

eCourts Mission Mode Project

Standard Operating Procedures for Complaint Logging and Management

May 2011

Table of Contents

A. Requirement – Centralized Complaint Management System.....	3
B. Call Logging & Management Procedures	4
i. Method of Call Logging	4
1. Toll-free Phone Number / E-mail:	4
2. Web Portal (Available only with M/s Wipro) :	4
ii. Standard Operating Procedure – Call Logging	4
1. Call Logging through Toll Free Number.....	4
2. Call Logging Through E-mail	4
C. Vendor wise Escalation Matrix	5
1. M/s. HP Ltd.....	5
2. M/s. HCL Ltd.	6
3. M/s Wipro Ltd	8
D. Court Level “CALL LOG RESITER in Excel Format”	10
E. Penalty Imposition.....	10
F. Other Vendor Requirements	11
G. Annexure	12
1. Annexure A.....	12
2. Annexure B.....	13
3. Annexure C – “Call Log Register Excel Format”	13

A. Requirement – Centralized Complaint Management System

Under the eCourts Mission Mode Project, it is planned to computerize 14249 courts spread across 3069 court complexes through provision of computer hardware, UPS systems and LAN. The computer hardware and LAN equipment that is being supplied under the project comes with a 5 year warranty. From the hundreds of court complexes where installation of hardware and LAN has been completed as on date, it has been observed that undue delays are there on part of the vendor in resolution of calls and same are not resolved in defined time frame as per the service level agreement.

The Service Level Agreement for call resolution as per the current vendor empanelment for any logged call is as follows:

- 2 days - High Court Level
- 3 days – District Level/ Major Cities
- 5 days – Taluka/Block Level

In order to ensure that the requisite support is being provided to the user end and the call logged can be monitored; it is planned to standardize call/complaint management procedure / system for all eCourts project empanelled vendors.

As on date, there are two standard call logging mechanisms i.e. **Toll free numbers & E-mail**. The end user may use either of the defined methods to log the call which shall then be registered in a centralized complaint logging and management system by the help-desk executive of the vendor to facilitate a single window access to monitor and track the status of the registered call. The proposed complaint logging and management system will also provide the end user as well as the other associated stakeholders i.e. Taluka/District Courts, High Court and NIC the facility to monitor the call status

In addition to the above, the vendor has also appointed State Level Coordinators to cater to these service support issues who will additionally be responsible to resolve all support issues as per the service levels agreement.

This manual will list the procedures to be followed by the end user to log support call with the vendor and escalate the issue in case of non-response or undue delay from the vendor. The “Call Logging & Monitoring Procedures” are also being defined for the purpose of standardization and information to the end users.

B. Call Logging & Management Procedures

i. Method of Call Logging

The end-user can use any of the below defined methods to log a support call with the vendor:

1. Toll-free Phone Number / E-mail:

- The end user is requested to register a support call with the vendor by calling the helpdesk setup by the vendor on Toll-free number or sending an e-mail at the defined e-mail id and providing for the basic information to register the call
- **Basic information required to register the call required to be kept handy by the user:**
 - a. Name of Court Complex with complete postal address
 - b. Category of Court i.e. District Level/Taluka Level
 - c. Name of State
 - d. Name of Nodal Officer/Contact Person registering the complaint
 - e. Product (Make & Model)
 - f. Serial No. of the equipment
 - g. Problem Description
 - h. Contact Details of Nodal Officer/Contact Person
- The end user will then be informed of a unique call Id along with the expected time for call resolution by the help-desk executive through the phone or through a response mail within duration of two hours.

2. Web Portal (Available only with M/s Wipro) :

- An online call tracking portal is available with M/s Wipro.
- Herein, it will be possible for the end-user to review his/her call status information on the online complaint tracking system.

ii. Standard Operating Procedure – Call Logging

All the vendors shall have to follow the below defined standard operating procedures to ensure that requisite support is being provided to the end users and the problem is being resolved in defined time frame:

1. Call Logging through Toll Free Number

- a) Vendor to provide a dedicated toll free line for eCourts Mission Mode Project.
- b) Vendor to ensure that waiting time for any user shall be less than one/three minutes.**
- c) A unique call id/ticket to be issued for the call as well as the proposed time to close the call to be informed to end user
- d) Call to be registered in the centralized complaint logging and management system for review of all stakeholders**
- e) Vendor to confirm for call closing by coordinating with the end user and obtaining his/her feedback after defined time frame or on confirmation of call closure by support engineer.

