



# NITOL MOTORS LTD

## (SERVICE AND PARTS)

100 TONGI INDUSTRIAL AREA, GARZIPUR

---

---



## SOFTWARE DOCUMENTARY ( IT DIVISION )

---

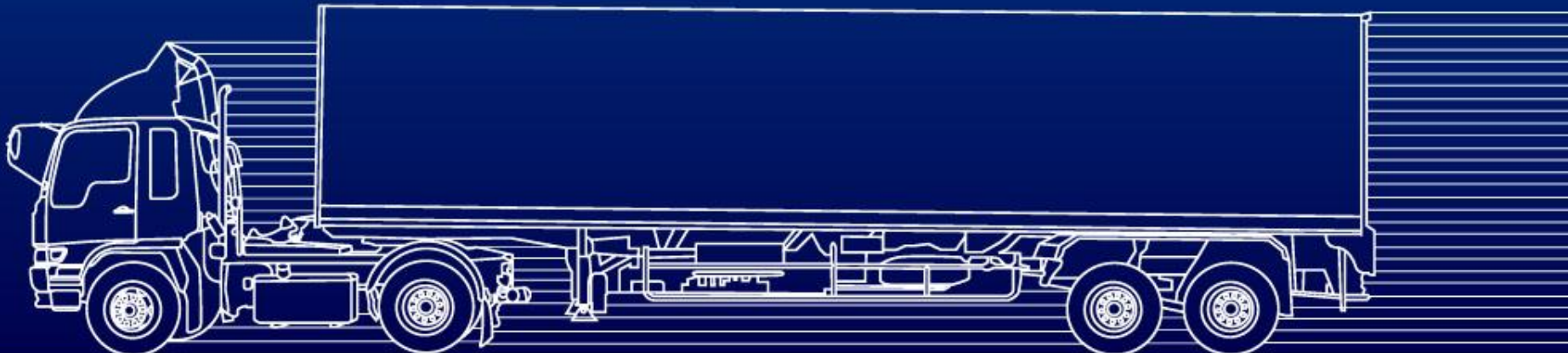
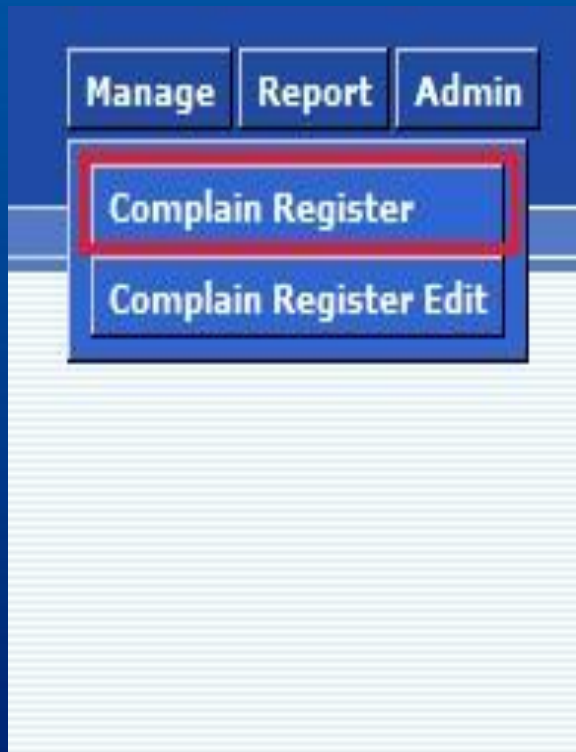
REF : IT CIRCULAR\_REF\_NML\_SE\_IT\_SOFT\_17092014\_57

CIMS



# CIMS : Complain Register

---



# CIMS : Complain Register

Before:

**Complain Registration Form**

Aggregate :  Complain No :

Customer Name :

Customer Address :

After :

