

INDUSTRY SECTOR

CUSTOMER INTERACTION PORTAL

USER MANUAL

Internal Users

22nd September 2014



भारत हेवी इलेक्ट्रिकल्स लिमिटेड

Bharat Heavy Electricals Limited

उद्योग क्षेत्र/ Industry Sector, एकीकृत कार्यालय/Integrated Office Complex,
लोधी रोड, नई दिल्ली/ Lodhi Road, New Delhi-110 003.

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.”

- Mahatma Gandhi

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1. INTRODUCTION

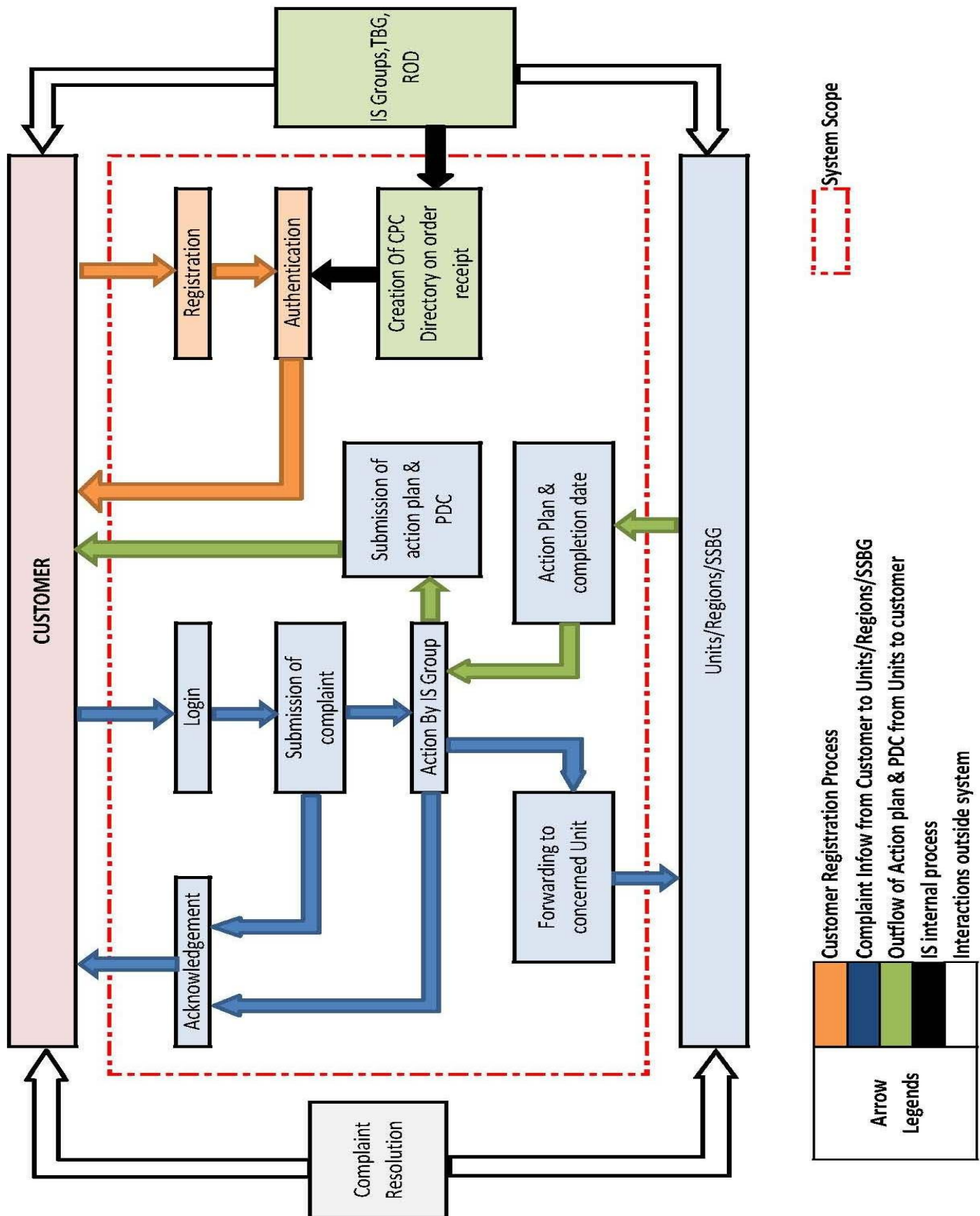
What it does?

Customer Interaction Portal is designed for customers to submit and review queries, complaints and feedback online. This Portal is available on Industry Sector webpage – www.bhelindustry.com and Industry Sector Intranet page – <http://10.6.8.30>

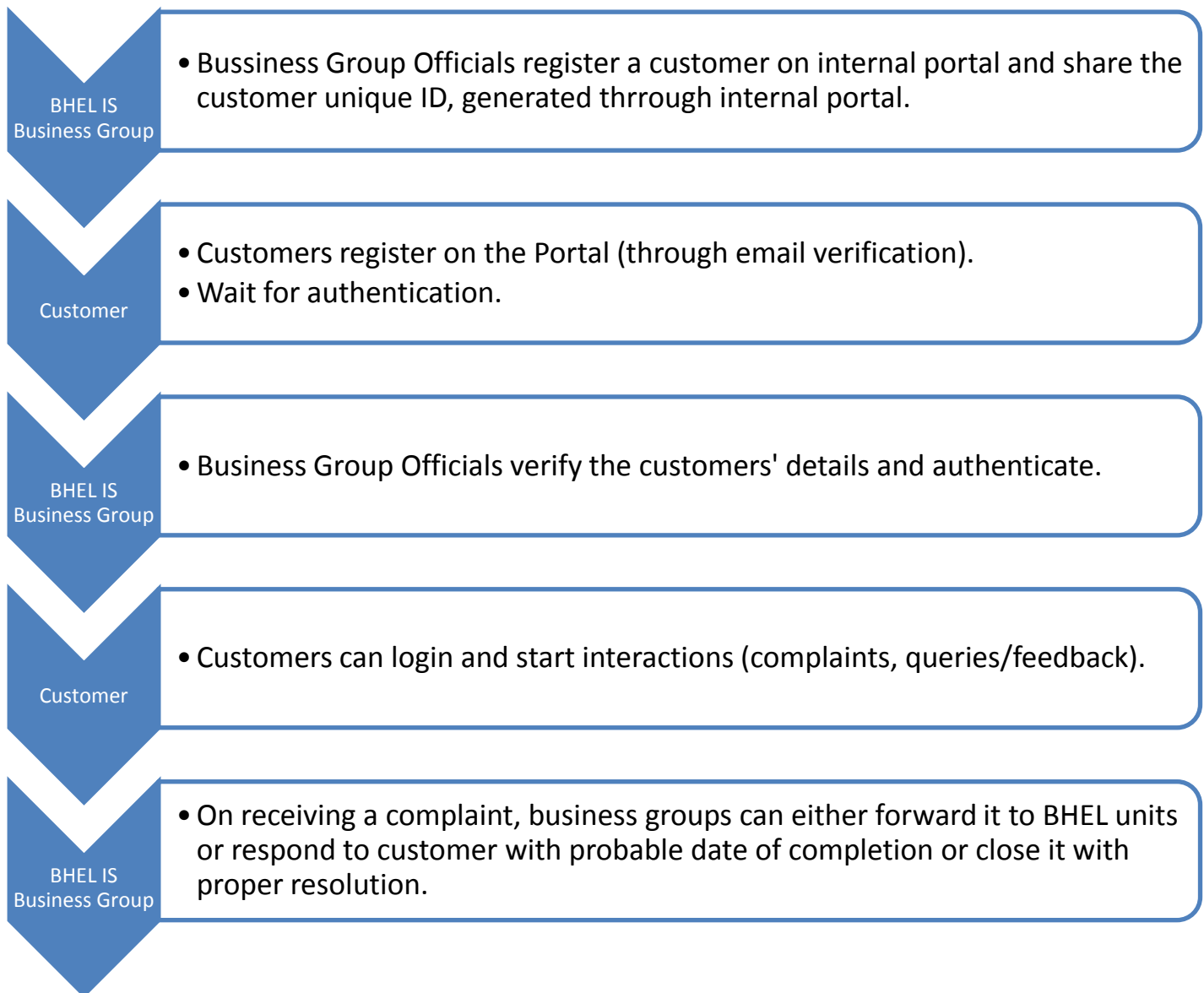
This portal has two parts:

