Customer Integrated Management Services (CIMS)

Customer user manual for Grievances 03.04.2020

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CUSTOMER INTEGRATED MANAGEMENT SERVICES

CUSTOMER USER MANUAL

For Grievances
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1 Introduction

The Odisha Mining Corporation (OMC) Limited introduces a customer-interface portal, coined as Customer Integrated Management Services (CIMS) for traders, plant owners and mineral based industries to streamline business processes. Currently, manual file processing is carried out to apply compliant against sales, order, mining permission, finances, and allocation of material, or others. The integration of CIMS portal automates the Grievance processes. Now, the customer has the provision of sending complaints/grievances against the services using the online portal. This section covers the request and processing of complaints done for availing the OMC services effectively.

OMC-customer integrated management service leaves no stone unturned to facilitate a hassle-free customer experience with respect to transparency in services.

1.1 Purpose

This document will help the Customer users to apply complaints to the respective officer in-charge. An applicant shall find a step-by-step guideline on how to send a grievance application, fill-in the required category, view application request, submit documents, review application status from officer end and much more. It also helps the customer to view status of previously applied grievances on time to time basis and inform them in case any further action is required on their end. The document serves the purpose well with user-friendly tabs, menu and sub-menu sections. The customer can either accept the solved grievance if it is solved upto their satisfaction or Reopen and resend it.
1.2 Getting Started
To get started with the CIMS portal, enter the website link in the browser. Applicants shall find a login page as follows.

![Home Screen](image)

**Figure 1** Home Screen

In the landing screen shown above, there are three different options for user login. Out of which two are created for customers.

- **Customer Login**: created for existing customers who need to login to the portal and
- **New Customer Registration**: invites new customers to register themselves.

2 Customer Login

For using the application, the existing member has to login through the portal using verified login credentials provided at the time of successful registration with CIMS.

- Click the “Customer Login” as encircled in red in the home screen shared above.
On clicking, on the Customer Login, the above page will be displayed. The customer user has to-

- Enter registered used ID
- Enter unique password in the space
- Click the “LOGIN” button to login.
- In case you have forgotten the password press the “Forgot Password?” to reset the password.

Figure 2 CIMS Login Screen
The user needs to select the type of Customer, he/she is here in the above screen to move further into the activities.

Herein, or in this module all the information about raising and viewing the status of a complaint will be discussed in detail.

3 Grievances

The customer “Grievance” section allows a registered user to lodge complaints against the sales, order, mining permission, finances, and allocation of material, or others. A registered plant owner or trader can submit a query in the Grievance Section and get it addressed by the designated officer. With the addition of Grievance Section it becomes easier for customers to register an issue online, check its status and finally accept or reopen it.

3.1 Apply Compliant

For sending a grievance request, the user need to fill-in an application request clicking the “Apply Complaint” tab. The Apply Complaint enables user to add and view application against any concern or problem, provided by the subject, description, supported documents and other details.

The user needs to go to Home> Grievance >Apply Complaint.

3.1.1 Add

On clicking the “Apply Complaint” primary link, the user can find a request form for adding complaint details and send the same to the officer end. To understand better refer the figure below –
Herein the users can fill-in complaint - category, sub-category, region, mine name, subject, and description.

- Select the Application Category
- Choose from suggested drop-down list
- Choose the Sub-Category for the complaint from the list
- Choose the Region from the list
- Enter the Mine Name selecting from the drop-down list
- Add a meaningful subject to the application
- Add some information or description about the issue in the textbox provided
- Upload any supported document. The document needs to be in pdf format only
- Click the “Submit” button.
- The user needs to confirm submission in the following screen.

On clicking the “Yes” button a token number is generated for respective user. The user can take reference of the token number to view application activities as displayed in the following Figure.
3.1.2 View

In View Compliant Section, the user can visualize the added application information viz. token number, date of application, category, sub category, details and status. Refer the following figure-

- The “View” tab showcases the updated information of the application. Herein, the user can preview the current application status using the token number in search tool also.

- A “Delete” tab is added “View” screen to enable the user to remove the particular application from the list after selecting it (all the changes made get updated in the portal automatically).

- The status of a grievance shows “Open” till no action is taken by the authorities.
• The Customer can make changes in a grievance entry till it is open. Once there is some action taken, the customer can not edit the entry.

• There are two action buttons here under the Status section, “Accept” or “Reopen”, which are activated when a grievance is resolved at the authorities end.

• The “Accept” button is to accept the particular grievance entry if the customer is satisfied with the actions taken regarding solving the issue.

• On clicking the “Accept” button the following screen opens.

![Accept and Resolve Grievance](image)

**Figure 8** Accept and Resolve Grievance

• The user has to Submit after giving some remarks. Optionally, they can load some supporting document in the “Upload Documents” section.

• The “Reopen” button is to reopen the particular grievance entry.

• The following screen open on clicking the “Reopen” button.
The user has to Submit after giving some remarks. Optionally, they can load some supporting document in the “Upload Documents” section.

The search option “🔍” in the view tab helps the user to search in a quicker manner.

The user can get a print out by clicking the print “⎙” tab, shown on the right-hand corner of the screen.

**Figure 9** Reopen- Grievance
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