive
1	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
3	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 5 of 5 entries
Previous **1** Next

<< Go To Dashboard

+ Add New Form

<< Back

### Customer Complaint (By E-mail)

S.No.	Complaint No.	Receipt date	Customer name	Customer id	Customer address	Addressed to (Name)	Addressed to (Mobile No.)	Email id	Mail status	Receiving status
1	CCEM/009/30/01/2024	30-01-2024	Sonu Chaur aiya	003	Delhi	Sonu Chaur asiya	+91 987456 1000	qhsetesting@gmail.com	Sent	

	Name	Position	Date	Signature
<b>Facilitated by</b>	Sanjay Dewan	HOD	30-01-2024	

## Editing the Customer Complaint (By E-mail)

1. After online editing the customer complaint form the dashboard will showing status completed.
2. Click on 'Edit ' at the customer complaint dashboard.

[<< Go To Dashboard](#)

### Customer Complaint (By E-mail)

[+ Add New Form](#)

Show  entries
Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Completed (1/1)			Not Eligible	
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 7 of 7 entries
Previous  Next

3. The customer complaint will open showing all the entries.
4. By clicking here, you can view the online edited by e-mail customer complaint form.

[<< Back](#)

### Customer Complaint (By E-mail)

S.No.	Complaint No.	Receipt date	Customer name	Customer id	Customer address	Addressed to (Name)	Addressed to (Mobile No.)	Email id	Mail status	Receiving status	Action
1	CCEM/009/30/01/2024	30-01-2024	Sonu Chauraiya	003	Delhi	Sonu Chaurasiya	+91 9874561000	qhsTesting@gmail.com	Sent		

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	30-01-2024	

[<< Back](#)

### Customer Complaint (By E-mail)

<b>Complaint No.</b>	CCEM/009/30/01/2024	<b>Receipt date</b>	30-01-2024
<b>Customer name</b>	Sonu Chauraiya	<b>Customer id</b>	003
<b>Customer address</b>	Delhi	<b>Addressed to (Name)</b>	Sonu Chaurasiya
<b>Addressed to (Mobile No.)</b>	+91 9874561000	<b>Addressed to (Email id)</b>	qhsTesting@gmail.com
<b>Addressed to (Office No.)</b>	(91)9854587521	<b>Nature of complaint</b>	Quality Related

**Description of complaint**

All Done

Attach any document (pdf, jpeg, jpg, png)	Name	Position	Date	Signature
<a href="#">upload/20240131051901_2086.png</a>	Sanjay dewan	HOD	31-01-2024	

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	30-01-2024	

**Complaint closure action plan**

Action plan	Department responsible	Planned date of closure	Actual date of closure	Deviation days



5. By clicking here, you can edit the customer complaint form (Complaint closer action plan).
6. Click to 'Submit'.

[<< Back](#)

### Customer Complaint (By E-mail)

S.No.	Complaint No.	Receipt date	Customer name	Customer id	Customer address	Addressed to (Name)	Addressed to (Mobile No.)	Email id	Mail status	Receiving status	Action
1	CCEM/009/30/01/2024	30-01-2024	Sonu Chauraiya	003	Delhi	Sonu Chaurasiya	+ 91 9874561000	qhsetesting@gmail.com	Sent		

Facilitated by	Name	Position	Date	Signature
	Sanjay Dewan	HOD	30-01-2024	

[<< Back](#)

### Customer Complaint (By E-mail)

Complaint No.	CCEM/009/30/01/2024	Receipt date	30-01-2024
Customer name	Sonu Chauraiya	Customer id	003
Customer address	Delhi	Addressed to (Name)	Sonu Chaurasiya
Addressed to (Mobile No.)	+ 91 9874561000	Addressed to (Email id)	qhsetesting@gmail.com
Addressed to (Office No.)	(91)9854587521	Nature of complaint	Quality Related

Description of complaint

All Done

Attach any document (.pdf, .jpeg, .jpg, .png)	Name	Position	Date	Signature
<a href="#">upload/20240131051901_2086.png</a>	Sanjay dewan	HOD	31-01-2024	

Facilitated by	Name	Position	Date	Signature
	Sanjay Dewan	HOD	30-01-2024	

Complaint closure action plan

S.No.	Action plan	Department responsible	Planned date of closure	Actual date of closure (Date will be automatically updated from investigation report)	Deviation days
1	<input type="text" value="Audit"/>	TC - Billing	30-01-2024	02-02-2024	3

[Submit](#)

5. Color Information:-

- - If planned date of closure is less than actual date of closure then red color show up with deviation days.
- - If planned date of closure is greater than and equal to actual date of closure then green color show up with deviation days.

7. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (By E-mail)' button the alert box.
8. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
9. By clicking the button 'Go to Customer Complaint (By E-mail)', you will go to the inprocess status 'Customer Complaint (By E-mail)' dashboard.

**Customer Complaint (By E-mail) has been updated successfully!**



Go To Dashboard

Go to Customer Complaint (By E-mail)

## Publishing the Customer Complaint (By E-mail)

1. Click on 'Publish (📧)' at the dashboard to publish customer complaint.
2. Please remember that once you publish the customer complaint no amendments or changes can be done.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.

[<< Go To Dashboard](#)

### Customer Complaint (By E-mail)

[+ Add New Form](#)

Show  entries Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Completed (1/1)				
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 7 of 7 entries Previous  Next

**Paperless Management System states**

Do you really want to publish the Form Customer Complaint (By E-mail), Ref No: 009/2024/SD as you would not be able to edit it after publishing?

