

Sub: Complaints through website.

Encourage customers to enter complaints through website. Complaint number (web ID) generated by the website is unrelated to the database ID which is used to track the complaint.

Complaints received through email or by hard copy to be re-entered by CR on website so that customer receives an acknowledgement of his complaint. Only actionable gist of the complaint may be re-entered on website.

Front desk executives at site or other executive at site can encourage / help customers to file complaints through website using the site office computers. Same applies to CR executives at head office.

CR to enter details of each complaint in database and print two hard copies (one for MD and one for pending complaint files). CR to forward complaints related to site to project managers and follow up for ATR. For CR related complaints file ATR and close the complaints.

Staff members shall write to MD in case any clarifications are required in this regard.

Soham.