- a. **Between Customer and BHEL IS business Groups** – Allows customer to register with BHEL and submit and review their complaints. It also has option to send queries and feedback.
- b. **Between BHEL IS business Groups and BHEL units** – Allows BHEL IS business groups to register and authenticate customers. It also allows them to view customer queries and submit them to respective BHEL units. On submission, a mail is sent to concerned officials in BHEL units and their Quality Heads. If the complaint is of generic type then a mail is also sent to Corporate Quality. After receiving the mail, BHEL unit users can update the status and other relevant information through this portal. Every time when new information is submitted, a mail is sent to all the concerned persons.

2. SYSTEM FLOWCHART



3. ACTIONS FLOWCHART



4. CUSTOMER INTERFACE

- BHEL IS Business groups will send the IDs for registration purpose to all customers.
- Customers can visit www.bhelindustry.com and go to customer interaction portal (CIP).
- Customer can register themselves with ID provided by BHEL and wait for authentication. BHEL official is required to authenticate customer within 24 hrs of receiving of request.
- After Authentication, customer has option to submit new complaint, view status of previous complaint and submit queries and feedback.



BHEL Industry Sector

About Us

Industry sector was established as a separate business segment in 1982 to design, manufacture, supply and offer services for a broad range of systems and individual products, such as coal and gas-based captive power plants (including co-generating and combined cycle plants), industrial boilers and auxiliaries, waste heat recovery boilers, gas turbines, heat recovery steam generators, steam turbines and auxiliaries, pumps, HT motors, centrifugal compressors, drive turbines, oil rigs, well heads and Christmas trees, transformers, reactors, switch gear, insulators, photo voltaic modules, electric locomotives, track machines, electrical propulsion systems and others, for power utilities and a number of other industries including oil and gas, metallurgical and mining as well as process industries, such as cement, fertilizers, sugar and paper industries. Industry sector operations primarily comprise the following business areas: Captive Power Plant, Power Transmission, Rail Transportation, Renewable Energy and Industrial Products (electrical and mechanical).

Links

- BHEL Home
- Products
- Customer Interaction Portal(CIP)

Click Here

Our Mission, Vision and Values

Image Gallery



Contact

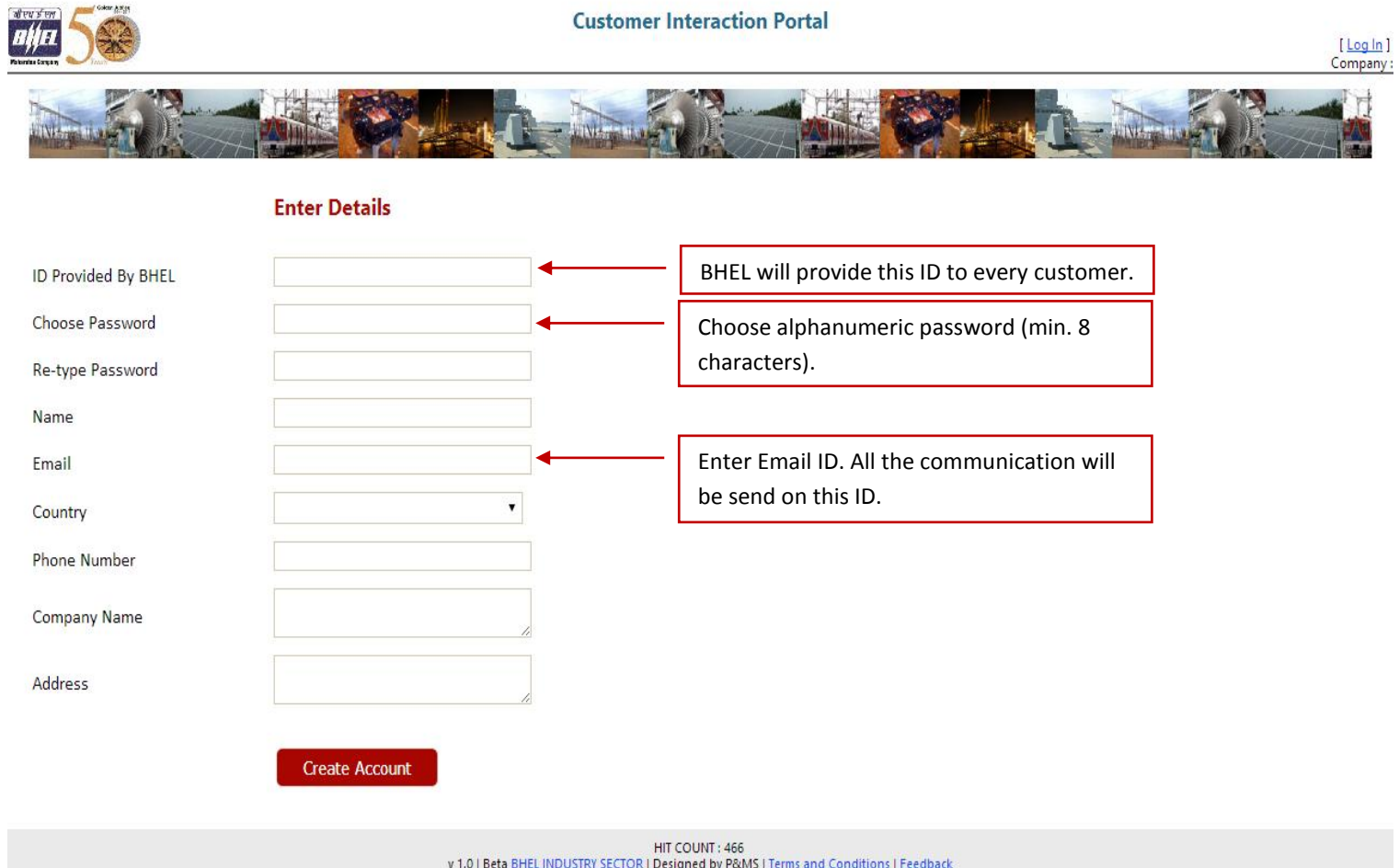
Bharat Heavy Electricals Limited

Phone: +91-11-41793243

Address: Integrated Office Complex,
Lodhi Road, New Delhi-110003

4.1 REGISTRATION PROCESS

- a. Click on Register Button on home screen of customer interaction portal.