[OK](#) [Cancel](#)

[<< Go To Dashboard](#)

[+ Add New Form](#)

Show  entries Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Completed (1/1)				
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 7 of 7 entries Previous  Next

4. Click 'OK' again if you finally agree to publish the customer complaint.
5. By clicking on 'Cancel' you can cancel to publish customer complaint.
6. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (By E-mail)' button the alert box.
7. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
8. By clicking the button 'Go to Customer Complaint (By E-mail)', you will go to the inprocess status 'Customer Customer (By E-mail)' dashboard.

Paperless Management System states

You agree to publish the Form Customer Complaint (By E-mail), Ref No: 009/2024/SD?

OK
Cancel

<< Go To Dashboard

+ Add New Form

Show 10 entries
Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Completed (1/1)				
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	


Showing 1 to 7 of 7 entries
Previous **1** Next

Customer Feedback (By E-mail) has been published successfully!

Go To Dashboard

Go to Customer Complaint (By E-mail)

## Inprocess Status Dashboard in Archives

1. You can archive any customer complaint by clicking on .
2. Click 'OK' in the alert box if you agree with the statement in the alert box.
3. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.
4. Click on 'Go to Dashboard' to go back to the complaint and feedback management module dashboard.

### Customer Complaint (By E-mail)

Show  entries

Search:

S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Published, Completed (1/1)				
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 7 of 7 entries Previous  Next

### Paperless Management System states

Do you really want to archive the Form Customer Complaint (By E-mail), Complaint No: CCEM/009/30/01/2024? Please note that Investigation Report, Complaint No: CCEM/009/30/01/2024 will also be archived simultaneously with this form.

OK
Cancel

Show  entries

Search:


S.No.	Ref No.	Complaint No.	Initial Date	Submitted By	Status	View	Edit	Publish / Close	Send To Archive
1	010/2024/SD	CCEM/010/31/01/2024	31-01-2024 16:51:50	Sanjay Dewan	Pending (0/1)			Not Eligible	
2	009/2024/SD	CCEM/009/30/01/2024	30-01-2024 18:44:40	Sanjay Dewan	Published, Completed (1/1)				
3	006/2024/SD	CCEM/006/17/01/2024	17-01-2024 11:21:45	Sanjay Dewan	Pending (0/1)			Not Eligible	
4	005/2024/SD	CCEM/005/17/01/2024	17-01-2024 11:12:27	Sanjay Dewan	Pending (0/1)			Not Eligible	
5	004/2024/SD	CCEM/004/17/01/2024	17-01-2024 11:10:48	Sanjay Dewan	Pending (0/1)			Not Eligible	
6	002/2024/SD	CCEM/002/17/01/2024	17-01-2024 11:09:58	Sanjay Dewan	Pending (0/1)			Not Eligible	
7	001/2024/SD	CCEM/001/17/01/2024	17-01-2024 11:09:36	Sanjay Dewan	Pending (0/1)			Not Eligible	

Showing 1 to 7 of 7 entries Previous  Next

5. Again, you will see the alert box of 'Archived Successfully'.
6. Then you will see 'Go to Archives Section' and 'Go to Completed Section' button the alert box.
7. By clicking the button 'Go to Archives Section', you will directly go to the archived customer complaint in the Archive Module.
8. By clicking the button 'Go to Completed Section', you will go to the inprocess status 'Customer Completed (By E-mail)' dashboard.



## Archive Dashboard

1. Here you can view all archived customer complaint (by e-mail).
2. By clicking on the archive number given in front of the form name the archive form manual dashboard page will open on your desktop.
3. You can search here any archived status customer complaint (by e-mail).
4. You can view any customer complaint (by e-mail) by clicking on .
5. Click on 'Back' to go back to the previous page.

### Archives - Customer Feedback & Complaint Management

<< Back

Module Name	Archive
Customer Feedback (By E-mail)	3
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7

<< Back

### Customer Complaint (By E-mail)

ARCHIVED STATUS

Showing 10 entries

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	009/2024/SD	30-01-2024 18:44:40	Sanjay Dewan	31-01-2024 17:29:09	Sanjay Dewan	31-01-2024 17:41:40	Sanjay Dewan	31-01-2024 17:53:52	Sanjay Dewan	
2	008/2024/SD	19-01-2024 16:48:41	Sanjay Dewan					19-01-2024 16:56:19	Sanjay Dewan	
3	003/2024/SD	17-01-2024 11:10:25	Sanjay Dewan	19-01-2024 15:25:40	Sanjay Dewan	19-01-2024 16:37:01	Sanjay Dewan	19-01-2024 16:37:42	Sanjay Dewan	
4	007/2024/SD	19-01-2024 15:23:12	Sanjay Dewan					19-01-2024 16:31:00	Sanjay Dewan	

Showing 1 to 4 of 4 entries Previous 1 Next

### Archive - Customer Complaint (By E-mail)

S.No.	Complaint No.	Receipt date	Customer name	Customer id	Customer address	Addressed to (Name)	Addressed to (Mobile No.)	Email id	Mail status	Receiving status
1	CCEM/009/30/01/2024	30-01-2024	Sonu Chauraiya	003	Delhi	Sonu Chauraiya	+91 987456 1000	qhsetesting@gmail.com	Sent	


	Name	Position	Date	Signature
<b>Facilitated by</b>	Sanjay Dewan	HOD	30-01-2024	

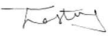
[<< Back](#)

### Archive - Customer Complaint (By E-mail)

Complaint No.	CCEM/009/30/01/2024	Receipt date	30-01-2024
Customer name	Sonu Chauraiya	Customer id	003
Customer address	Delhi	Addressed to (Name)	Sonu Chaurasiya
Addressed to (Mobile No.)	+91 9874561000	Addressed to (Email id)	qhsetesting@gmail.com
Addressed to (Office No.)	(91)9854587521	Nature of compliant	Quality Related

