<u>Customer Complaint Handling Portal</u> (CCHP – Turant Upaay)

Bidder User Manual

MJUNCTION SERVICES LTD.

By Customer Service Team

TABLE OF CONTENTS

- 1. Login for CCHP
- 2. Dashboard CCHP landing page
- 3. Adding feedback (queries / complaints)
- 4. View / Search feedback
- 5. Giving satisfaction rating
- 6. Change of the module into Hindi version

1. Login for CCHP

- a) After logging in the auction portal page, bidder needs to click the following :
- Click the tab 'GENERAL'
- Then click the tab **'COMPLAINT'**

	IP: 42.110.158.82 Server Time:	: Tue Jun 01 2021 23:02:11 PM	Welcome, Mr Test Org 8 🔹
metaljunction valuejunction			Application Version :3.1
			33)6603/4409-1760/61/62/65/69/70/72 d ls: MJ88881215488
	TODAYS UPCOMING LOTS CLOSED LOTS POS	ST-AUCTION WATCHLIST SELF	ATTACHMENT GENERAL RAINING
RULE LISTING			
COMPLAINT DEBAR VIEW LEDGER EMD RE	FUND PKI REGISTRATION FINANCIAL LIMIT D	OCUMENTS DASHBOARD	
Thank you for your partici	pation in auction. Please clic	k here to share your	experience. It will
help us serve you better. 🐹	1		
noip de cerre yeu secter			
In order to participate in auction first	t self attach to auction by clicking	on the SELF ATTACHM	ENT tab.
To see status of closed lots, click or	the CLOSED LOTS tab.		
Show All Auctions			
Show All Price Based EBookings			
Show All EBookings			
Show All Price Based Partial EBookings			
Show All Partial EBookings			
Sorry! No Live Auction Available.			
MY DASHBOARD			
0 0			

OR

- b) Without logging in auction portal,
 - Click on the Turant Upaay Blow-Up on the Customer Care tab / Turant Upaay Link below in the Home Page of metaljunction auction website. With bidder login ID & password under Customer Complaints directs to the Turant Upaay page.

ⓓ mjunction services limited x │ ⊗ https://myportal.mjunction.in/my x ⊗ metaljunction = Au	uction Home X S Contact us for any query and sol: X +	• - •
← → C ■ metaljunction.com/auction/auctionView		\$
Login to start bidding	Attention !!! Metaljunction has updated General FAQ for our buyers.	
Password	To view the FAQ, Click Here	
Digital Signature Login Forgot Password? Reset through	or Go to the Path Manual FAQ \rightarrow General FAQ.	
One Time Password Registered Email Id Login	Attention To All Buyers Participating in TSL-IBMD/ TSL - FP Auctions	
Password Recovery Manual ✓ Click here to View/download	turantupaday Cick Here to channel your query or complaints to us	
Online Training/ Training Confirmation Manual To find the Training Manuals for help, Please go to the tab "Training" after Login.	Please call our Customer Support Toll Free No. 1800 41920001 between 9:00 AM to 6:00 PM from Mon - Sat	Customer Ca
Buyer Finance Facility @ 9.5% p.a onwards	A Announcements	
র্বের ওমার turantupaday calk there to channel your query or complains to us	Vehicle Tax - BSP	
tps://www.metaljunction.com/auction/auctionView≢) oz 6 🧿 xi 🖷 🦹 🔷 🗠 🗠	ENG 10:37 PM
		I ^{- ¶} (NTL 06-04-2021 [↓]
	Links to enter	Turant Upaa