Customer Interaction Portal

[Log In]
Company :

Enter Details

ID Provided By BHEL BHEL will provide this ID to every customer.

Choose Password Choose alphanumeric password (min. 8 characters).

Re-type Password

Name

Email Enter Email ID. All the communication will be send on this ID.

Country

Phone Number

Company Name

Address

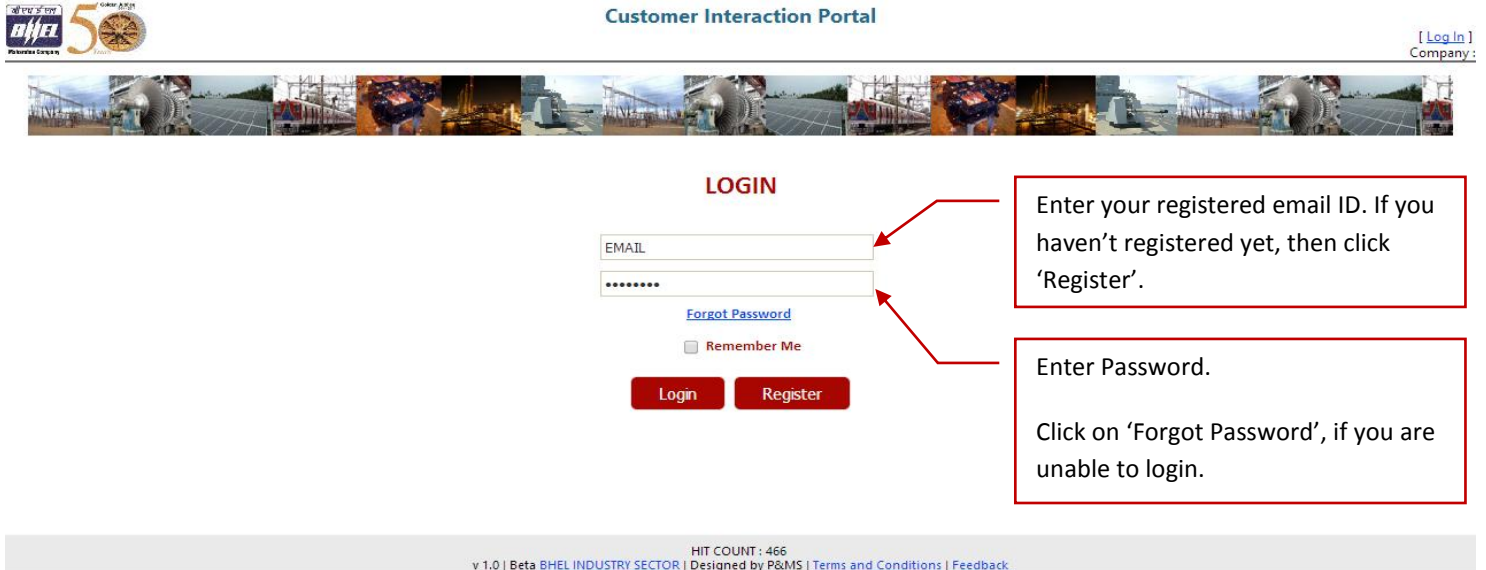
Create Account

HIT COUNT : 466
v 1.0 | Beta BHEL INDUSTRY SECTOR | Designed by P&MS | [Terms and Conditions](#) | [Feedback](#)

- b. Click on 'Create Account' Button. A mail will be sent to email ID for verification.
- c. After verification, customer needs to wait for authentication by BHEL official.
- d. After authentication, a mail will be sent to customer.
- e. After receiving mail, customer may proceed for login.

4.2 LOGIN PROCESS

- Fill registered email ID and password.
- Click on Login.



Customer Interaction Portal

[Login]
Company :

LOGIN

EMAIL

Password

[Forgot Password](#)

☐ Remember Me

Login Register

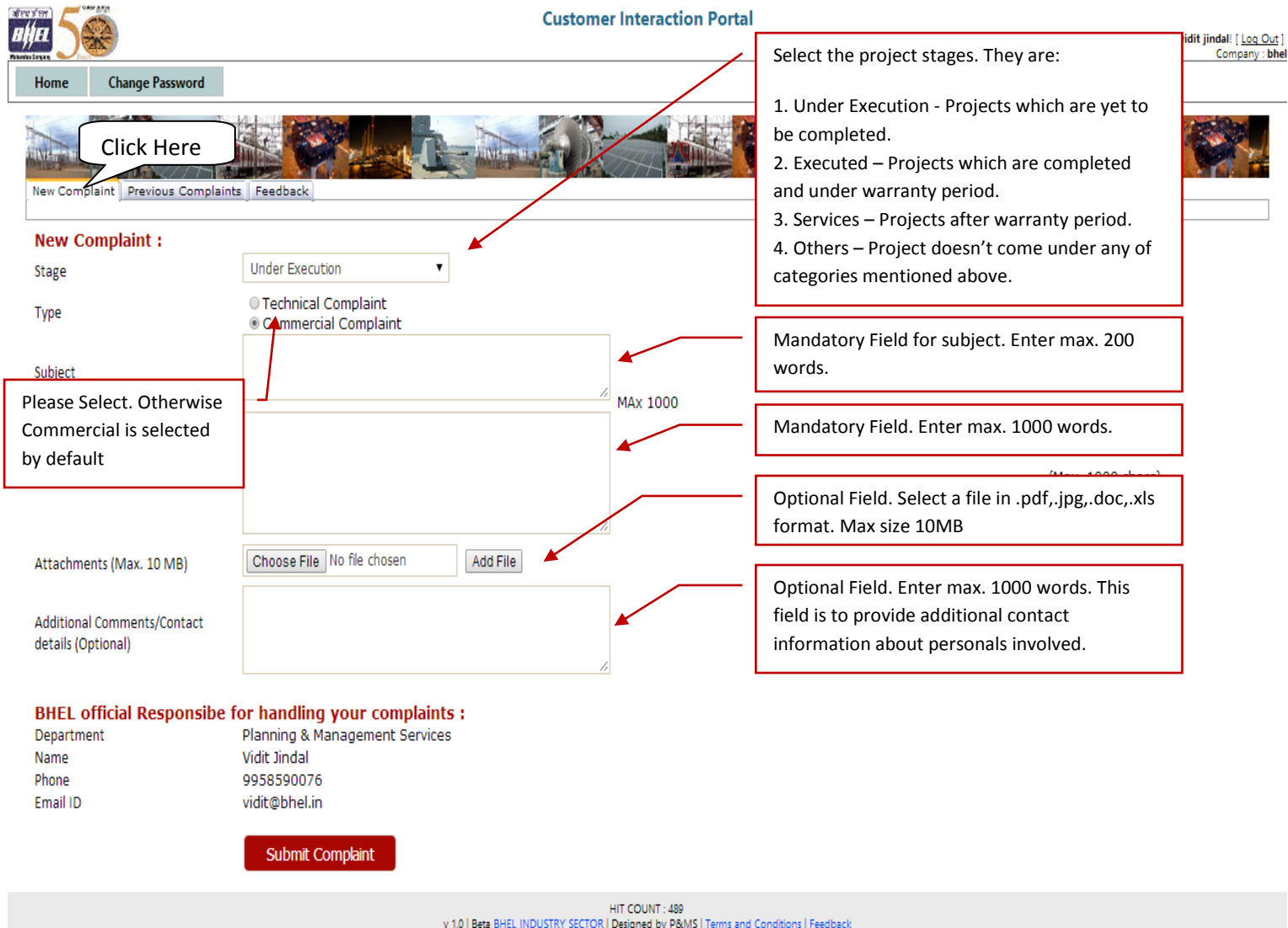
Enter your registered email ID. If you haven't registered yet, then click 'Register'.

