

# **Customer Complaint Handling Portal** **(CCHP – Turant Upaay)**

## **Bidder User Manual**

**MJUNCTION SERVICES LTD.**

**By Customer Service Team**

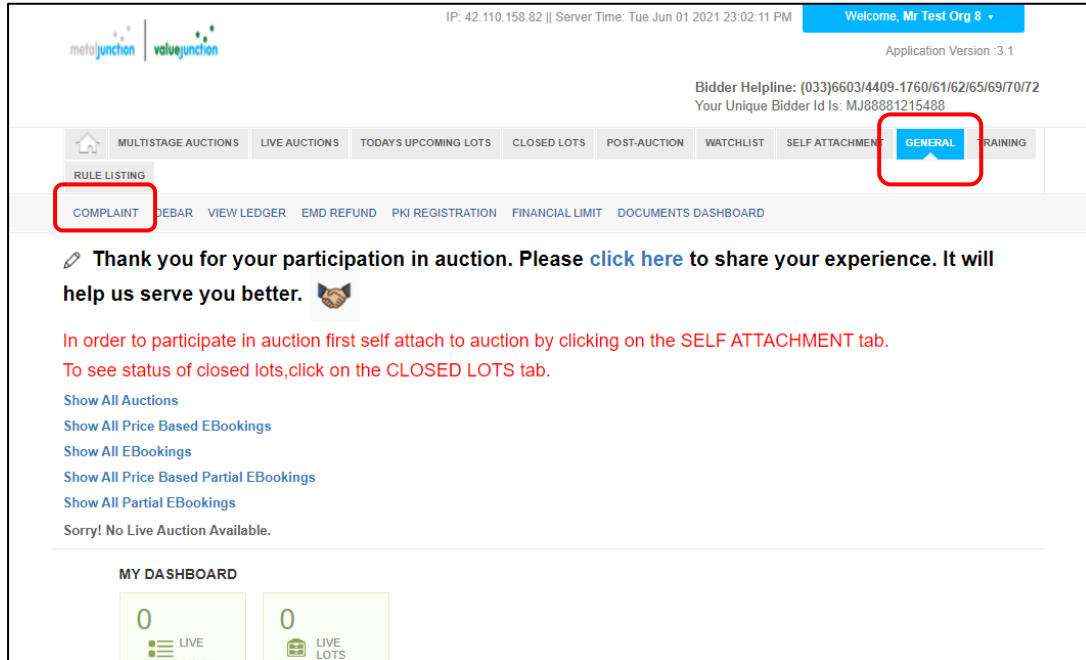
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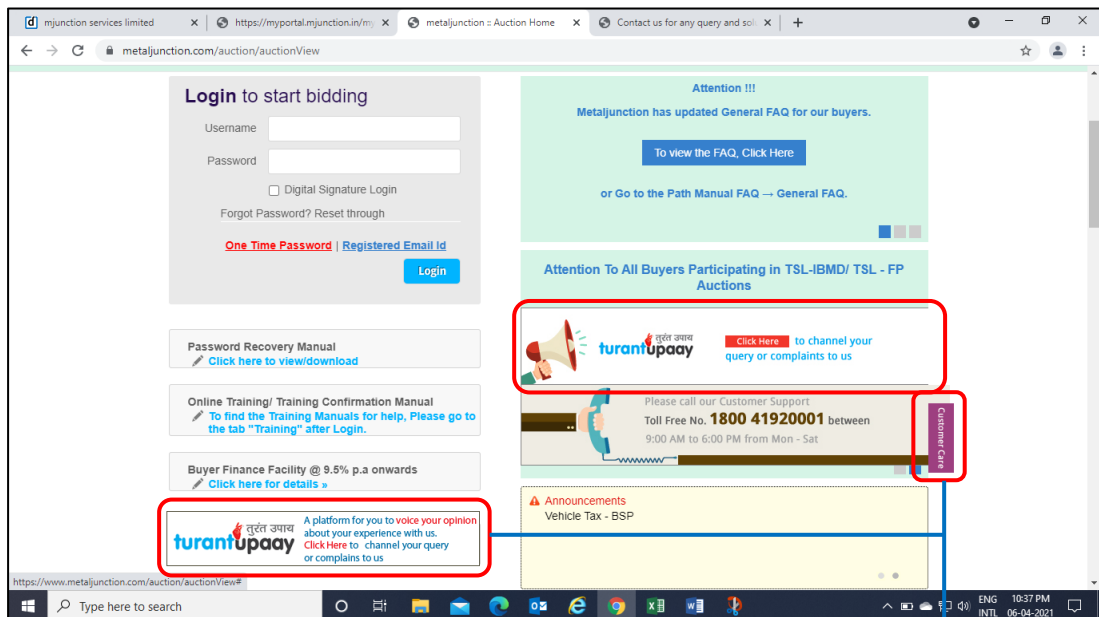
# 1. Login for CCHP

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



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.