mjunction services limited TATA Centre, 43 Jawaharlal Nehru Road,	mjunction services limit Godrej Waterside , Tower-J	ed		
43 Jawaharlal Nehru Road,		3rd floor	Select your nearest	t city 🔻
	Plot No. 5, Block-DP, Secto	r-V,		
Kolkata 700 071 Tel: +91 33 6610 6100, 6613 3133,	Salt Lake City, Kolkata - 70 Tel: +91 33 6610 6100	0091, India		
CIN: U00000WB2001PLC115841	Fax: +91 33 6610 6187 / 61	179		
	CIN: U00000WB2001PLC1	15841		
out the Customer Support System		ſ		
metaliunction we constantly reinvent our proc	esses to bring the best	with us	Query, Request, Complai	nt and Suggestions
metaljunction we constantly reinvent our proc Isiness experience to you. Turant Upaay is a pla	0	with us	Query, Request, Complai	nt and Suggestions
· · ·	0	Login	Query, Request, Complai	nt and Suggestions
isiness experience to you. Turant Upaay is a pla pinion about your experience with us. his platform has been developed to capture you	atform for you to voice your	with us	Query, Request, Complai	nt and Suggestions
isiness experience to you. Turant Upaay is a pla inion about your experience with us.	atform for you to voice your	with us	Query, Request, Complai	nt and Suggestions
isiness experience to you. Turant Upaay is a pla pinion about your experience with us. his platform has been developed to capture you	atform for you to voice your ir query, request, complaint processes to meet your	With us Login	Query, Request, Complai	nt and Suggestions

2. Dashboard – CCHP landing page

- By default the snapshot of **recent feedbacks** are displayed with Feedback Code, Description & Status in the CCHP Dashboard / Landing page.
- Menu options are at the left side of the page.

mjunction	र्तुटंत उपाय turantupaay			a.a@mjunction.in 💽
Navigation A DASHBOARD Components	Recent Feedbacks	ר	Search	*** All dashboard data are based on 3 months from current data. Rate Our Response No response available now!
Q FEEDBACK	Feedback Code 🗢	Description \$	Status ≑	
ADD FEEDBACK VIEW FEEDBACK	 ⊕ METAL/2021/56 ⊕ METAL/2021/52 	Test 2	Work In Prog Work In Prog	
▶ SEARCH FEEDBACK		Test 1	Work In Prog	
			« c 1 > »	
				turantupaay Click here to visit old CCHP

• Clicking on the individual Feedback Status, the **Feedback Details** page opens.

Navigation	Feedback Details YOU ARE HERE: Home > Feedback > Feedback Detail	
H DASHBOARD		
Components	Feedback Details	
Q FEEDBACK	Feedback Code : METAL/2021/59	
	Current Status : Work In Progress	
	Client : TATA STEEL SEC.	
	Feedback Type : GENERAL QUERY	
	Feedback Source : ONLINE	
	Organization Name : TEST ORG 8	
	Feedback Given By : Test Org 8	
	Email Id : a.a@mjunction.in	
	Mobile Number : 111111111	
	Phone Number : 54356439	
	Address : N/A	
	Created By : Test Org 8	
	Date Of Feedback : 18-06-2021 1:15 pm	
	Feedback Description :	
	Test 4	
		-

3. Adding feedback (queries / complaints)

- a) Clicking 'ADD FEEDBACK' under FEEDBACK menu options, opens the feedback adding page.
- b) A pop-up appears asking whether the logger wants to log a **Query/Suggestion/Request** OR a **Complaint**.

d mjunction services limited ×	COM ADD Feedback X 😵 mjunction services Itd - ResellerU X +	• - • ×
	mjunction.in/cchp/customer/feedback/add-new-feedback	☆ 🚨 :
	turantupaay	a.a@mjunction.in
	Add Feedback	
	You are trying to log a > Feedback(Query/Suggestion/Request/Others) Or @ Complaint	
	Continue	
)
	Upload File (Jos area of ans off and off. Choose File No file chosen Upload	
F P Type here to search	o 🖽 🧮 🚖 💽 🔯 🧀 🕄 🖬	へ 🗈 👄 🖫 🕼 ENG 06-41 PM INTL 06-08-2021 🖓

c) After selecting Complaint / Query, the logger needs to select the **Client** from the drop down.