Enter Password.
Click on 'Forgot Password', if you are unable to login.

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4.3 REGISTER NEW COMPLAINT

a. Fill the following details



Customer Interaction Portal

Home Change Password

Click Here

New Complaint Previous Complaints Feedback

New Complaint :

Stage: Under Execution

Type:

- ☐ Technical Complaint
- ☒ Commercial Complaint

Subject: [Text Area] Max 1000

Please Select. Otherwise Commercial is selected by default

Attachments (Max. 10 MB): Choose File No file chosen Add File

Additional Comments/Contact details (Optional): [Text Area]

BHEL official Responsible for handling your complaints :

Department	Planning & Management Services
Name	Vidit Jindal
Phone	9958590076
Email ID	vidit@bhel.in

Submit Complaint

Annotations:

- Select the project stages. They are:
 1. Under Execution - Projects which are yet to be completed.
 2. Executed – Projects which are completed and under warranty period.
 3. Services – Projects after warranty period.
 4. Others – Project doesn't come under any of categories mentioned above.
- Mandatory Field for subject. Enter max. 200 words.
- Mandatory Field. Enter max. 1000 words.
- Optional Field. Select a file in .pdf,.jpg,.doc,.xls format. Max size 10MB
- Optional Field. Enter max. 1000 words. This field is to provide additional contact information about personals involved.

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- b. Click on 'Submit Complaint' Button. Following actions will take place:
- If error comes, then check file size and check whether you have filled all the mandatory fields.
 - On successful submission, a mail will be send to your registered mail id.
 - The status of complaint can be viewed by clicking on previous complaints Tab.

4.4 VIEW PREVIOUS COMPLAINT

View all the previously submitted complaints.



Customer Interaction Portal

Welcome vidit jindal [[Log Out](#)]
Company : bhel

Home
Change Password





Customer Ref.	BHEL Ref.	Subject and Attachments	Dates	Action Plan	Resolution	Complaint Desc	Additional Comments
Complaint No. 422 Awaiting Response Complaint Date 9/3/2014 11:52:59 AM	Project Stage Under Execution BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date PDC Closure Date			test	
Complaint No. 418 Resolved Complaint Date 8/25/2014 2:03:22 PM	Project Stage Executed BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in		Ack Date 9/3/2014 11:32:43 AM PDC 9/18/2014 Closure Date 9/3/2014 11:26:54 AM			yehdh	
Complaint No. 419 Resolved Complaint Date 9/3/2014 11:26:54 AM	Project Stage Under Execution BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date 9/3/2014 11:26:54 AM	test		test	

There are four stages:

- Awaiting response- when BHEL official is still processing your complaint.
- Acknowledged-When BHEL official has taken proper action on your complaint.
- PDC available – When BHEL official has identified the probable date of completion of action taken on your complaint.
- Resolved – When complaint gets resolved.

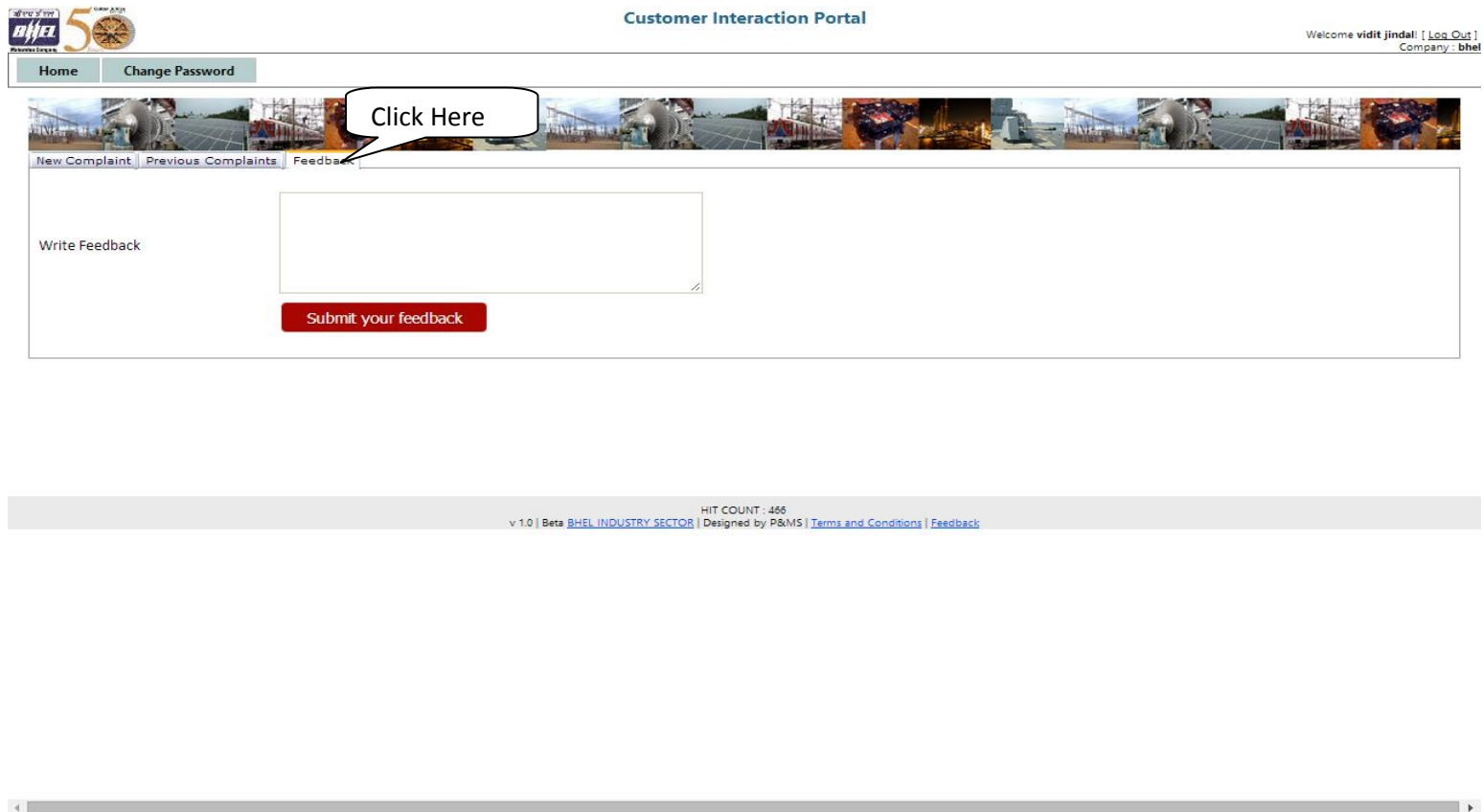
Three dates get updated -

- Acknowledgement Date – Date on action was taken on your complaint.
- PDC (Probable date of completion) – Probable Date when your complaint will be resolved.
- Closure Date – Date on which your complaint gets resolved.