Links to enter Turant Upaay

## CONTACT METALJUNCTION

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Tel: +91 33 6610 6100  
Fax: +91 33 6610 6187 / 6179  
CIN: U00000WB2001PLC115841

**OTHER CITIES**  
Select your nearest city ▼

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**AUCTION RELATED QUERIES**

[Pre auction Queries](#)
[Live auction Queries](#)
[Post auction Queries](#)
[Report ethical concerns](#)

[Customer complaints](#)

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**About the Customer Support System**

At metaljunction we constantly reinvent our processes to bring the best business experience to you. Turant Upaay is a platform for you to voice your opinion about your experience with us.

This platform has been developed to capture your query, request, complaint and suggestions on the services provided by us.

This will help us to continuously refine our work processes to meet your changing requirements. Login to register your complaints.

**Share your Query, Request, Complaint and Suggestions with us**

Login

Password

[Login](#)

## 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.

**Navigation**

[DASHBOARD](#)

**Components**

[FEEDBACK](#)

▶ [ADD FEEDBACK](#)

▶ [VIEW FEEDBACK](#)

▶ [SEARCH FEEDBACK](#)

[a.a@mjunction.in](#)  
METAL/VALUE JUNCTION - CUSTOMER

\*\*\* All dashboard data are based on 3 months from current date.

Recent Feedbacks

Status Work In Progress ▼

Feedback Code	Description	Status
METAL/2021/56	testt	Work In Prog...
METAL/2021/52	Test 2	Work In Prog...
METAL/2021/51	Test 1	Work In Prog...

Rate Our Response

No response available now!

Click here to visit old CCHP

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

**Navigation**

[DASHBOARD](#)

**Components**

[FEEDBACK](#)

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Click here to visit old CCHP

**Navigation**

[DASHBOARD](#)

**Components**

[FEEDBACK](#)

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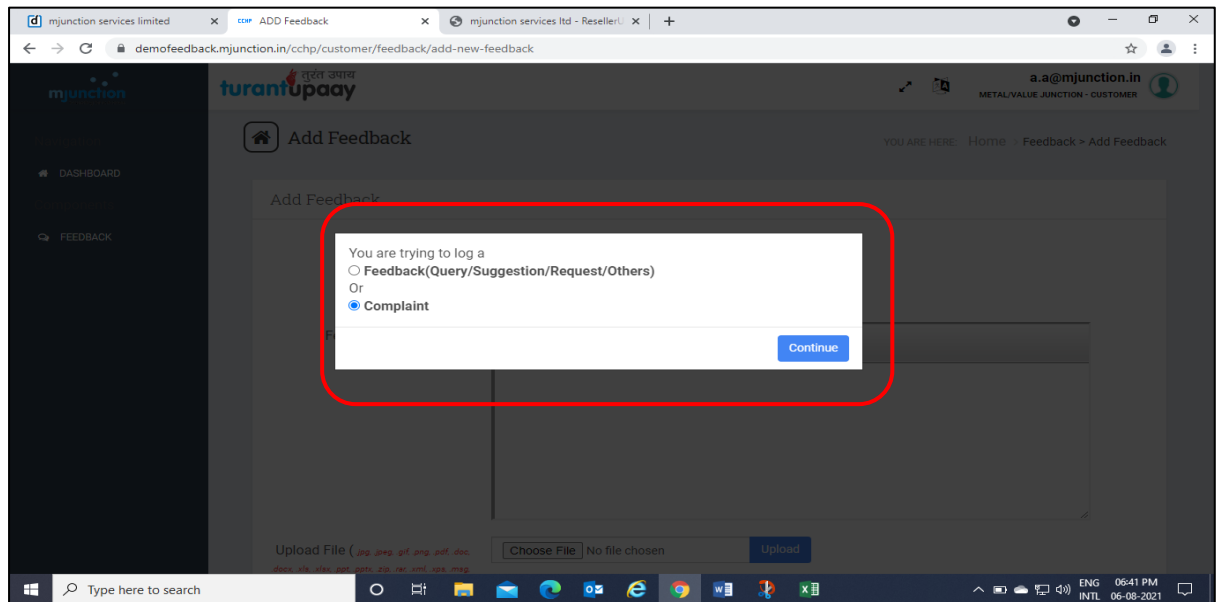
Rate Our Response

No response available now!