Then type the complaint / query in details within the space provided under the **Feedback Description.**

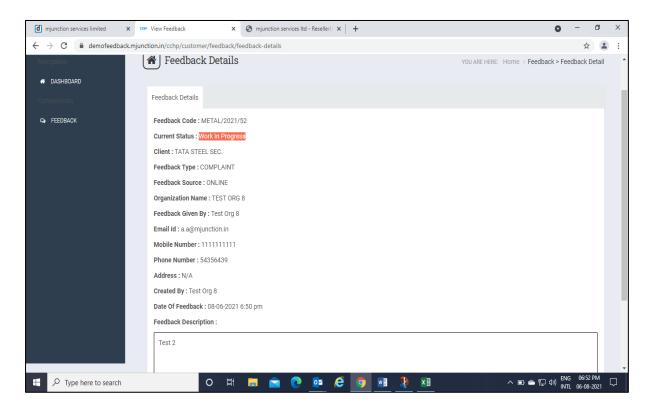
The logger can upload any file under the **Upload File** by clicking **'Choose File'**. An old feedback closed during the last 90 days from the current date can be referred by typing the previous Feedback Code / Description / Date.

	ADD Feedback × +	eedback		0	- ⊡ × ☆ D ::	
	Client * Feedback Type * Feedback Description * Space to Add Feedback	TATA STEEL SEC. Complaint B / @ := := Change Teet 3	 ✓ e block type ✓ 			
	Upload File (jpg. jpeg. get. ang. jpdt. doc. docx. sk. uka. ppt. ppt. zp. rec. sml. upp. mg. emi) Want To Refer Previous Similar	Choose File No file chosen	Upload	Document files can be uploaded for reference		
P Type here to search	Feedback/Complaint?(Please type Feedback Code/Description/Date)	METAL/2021/56 Desc: testt Create Date: 10-June-2021 METAL/2021/51 Desc: Test 1	Q _ MI	An old similar o can be referred dropdown list o	l from the of closed	visible
			L,	feedbacks by ty first few letters code eg. 'META	of the fee	

d) Completing the above steps, click 'Add Feedback' tab at the bottom of the page and the system generated Feedback Code number appears as a pop-up.

d mjunction services limited X	# ADD Feedback × 🔇 mju	nction services Itd - Reseller \vee +		o - o ×
\leftrightarrow \rightarrow \mathbf{C} $\hat{\mathbf{e}}$ demofeedback.mjune	ction.in/cchp/customer/feedback/add-new-f	eedback		☆ 😩 :
🔉 FEEDBACK	Client *	TATA STEEL SEC.		
		TATA STEEL SEC.		
	Feedback Type *	Complaint 🗸		
	Feedback Description *	B I 📼 📰 📰 Change block type 🗸		
	Message !!	Trace 2		
	Feedback is added su Your feedback code is Note down feedback c		ОК	Pop-up of system generated Feedback Code
	Upload File (see see, pr. pr. pr. see eec .deex. sia. siar, ppt, ppt, zp, rac. ant, sps, mag .emi)			
		**Old feedback list data are based on last 90 days from current data.		
F Dype here to search	O 🛱 属	🚖 💽 🔯 🖨	×∄	へ 🗈 👄 ি 🖓 ENG 06:50 PM 🖓

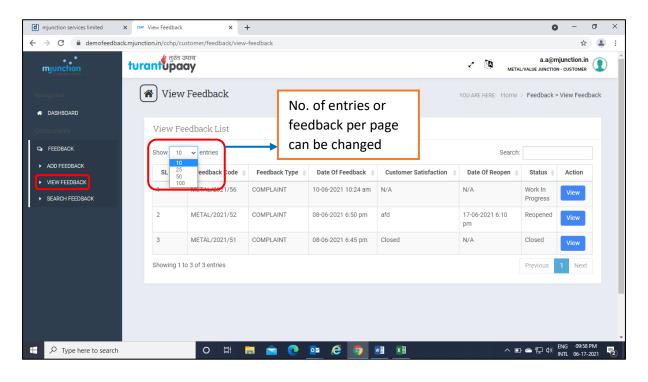
- e) After clicking **'OK'** in the generated Feedback Code pop-up, the system directs to the **Feedback Details** page with the details given while registering the feedback.
- f) Feedback Code No, Current Status, Client selected, Feedback Type, Source, Logger details & Feedback Description are displayed within 01 page.