**Complain Registration Form**

Zone :  District

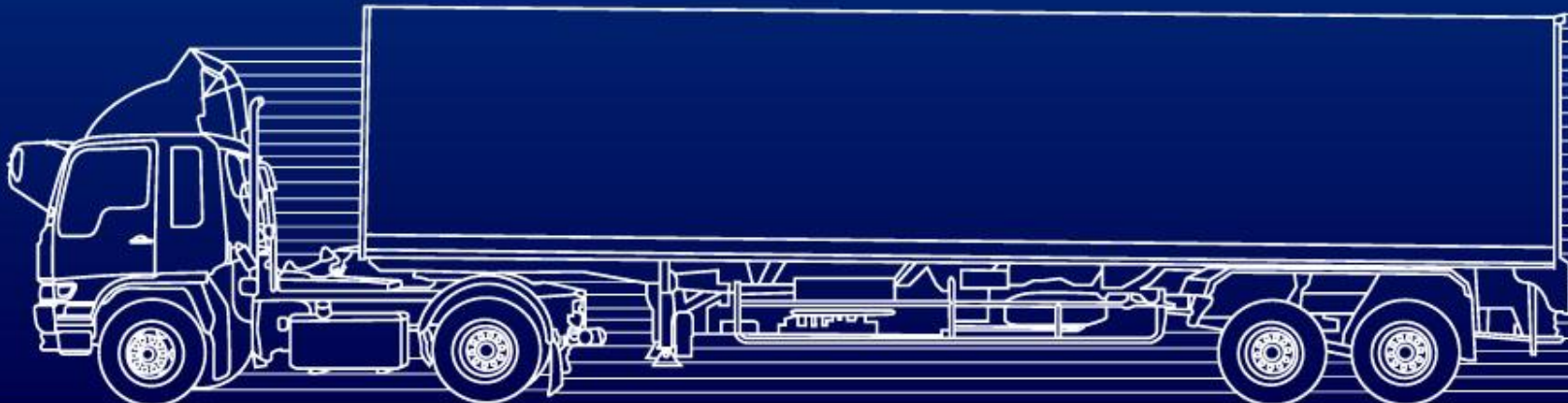
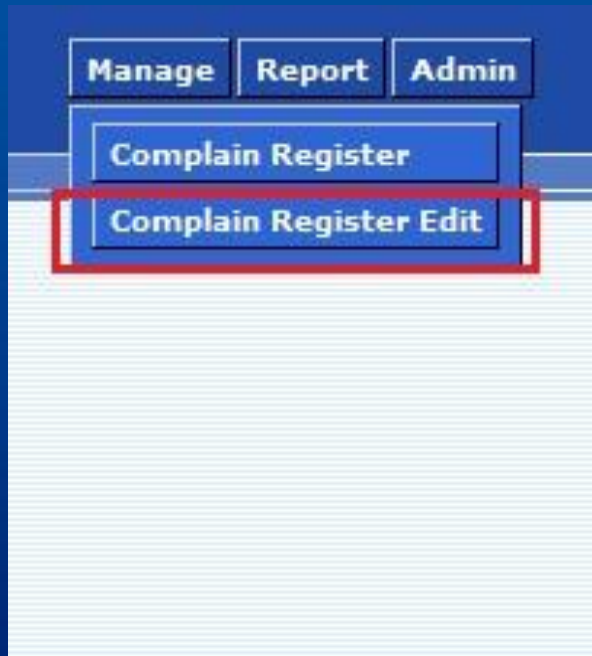
Aggregate :  Complain No :

Customer Name :



# CIMS : Complain Register Edit

---



# CIMS : Complain Register Edit

Before:

## Complain Registration Edit

Centre : All

Complain Register Centre : All

Sl. No.	CR.No.	CustomerName	DCNO	Model	Chassis	RegNo	CRDate	Edit	Feedback
1	461	GURUPADA DEB MUHIT	24573	LPT 1109/36 EX CAB	MAT41640597R24270	DHAKA METRO-TA-4 -9237	09-Jul-11		<a href="#">Feedback</a>

After :