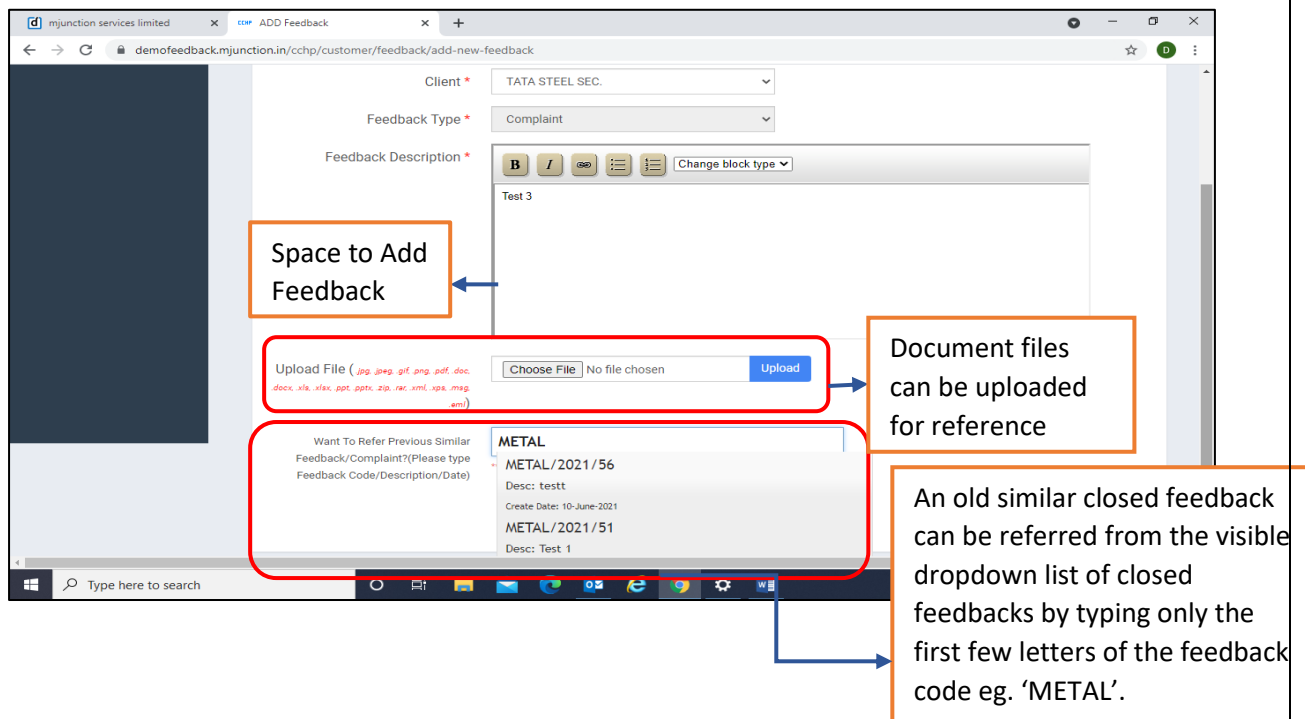
Click here to visit old CCHP

### 3. Adding feedback (queries / complaints)

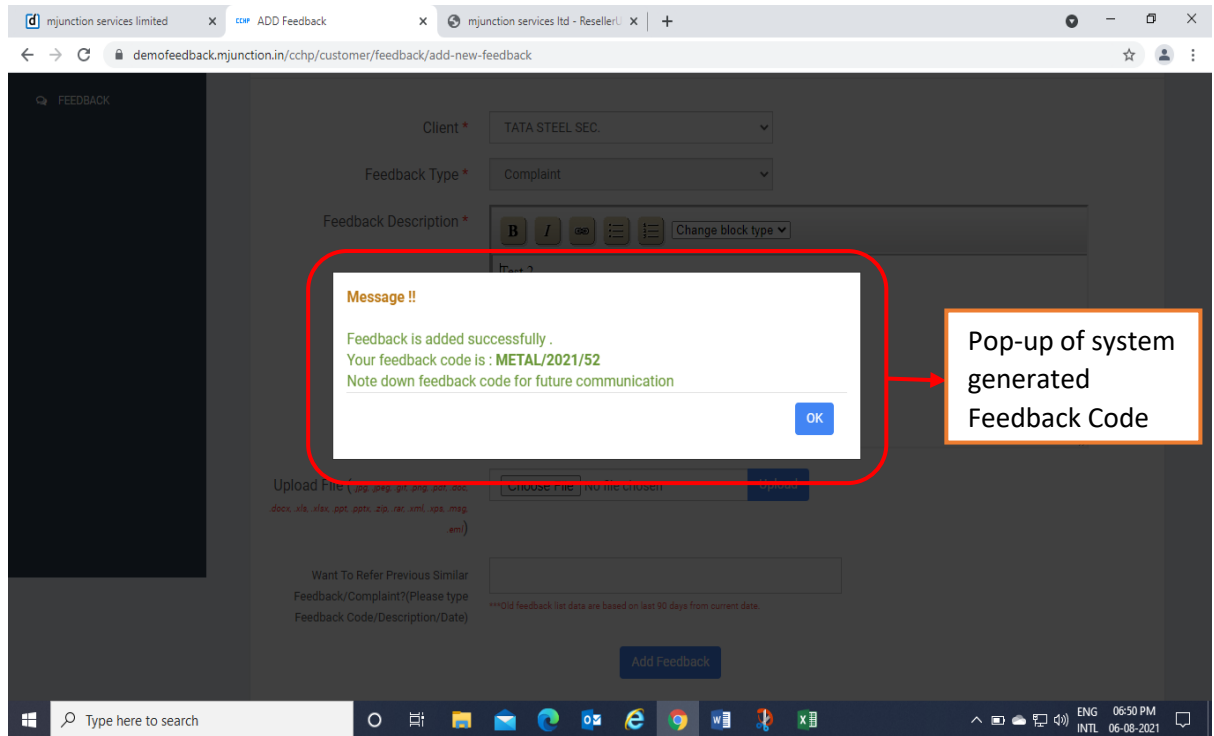
- a) Clicking '**ADD FEEDBACK**' under **FEEDBACK** menu options, opens the feedback adding page.
- b) A pop-up appears asking whether the logger wants to log a **Query/Suggestion/Request** OR a **Complaint**.