Action Plan – Along with PDC, this information gets updated with required documents.

Resolution – Along with closure date, this information gets updated with required documents.

4.5 SUBMIT QUERIES AND FEEDBACK



BHEL 50
Customer Interaction Portal

Welcome vedit jindal! [[Log Out](#)]
Company : bhel

[Home](#) [Change Password](#)

[New Complaint](#) [Previous Complaints](#) [Feedback](#)

Click Here

Write Feedback

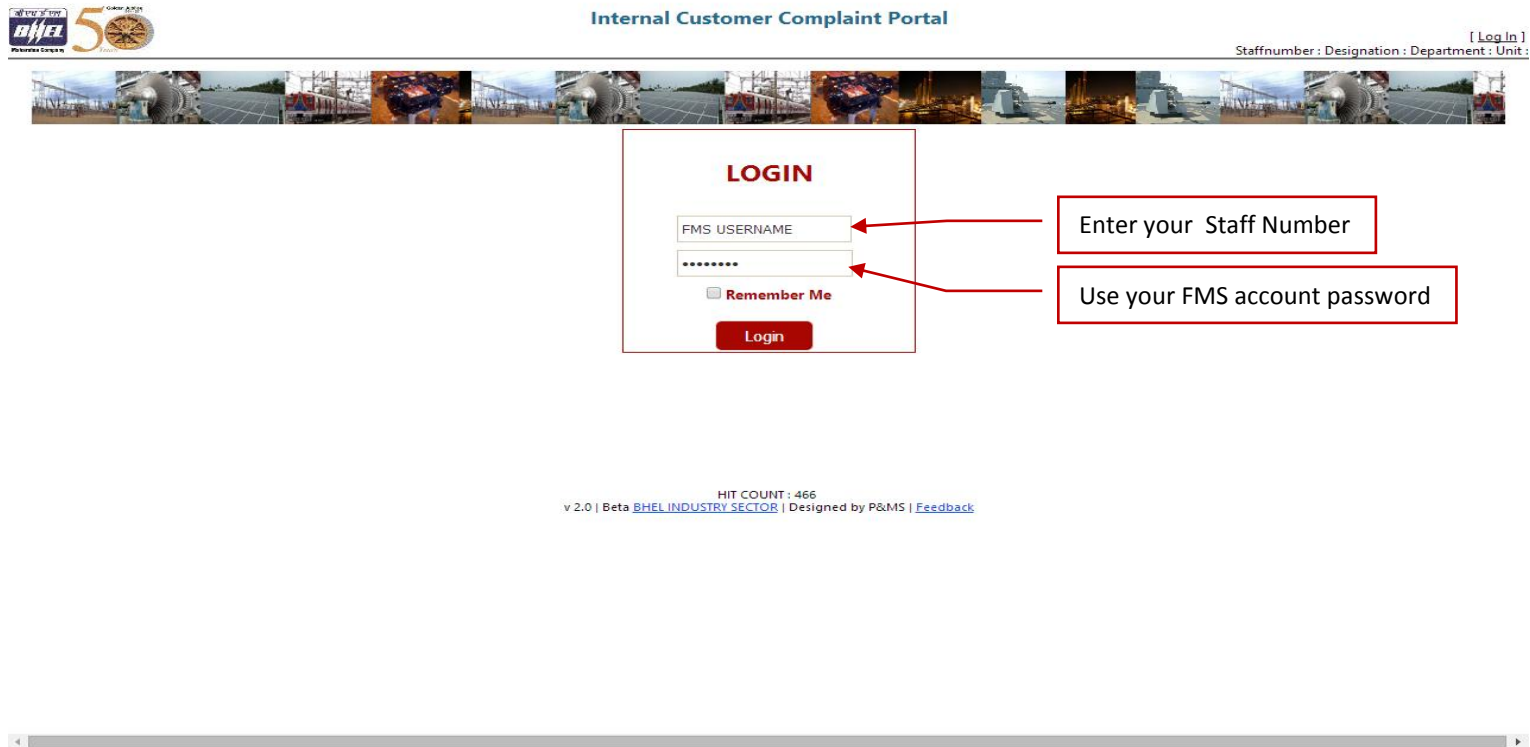
[Submit your feedback](#)

HIT COUNT : 466
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- Fill the Feedback textbox with maximum 1000 words.
- Click on 'Submit your feedback' button.
- Concerned person will receive this feedback through mail.

5. BHEL IS BUSINESS GROUP OFFICIAL'S INTERFACE

5.1 LOGIN PROCESS



Internal Customer Complaint Portal

[Log In]
Staffnumber : Designation : Department : Unit :

LOGIN

FMS USERNAME

☐ Remember Me

Login

Enter your Staff Number

Use your FMS account password

HIT COUNT : 466
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After Login, you will have following options :

- Register a customer and generate a unique ID.
- Authenticate customers' account.
- View complaints from customer and do following actions :
 - Send acknowledgement to customers.
 - Send a complaint as an internal complaint to BHEL units.
 - Update complaint with PDC and action plan.
 - Close complaint with resolution.
- Submit new internal complaint.
- View, comment and close internal complaint.
- View reports.



5.2 CUSTOMER REGISTRATION - INTERNAL

 [Click Here](#) [Customer Complaint Portal](#)

Welcome Vidit Jindal! [[Log Out](#)]
Staff Number : 6122795 Designation : Engineer (IT) Department: IT Services Unit : Industry Sector

[Complaints](#) [New Complaint](#) [Customer Complaints](#) [Customer Registration](#) [Customer Authentication](#) [Reports](#)

CPC / Bid ID Entry :

CPC/ Bid-ID	Project Name	Customer Name	Official Technical	Official Commercial	Submitted by Department	Staff Number
Delete 1234567	test Dept	vidit	Vidit Jindal	Vidit Jindal	IT Services	8

Project Name

CPC/ Bid ID

Customer Name

Person Responsible for Technical Complaints

Staff Number [Fill](#)

Name

Phone Number

Email

Department

Person Responsible for Commercial Complaints

Staff Number [Fill](#)

Name

Phone Number

Email

Department

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All the fields are mandatory.



5.3 CUSTOMER AUTHENTICATION



Internal Customer Complaints

Click Here

Welcome **Vidit Jindal** [[Log Out](#)]
22795 Designation : **Engineer (IT)** Department : **IT Services** Unit : **Industry Sector**

[Complaints](#) [New Complaint](#) [Customer Complaints](#) [Customer Registration](#) [Customer Authentication](#) [Reports](#)

Users' Requests for Authentication :

	USERID	CPC	NAME	COMPANY	PHONE	ADDRESS	DATETIME
Authenticate	vidit@bhel.in	999999999	vidit jindal	bhel	+91 9958590076	lodhi road	8/12/2014 12:25:15 PM
	jindalvidit88@gmail.com	999999999	vidit jindal	bhel	+91 9958590076	india new delhi	8/12/2014 1:59:26 PM

Check all the user details and click here to authenticate.