## Complain Registration Edit

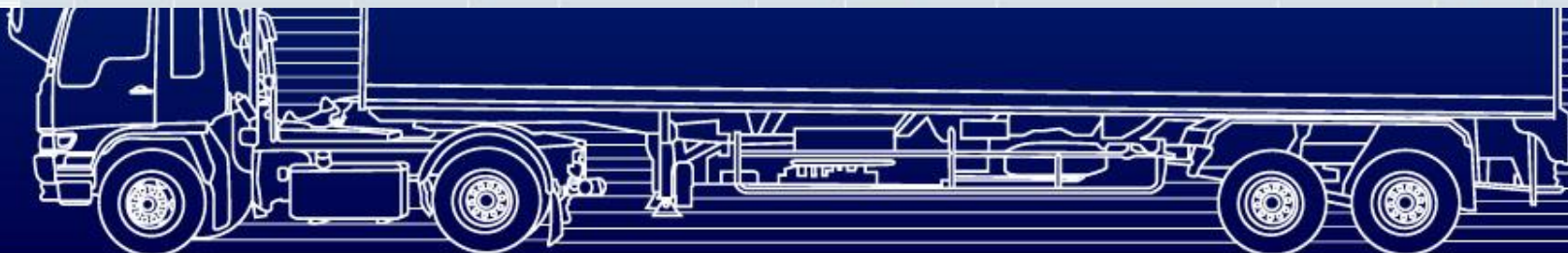
Zone : ALL

District : Chuadanga

Centre : All

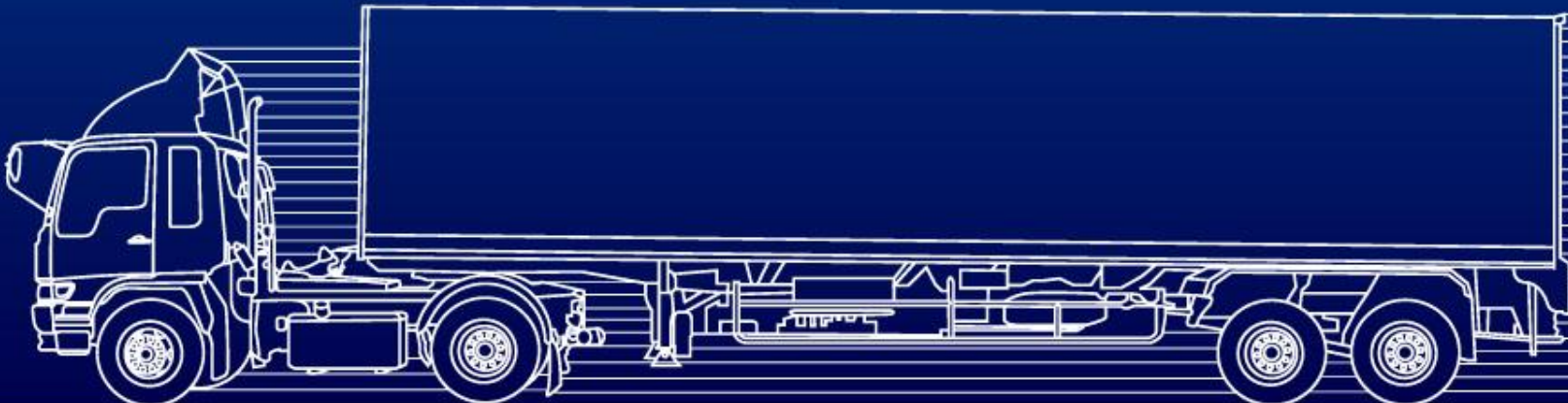
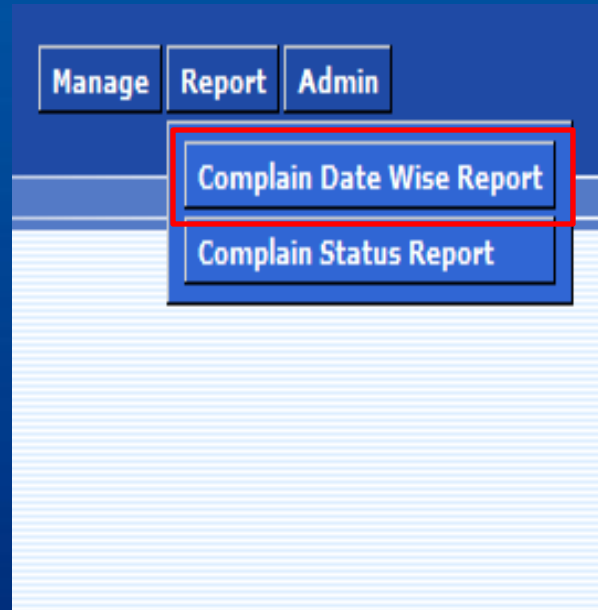
Complain Register Centre : All

