Customer Self Service Portal

Web Application

1. Go to site https://omc ltd.in and click on CUSTOMER CORNER

2. Below Page will appear. Enter Username and Password and click on Log On button.
   User:  ***
   Password:  *****

3. Below page will appear:
4. Navigate to tiles for more information.

Mobile Application

Pre-requisite:
1. Android mobile phone.
2. List of apps required:
   - Adobe Acrobat Reader
   - SAP Fiori Client

3. Go to Google Play Store and download “SAP FIORI CLIENT” and install.
4. After successful installation, open the app and click on Log In.
5. Enter the below URL in ‘Enter SAP Fiori URL or work email’ and click OK.

   https://flpnwc-cf0f4a0d3.dispatcher.ap1.hana.ondemand.com/sites?siteId=d74f8656-abc2-4b07-a1fb-fd32ad858014#Shell-home

   Note: The link can also be copied from web after login in to web application. Refer URL in step-3 screenshot of web application.

6. Set Passcode for your mobile. The passcode should contain minimum 8 Characters. Enter same passcode in ‘Passcode’ and ‘Confirm Passcode’ and then click ‘Ok’.

   Note: The passcode is a one-time setting made to the phone and is specific to the mobile you are using and once you uninstall or change mobile handset.

7. SAP Net Weaver page will come after setting the passcode.
8. Enter Username and password as provided below and enter.

<table>
<thead>
<tr>
<th>User</th>
<th>***</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>*****</td>
</tr>
</tbody>
</table>

9. After successful login, all the tiles will be visible to you.
Customer Grievance Manual

As part of the Implementation of Customer Portal, Customer will be able to create grievance as well as view details of the old grievance being raised in the portal for reference. Steps to be followed to raise the Grievance.

1. Login with your username and password to Fiori application from android mobile phone or go to below Web application https://omcpep.orissamining.com/saml2/idp/sso

2. Click on Customer Grievance application.

3. Click on Add Button.

4. Select the Customer Name from drop down list. Customer code will be auto filled.
5. Select the Region, Mine, Grievance Category and Grievance Sub Category from drop down menu for which grievance needs to be raised.
6. Provide a brief description of the Grievance (The subject should be maximum of 30 Characters) in Subject field.
7. Provide the actual grievance details in Actual Grievance Text field (Max 200 words).
8. Click on Submit button for submitting the grievance.
9. Your grievance will be lodged and you can view the submitted grievance in Left panel “My Grievance” list.
10. Click on “Customer Comments” to view the resolution provided for the Grievance raised.
11. Based on the resolution provided, Customer needs to close the grievance request or Resubmit.