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After authentication, customer will be informed through an email.

5.4 VIEW CUSTOMER COMPLAINTS



Click Here

Internal Customer Complaint Portal

Welcome Vidit Jindal! [Log Out]

Staffnumber : 6122795 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

Complaints **New Complaint** **Customer Complaints** **Customer Registration** **Customer Authentication** **Reports**

Complaints By Customers (From External Portal) :

Actions	BHEL ref.	Subject and Attachments	Dates	Action Plan	Resolution	Complaint Desc	Additional Comments
Complaint No. 422 Awaiting response Forward to Units Submit PDC Close complaint	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 9/3/2014 11:52:55 BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date PDC Closure Date			test	
Complaint No. 418 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Executed Complaint Date 8/25/2014 2:03:22 BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	twst	Ack Date 9/3/2014 11:32:43 AM PDC 9/18/2014 Closure Date 9/3/2014 11:26:54 AM			yehdh	

Links of actions that are allowed on this complaint.

Details of single point contact in BHEL for your complaints.

There are four stages:

Awaiting response - When no action has been taken

Acknowledged - When you forward this complaint to BHEL BHEL units or to internal.

PDC available – When you submit probable date of completion with action plan.

Resolved – When you close the complaint with proper resolution.

Three dates get updated -

Acknowledgement Date – Date on action was taken on your complaint.

PDC (Probable date of completion) – Probable Date when your complaint will be resolved.

Closure Date – Date on which your complaint gets resolved

Action Plan – Along with PDC, this information gets updated with required documents

Resolution – Along with closure date, this information gets updated with required documents.

5.5 FORWARD COMPLAINT TO BHEL UNITS



Internal Customer Complaint Portal

Welcome Vidit Jindal! [Log Out]
Staffnumber : 6122795 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

Complaints	New Complaint	Customer Complaints	Customer Registration	Customer Authentication	Reports
------------	---------------	---------------------	-----------------------	-------------------------	---------

Complaints By Customers (From External Portal) :

Actions	BHEL ref.	Subject and Attachments	Dates	Action Plan	Resolution	Complaint Desc	Additional Comments
Complaint No. 422 Awaiting Response Forward it to Units Submit PDC Close complaint	@gmail.com BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test 	Ack Date PDC Closure Date			test	
Complaint No. 418 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Executed Complaint Date 8/25/2014 2:03:22 PM BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	twat 				yehdh	
Complaint No. 417 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 8/25/2014 1:19:43 PM BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test 	Ack Date 8/28/2014 6:00:28 PM PDC 8/30/2014 Closure Date 8/28/2014 6:02:16 PM	test	resolved	test	test
Complaint No. 419 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 9/3/2014 11:27:41 AM	test 	Ack Date 9/3/2014 11:28:23 AM PDC 9/11/2014	test		test	

- Download attachments.
- Click on 'Forward it to BHEL units' link.
- Fill details, upload the downloaded attachments and send. Refer to Page 20, section 5.8.

5.6 SUBMIT PDC

Internal Customer Complaint Portal

Welcome Vidit Jindal [Log Out]
Staffnumber : 6122795 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

Complaints By Customers (From External Portal) :

Actions	BHEL ref.	Subject and Attachments	Dates	Action Plan	Resolution	Complaint Desc	Additional Comments
Complaint No. 422 Awaiting Resp Forward it to Submit PDC Close complaint	Customer ID jindalvidit88@gmail.com Project Stage Execution Complaint Date 8/25/2014 11:52:59 AM BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date PDC			test	
Complaint No. 418 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Executed Complaint Date 8/25/2014 2:03:22 PM BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	twat				yehdh	
Complaint No. 417 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 8/25/2014 1:19:43 PM BHEL Contact Vidit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date 8/28/2014 6:00:28 PM PDC 8/30/2014 Closure Date 8/28/2014 6:02:16 PM	test	resolved	test	test
Complaint No. 419 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 9/3/2014 11:27:41 AM	test	Ack Date 9/3/2014 11:28:23 AM PDC 9/11/2014	test		test	

Click Here

Complaint No. 422

Action Plan

PDC

Attachments [Choose File](#) No file chosen [Add File](#)

[Submit PDC](#)

[Done](#) [Cancel](#)

- Write action plan (1000 words max.)
- Select PDC i.e. Probable date of completion
- Choose files for attachment (max. Size 10MB)
- Click on Submit PDC
 - A mail will be send to customer to inform about status change.

5.7 CLOSE COMPLAINT

Internal Customer Complaint Portal

Welcome Vedit Jindal! [Log Out]
Staffnumber : 6122795 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

Complaints By Customers (From External Portal) :

Actions	BHEL ref.	Subject and Attachments	Dates	Action Plan	Resolution	Complaint Desc	Additional Comments
Complaint No. 422 Awaiting Resolution Forward it Submit Close complaint	Customer ID jindalvidit88@gmail.com Project Stage Under Execution 8/24/2014 11:52:59 AM Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date PDC			test	
Complaint No. 418 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Executed Complaint Date 8/25/2014 2:03:22 PM BHEL Contact Vedit Jindal Department Planning & Management 9958590076 vidit@bhel.in	twat				yehdh	
Complaint No. 417 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 8/25/2014 1:19:43 PM BHEL Contact Vedit Jindal Department Planning & Management 9958590076 vidit@bhel.in	test	Ack Date 8/28/2014 6:00:28 PM PDC 8/30/2014 Closure Date 8/28/2014 6:02:16 PM	test	resolved	test	test
Complaint No. 419 Resolved	Customer ID jindalvidit88@gmail.com Project Stage Under Execution Complaint Date 9/3/2014 11:27:41 AM	test	Ack Date 9/3/2014 11:28:23 AM PDC 9/11/2014	test		test	

Complaint No. 422

Resolution

Attachments [Choose File](#) No file chosen [Add File](#)

[Close Complaint](#) [Cancel](#)

- Write detailed resolution (1000 words max.)
- Upload documents (max. 10MB)
- Click Close Complaint button.
- A mail will be send to customer to inform status change.

5.8 COMPLAINT TO BHEL UNITS

 **Click Here**

Internal Customer Complaint Portal

Welcome Vedit Jindal! [Log Out]
Staffnumber: 6122795 Designation: Engineer (IT) Department: IT Services Unit: Industry Sector

Complaints	New Complaint	Customer Complaints	Customer Registration	Customer Authentication	Reports
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New Complaint :

Your Mail ID :

To :

CC (use ; between any two email ids) :

Unit :

Customer Complaint Number :

Customer Email :

Select Customer/Project Name & CPC :

Customer/Project Name :

CPC :

Select for Generic Complaint ☐

Type of Generic Complaint :

Subject :

Description :

File Upload(Max 10 MB) : No file chosen

HIT COUNT - 472
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- a. Enter your mail ID.
- b. Enter recipient's mail ID.(Only one Email id)
- c. Enter CC recipients' mail IDs.(Multiple email ids separated by ';')
- d. Select Unit.
- e. Customer complaint number (will get filled automatically if required)
- f. Customer Email (Auto filled) or enter of you want to send an acknowledgement.
- g. Select Customer/Project Name and CPC from dropdown(if CPC is not present in dropdown then select NA)
- h. Enter Customer/Project Name(Autofill, Optional if above field is NA)
- i. Enter CPC(Autofill, Optional if above field is NA)
- j. Select the checkbox if complaints are generic in nature(corporate quality will receive the copy of generic complaints)
- k. Select complaint type from dropdown, if complaints are of generic nature.
- l. Enter Mail subject



- m. Enter description of mail.
- n. Select files for upload.
- o. Click on 'Send' button. Mails will be sent to all the emails mentioned, quality heads of respective BHEL unit, GM – corporate quality if complaint is of generic nature and acknowledgment mail to customer if first time you are forwarding the complaint to BHEL unit.

