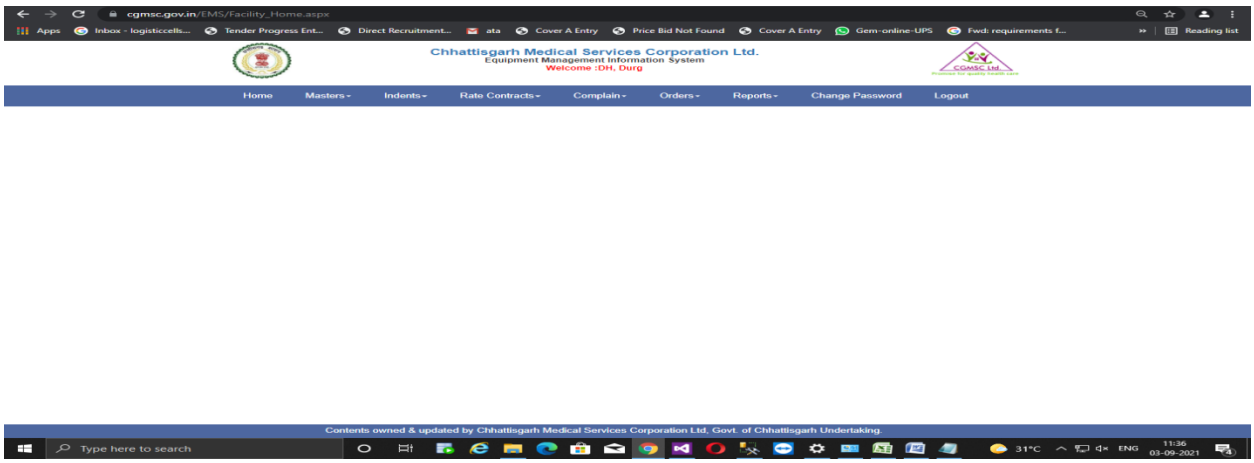
Complaint Module

Complaint Module is designed at the level where the equipment is installed and if it encounters a problem in its functioning. Upon installation of the equipment at the institution, if the equipment does not function then each institution raises a complaint describing the problem associated with it. All such complaints will be routed to those respective suppliers who have supplied the item. After registering the complaint system will automatically send a sms and e-mail to the supplier informing him about the problem. A copy of the e-mail will also be forwarded to the Head Office & the health institute.

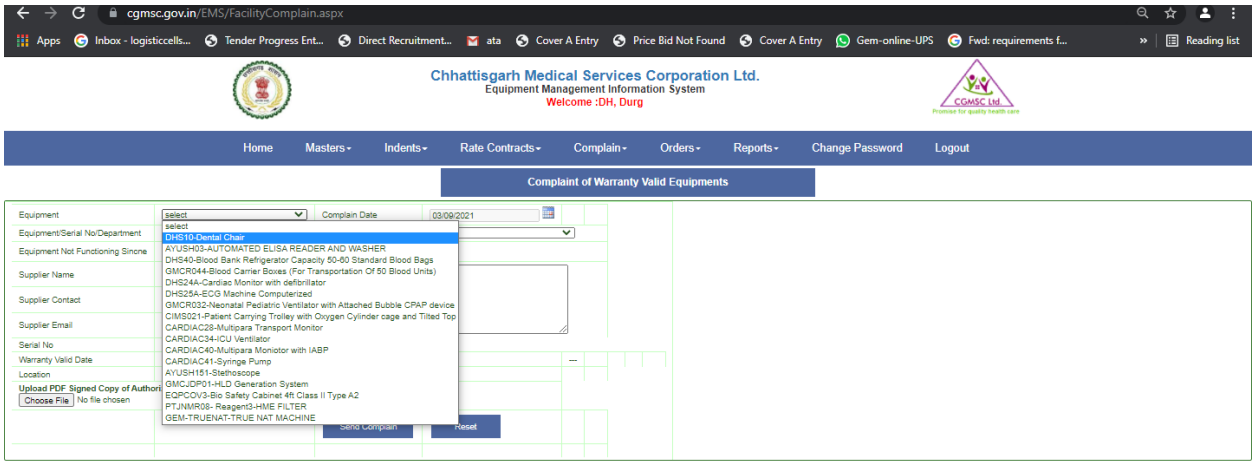
Steps For Logging Complaint :

Step1: Login with user id and password ; from main menu click on Complain tab -> Complain