4. View / Search Feedback

VIEW FEEDBACK

- a) Clicking the **VIEW FEEDBACK** under the FEEDBACK menu, all the feedbacks can be visible page wise. To view the details the **View** option at right to be clicked
- b) By default 10 feedbacks are visible in each page. But can be changed as per the requirements under **Show dropdown** option above the left side of the list.
- c) With the **Search** option at the right side above the list, any feedback can be searched from the list with the Feedback Code, Date, Status & Feedback Type.



	तुरंत उपाय turantupaay	a.a@mjunction.in 💽 Metalvalue Junction - customer
Navigation	View Feedback	YOU ARE HERE: Home > Feedback > View Feedback
# DASHBOARD		For exampling any
Components	View Feedback List	For searching any particular feedback
Q FEEDBACK	Show 10 🗸 entries	from the list
ADD FEEDBACK	SL No 🔺 Feedback Code Feedback Type	
VIEW FEEDBACK	1 METAL/2021/56 COMPLAINT	10-06-2021 10:24 am N/A N/A Work In View
SEARCH FEEDBACK		Progress
	Showing 1 to 1 of 1 entries (filtered from 3 total entries) Previous 1 Next

SEARCH FEEDBACK

- a) Clicking the **SEARCH FEEDBACK** under the FEEDBACK menu, the date range opens.
- b) From Date & To Date are to be selected.
- c) The **Feedback Status** below the date range remains **All** by default but can be filtered as Work in Progress, Resolved, ReOpened & Closed.
- d) Clicking the **Search** tab after giving the above parameters, all the feedbacks within the given date range will display below just like the view feedbacks.
- e) Rest of the features are same as the View Feedback as explained above.

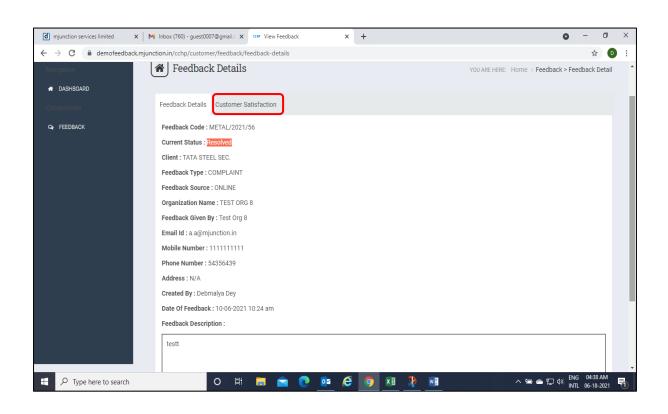
d mjunction services limited	🗙 🛛 M Inbox (761) - guest0007@gmail.c 🗙 🚥 Search Feedback 🗙 🕂	o – 0 ×
\leftarrow \rightarrow C \textcircled{a} demofeedba	ack.mjunction.in/cchp/customer/feedback/search-feedback	☆ 🖸 :
mjunction	turantupaay	a.a@mjunction.in 💽 🌰
	🛞 Search Feedback	YOU ARE HERE: Home > Feedback > Search Feedback
dashboard		
	Search Feedback	
		Date Range
ADD FEEDBACK	From Date * 2021-03-18	
VIEW FEEDBACK	To Date * 2021-06-18	to select
SEARCH FEEDBACK	Feedback Status * All	
	Veetback status - All Select Feedback Status All Work In Progress Resolved Reopened Closed	Feedback Status to filter from the Drop down list
Type here to search	o # = • • • • • • • • •	へ 雪 👄 🔛 ሳ) ENG 02:00 AM INTL 06-18-2021 🐻