5.9 VIEW COMPLAINTS SUBMITTED TO BHEL UNITS

On this page you can find all the previously sent mails, their status and their replies.



Click Here

Internal Customer Complaint Portal

Welcome Vedit Jindal! [Log Out]
Staffnumber : 6122795 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

[Complaints](#) [New Complaint](#) [Customer Complaints](#) [Customer Registration](#) [Customer Authentication](#) [Reports](#)

Internal Complaints :

	Complaint No.	Comments	Unit	Subject	Status	Last Comment Date/Time	Acknowledgement Date
Select	27	1	INTERNAL	test	Acknowledge	9/3/2014 10:32:13 AM	9/3/2014 11:35:22 AM
Select	26	1	INTERNAL	twst	Acknowledge	9/3/2014 10:29:33 AM	9/3/2014 11:32:43 AM
Select	25	1	INTERNAL	test	Acknowledge	9/3/2014 10:25:14 AM	9/3/2014 11:28:23 AM
Select	24	1	INTERNAL	test	Acknowledge	8/28/2014 4:59:21 PM	8/28/2014 6:00:28 PM
Select	23	1	BAP-Ranipet	SA and ID fan supplied are dysfunctional	Acknowledge	8/23/2014 5:36:58 PM	8/22/2014
Select	22	1	TP-Jhansi	Failure of your make Transformer	Acknowledge	8/6/2014 2:08:46 PM	7/21/2014
Select	21	1	TEST	knkn ;lk	Acknowledge	8/5/2014 1:45:52 PM	8/5/2014 2:42:22 PM
Select	20	1	CSU & FP-Jagdishpur	jhbki	Acknowledge	8/5/2014 1:39:28 PM	8/5/2014 2:35:58 PM
Select	19	1	TEST	test mail	Acknowledge	8/5/2014 1:16:47 PM	8/5/2014 2:13:17 PM
Select	18	1	TEST	Failure of Blow Off valve at SAIL Rourkela Unit-1	Acknowledge	7/31/2014 4:27:16 PM	7/31/2014 12:00:00 AM
Select	17	1	CSU & FP-Jagdishpur	testing	Acknowledge	7/25/2014 2:13:10 PM	7/25/2014 12:00:00 AM
Select	16	1	TEST	testing	Acknowledge	7/25/2014 1:58:50 PM	7/25/2014 12:00:00 AM
Select	15	1	TEST	testing	Acknowledge	7/25/2014 1:49:12 PM	7/25/2014 12:00:00 AM
Select	14	1	TEST	test	Acknowledge	7/25/2014 1:48:37 PM	7/25/2014 12:00:00 AM
Select	13	1	TEST	test	Acknowledge	7/25/2014 1:45:34 PM	7/25/2014 12:00:00 AM
Select	12	2	TEST	testing	Replied	7/25/2014 1:24:43 PM	
Select	11	1	HEP-Bhopal	AC-DC EMU rakes supplied to Central Railway - problems therein	Acknowledge	7/3/2014 2:54:06 PM	7/2/2014
Select	10	3	EDN-Bangalore	Premature failure of SR-1 pump to radiator pipe of loco-31341	Complaint Closed	7/8/2014 11:41:25 AM	6/25/2014
Select	9	1	TP-Jhansi	Failure of BUD relay of	Acknowledge	6/16/2014 3:30:13 PM	6/16/2014



5.9.1 ADD OR VIEW NEW REPLIES/ INFORMATION FOR A COMPLAINT

If you want to view or add particular information related to a complaint.

- Click 'select' link present in the table.
- Following window appears.

Product Complaint/Redressal Portal

Welcome Vidit Jindal! [[Log Out](#)]

Staffnumber : 6122795 Designation : Engineer (IT) Department : Planning & Management Services Unit : Industry Sector

[Complaints](#) [New Complaint](#)

Creator : [vidit@bhel.in](#)
Reviewer : [vidit@bhel.in](#)
CC:

Unit: Corporate Office

Project Name : CPC :
Generic : ☐ Type :
Complaint number : 1
Subject : test subject

SNo.	Description	Attachments	Action Plan	PDC	Status	Date/Time
1	test desc	report.pdf			initiator reply	4/1/2014 2:01:58 PM
2	reply test	ISb 2- goals- Vidit_B.docx	action test		Reviewer Reply	4/1/2014 2:28:11 PM
3	reply test2	Catcher in the Rye.pdf	action test 2	4/24/2014	Reviewer Reply	4/1/2014 2:30:30 PM

[Add Comment](#) [Close thread](#)

HIT COUNT : 64
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This window shows the previously submitted information and replies.

- Click on Add comment to submit new information OR click on Close thread to close the particular complaint.



CUSTOMER INTERACTION PORTAL

After Clicking on Add comment following window appears:

Creator : vidit@bhel.in
Reviewer : vidit@bhel.in
CC:

Unit: Corporate Office

Project Name : CPC :

Generic : ☐ Type : Others

Complaint number : 1
Subject : test subject

SNo.	Description	Attachments	Action Plan	PDC	Status	Date/Time
1	test desc	report.pdf			initiator reply	4/1/2014 2:01:58 PM
2	reply test	ISb 2- goals- Vidit R.docx	action test		Reviewer Reply	4/1/2014 2:28:11 PM
3	reply test2	Catcher in the Rye.pdf	action test 2	4/24/2014	Reviewer Reply	4/1/2014 2:30:30 PM

To : Unit :

CC :

Write Reply :

File Upload : No file chosen

It allows the user to add email, select unit and add reply with option to attach files.