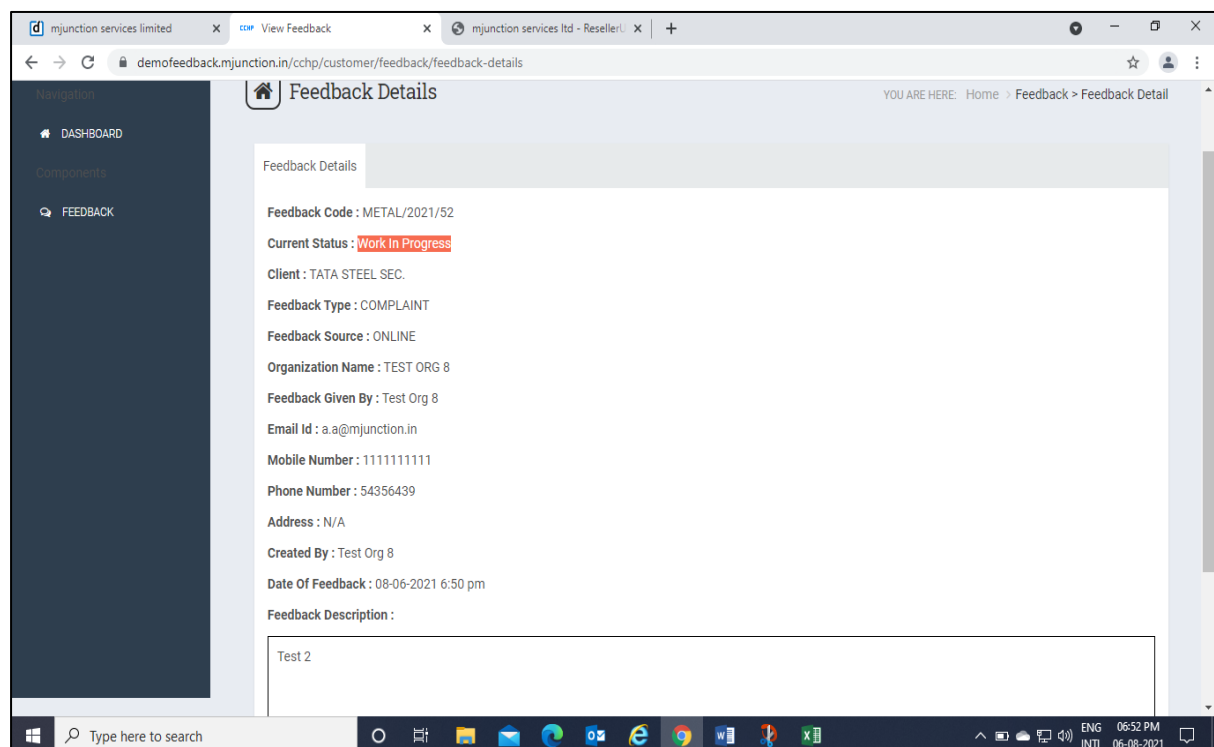
- c) After selecting Complaint / Query, the logger needs to select the **Client** from the drop down.  
Then type the complaint / query in details within the space provided under the **Feedback Description**.  
The logger can upload any file under the **Upload File** by clicking '**Choose File**'.  
An old feedback closed during the last 90 days from the current date can be referred by typing the previous Feedback Code / Description / Date.



- 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.



- 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

- 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
- 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.
- 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.

View Feedback List

Show 10 entries

SL Feedback Code Feedback Type Date Of Feedback Customer Satisfaction Date Of Reopen Status Action

1	METAL/2021/56	COMPLAINT	10-06-2021 10:24 am	N/A	N/A	Work In Progress	View
2	METAL/2021/52	COMPLAINT	08-06-2021 6:50 pm	afd	17-06-2021 6:10 pm	Reopened	View
3	METAL/2021/51	COMPLAINT	08-06-2021 6:45 pm	Closed	N/A	Closed	View

Showing 1 to 3 of 3 entries

Previous 1 Next

No. of entries or feedback per page can be changed

View Feedback List

Show 10 entries

Search: METAL/2021/56

SL No Feedback Code Feedback Type Date Of Feedback Customer Satisfaction Date Of Reopen Status Action