Description of complaint
All Done

Attach any document (pdf, jpeg, jpg, png)	Name	Position	Date	Signature
<a href="#">upload/20240131051901_2086.png</a>	Sanjay dewan	HOD	31-01-2024	

	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	30-01-2024	

Complaint closure action plan				
Action plan	Department responsible	Planned date of closure	Actual date of closure	Deviation days
Audit	TC - Billing	30-01-2024	02-02-2024	3



## Adding the Customer Complaint (Through Help Desk)

1. By clicking here, you can add new customer complaint form.

[<< Go To Dashboard](#)

### Customer Complaint (Through Help Desk)

INPROCESS STATUS

[+Add New Form](#)

Show 10 entries Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
2	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
3	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 3 of 3 entries Previous 1 Next

2. Fill in all the relevant details.

3. You can upload any supporting document by clicking on 'Choose File' and choosing the document.

- Upload attachment (Pdf, jpeg, jpg / Max Size: 5 MB).

[<< Back](#)

### Customer Complaint (Through Help Desk)

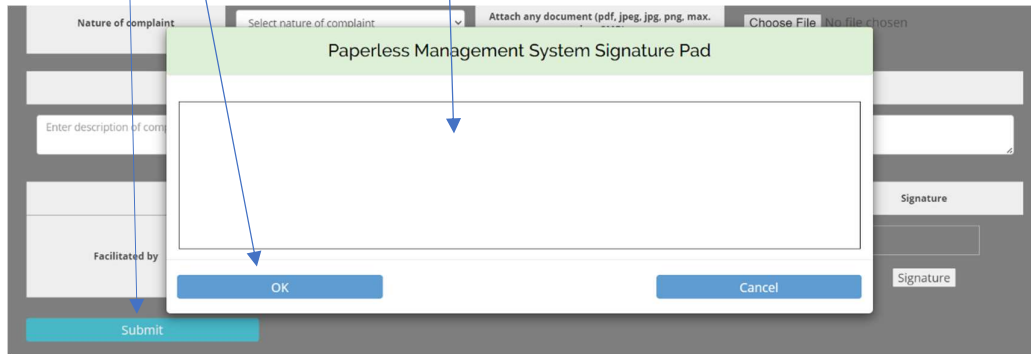
<b>Customer name</b>	<input type="text" value="Enter name of customer here"/>	<b>Customer address</b>	<input type="text" value="Enter address of customer here"/>
<b>Name of contact person</b>	<input type="text" value="Enter name of contact person here"/>	<b>Email id of contact person</b>	<input type="text" value="Enter email of contact person here"/>
<b>Mobile No. of contact person</b>	<input type="text" value="IN +91"/> <input type="text" value="Enter mobile no. here"/>	<b>Office No. (with area code) of contact person</b>	<input type="text" value="Enter area code"/> <input type="text" value="Enter office no. here"/>
<b>Nature of complaint</b>	<input type="text" value="Select nature of complaint"/>	<b>Attach any document (pdf, jpeg, jpg, png, max. size : 2MB)</b>	<input type="button" value="Choose File"/> No file chosen

Description of complaint

	Name	Position	Date	Signature
<b>Facilitated by</b>	<input type="text" value="Sanjay Dewan"/>	<input type="text" value="Enter position here"/>	<input type="text" value="30-01-2024"/>	<input type="text" value="Signature"/>

[Submit](#)

4. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
5. Click to submit the form.



6. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (Through Help Desk)' button the alert box.
7. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
8. By clicking the button 'Go to Customer Complaint (Through Help Desk)', you will go to the inprocess status 'Customer Complaint (Through Help Desk)' dashboard.

**Customer Complaint (Through Help Desk) has been saved successfully.**

Go To Dashboard

Go to Customer Complaint (Through Help Desk)

## Viewing the Customer Complaint (Through Help Desk)

1. Click on 'View ' at the Inprocess status dashboard.
2. You can view the customer complaint with signature.
3. By clicking here, you can view the attach document.
4. By clicking on 'Back' button to go back to the previous page.

[<< Go To Dashboard](#)

### Customer Complaint (Through Help Desk)

INPROCESS STATUS

[+ Add New Form](#)

Show 10 entries
 Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan						
2	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
3	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
4	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 4 of 4 entries Previous 1 Next

<< Back

### Customer Complaint (Through Help Desk)

<b>Complaint No.</b>	CCHD/005/30/01/2024	<b>Receipt date</b>	30-01-2024
<b>Customer name</b>	Sonu Chauraiya	<b>Customer address</b>	Himachal, Simla
<b>Name of contact person</b>	Sonu Chauraiya	<b>Email id of contact person</b>	qhsetesting@gmail.com
<b>Mobile No. of contact person</b>	+91 9876543000	<b>Office No. of contact person</b>	(91)9865874554
<b>Nature of complaint</b>	Documents related	<b>Attach any document (pdf, jpeg, jpg, png)</b>	<a href="#">Audit Report (testing1) - Copyihkhkgut7ut7u676789879880-90[klnjmb.pdf]</a>

Description of complaint
All Done

	Name	Position	Date	Signature
<b>Facilitated by</b>	Sanjay Dewan	HOD	30-01-2024	

Complaint closure action plan				
Action plan	Department responsible	Planned date of closure	Actual date of closure	Deviation days

## Editing the Customer Complaint (Through Help Desk)

1. Click on 'Edit ' at the Inprocess status dashboard.
2. The customer complaint will open showing all the entries.
3. Edit the customer complaint as necessary.
4. Update the relevant details and click 'Submit.'

