



## USER GUIDE for the Integrated Complaint Tracking System

### Modes of Making Complaints

The ICTS of Trichy Corporation allows you to lodge complaints through this website. This will allow the Corporation to speedily redress your complaint. Alternatively, you may feel it convenient to lodge your complaint through the ways listed below:



Complaints from these alternative sources are pooled, compiled, and acted upon. However, this website is still the best way for you to give us enough detail to help us easily understand and quickly resolve your complaint.

### Complaint Handling Process & Time to Resolve

The process and the time taken to resolve complaints varies according to the amount of work required to resolve the complaint. For example, simple issues regarding Property Tax or even Animal Nuisance are resolved the same day and Emergency issues are dealt with in one day, whereas Engineering issues can take up to 6 days if they involve digging, laying of pipes, construction, and so on.



The following page gives a detailed list of Escalation Periods of the different complaint categories:

<http://www.tccicts.com/frmDCCEscalation.aspx>

### How to Make a Complaint

On the ICTS main page, click the link "New Complaint". You will then be shown the page below which has five clearly labeled sections: (1) Personal Info, (2) Location Info, (3) Complaint Info, (4) Attachments, and (5) Captcha Validation

### Instruction for filling in the New Complaint Form:

Address of the New Complaint Form:

<http://www.tccicts.com/public/Newgrievance.aspx>



**NOTE: All fields marked with a red asterisk (\*) are necessary to file your complaint.**

**These MUST be filled for the system to accept the complaint.**

#### Personal Info

- Fill in the mandatory fields: Name, Mobile, and Communication Address.

No.58, Bharathidasan Salai, Contonment, Tiruchirappalli - 620 001. Tamilnadu, India.



General # : 0431 4219555 to 4218555 | Complaint # : 0431 4217555



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- The E-mail address is optional.
- Once the entire complaint is filled and submitted, an SMS is sent to the mobile number that you provide.
- Also, your complaint is tagged with the mobile number that you provide. This will enable you to easily search for complaints that you made under that mobile number.

### Location Info

- The following MUST be done in the exact same order to provide the correct data.
- First, click the small triangle on the right side of the box labelled "Select Locality". Then, in the list that drops down, click on your locality. This will set your locality.
- Second, click the small triangle on the right side of the box labelled "Select Ward". Then, in the list that drops down, click on your ward. This will set your ward.
- Third, click the small triangle on the right side of the box labelled "Select Zone". Then, in the list that drops down, click on your zone. This will set your zone.
- Fourth, fill in the boxes labelled "Enter Door No." and "Enter Address". The box labelled "Assessment No." is optional.

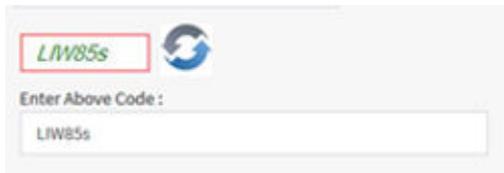
### Complaint Info

- In this section, you must first select the Department and then the Complaint Category. These are mandatory.
- Setting the priority is optional.
- Next, you have a choice of filling in the Complaint Description either in Tamil or in English. Whichever language you choose, the department can understand & respond faster if you write a clear description of the issue or situation that you are facing or that you have noticed.

### Attachments

- In this section, you can select up to four image files that show the issue or situation that you are facing or that you have noticed.
- Note: You can only submit image files which have the extension png, jpg, or jpeg. The extension is the part after the dot in the filename. For example, an acceptable image would have a filename such as "Garbage\_in\_my\_street.png" or "Garbage\_in\_my\_street.jpg" or "Garbage\_in\_my\_street.jpeg".

### Captcha Validation



- This is the final section that you have to fill in. The box with the red border shows a set of letters and numbers. Enter the SAME code in the box labelled "Enter Above Code", making sure that you enter the capitals and the small letters EXACTLY as seen in the box with the red border.

Finally, click on the button labelled "Save" if you want to lodge your complaint. However, if you are not satisfied with what you have entered and would like to clear all boxes on the page, so that you can enter all the details again, click on the button labelled "Clear".





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Soon after you click the “Save” button, the ICTS saves the details that you entered and lodges your complaint. Then, the system sends an SMS with the complaint ID number to the mobile number that you entered.

### HOW TO TRACK YOUR PREVIOUS COMPLAINT(S)

After submitting your complaint, it would be assigned to the respective Zonal officer. He will address the complaint and provide feedback on the same.

Address of the Complaint Tracking page:

<http://www.tccicts.com/frmComplaintStatus.aspx>

If you have the Complaint Reference Number:

Enter it into the first box, then click on the “magnifying glass” icon to the right. The system will load the status of the specific complaint.

If you do NOT have the Complaint Reference Number:

Enter into the second box, the mobile number that you gave at the time of submitting the complaint, then click on the “magnifying glass” icon to the right. The system will load the entire list of complaints which were made under that mobile number. To view the status of a complaint, click on the desired Complaint Reference Number in the table that is displayed.

#### **The Status Box:**

At the bottom of the Status Box, there are a few small boxes which are referred to as Tabs. In order, they are: Status, Personal Info, Officer Info, Location Info, and Share Via. Click on a Tab to see the corresponding information.

-----End of User Guide-----