Sl. No.	Zone	District	W/S	CR.No.	CustomerName	DCNO	Model	Chassis	RegNo	CRDate	Edit	Feedback
1	West	Barisal	TONGI	7260	Mr Mohid	24326	207 DI Bullet	38805095R100571	DMU140909	13-Sep -14		<a href="#">Feedback</a>



# CIMS : Complain Date Wise Report

---



# CIMS : Complain Date Wise Report

Before:

**Complain Register**

Centre : TONGI

Complain Status : New

Complain Register Centre : Local

From Date : 09-Sep-2014

Date To : 16-Sep-14

Details  
 Model Problem Wise  Segment Problem Wise  
 District Problem Wise  Model District Wise

**Report**

SL	C. No	Aggregate	Customer	Complain	Model	Reg.
TONGI						
1	7255	Others	GOPAL MOHONTO	Customer is dissatisfied for nml parts price is very high as a heater plug nml price is 1200tk but local price is 280tk.	TATA ACE EX PICKUP (Diesel)	BOGNA1
2	7256	Others	MD.MIZANUR RAHMAN	I contact with customer and he complains that reg no: (DM DA 14 3356) came in Madanpur w/s on 2.09.14 to solve Brake, Propeller shaft and Tie rod problem but customer is dissatisfied for parts not available Madanpur w/s, so	LPT 709/34 EX CAB	DM DA 14

After :

**Complain Register**

Zone : Central

District : Gazipur

Centre : All

Complain Status : New

Complain Register Centre : Local

From Date : 09-Sep-2014

Date To : 16-Sep-14

Details

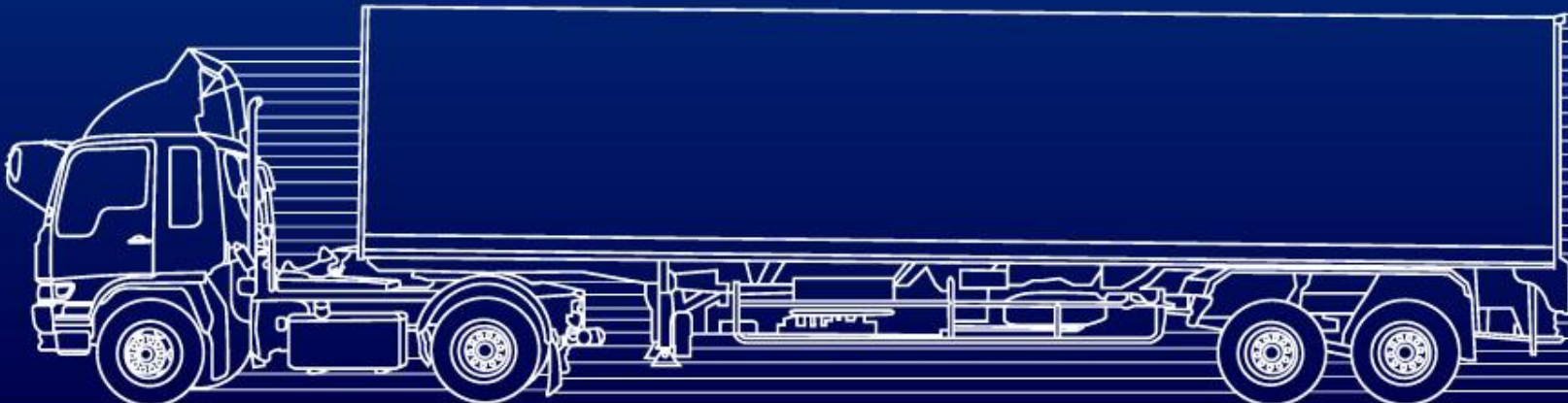
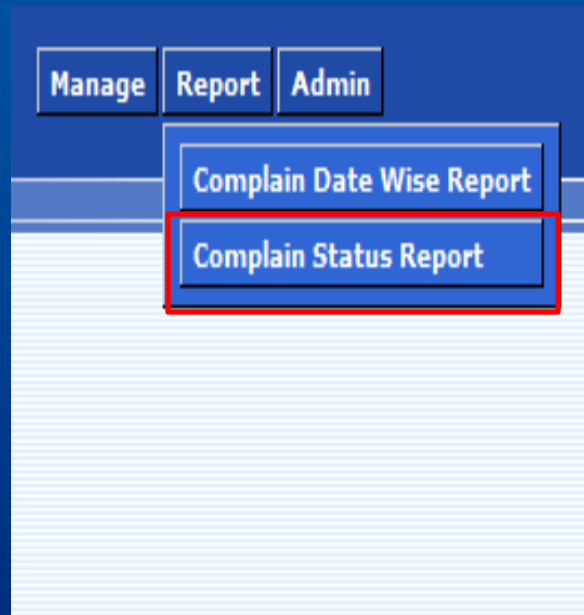
**Report**