1	METAL/2021/56	COMPLAINT	10-06-2021 10:24 am	N/A	N/A	Work In Progress	View
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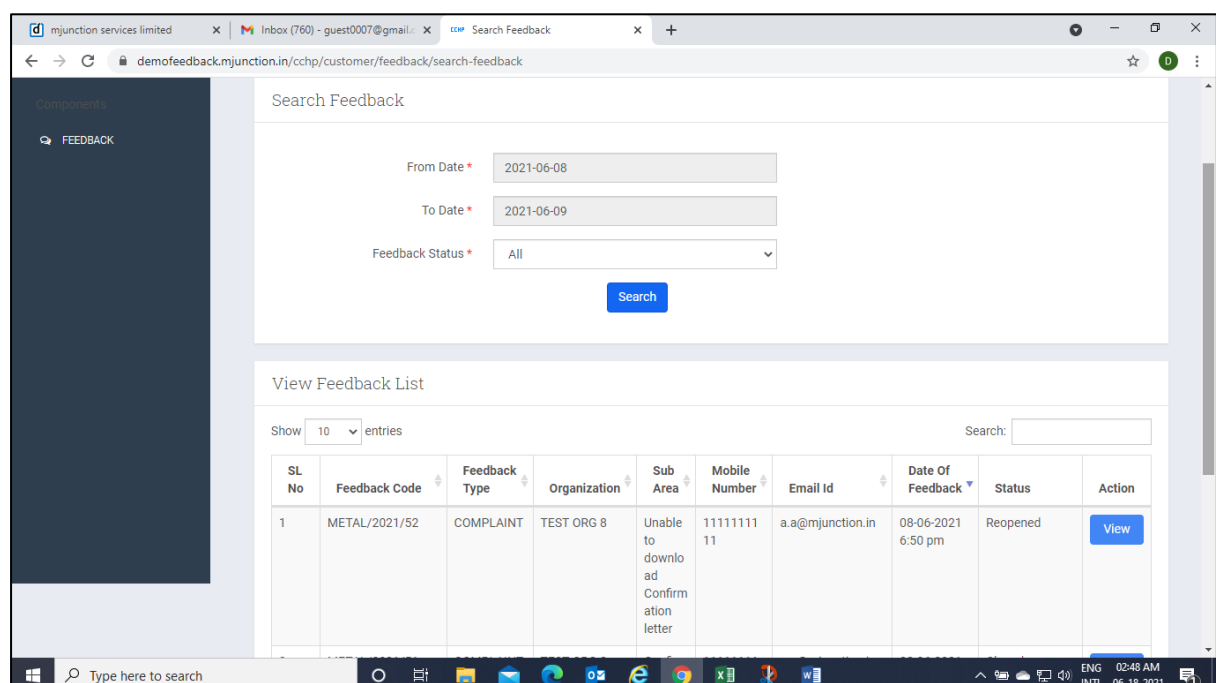
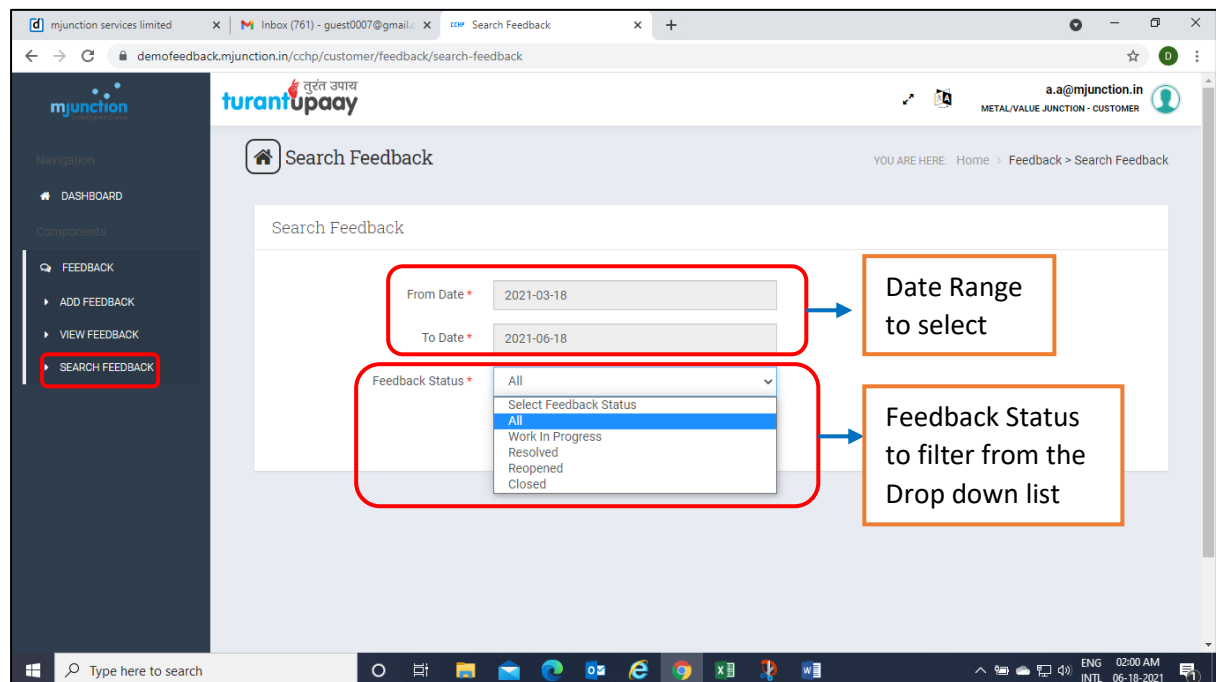
Showing 1 to 1 of 1 entries (filtered from 3 total entries)