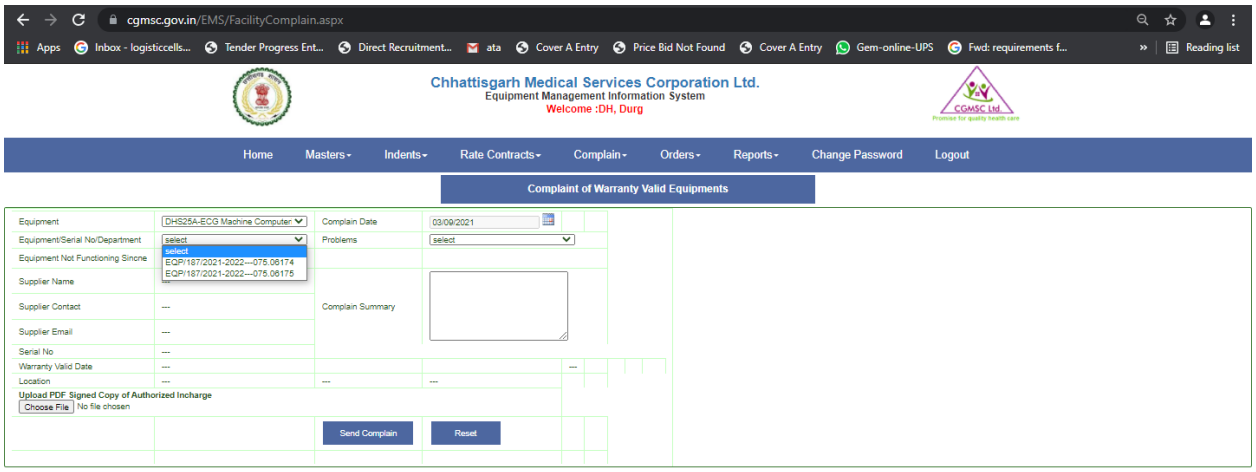
Step 2: From below screen, select equipment name whose complaint is to be raised.

Note: Equipment name of only those items will be displayed which are under warranty .

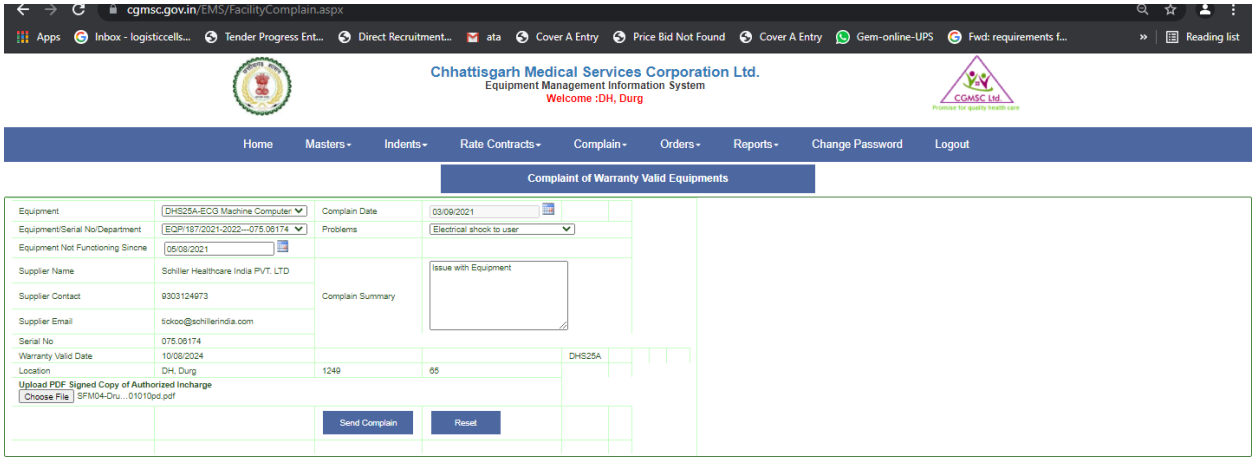


Complaint Module

Step 3: Now select serial no,problems belongs to equipment whose complaint is to be raised.



Step 4: After above selection, supplier details will be displayed as follows:



Step 5: Choose file (Letter/ Approval) in support of this complaint .

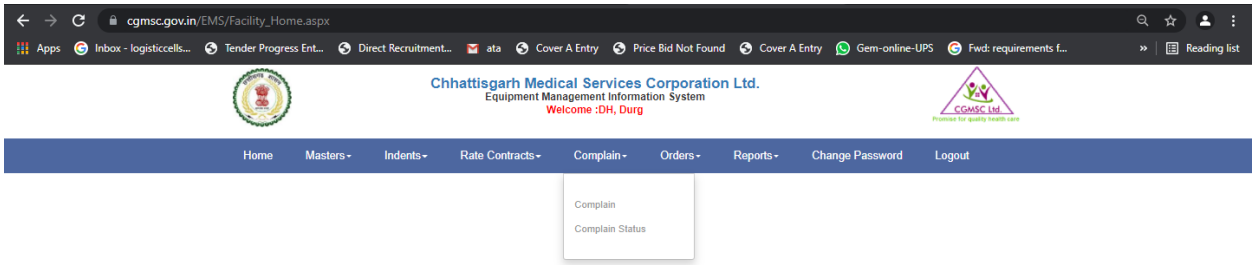
Step 6: Click on Send Complain Button. After clicking on this button, sms and email will be send to respective Supplier .