[<< Go To Dashboard](#)

### Customer Complaint (Through Help Desk)

INPROCESS STATUS

[+ Add New Form](#)

Showing 10 entries Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan						
2	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
3	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
4	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 4 of 4 entries Previous 1 Next

[<< Back](#)

### Customer Complaint (Through Help Desk)

Complaint No.	CCHD/005/30/01/2024	Receipt date	30 / 01 / 2024		
Customer name	Sonu Chauraiya	Customer address	Himachal, Simla		
Name of contact person	Sonu Chauraiya	Email id of contact person	qhsetesting@gmail.com		
Mobile No. of contact person	IN +91 <input style="width: 100px;" type="text" value="9876543000"/>	Office No. (with area code) of contact person	<input style="width: 30px;" type="text" value="91"/> <input style="width: 100px;" type="text" value="9865874554"/>		
Nature of complaint	Documents related	Attach any document (pdf, jpeg, jpg, png, max. size : 5MB)	<input type="button" value="Choose File"/> No file chosen <small>Audit Report (testing1) - Copyihkktut7ut7u 676789879880-90[klnjmb.pdf</small>		
Description of complaint					
All Done					
Facilitated by					
	Name	Position	Date	Signature	
	Sanjay Dewan	HOD	30-01-2024		
Complaint closure action plan					
S.No.	Action plan	Department responsible	Planned date of closure	Actual date of closure (Date will be automatically updated from investigation report)	Deviation days
1	<input style="width: 100px;" type="text" value="Enter action plan here"/>	Select Department	dd-mm-yyyy	dd-mm-yyyy	

[Submit](#)

5. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (Through Help Desk)' button the alert box.
6. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
7. By clicking the button 'Go to Customer Complaint (Through Help Desk)', you will go to the inprocess status 'Customer Complaint (Through Help Desk)' dashboard.

**Customer Complaint (Through Help Desk) has been updated successfully.**



Go To Dashboard

Go to Customer Complaint (Through Help Desk)

## Publishing the Customer Complaint (Through Help Desk)

1. Click on 'Publish (🔊)' at the dashboard to publish customer complaint (through help desk).
2. Please remember that once you publish the customer complaint no amendments or changes can be done.
3. Click 'OK' in the alert box if you agree with the statement in the alert box.
4. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.

[<< Go To Dashboard](#)

### Customer Complaint (Through Help Desk)

INPROCESS STATUS

[+ Add New Form](#)

Show 10 entries Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	006/2024/SD	CCHD/006/31/01/2024	31-01-2024 12:05:47	Sanjay Dewan						
2	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan	31-01-2024 12:13:35	Sanjay Dewan				
3	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
4	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
5	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 5 of 5 entries Previous 1 Next

[<< Go To Dashboard](#)

Paperless Management System states

Do you really want to publish the Form Customer Complaint (Through Help Desk), Ref No: 006/2024/SD as you would not be able to edit it after publishing?

OK
Cancel

[+ Add New Form](#)

Show 10 entries Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	006/2024/SD	CCHD/006/31/01/2024	31-01-2024 12:05:47	Sanjay Dewan						
2	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan	31-01-2024 12:13:35	Sanjay Dewan				
3	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
4	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
5	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 5 of 5 entries Previous 1 Next

5. Click 'OK' again if you finally agree to publish the customer complaint.
6. By clicking on 'Cancel' you can cancel to publish customer complaint.
7. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (Through Help Desk)' button the alert box.
8. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
9. By clicking the button 'Go to Customer Complaint (Through Help Desk)', you will go to the inprocess status 'Customer Complaint (Through Help Desk)' dashboard.

Paperless Management System states

<< Go To Dashboard

You agree to publish the Form Customer Complaint (Through Help Desk), Ref No: 006/2024/SD?

OK Cancel

+ Add New Form

Show 10 entries Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	006/2024/SD	CCHD/006/31/01/2024	31-01-2024 12:05:47	Sanjay Dewan						
2	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan	31-01-2024 12:13:35	Sanjay Dewan				
3	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
4	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
5	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				


Showing 1 to 5 of 5 entries Previous 1 Next

**Customer Complaint (Through Help Desk) has been published successfully.**

Go To Dashboard

Go to Customer Complaint (Through Help Desk)

## Inprocess Status Dashboard in Archive

1. You can archive any customer complaint by clicking on .
2. Click 'OK' in the alert box if you agree with the statement in the alert box.
3. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.
4. Click on 'Go to Dashboard' to go back to the complaint and feedback management module dashboard.

<< Go To Dashboard

### Customer Complaint (Through Help Desk)

#### INPROCESS STATUS

+ Add New Form

Show 10 entries

Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	006/2024/SD	CCHD/006/31/01/2024	31-01-2024 12:05:47	Sanjay Dewan						
2	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan	31-01-2024 12:13:35	Sanjay Dewan				
3	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
4	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
5	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 5 of 5 entries

Previous 1 Next

<< Go To Dashboard

Paperless Management System states

Do you really want to archive the Form Customer Complaint (Through Help Desk), Complaint No: CCHD/006/31/01/2024? Please note that Investigation Report, Complaint No: CCHD/006/31/01/2024 will also be archived simultaneously with this form.