Previous 1 Next

For searching any particular feedback from the list

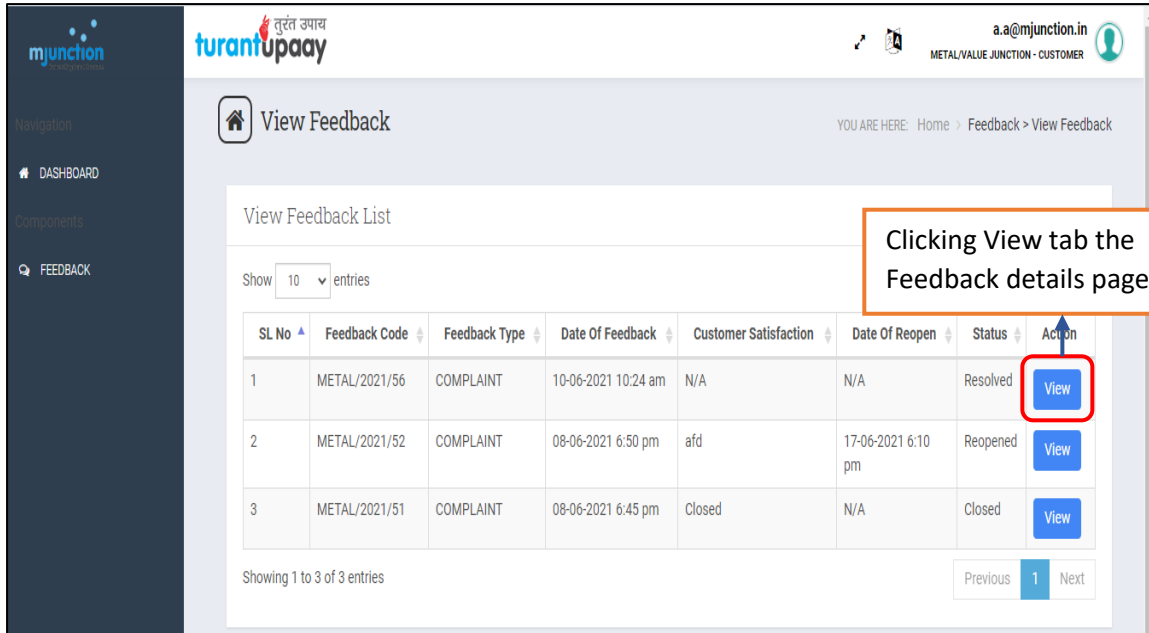
## SEARCH FEEDBACK

- Clicking the **SEARCH FEEDBACK** under the FEEDBACK menu, the date range opens.
- From Date & To Date** are to be selected.
- The **Feedback Status** below the date range remains **All** by default but can be filtered as Work in Progress, Resolved, ReOpened & Closed.
- 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.
- Rest of the features are same as the View Feedback as explained above.