Search Feedback From Date 2021-06-08 To Date 2021-06-09 Feedback Status All Search View Feedback List Show 10 entries Status All Show 10 entries Search Status Area Number Email Id Feedback I METAL/2021/52 COMPLAINT TEST ORG 8 Unable 1111111 a.a@mjunction.in 0630 pm View	d mjunction services limited	🗙 🎦 Inbox (760	0) - guest0007@gmail. 🗙	CCMP Search Feed	back	× +					o –	Ø	>
FEEDBACK From Date* 2021-06-08 To Date* 2021-06-09 Feedback Status* All Search Search View Feedback List Search Show 10 ventries Search Status Action 1 METAL/2021/52 COMPLAINT TEST ORG 8 Unable 11111111 a.a@mjunction.in 08-06-2021 Reopened View	C 🔒 demofeedback	k.mjunction.in/ccl	np/customer/feedback/se	arch-feedback							ž	ل ک	
From Date * 2021-06-08 To Date * 2021-06-09 Feedback Status * All Search View Feedback List Show 10 • entries Search Search Show 10 • entries Search Status * Organization * Sub * Mobile Date Of * Feedback * Status * Action No Feedback Code * Feedback * Organization * Sub * Mobile Mobile * Email Id * Date Of * Feedback * Status * Action No Feedback Code * Feedback * Organization * Sub * Mobile Mobile * Email Id * Date Of * Feedback * Status * Action 1 METAL/2021/52 COMPLAINT TEST ORG 8 Unable 1111111 a.@mjunction.in 08-06-2021 Reopened View	Components	Sear	Search Feedback										
Show 10 vertices Search: Show 10 vertices S	Q FEEDBACK		To D	ate * 2021	1-06-09	arch	~						
No Feedback Code Type Organization Area Number Email Id Feedback Status Action 1 METAL/2021/52 COMPLAINT TEST ORG 8 Unable to downlo ad confirm ation 1111111 a.a@mjunction.in 08-06-2021 Reopened View									Se	earch:			
to 11 6:50 pm View downlo ad Confirm ation			Feedback Code		Organization 崇			Email Id 🔶		Status	Action		
I CITO		1	METAL/2021/52	COMPLAINT	TEST ORG 8	to downlo ad Confirm		a.a@mjunction.in		Reopened	View		

5. Giving satisfaction rating

- a) Clicking the **View** at the right side of the feedbacks under the feedback list in the View / Search Feedback opens the Feedback details
- b) In the **Feedback Details** page the first tab Feedback Details opens by default with all the details of the feedback.

mjunction	turantupaay				2 🔯 Meta	a.a@mjunction.in	
Navigation	🚷 View Feedbac	k			YOU ARE HERE: Home	> Feedback > View Feedback	¢
H DASHBOARD							
Components	View Feedback Li	st			Clicki	ng View tab tl	he
♀ FEEDBACK	Show 10 v entries					back details p	
	SL No 🔺 Feedback	Code Feedback Type 🗧	Date Of Feedback	Customer Satisfaction	Date Of Reopen 🍦	Status Action	
	1 METAL/202	1/56 COMPLAINT	10-06-2021 10:24 am	N/A	N/A	Resolved	
	2 METAL/202	1/52 COMPLAINT	08-06-2021 6:50 pm	afd	17-06-2021 6:10 pm	Reopened View	
	3 METAL/202	1/51 COMPLAINT	08-06-2021 6:45 pm	Closed	N/A	Closed View	
	Showing 1 to 3 of 3 entrie	5				Previous 1 Next	



OR

c) Or else for rating & going directly to the Customer Satisfaction tab, the customer can also click the **Rate us** tab under **Rate Our Response** section appearing in the Dashboard page.

mjunction	turantupaay			a.a@mjunction.in
Navigation Components	Recent Feedbacks Status Work In Progress 🗸		Rate Our Response METAL/2021/56 Rate us	
 FEEDBACK ADD FEEDBACK 	Feedback Code ◆ No data available in table	Description 🗢	Status ≑	
VIEW FEEDBACK SEARCH FEEDBACK				Clicking the Rate us tab in the Rate Our Response section in the dashboard page also lead to Customer Satisfaction page

- d) Clicking the tab **Customer Satisfaction**, the resolution is visible under **Response to Customer** and the **Reopen / Unsatisfied Reason** is visible beside.
- e) To Reopen or Close the feedback, the customer has to click the **SATISFIED** or **NOT SATISFIED** under the Satisfaction Level dropdown.
- f) Stating the satisfaction / non-satisfaction reason in the space provided and clicking the **Submit** tab, the feedback is closed or reopened accordingly.