OK
Cancel

+ Add New Form

Show 10 entries

Search:

S. No.	Ref No.	Complaint No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	View	Edit	Publish	Send To Archive
1	006/2024/SD	CCHD/006/31/01/2024	31-01-2024 12:05:47	Sanjay Dewan						
2	005/2024/SD	CCHD/005/30/01/2024	30-01-2024 19:08:29	Sanjay Dewan	31-01-2024 12:13:35	Sanjay Dewan				
3	003/2024/SD	CCHD/003/18/01/2024	18-01-2024 13:44:01	Sanjay Dewan						
4	002/2024/SD	CCHD/002/18/01/2024	18-01-2024 13:30:37	Sanjay Dewan						
5	001/2024/SD	CCHD/001/18/01/2024	18-01-2024 13:26:30	Sanjay Dewan	19-01-2024 15:33:01	Sanjay Dewan				

Showing 1 to 5 of 5 entries

Previous 1 Next



5. Again, you will see the alert box of 'Archived Successfully'.
6. Then you will see 'Go to Archives Section' and 'Go to Inprocess Section' button the alert box.
7. By clicking the button 'Go to Archives Section', you will directly go to the archived customer complaint in the Archive Module.
8. By clicking the button 'Go to Inprocess Section', you will go to the inprocess 'Customer Complaint (Through Help Desk)' dashboard.



## Archive Dashboard

1. Here you can view all archived customer complaints (through help desk).
2. By clicking on the archive number given in front of the form name the archive form manual dashboard page will open on your desktop.
3. You can search here any archived status customer complaint (through help desk).
4. You can view any customer complaint (through help desk) by clicking on .
5. Click on 'Back' to go back to the previous page.

### Archives - Customer Feedback & Complaint Management

<< Back

Module Name	Archive
Customer Feedback (By E-mail)	3
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7

<< Back

### Customer Complaint (Through Help Desk)

#### ARCHIVED STATUS

Showing 10 entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	006/2024/SD	31-01-2024 12:05:47	Sanjay Dewan			31-01-2024 12:48:20	Sanjay Dewan	31-01-2024 12:59:09	Sanjay Dewan	
2	004/2024/SD	19-01-2024 15:28:54	Sanjay Dewan	19-01-2024 15:45:37	Sanjay Dewan	19-01-2024 15:59:08	Sanjay Dewan	19-01-2024 16:00:16	Sanjay Dewan	

Showing 1 to 2 of 2 entries Previous 1 Next

### Archive - Customer Complaint (Through Help Desk)

<b>Complaint No.</b>	CCHD/005/30/01/2024	<b>Receipt date</b>	30-01-2024
<b>Customer name</b>	Sonu Chauraiya	<b>Customer address</b>	Himachal, Simla
<b>Name of contact person</b>	Sonu Chauraiya	<b>Email id of contact person</b>	qhsetesting@gmail.com
<b>Mobile No. of contact person</b>	+91 9876543000	<b>Office No. of contact person</b>	(91)9865874554
<b>Nature of complaint</b>	Documents related	<b>Attach any document (pdf, jpeg, jpg, png)</b>	Audit Report (testing1) - Copyihkhkgtut7ut7u676789879880-90[klnjmb.pdf
<b>Description of complaint</b>			
All Done			
	<b>Name</b>	<b>Position</b>	<b>Date</b>
<b>Facilitated by</b>	Sanjay Dewan	HOD	30-01-2024
<b>Complaint closure action plan</b>			
<b>Action plan</b>	<b>Department responsible</b>	<b>Planned date of closure</b>	<b>Actual date of closure</b>
Sanjay dewan	TC - Billing	31-01-2024	31-01-2024
			0

## Customer Complaint Investigation Reports Dashboard

1. Upon clicking the 'Customer Complaint Investigation Reports' the search dashboard will open displaying.
2. Here you can search customer complaint by entering complaint number.
3. Click to 'Submit'.

4. You can view the customer complaint by clicking on
5. You can edit the customer complaint by clicking on
6. Here you will see the investigation closed date.
7. You can send to archive the customer complaint by clicking on
8. You can search here any customer complaint (investigation report).
9. By clicking on 'Go to Dashboard' button to go back to the feedback and complaint management module dashboard.

S. No.	Ref No.	Complaint No.	Customer Name	Complainant Name	Initial Date	Submitted by	View	Investigation	Investigation Closed Date	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	Sonu Chauraiya	Sonu Chauraiya	30-01-2024 19:08:29	Sanjay Dewan			31-01-2024	
2	003/2024/SD	CCHD/003/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:44:01	Sanjay Dewan				
3	002/2024/SD	CCHD/002/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:30:37	Sanjay Dewan				
4	001/2024/SD	CCHD/001/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:26:30	Sanjay Dewan				

## Viewing the Customer Complaint (Investigation Report)

1. Click on 'View ' at the customer complaint (investigation report) dashboard.
2. You can view the 'Customer Complaint (Investigation Report) Form'.
3. By clicking on 'Back' button to go back to the previous page.

[<< Go To Dashboard](#)

### Customer Complaint (Investigation Report)

Search complaint No.

[Submit](#)

Show 10 entries Search:

S. No.	Ref No.	Complaint No.	Customer Name	Complainant Name	Initial Date	Submitted by	View	Investigation	Investigation Closed Date	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	Sonu Chauraiya	Sonu Chauraiya	30-01-2024 19:08:29	Sanjay Dewan				
2	003/2024/SD	CCHD/003/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:44:01	Sanjay Dewan				
3	002/2024/SD	CCHD/002/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:30:37	Sanjay Dewan				
4	001/2024/SD	CCHD/001/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:26:30	Sanjay Dewan				

Showing 1 to 4 of 4 entries Previous 1 Next

[<< Back](#)