## 5. Giving satisfaction rating

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



View Feedback

YOU ARE HERE: Home > Feedback > View Feedback

View Feedback List

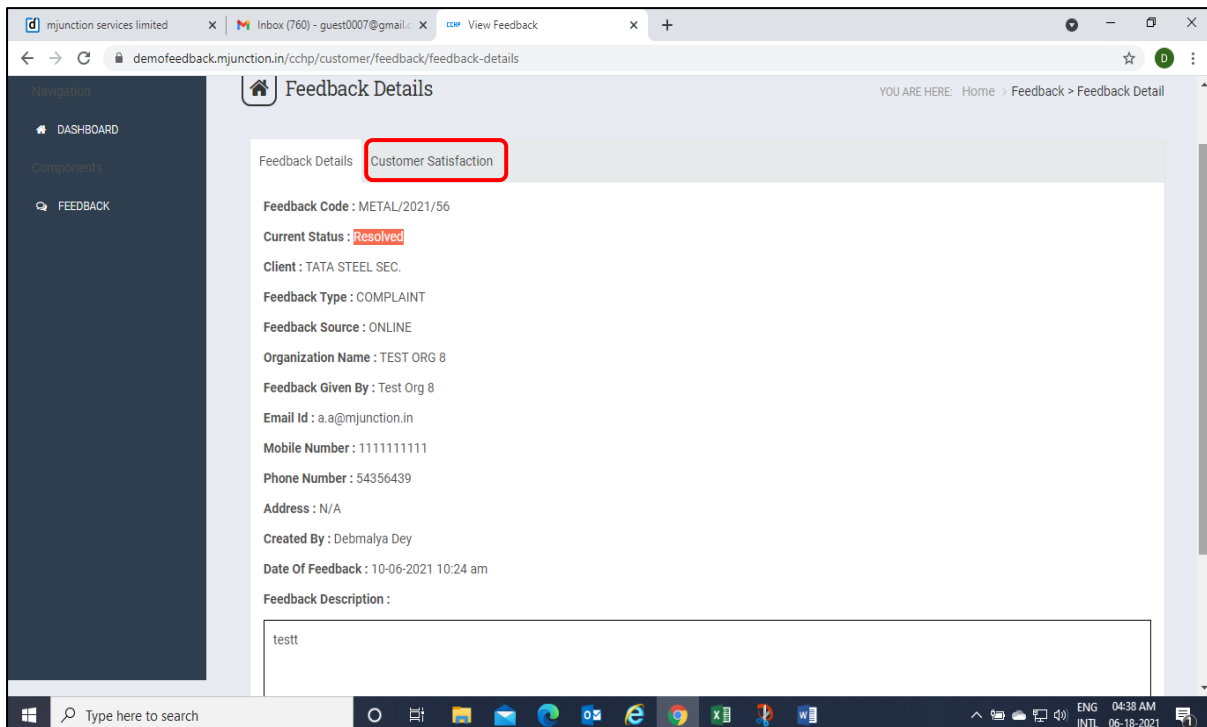
Show 10 entries

SL No	Feedback Code	Feedback Type	Date Of Feedback	Customer Satisfaction	Date Of Reopen	Status	Action
1	METAL/2021/56	COMPLAINT	10-06-2021 10:24 am	N/A	N/A	Resolved	<a href="#">View</a>
2	METAL/2021/52	COMPLAINT	08-06-2021 6:50 pm	afd	17-06-2021 6:10 pm	Reopened	<a href="#">View</a>
3	METAL/2021/51	COMPLAINT	08-06-2021 6:45 pm	Closed	N/A	Closed	<a href="#">View</a>

Showing 1 to 3 of 3 entries

Previous 1 Next

Clicking View tab the Feedback details page opens



Feedback Details

YOU ARE HERE: Home > Feedback > Feedback Detail

Feedback Details

Customer Satisfaction

Feedback Code : METAL/2021/56

Current Status : **Resolved**

Client : TATA STEEL SEC.

Feedback Type : COMPLAINT

Feedback Source : ONLINE

Organization Name : TEST ORG 8

Feedback Given By : Test Org 8

Email Id : a.a@mjunction.in

Mobile Number : 1111111111

Phone Number : 54356439

Address : N/A

Created By : Debmalya Dey

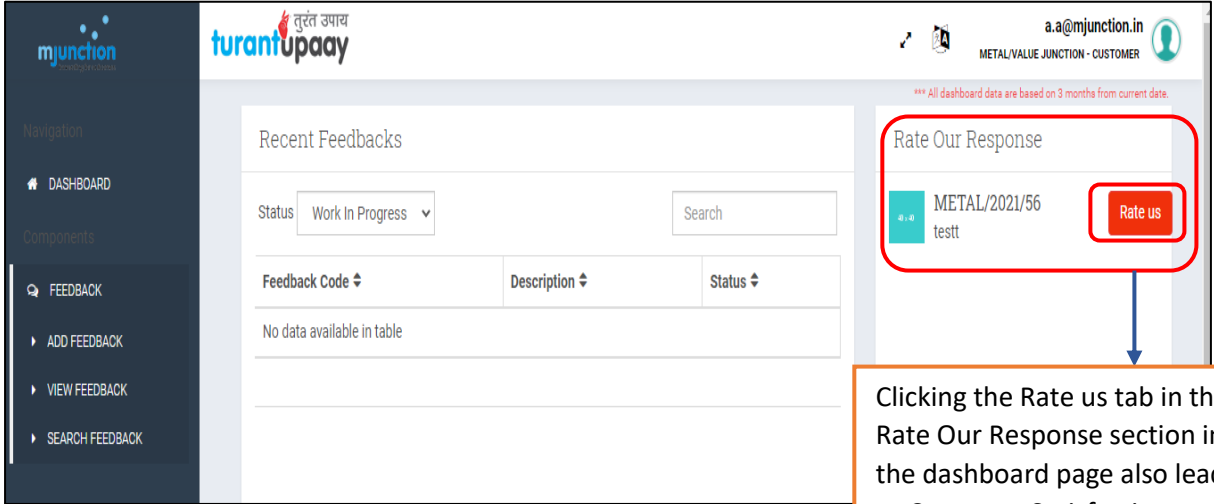
Date Of Feedback : 10-06-2021 10:24 am

Feedback Description :