2. Call Logging Through E-mail

- a) Vendor to provide an email id - country / state level, for end users to register and log support calls.
- b) Support team to assign a unique call id/ticket against the call and share it with the end user, within two hours of call logging.
- c) The response mail to provide for the proposed time-frame of resolving the call
- d) Call to be registered in the centralized complaint logging and management system for review of all stakeholders
- e) Vendor to confirm for call closing by coordinating with the end user and obtaining his/her feedback after defined time frame or on confirmation of call closure by support engineer.

C. Vendor wise Escalation Matrix

1. M/s. HP Ltd.

Below is the escalation matrix for M/s. HP Ltd.

For call logging support –Call status :

Level	Call to be logged with	E-mail Id	Contact No.	Call Resolution Time
Zero	Toll free/E-mail/Web Portal	ecourts@sysnetglobal.com / http://www.itrc.hp.com	1800110040	2 days - High Court Level 3 days – District Level/ Major Cities
One	Pooja Bhatia	pooja.bhatia@sysnetglobal.com	011-30826138	5 days – Taluka/Block Level
Two	Youvaraj Rana	yugraj@sysnetglobal.com	+919873557827	
Three	Lokendra Singh	Lokendra@sysnetglobal.com	+919811149122	

For Break fix call support –Escalations: HP Service Delivery matrix

		Level of Contact	1st Level of Contact	2nd Level
Service delivery team	Help Desk Support, Break fix , Service support and Service escalation	Name	Jagannathan M	Minesh Suthar
		Mail ID	NIC-ecourt.support@hp.com	minesh.suthar@hp.com
		Contact No		079-39820303

State Level Coordinator List - Implementation related queries

Name	Location	Contact Number	Email ID's
Jitendra Kr Mishra	HP	9736255434	Jitendrakumar.mishra@hp.com
Tapendra Pathak	Jabalpur, MP	9329459057	tapendra.pathak@hp.com
Ashok Kumar	Punjab/ Haryana	9878466234	ashok.kumar16@hp.com
Ankit Mishra	Uttarakhand	8430633933	ankitmishra0@gmail.com
Sudip Das	West Bengal	9831456597	Sudipd@hp.com
Vipul	Gujarat	9898812219	sagar_desire@hotmail.com
Jayanta Mohanty	Jharkhand/Bihar	9331318685	jayanto.mohanty@hp.com
Bala Raghavendra	Karnataka/	9986130465	bala.raghavendra@hp.com
Nagarajan	Tamilnadu	9003151583	nagarajan.s2@hp.com

2. M/s. HCL Ltd.

- Escalation matrix for M/s. HCL Ltd.

Level	Call to be logged with	E-mail Id	Contact No.	Call Resolution Time
Zero	Respective Call Board	As per below matrix	As per below matrix	2 days - High Court Level 3 days – District Level/ Major Cities 5 days – Taluka/Block Level
One	Call Board Manager / In charge	As per below matrix	As per below matrix	
Two	Support Manager / In charge	As per below matrix	As per below matrix	
Three	Pravesh Bhardwaj	bpravesh@hcl.com	9910099566	

Region	Call Board	1st Level Escalatio n	Mobile No	Mail Id	2nd Level Escalation	Mobile No	Mail Id
Kerla	0484-4016500-506	Mr. Sudheesh	9567869464	Sudheesh.k@hcl.com	Mr. Manoj	9895242851	manojmnair@hcl.com
A.P	040-27765197	Mr. Narshimha	9701685535	Narsimha.rao@hcl.com	D Ramachandra Raju	9908466629	d.ramachandra@hcl.com
Orrisa	0674-2535343	Mr. Anup Kumar	99372-85126	anupg@hcl.in	Mr S Venkatesan	9937285115	sv@hcl.com
Mumbai(Mumbai, Thane & Raigad Alibagh)	022-67828000	Mrs. Rashmi	9967516160	cbmgr@hcl.com	Mr Jacob K Abraham	9867566083	jkabram@hcl.com