### Customer Complaint (Investigation)

Complaint No.	CCHD/005/30/01/2024	Receipt date	30-01-2024
Name of customer	Sonu Chauraiya	Address of customer	Himachal, Simla
Name of contact person	Sonu Chauraiya	Email id of contact person	qhsetesting@gmail.com
Mobile No. of contact person	+91 9876543000	Office No. (with area code) of contact person	(91)9865874554
Nature of complaint	Documents related	Attach any document (pdf, jpeg, jpg, png)	Audit Report (testing1) - Copylnkh kgtut7ut7u676789879880-90[kinjm b.pdf
Description of complaint			
All Done			
<b>Responsibility for investigation and root cause analysis (RCA) allocated</b>			
<input type="checkbox"/> TC - Audit	<input type="checkbox"/> TC - Billing	<input type="checkbox"/> TC - Collections Operations	<input type="checkbox"/> TC - Human Resources
<input type="checkbox"/> TC - Legal & Compliance	<input type="checkbox"/> TC - Management	<input type="checkbox"/> TC - MIS	<input type="checkbox"/> TC - Training & Quality
<input type="checkbox"/> TC - Vendor Onboarding			
Summary of corrective and preventive action			
Cost of corrective and preventive action			
Customer agreed with corrective and preventive action	Special comment by customer	Planned date of closure	Actual date of closure
		31-01-2024	
Facilitated by	Name	Position	Date
			Signature

## Editing the Customer Complaint (Investigation Report)

1. Click on 'Edit
2. The customer complaint (investigation report) will open showing all the entries.
3. Edit the customer complaint (investigation report), as necessary.

<< Go To Dashboard

### Customer Complaint (Investigation Report)

Search complaint No.  

Submit

Showing 10 ▼ entries

S. No.	Ref No.	Complaint No.	Customer Name	Complainant Name	Initial Date	Submitted by	View	Investigation	Investigation Closed Date	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	Sonu Chauraiya	Sonu Chauraiya	30-01-2024 19:08:29	Sanjay Dewan				
2	003/2024/SD	CCHD/003/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:44:01	Sanjay Dewan				
3	002/2024/SD	CCHD/002/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:30:37	Sanjay Dewan				
4	001/2024/SD	CCHD/001/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:26:30	Sanjay Dewan				

Showing 1 to 4 of 4 entries
Previous 1 Next

<< Back

### Customer Complaint (Investigation)

<b>Complaint No.</b>	CCHD/005/30/01/2024	<b>Receipt date</b>	30-01-2024
<b>Customer name</b>	Sonu Chauraiya	<b>Customer address</b>	Himachal, Simla
<b>Name of contact person</b>	Sonu Chauraiya	<b>Email id of contact person</b>	qhsetesting@gmail.com
<b>Mobile No. of contact person</b>	+91 9876543000	<b>Office No. of contact person</b>	(91)9865874554
<b>Nature of complaint</b>	Documents related	<b>Attach any document (pdf, jpeg, jpg, png)</b>	<a href="#">Audit Report (testing1) - Copyytkhkgktut7ut7u67678987988-0-90[klnjmb.pdf</a>

**Description of complaint**

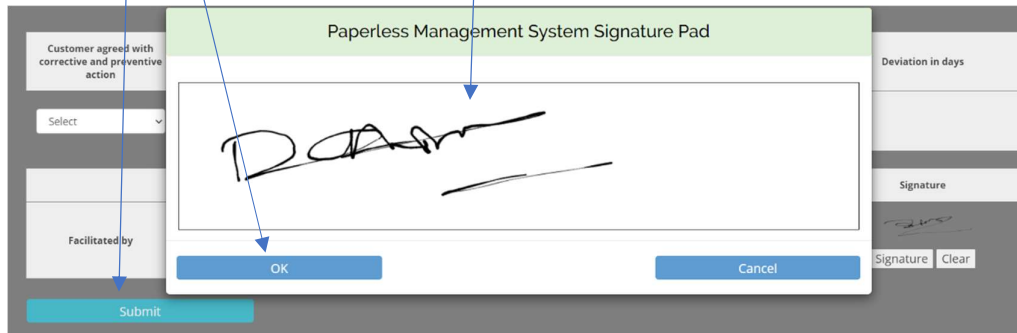
All Done

Customer agreed with corrective and preventive action	Special comment by customer	Planned date of closure	Actual date of closure	Deviation in days
<div style="border: 1px solid #ccc; padding: 2px;">Select ▼</div>	<input style="width: 90%;" type="text" value="Enter special comment by customer here"/>	<div style="border: 1px solid #ccc; padding: 2px;">31-01-2024</div>	<div style="border: 1px solid #ccc; padding: 2px;">dd-mm-yyyy</div>	

	Name	Position	Date	Signature
<b>Facilitated by</b>	<input style="width: 90%;" type="text" value="Sanjay Dewan"/>	<input style="width: 90%;" type="text" value="Enter position here"/>	<div style="border: 1px solid #ccc; padding: 2px;">dd-mm-yyyy</div>	<div style="border: 1px solid #ccc; padding: 5px; width: 80px; margin: 0 auto;"> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <div style="text-align: center; font-size: 0.8em; margin-top: 2px;">Signature</div> </div>

Submit

4. Click on 'Signature' button and sign on the screen by your finger or a digital pen then click ok.
5. Click to 'Submit'.




6. Then you will see 'Go to Dashboard' and 'Go to Customer Complaint (Investigation Report)' button the alert box.
7. By clicking the button 'Go to Dashboard', you will directly go to the feedback and complaint management module dashboard.
8. By clicking the button 'Go to Customer Complaint (Investigation)', you will go to the inprocess status 'Customer Complaint (Investigation Report)' dashboard.