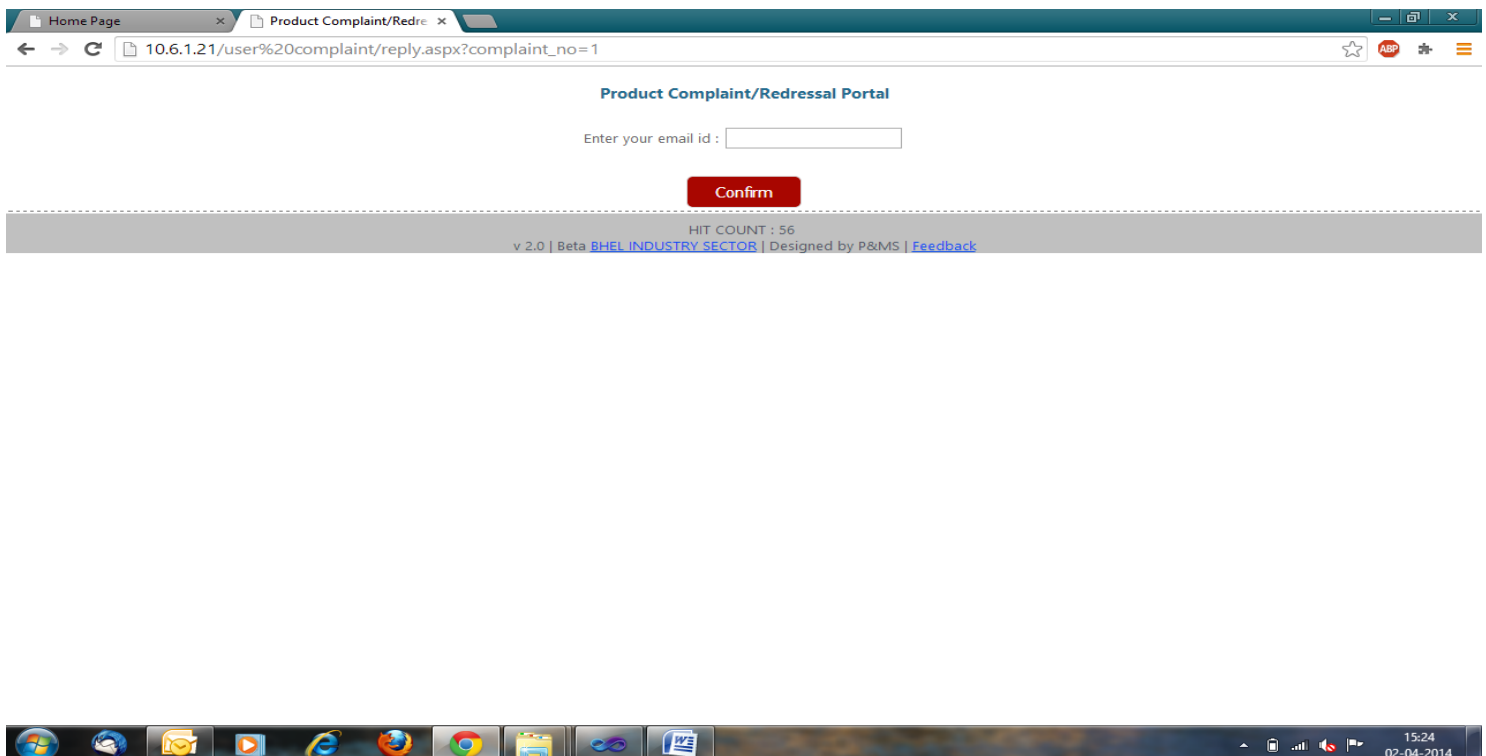
- Enter the information.
- Click on "Send" Button to submit.
- Mails will be sent to all the concerned users and GM (quality) of the unit. A mail will be also sent to corporate quality if the complaint is of Generic type.

6. BHEL UNIT'S INTERFACE

After a complaint is entered in the application by Industry Sector, a mail is sent to all the concerned personals.

On receiving a mail from complaint_is@bhel.in (also check in junk folder), following steps need to be taken:

- Click on the link mentioned in Email. It looks like - : http://10.6.1.5/internal-complaint/reply.aspx?complaint_no=
- A browser Tab gets opened.



- Enter your email Id in the Text Box and Click Confirm Button as it is required for the verification. A particular person who has received the complaint mail is allowed to edit fields and rest of the users who have received CC mails are only allowed to read the information.



CUSTOMER INTERACTION PORTAL

d. The following window appears

Product Complaint/Redressal Portal

Enter your email id :

Confirm

To: Unit: Corporate Office Complaint Date: 4/1/2014 2:01:58 PM

CC (use ';' between any two email ids): From: Sender Detail: Vidit Jindal Engineer (II)

Subject: Closure Date:

Customer/Project Name: CPC:

Generic: ☐ Type: Others

SNo.	Description	Attachments	Action Plan	PDC	Status	Date/Time
1	test desc	report.pdf			1	4/1/2014 2:01:58 PM
2	reply test	ISB 2- goals- Vidit R.docx	action test		2	4/1/2014 2:28:11 PM
3	reply test2	Catcher in the Rye.pdf	action test 2	4/24/2014	2	4/1/2014 2:30:30 PM

Reply:

File Upload: No file chosen

Action Plan:

PDC:

Reply Date:

Send

e. The above mentioned screen displays following information:

- i. Complaint mail date, complaint sent to address, complaint sent to cc addresses, sender details, subject, customer/project name(if entered by Industry Sector user), its CPC number, Whether complaint is generic in nature or not and type of complaint.
 - ii. After that a table shows all the information submitted. If the status in this table is "1" then it shows the particular information is from Industry Sector and if the status is "2" then it shows the information is from unit.
- f. A particular person who has received the complaint mail is allowed to edit fields and rest of the users who have received CC mails are only allowed to read the information.

To send a reply user has to follow these steps:

- i. Enter information in reply textbox.
- ii. Add any required files(optional)
- iii. Enter information about action plan to be taken
- iv. Enter PDC (Probable date of completion) of the submitted action plan.
- v. If you want to add any individual in CC mails then add the email address in CC textbox, which is present in the top half of the screen above 'subject'.
- vi. Check information and click on "Send" Button. It submits the reply and sends a mail to mentioned users and GM (Quality) of the unit. A mail is also sent to corporate quality if the complaint is of Generic type.
- vii. Repeat from Step 3, if you want to proceed further.



7. REPORTS



Internal Customer Complaint Portal

[Click Here](#)Welcome Vidit Jindal! [[Log Out](#)]

Staffnumber : 612277 Designation : Engineer (IT) Department :IT Services Unit : Industry Sector

Complaints	New Complaint	Customer Complaints	Customer Registration	Customer Authentication	Reports
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Department-wise Customer Complaints :

Department	Awaiting Response	Acknowledged	PDC Available	Resolved	Total
Planning & Management Services	1	1	0	4	6

Unit-wise Internal Complaints :

Unit	Awaiting Response	Response Received	Closed	Total
BAP-Ranipet	2	0	0	2
CSU & FP-Jagdishpur	2	0	0	2
EDN-Bangalore	0	0	1	1
EPD-Bangalore	1	0	0	1
HEP-Bhopal	3	0	0	3
HPEP-Hyderabad	1	0	0	1
INTERNAL	4	0	0	4
TEST	7	1	0	8
TP-Jhansi	4	0	0	4
Trichy	0	1	0	1

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Reports Page shows the department wise status of customer complaints and Unit wise status of internal complaints.



8. COMPLAINTS CAPTURED BY OTHER MEANS

If BHEL IS business groups receive complaints through means, email or letters, other than CIP, then start from Section 5.8 i.e. 'Complaint to BHEL Units'. Refer page no. 20.



9. ADMIN CONTACT

Every necessary step is taken to ensure that the portal remains error free. But, if there is any issue or any help is required then the undersigned may be contacted.

Vidit Jindal

Engineer, Planning and Management Services (IT)

BHEL Industry Sector, Lodhi Road,

New Delhi.

Ph: 011-41793-517, +91-9958590076

Email: vidit@bhel.in

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