Nagpur(For Akola , Amravati , Yavatmal , Wardha,Nagpur , Bhandara , Chandrapur & gadchiroli districts)	0712-2233407/08	Mr. Hitesh Dongare	9823155331	hitesh.dongare@hcl.com	Mr.Sandeep	9822566236	kumar.sandeep@hcl.in
Pune (For Sindhudurg , Kolhapur , Sangli , satara , Ratnagiri , Solapur Osmanabad , Latur , Nanded Parbhani , Pune , Ahmednagar , Nasik , Dhule , Jalgaon, Buldhana, Jalna, Aurangabad , Beed districts)	020-40114330	Mr.Mohd Anas	9850783878	cbopun@hcl.com	Mr.Prashant MP	9011974974	prashant.mp@hcl.com
Jammu	8054499201/202	Mr. Dinesh	8054499125	kdinesh@hcl.com	Mr.Vinay Agarwal	8054499222	vinay.aggarwal@hcl.com
Rajasthan	0141-2709533/2709544/2709813	Mr. Naresh Kumar	9001380000	kumar.naresh@hcl.com	Mr. Jitendra Yadav	9829414184	jyadav@hcl.com
U.P (Lucknow)	0522-4087400	Mr. Rajesh Kalyan / Arun Kumar	9936792722 / 9936792728	rkalyan@hcl.com / arun.rathaur@hcl.com	Mr.Ashit Sharma	9956390549	ashit@hcl.com
U.P(Noida)	18601801425 / 0120-2522640, 2531350	Mr Anil Kumar	9560544511	noisupport.manager@hcl.com	Mr. Avinash Bhardwaj	9717007514	avinashb@hcl.com
Guwahati (For all 7 NE states)	0361-2667974/2668165/9402901055	Mr. Kapil Nath	9678005807	sso.gti.callborad@hcl.com	Mr Chandan kumar	9957561309	Kumar.chandan@hcl.com
Bombay (For Daman , Diu & Silvassa)	079-40258256/46	Mr. Vijay Roy	9898084014	vijay.roy@hcl.com	Mr. Randip	9898037959	randeep.jamwal@hcl.com
Bangalore (For Goa)	088-92065133 / 25584522	Mr.Madesh	9980080153	Madesh.k@hcl.com	Mr.Ganesan	99800-80128	gsa@hcl.com

Kolkata	033-4401200 0/44012001/44012003	MR. Subrata Sarkar	9748052572	Subrata.s@hcl.com	Mr. Swapan Kr Jana	9748724631	swapankj@hcl.com
---------	------------------------------------	--------------------	------------	-------------------	--------------------	------------	------------------

3. M/s Wipro Ltd

- Escalation matrix for M/s. Wipro Ltd.

Category	Level	Call to be logged with	E-mail Id	Toll Free Contact No.	Call Resolution Time
Hardware Components	Zero	Toll free/E-mail/Web Portal (not functional as of now)	ecare@wipro.com	18002003456 18003453456	2 days - High Court Level
LAN Components	Zero	Toll free/E-mail/Web Portal (not functional as of now)	ecare@wipro.com	18003457799 18002007799 0821-2417969	3 days – District Level/ Major Cities 5 days – Taluka/Block Level

Level	Call to be logged with	E-mail Id	Contact No.	Call Resolution Time
One	Escalation 1	icare@wipro.com	18002005678 18003455678	2 days - High Court Level
Two	Escalation 2	Prakash Pillai, prakash.pillai@wipro.com	18002005678 +91 821-2419064	3 days – District Level/ Major Cities 5 days – Taluka/Block Level
Three	Escalation 3	Sanjay Kamath sanjay.kamath@wipro.com	+91-821-3029060	Taluka/Block Level

- State Level Coordinator List

High Court	Contact Person	E-mail Id	Contact No.
North 1 (Delhi & Uttrakhand)	Amar Kumar	amar.kumar1@wipro.com ; icare@wipro.com	18002005678 18003455678
North 2 (UP & MP)	Kavitha Prashanth	kavitha.prashanth@wipro.com ; icare@wipro.com	18002005678 18003455678

North 3 (JK, Punjab, Haryana,HP)	Mr. Ashwani Khokhar	ashwani.khokhar@wipro.com icare@wipro.com	18002005678 18003455678
South1 (Tamil Nadu)	BetarayaSwamy Srikanth	betarayaswamy.srikanth@wipro.com icare@wipro.com	18002005678 18003455678
South2 (Bangalore)	Thanuja A P	thanuja.p90@wipro.com icare@wipro.com	18002005678 18003455678
South 2 (Rest of Karnataka)	Peeyush Purushothaman	peeyush.purushothaman@wipro.com icare@wipro.com	18002005678 18003455678
South3 (Andhra Pradesh)	Ram	ram.98@wipro.com icare@wipro.com	18002005678 18003455678
West 2 (Pune, Chattisgarh, Rest of Maharashtra)	Abhishek KN Nagaraj	abhishek.nagaraj@wipro.com icare@wipro.com	18002005678 18003455678
West 3 (Rajasthan)	Srinivas P	srinivas.p73@wipro.com	18002005678 18003455678
East	Neetu. Khokhar	neetu.khokhar@wipro.com	18002005678 18003455678

- **Online Call Tracking Web Portal**

- The end-user can review the status of the call using the assigned “call id” on <http://support.wipro.co.in/new> using the below mentioned details
 - User ID – customer
 - Password – customer@123
- Customer can also check the call updates sharing the call no with 18002003456