(d) mjunction services limited	x M Inbox (760) - guest0007@gmail. x K +	• - 5 ×
\leftrightarrow \rightarrow C \cong demofeedb	back.mjunction.in/cchp/customer/feedback/rate-us	☆ 🛛 :
mjunction	turantupaay	a.a@mjunction.in
	Feedback Details	YOU ARE HERE: Home > Feedback > Feedback Detail
DASHBOARD	Feedback Details Customer Satisfaction	
S FEEDBACK	You are viewing satisfaction level against feedback code METAL/2021/56 of Test Org 8	
	Response To Customer Reopen/Unsatisfied Re	eason
	testt Not given (Fill up below	v section)
	Satisfaction Level Select Satisfaction Level SATISFIED NOT SATISFIED	
E $\mathcal P$ Type here to search	n 🛛 🖽 🗮 💼 💼 🙋 🔯 🖉 🗷 🦻	📲 ヘ 📾 🛥 史 🕼 NG 05:21 AM

Navigation	😭 Feedback Details	YOU ARE HERE: Home > Feedback > Feedback Detail				
# DASHBOARD	_					
Components	Feedback Details Customer Satisfaction					
S FEEDBACK	You are viewing satisfaction level against feedback code METAL/2021/56 of Test Org 8					
	Response To Customer Reopen/Unsatisfied Reason					
	testt Not given (Fill up below section	on)				
	Satisfaction Level* NOT SATISFIED V					
	Not Satisfaction Reason * Other					
	Other Reason * Reason					
	Submit					
	Space to provide the NC	т				
	SATISFIED or SATISFIED					

6. Change of the module into Hindi version

• Clicking the below icon at the top right of the screen / page will enable the user to choose from the English or Hindi version setting of the page [this not ensures that the user can write the feedback description in Hindi font].

2				Icon to choose language version
mjunction	turantupaay			a.a@mjunction.in ①
Navigation	Recent Feedbacks			*** All dashboard data are based on 3 months from current date. Rate Our Response
Components	Status Work In Progress 🗸		Search	No response available now!
S FEEDBACK	Feedback Code 🗢	Description 🗢	Status 🗢	
ADD FEEDBACK	No data available in table			_
			-	glish or Hindi to e page language
mjunction	turantupaay			a.a@mjunction.in
Navigation	Recent Feedbacks			···· ' 네스스 book data are based on 3 months from current date. I English Fesponse 같 [문衣]
Components	Status Work In Progress 🗸		Search	NO response available now!
Q FEEDBACK	Feedback Code 🗢	Description 🗢	Status 🗢	_
ADD FEEDBACK	No data available in table			
VIEW FEEDBACK SEARCH FEEDBACK				-

• The page changes as per the language option selected.

d mjunction services limited	X COMP Log In	× ०००० आपक	ा स्वागत है 🗙 🕂	÷	• - • ×
← → C i demofeedback.mjunction.in/cchp/customer					
mjunction	turantupaay				a.a@mjunction.in 🔬
पथ प्रदर्शन 🔿 दैगजोर्ड	हाल के फीडबै	क			*** कामे बेचकों के डेटा कॉमल समय से 3 सहने पर आधारत है हमारी प्रतिक्रिया को रेट करें
अवयव	स्टेटस वर्क इन	प्रोग्रेस 🗸		Search	अब कोई प्रतिक्रिया उपलब्ध नहीं है!
্রে চৌভৰঁক • চৌভৰঁক ৰনাই • চৌভৰঁক देखे • চৌভৰঁক ৰাজ	फीडबैक कोड \$		विवरण 🗢	स्टेटस \$	
 फ़ीडबैक बनाएं 	तालिका में आंकड़े	ଏମଣକ୍ଟ କଥି ହ			
 ফ্ৰীৱৰ্ক देखें 					
 फ़ीडबैक खोजे 					
					turant प् रतंत उपाय turant upaay Click here to visit old CCHP
Type here to search		0 🛱 🧮 🚺	🖻 💽 💿 🖻	🔉 🏩 🧏	へ 🗈 🌰 🦟 🕸 ENG 12:24 PM 📑 INTL 06-18-2021