**Customer Complaint (Investigation) has been saved successfully.**

Go To Dashboard

Go to Customer Complaint (Investigation)

## Customer Complaint (Investigation Report) in Archive

1. You can archive any customer complaint investigation report by clicking on .
2. Click 'OK' in the alert box if you agree with the statement in the alert box.
3. Click 'Cancel' in the alert box if you do not agree with the statement in the alert box.
4. Click on 'Go to Dashboard' to go back to the feedback and complaint management module dashboard.

**Customer Complaint (Investigation Report)**

Search complaint No.

Enter complaint no. here

Show  entries Search:

S. No.	Ref No.	Complaint No.	Customer Name	Complainant Name	Initial Date	Submitted by	View	Investigation	Investigation Closed Date	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	Sonu Chauraiya	Sonu Chauraiya	30-01-2024 19:08:29	Sanjay Dewan			31-01-2024	
2	003/2024/SD	CCHD/003/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:44:01	Sanjay Dewan				
3	002/2024/SD	CCHD/002/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:30:37	Sanjay Dewan				
4	001/2024/SD	CCHD/001/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:26:30	Sanjay Dewan				

Showing 1 to 4 of 4 entries Previous  Next

**Paperless Management System states**

Do you really want to archive the Customer Complaint Investigation Report, Complaint No: CCHD/005/30/01/2024? Please note that Customer Complaint (Through Help Desk), Complaint No: CCHD/005/30/01/2024 will also be archived simultaneously with this report.

Search complaint No.

Enter complaint no. here

Show  entries Search:

S. No.	Ref No.	Complaint No.	Customer Name	Complainant Name	Initial Date	Submitted by	View	Investigation	Investigation Closed Date	Send To Archive
1	005/2024/SD	CCHD/005/30/01/2024	Sonu Chauraiya	Sonu Chauraiya	30-01-2024 19:08:29	Sanjay Dewan			31-01-2024	
2	003/2024/SD	CCHD/003/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:44:01	Sanjay Dewan				
3	002/2024/SD	CCHD/002/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:30:37	Sanjay Dewan				
4	001/2024/SD	CCHD/001/18/01/2024	Shyama Chauhan	Rajni Nagar	18-01-2024 13:26:30	Sanjay Dewan				


Showing 1 to 4 of 4 entries Previous  Next

5. Then you will see 'Go to Archive Section' and 'Go to Investigation Report' button the alert box.
6. By clicking the button 'Go to Archive Section', you will directly go to the archived customer complaint (investigation) dashboard in the Archive Module.
7. By clicking the button 'Go to Investigation Report', you will go to the inprocess status 'Customer Complaint (Investigation Report)' dashboard.

**Paperless Management System states**

Customer Complaint Investigation Report, Complaint No: CCHD/005/30/01/2024 has been archived successfully. Customer Complaint (Through Help Desk), Complaint No: CCHD/005/30/01/2024 has been archived successfully.

## Archive Status Dashboard – Customer Complaint (Investigation)

1. Here you can view all archived customer complaint (investigation).
2. By clicking on the archive number given in front of the form name the archive form manual dashboard page will open on your desktop.
3. You can search here any archived status customer complaint (investigation).
4. You can view any customer complaint (investigation) by clicking on .
5. Click on 'Back' to go back to the previous page.

### Archives - Customer Feedback & Complaint Management

Module Name	Archive
Customer Feedback (By E-mail)	3
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7

<< Back








<< Back

### Customer Complaint (Investigation)

ARCHIVED STATUS

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	008/2024/SD	31-01-2024 17:26:33	Sanjay Dewan					31-01-2024 17:53:52	Sanjay Dewan	
2	007/2024/SD	31-01-2024 14:12:34	Sanjay Dewan					31-01-2024 14:22:38	Sanjay Dewan	
3	006/2024/SD	31-01-2024 12:46:21	Sanjay Dewan					31-01-2024 12:59:09	Sanjay Dewan	
4	005/2024/SD	19-01-2024 16:55:31	Sanjay Dewan					19-01-2024 16:56:19	Sanjay Dewan	
5	004/2024/SD	19-01-2024 16:36:08	Sanjay Dewan					19-01-2024 16:37:42	Sanjay Dewan	
6	003/2024/SD	19-01-2024 16:24:01	Sanjay Dewan					19-01-2024 16:31:00	Sanjay Dewan	
7	002/2024/SD	19-01-2024 15:55:34	Sanjay Dewan					19-01-2024 16:00:16	Sanjay Dewan	

Showing 1 to 7 of 7 entries

Previous 1 Next




<< Back

## Archive - Customer Complaint (Investigation)


Complaint No.	CCEM/009/30/01/2024	Receipt date	30-01-2024
Name of customer	Sonu Chauraiya	Address of customer	Delhi
Name of contact person	Sonu Chaurasiya	Email id of contact person	qhsetesting@gmail.com
Mobile No. of contact person	+91 9874561000	Office No. (with area code) of contact person	(91)9854587521
Nature of complaint	Quality Related	Attach any document (pdf, jpeg, jpg, png)	<a href="#">upload/20240131051901_2086.png</a>
Description of complaint			
All Done			

Responsibility for investigation and root cause analysis (RCA) allocated			
<input checked="" type="checkbox"/> TC - Audit	<input type="checkbox"/> TC - Billing	<input type="checkbox"/> TC - Collections Operations	<input type="checkbox"/> TC - Human Resources
<input type="checkbox"/> TC - Legal & Compliance	<input type="checkbox"/> TC - Management	<input type="checkbox"/> TC - MIS	<input type="checkbox"/> TC - Training & Quality
<input type="checkbox"/> TC - Vendor Onboarding			