D. Court Level “CALL LOG REGISTER in Excel Format”

- a) Each of the court should define and maintain a court complex level “Call Log Register - Excel format” (refer Annexure C) which shall account for logging of each complaint at a centralized location in the court complex and monitor the closure of the call in a time-bound manner.
- b) A template which can be used as a “Call Log Register- Excel format” is defined at Annexure C.**
- c) A Nodal Officer should be appointed to manage and monitor the call status at local level. For any call being logged with the vendor, the same should first be registered in the local “Call Log Register” defining the details of the end-user and all other details required to log the call with the vendor as defined in point B (i) [1] of this document.
- d) Having documented the call in the “Call Log Register” the nodal officer should then log the call as per point B (i) of this document.
- e) The Nodal Officer will have to update the call details based on the visit of support engineer and action taken by him.
- f) The “Call Log Register” shall thus enable the Court Officials to identify and track repeated problems of same nature or in same machine/equipment and thus request for machine/part replacement through vendor as well as escalate the same to High Court for necessary interventions.

E. Penalty Imposition

- a) The High Court CPC to collect the above mentioned “Call Log Register- Excel format”; containing the details of all unresolved calls, from all court complexes by the 10th day of each month and send the same to NIC HQ.
- b) NIC HQ will then impose the penalty on the vendor as applicable under the tender clause, as detailed below (Ref: Annexure 13, Hardware Tender) -

SNo	Activity	Rate
1	Failure in maintaining installation Schedule	<p>0.2% (Zero point two percent) per day subject to maximum of 50/30 days (50 days is for states Sikkim, North Eastern States, Andaman & Nicobar, Lakshadweep, Leh, Kargil, Lahual Spiti, Keylong and 30 days for rest of India), thereafter NIC holds the option for cancellation of the order and re-procure the same from any other vendor at the cost of the supplier and forfeit the EMD/ Security deposit of the vendor.</p> <p>The un-installed items can be taken back by the vendor. In addition, vendor shall also be liable to pay to NIC a cancellation charge of 10% (Ten percent) of the value of unsupplied items.</p>

2	Maintenance during warranty period	0.05% (Zero point zero five percent) of the system value per day per system if not repaired within 2 to 5 days depending upon the location as per clause 18.3 (II) maximum to the bank guarantee limit given in the Annexure Security Deposit.
3	Replacement of the faulty system	Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime has crossed 15.0% of the system value, will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.
4	Limitation of Penalty	Taking into consideration all the above cases, the total penalty that can be levied on the vendor shall not exceed the purchase order value.

F. Other Vendor Requirements

- a) Vendor will need to identify and assign one state level coordinator who will be responsible to ensure timely resolution and closure of all the call logged.
- b) The state level coordinator will be responsible to submit a weekly call status report to the High Court
- c) A weekly meeting of the state level coordinator and the High Court CPC shall be organized once a week, as per High Court convenience.
- d) The objective of the meeting will be to review the reasons of pendency in call closing and identify necessary actions on the part of the vendor for resolving the same. The **sample report format is enclosed at Annexure A.**
- e) The **vendor will also submit a monthly call log status report to NIC, Hqrs.** The sample format is enclosed at **Annexure B.** The reports submitted at the NIC Hqrs will be shared with all the High Court CPCs for verification.

G. Annexure

1. Annexure A

- The Weekly Call Log Status Report shall be submitted to the CPCs of all the concerned High Courts on every Friday and should provide for the following information:

Name of District/Taluka	Name of Court	Nodal Officer Name	Problem Description	Call Id	Date of Call Log	Status (Pending/Assigned/Inprogress/Closed)	Date of Call Closure	Remarks

2. Annexure B

- The Monthly Call Log Status Report shall be submitted to the NIC Delhi for all the concerned High Courts on 7th day of every month for call logged and resolved in the previous month and should provide for the following reports:

i. Monthly Call Status Report

SR NO.	CALL ID	STATE	HC	Court Complex Name / Address	CALL LOG DATE	CALL STATUS	CALL CLOSED DATE	AGEING IN DAYS	EQUIPMENT DETAILS (Item name, S.No., Make, Model etc)	ISSUE DESCRIPTION	COMPLAINT LODGED BY	REMARKS
--------	---------	-------	----	------------------------------	---------------	-------------	------------------	----------------	---	-------------------	---------------------	---------

ii. Month-wise Summary Report of Calls with Graphs (in numbers and %)

SUMMARY –Month 2011						
S.No.	State	Calls Logged	Calls Closed	Call Pending	Ageing of Calls Closed	
					< 3 days	> 3 days

3. Annexure C – “Call Log Register Excel Format”

SR NO.	Date	Call ID	Court Complex Name / Address	Complaint Lodged By	Department /Branch	Call Log Date	Equipment Details- Item name, S No	Equipment Details- (Make, Model etc)	Problem / Issue Description	Call Resolved Date and Engg Name	Remarks