testt

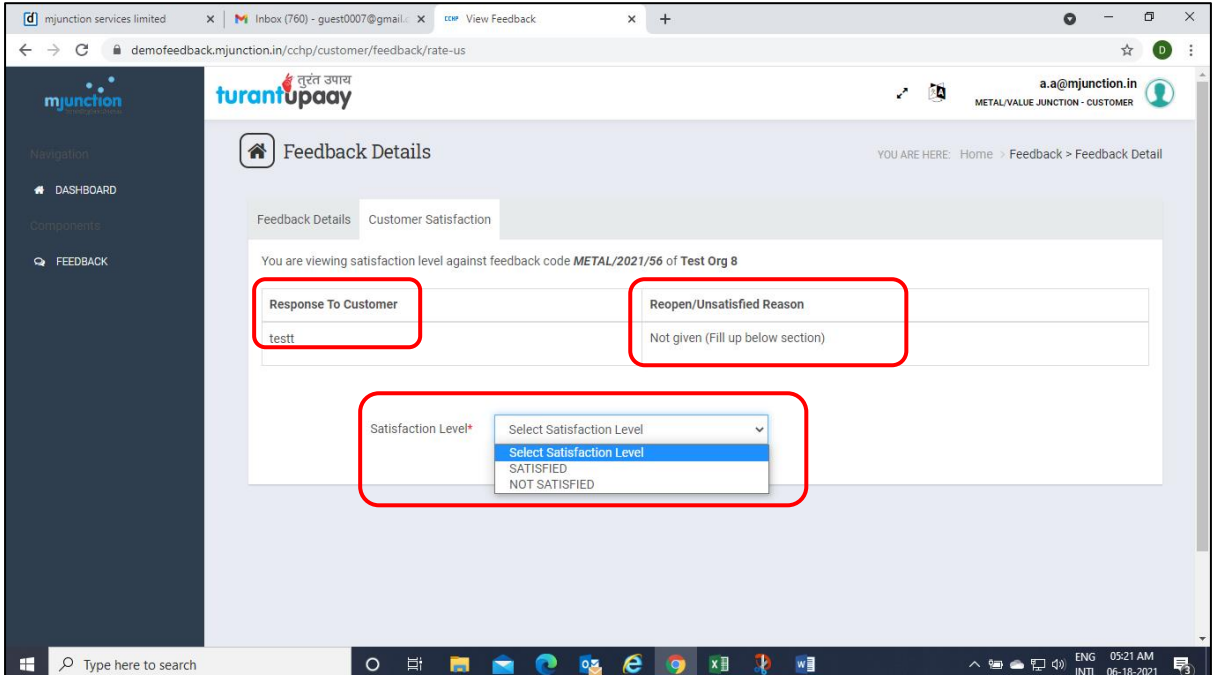
OR

- 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.



The screenshot shows the mjunction dashboard. On the right side, there is a section titled 'Rate Our Response'. Inside this section, there is a card for 'METAL/2021/56 testt'. A red box highlights a 'Rate us' button on this card. A blue arrow points from this button to a text box on the right that says: 'Clicking the Rate us tab in the Rate Our Response section in the dashboard page also leads 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.



The screenshot shows the 'Feedback Details' page. The breadcrumb trail is 'Home > Feedback > Feedback Detail'. The page title is 'Feedback Details'. Below the title, there are two tabs: 'Feedback Details' and 'Customer Satisfaction'. The 'Customer Satisfaction' tab is active. The page content shows: 'You are viewing satisfaction level against feedback code METAL/2021/56 of Test Org 8'. There are three main sections: 1. 'Response To Customer' with the value 'testt'. 2. 'Reopen/Unsatisfied Reason' with the value 'Not given (Fill up below section)'. 3. 'Satisfaction Level\*' with a dropdown menu. The dropdown menu is open, showing options: 'Select Satisfaction Level', 'Satisfied', and 'NOT SATISFIED'. Red boxes highlight these three sections.

Navigation: DASHBOARD, FEEDBACK

## Feedback Details

YOU ARE HERE: Home > Feedback > Feedback Detail

Feedback Details Customer Satisfaction

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)

Satisfaction Level\* NOT SATISFIED

Not Satisfaction Reason\* Other

Other Reason\* Reason

Submit

Space to provide the NOT SATISFIED or SATISFIED reason

## 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].



Icon to choose language version

mjunction turantupaay

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Recent Feedbacks

Status: Work In Progress

Search

Feedback Code	Description	Status
No data available in table		

Rate Our Response

No response available now!

Select English or Hindi to change the page language

mjunction turantupaay

a.a@mjunction.in METAL/VALUE JUNCTION - CUSTOMER

Recent Feedbacks

Status: Work In Progress

Search

Feedback Code	Description	Status
No data available in table		

Rate Our Response

No response available now!

English हिंदी

- The page changes as per the language option selected.