SL	C. No	Aggregate	Customer	Complain	Model	Reg.		
TONGI								
1	Centra	Gazipur	7255	Others	GOPAL MOHONTO	Customer is dissatisfied for nml parts price is very high as a heater plug nml price is 1200tk but local price is 280tk.	TATA ACE EX PICKUP (Diesel)	BOGNA11
2	Centra	Gazipur	7256	Others	MD.MIZANUR RAHMAN	I contact with customer and he complains that reg no: (DM DA 14 3356) came in Madanpur w/s on 2.09.14 to solve Brake, Propeller shaft and Tie rod problem but	LPT 709/34 EX CAB	DM DA 14



# CIMS : Complain Status Report

---





# CIMS : Complain Status Report

Before:

Complain Status

Centre :

Complain Register Centre :

Complain Status :

Date Frm:

Date To:

TONGI											
SL	No	C Date	Customer Name	Complaint	Mobile	Model	Reg.No	Entry By	C Against	Ref	
1	7259	09-Sep-14	GOPAL MOHONTO	Customer is dissatisfied for nml parts price is very high as a heater plug nml price is 1200tk but local price is 280tk.	01712011187	TATA ACE EX PICKUP (Diesel)	BOGNA 110351	201109 26	Spare - Service	-	
2	7258	09-Sep-14	MD.MIZANUR RAHMAN	I contact with customer and he complains that reg no: (DM DA 14 3358) came in Madanpur w/s on 2.09.14 to solve Brake, Propeller shaft	01912150963	LPT 709/34 EX CAB	DM DA 14 3356	201109 26	Spare - Service	-	

After :

Complain Status

Zone :

District :

Centre :

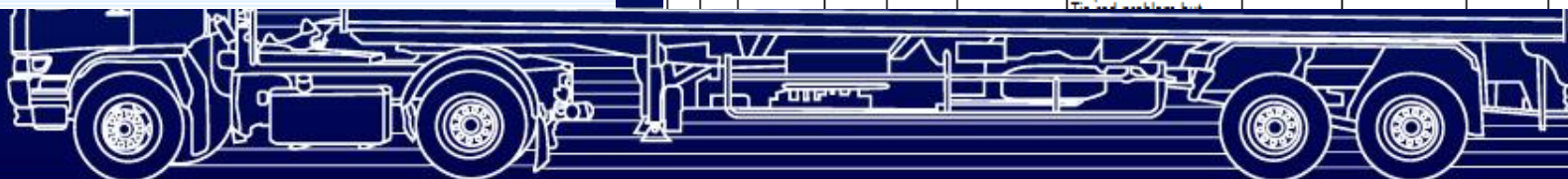
Complain Register Centre :

Complain Status :

Date Frm:

Date To:

TONGI												
SL	No	C Date	Zone	Dist	Cust Name	Complaint	Mobile	Model	Reg.No	Entry By	C Against	Ref
1	7259	09-Sep-14	Central	Tangail	GOPAL MOHONT O	Customer is dissatisfied for nml parts price is very high as a heater plug nml price is 1200tk but local price is 280tk.	01712011 187	TATA ACE EX PICKUP (Diesel)	BOGNA 110351	201109 26	Spare - Service	-
2	7258	09-Sep-14	Central	Tangail	MD.MIZAN UR RAHMAN	I contact with customer and he complains that reg no: (DM DA 14 3358) came in Madanpur w/s on 2.09.14 to solve Brake, Propeller shaft and	01912150 963	LPT 709/34 EX CAB	DM DA 14 3356	201109 26	Spare - Service	-



THANK YOU