Details of investigation and root cause analysis (RCA) TC - Audit		Details of corrective and preventive action TC - Audit	
Details of investigation and root cause analysis		Details of corrective and preventive action	
Name (TC - Audit)	Position (TC - Audit)	Date (TC - Audit)	Signature of TC - Audit
Sonu Chauraiya	Developer	31-01-2024	

Summary of corrective and preventive action
Summary of corrective and preventive action
Cost of corrective and preventive action
Cost of corrective and preventive action

Customer agreed with corrective and preventive action	Special comment by customer	Planned date of closure	Actual date of closure	Deviation in days
Yes	All ok	30-01-2024	02-02-2024	3

Facilitated by	Name	Position	Date	Signature
Facilitated by	Sanjay Dewan	HOD	31-01-2024	

# Downloading Customer Complaint Status

1. By clicking here, you can download customer complaint status.
2. Here you can download the customer complaint status by entering 'From date' and 'To date' as per your downloading requirement.
3. Click on 'Go'.
4. By clicking here, you can download the customer complaint status in excel sheet format.

**Feedback & Complaint Management Module**

Customer Feedback (By E-mail)

Customer Feedback (Through Help Desk)

Download Customer Feedback Status

Customer Complaint (By E-mail)

Customer Complaint (Through Help Desk)

Customer Complaint Investigation Reports

Download Customer Complaint Status

<< Go To Dashboard

**Download Customer Complaint Status**

Start date: dd-mm-yyyy

End date: dd-mm-yyyy

Go

Download Customer Complaint Status

Excel spreadsheet showing customer complaint details. The spreadsheet has columns for S.No., Type, Customer complaint ref. No., Submitted by (Employee name), Dated, Name, Position, Date, Customer complaint No., Receipt date, Customer name, Customer id, and Customer address.

S.No.	Type	Customer complaint ref. No.	Submitted by (Employee name)	Dated	Name	Position	Date	Customer complaint No.	Receipt date	Customer name	Customer id	Customer address
1	Email	013/2024/SD	Sanjay Dewan	06-02-2024	Sanjay Dewan	HOD	06-02-2024	CCEM/013/06/02/2024	06-02-2024	Paperless management system	6	Delhi
2	Email	012/2024/SD	Sanjay Dewan	06-02-2024	Sanjay Dewan	HOD	06-02-2024	CCEM/012/06/02/2024	06-02-2024	QHSE	6	Delhi
3	Email	011/2024/SD	Sanjay Dewan	06-02-2024	Sanjay Dewan	HOD	06-02-2024	CCEM/011/06/02/2024	06-02-2024	Sonu Chaurasiya	6	Delhi
4	Email	010/2024/SD	Sanjay Dewan	31-01-2024	Sanjay Dewan	HOD	31-01-2024	CCEM/010/31/01/2024	31-01-2024	Paperless management system	2	Mayur vihar, Delhi
5	Email	009/2024/SD	Sanjay Dewan	30-01-2024	Sanjay Dewan	HOD	30-01-2024	CCEM/009/30/01/2024	30-01-2024	Sonu Chaurasiya	3	Delhi
6	Email	008/2024/SD	Sanjay Dewan	19-01-2024	Sanjay Dewan	HOD	19-01-2024	CCEM/008/19/01/2024	19-01-2024	Amit	3	Delhi
7	Email	007/2024/SD	Sanjay Dewan	19-01-2024	Sanjay Dewan	HOD	19-01-2024	CCEM/007/19/01/2024	19-01-2024	Sonu Chaurasiya	3	Delhi
8	Email	006/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/006/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi
9	Email	005/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/005/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi
10	Email	004/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/004/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi
11	Email	003/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/003/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi
12	Email	002/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/002/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi
13	Email	001/2024/SD	Sanjay Dewan	17-01-2024	Sanjay Dewan	HOD	17-01-2024	CCEM/001/17/01/2024	17-01-2024	Shyama Chauhan	Cust 123	Delhi

Customer Complaint (Via Help Desk)

GENERAL DETAILS				FACILITATED BY				CUSTOMER				
S.No.	Type	Customer complaint ref. No.	Submitted by (Employee name)	Dated	Name	Position	Date	Customer complaint No.	Receipt date	Customer name	Customer id	Customer address
1	Help Desk	006/2024/SD	Sanjay Dewan	31-01-2024	Sanjay Dewan	HOD	31-01-2024	CCHD/006/31/01/2024	31-01-2024	Vikrant yadav		Delhi
2	Help Desk	005/2024/SD	Sanjay Dewan	30-01-2024	Sanjay Dewan	HOD	30-01-2024	CCHD/005/30/01/2024	30-01-2024	Sonu Chaurasiya		Himnagar, Simla
3	Help Desk	004/2024/SD	Sanjay Dewan	19-01-2024	Sanjay Dewan	HOD	19-01-2024	CCHD/004/19/01/2024	19-01-2024	QHSE		Delhi
4	Help Desk	003/2024/SD	Sanjay Dewan	18-01-2024	Sanjay Dewan	HOD	18-01-2024	CCHD/003/18/01/2024	18-01-2024	Shyama Chauhan		MAYUR VIHAR PHASE - II, New D
5	Help Desk	002/2024/SD	Sanjay Dewan	18-01-2024	Sanjay Dewan	HOD	18-01-2024	CCHD/002/18/01/2024	18-01-2024	Shyama Chauhan		MAYUR VIHAR PHASE - II, New D
6	Help Desk	001/2024/SD	Sanjay Dewan	18-01-2024	Sanjay Dewan	HOD	18-01-2024	CCHD/001/18/01/2024	18-01-2024	Shyama Chauhan		MAYUR VIHAR PHASE - II, New D