Step 7: For another complaint, please follow above steps.

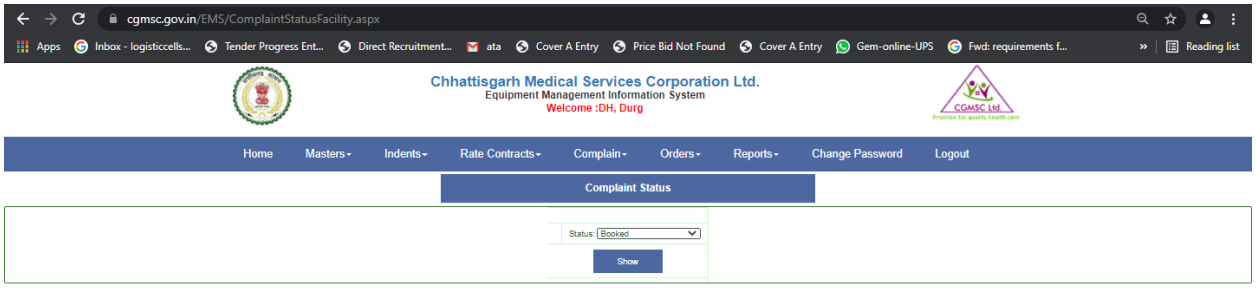
Complaint Module

Steps For Closing Complaint :

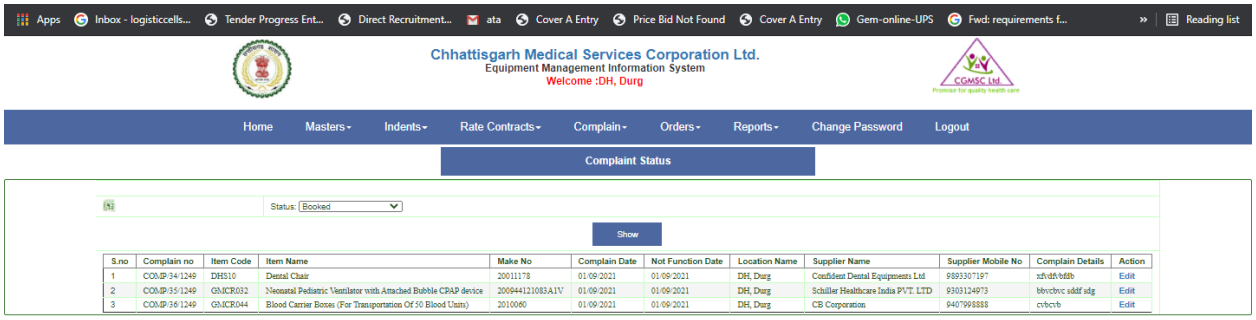
Step1: Login with user id and password ; from main menu click on Complain tab -> Complain Status



Step 2: Below screen will be displayed, from drop down select booked clause, complaint which are booked from facility will be displayed.

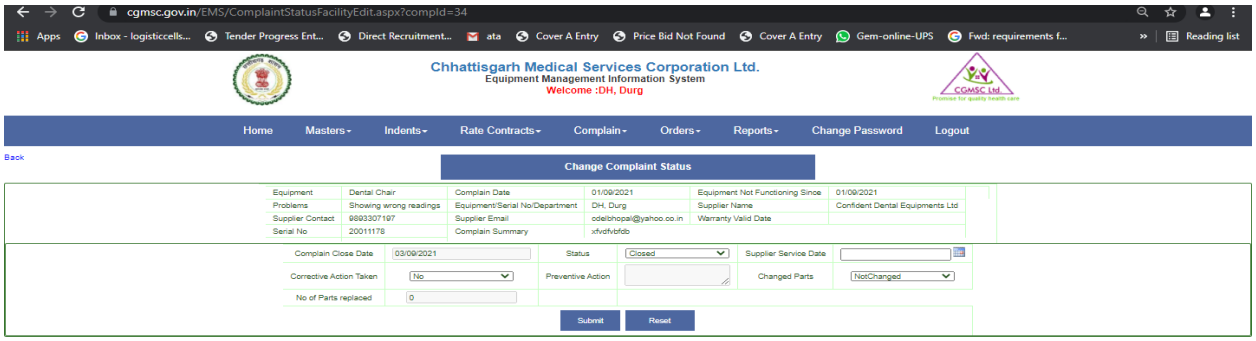


Step 3: Under action tab, click on edit option to enter details regading status of complaint.



Complaint Module

Step 4: In the below screen, fill all details regading status, click on submit button to submit status.



After this, selected complaint will be closed.

Thank You